

Redesigning the Delivery of Mental Health and Addictions Services across the South East Region

(April 30, 2013) During public consultation undertaken for our third Integrated Health Services Plan (IHSP3), [Better Integration, Better Health Care](#), the South East Local Health Integration Network (LHIN) learned about the opinions and concerns of our residents surrounding the delivery of mental health and addictions services throughout this region.

Overall, our residents, clients and patients, primary care providers and current mental health and addiction service providers all indicated that while the care received at any one provider has been very good, the current patchwork of providers and services does not serve the residents of the South East as well as it could. In particular, feedback from our community engagement activities has reflected concerns with: duplication of services, duplication of assessments (multiple story telling), difficulties in transitioning between providers, difficulty in accessing services, insufficient volume of services to satisfy demand, and the stigma often faced in accessing these and other health services.

It was incumbent on the South East LHIN to address these issues and initiate the process of redesigning mental health and addictions services in a way that will build upon our experience of excellent service delivery while achieving improvements in transitions in care and achieving greater efficiencies that will in turn improve access to high quality care for our residents.

A project plan has been developed to guide this re-design. This plan, developed during March in collaboration with our providers, has now been launched.

The work of redesigning mental health and addiction services in the South East began in April and is targeted for completion by the end of December 2013. The proposed re-design plan will then be validated, with implementation of the new design targeted for fiscal 2014/15 and 2015/16.

The strengthening of mental health and addictions services delivered in the community and in hospitals is part of the implementation of the South East LHIN's IHSP3, [Better Integration, Better Health Care](#) and aligns with Ontario's Action Plan: Providing the right care, at the right time, in the right place.

The redesign and implementation of mental health and addiction services will also build upon the recent progress achieved through the [Clinical Services Roadmap \(CSR\)](#) initiatives. The CSR initiatives have targeted issues such as access to care, wait times, stigma reduction, crisis response, behavioral support services and client flow across the continuum of care in our region. This work is and continues to be foundational to the development of a regional mental health and addictions system.

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