



Nomination

Mental health and addictions

**Women's College Hospital Academic Family Health Team Mental Health Committee
[Karen Burrell (SW), Ken Callaghan, Dr. Melissa DeSouza, Holly Finn, Dr. Stephen
Holzapfel, Bibi Khan, Dr. Bradley Lichtblau, Chantal Simms (SW), Sherry Teeter, Todd Tran
(OT)]**

Mental Health Services at WCH AFHT: Improving Access without increasing resources



Women's College Hospital Academic Family Health Team (WCH AFHT) has over 20,000 patients supported by only two Social Workers (SWs). Timely access to mental health services is a constant challenge, with wait times of 3-6 months and growing. Our demand was outstripping our supply. While, traditionally, Advanced Access principles are used in physician practices, our team applied them in a novel way to IHP practices. Ultimately, the team leveraged existing resources for patients in order to prioritize patients with the highest needs, who have fewer options available to them. We were successful in meeting our aim of reducing wait times for SWs by over 50%.

We continue to work towards active patient engagement in a growing proportion of our initiatives. We did not have a patient representative for this particular group, however, our Social Workers informally ask clients about their experience around the wait times and the feedback so far has been positive.