

SERVICE DESCRIPTION

INTENSIVE MENTAL SERVICES

DESCRIPTION:

This service provides psychiatric/mental health case management and nursing services for individuals with severe and persistent mental health disorders. The case manager/nurse assists individuals in developing and maintaining effective treatment plans that support healthy and stable functioning in the community.

HISTORY:

This service was developed in 1995 and has been provided by Salt Spring Island Community Services since its inception. It was created as a response to reducing hospitalization of people with mental illness who could be in the community if they had support. The service expanded slightly in 2009 to strengthen the case management capacity.

POPULATION SERVED:

Service is available for individuals and their families who are experiencing a severe and persistent mental illness and who may have addictions or problematic substance use issues. People served may already be known to the Mental Health and Addictions system of care at VIHA, or may be new, but needing the services of care.

GOALS AND EXPECTED OUTCOMES:

1. Increase knowledge, skills and ability to manage mental illness.
2. Improve emotional and mental health.
3. Increase ability to think clearly and make healthy decisions.
4. Decrease severe symptoms of depression or anxiety.
5. Decrease suicide risk.
6. Improve family, social and other significant relationships.
7. Increase ability to function without reliance on hospital care and/or decrease visits to hospital.

8. Improve the coordination and effectiveness of services among physicians, community helping resources, family members and social supports.

SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:

1. Service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Services will include the promotion of wellness, healthy development and independence.
5. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
6. Services will be responsive and timely.

SERVICE DELIVERY ACTIVITIES:

1. **Assessment and Goal Planning.** The Nurses works with individuals, and others such as physician and family, to develop goals based on an individual assessment. A primary focus of assessment is to identify the nature and severity of mental health issues.
2. **Treatment and Care Planning.** The Nurse assists to develop a comprehensive treatment and care plan to address the management of mental health issues. This typically includes monitoring the individual's compliance to the plan and medications
3. **Individual Counselling.** The Nurse provides counselling, treatment and other psychosocial interventions based on the service plan.
4. **Information, Education and Consultation.** The Nurse provides mental health education and information to individuals, families and other community service providers.
5. **Case Management and Coordination.** The Nurse coordinates the provision of a variety of specialized services to ensure that they are delivered in a manner that provides an effective response to the whole problem, person and their support system.
6. **Referral and Advocacy.** The Nurse refers individuals to other SSICS, psychiatry or community services as needed and acts on their behalf when needed to obtain resources and services.

LOCATION:

Services are provided from the main SSICS building at 268 Fulford-Ganges Road. The building is wheelchair accessible and has private counselling offices and group/family meeting rooms.

Hours:

Monday-Friday 9 am to 4 pm, and after hours as required.

STAFF RESOURCES:

Service and program coordination is provided by one part-time Psychiatric Nurse. The Nurse reports to the Director of Adult and Outreach Services, and is part of the Adult Services Team including addictions services, mental health counsellors, housing worker and consulting psychiatrist.

ACCESS TO SERVICE:

Service can be accessed through self-referral, doctor or hospital referral, community referral or inter-agency referral. phone 537-9971

STANDARDS/REFERENCES/BEST PRACTICES:

1. CARF accreditation standards
1. Concurrent Mental Health and Substance Use Disorders – Best Practices, Health Canada
2. VIHA Co-Occurring Disorders Charter
3. Registered Nursing Association of BC Standards of Practice and Care

FUNDING/SPONSORSHIP:

The service is funded by Mental Health and Addictions Services division of Vancouver Island Health Authority.

PARTNERSHIPS/KEY CONNECTIONS:

1. Physicians
2. Lady Minto Hospital
3. RCMP
4. Vancouver Island Health Authority, Mental Health and Addictions