

Community Mental Health & Addictions Clinic NEWSLETTER



C-MAC staff celebrate the opening of the clinic.

LAUNCH OF CND OHT COMMUNITY MENTAL HEALTH & ADDICTIONS CLINIC

On March 7 2023, the Cambridge North Dumfries Ontario Health Team launched an eight-week Community Mental Health and Addictions Clinic (C-MAC).

This walk in clinic addresses a key need in CND identified by the CND OHT Mental Health & Addictions Working Group. It is intended to improve quick access to mental health and addictions treatment, improve the patient experience in navigating treatment and alleviating system pressures.

PATIENTS VISITING THE CMAC

43

Unique number of patients that have been seen in the first 4 weeks of the clinic.

7

Age of the youngest patient accessing services at the C-MAC.

81

Age of the oldest patient accessing services at the C-MAC.

64

Number of follow up visits complete by C-MAC

109

Number of patient encounters in the first 4 weeks of the clinic

PARTNERING WITH PARAMEDICS TO DECREASE MENTAL HEALTH AND ADDICTIONS EMERGENCY DEPARTMENT VISITS

Beginning on Tuesday, April 4 Region of Waterloo Paramedic Services will begin a pilot of bringing those with appropriate mental health and addictions conditions to the C-MAC. This change is being made in collaboration with the CMH Emergency Department and will allow paramedics to divert mental health and addictions calls. The CND OHT and Paramedic Services are working in partnership to evaluate the impact of this pilot.



100% of patients surveyed indicated that they were very satisfied or very satisfied with the care received at the C-MAC.

Words of Appreciation from a C-MAC Patient

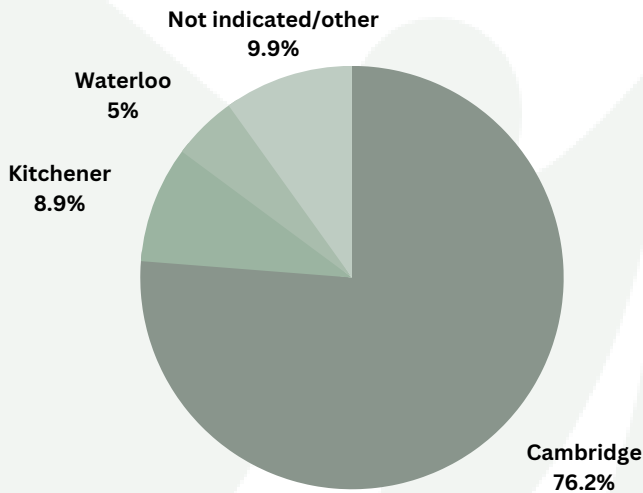
I am so glad I came in today - I didn't know where to start with my mental health. I don't have a family doctor and this help isn't accessible otherwise. For the first time in 3 years, I finally have some hope I can get a handle on mental health. We need places like this to continue.

Community Mental Health & Addictions Clinic At-A-Glance March 2023

CONNECTING CARE TO IMPROVE THE PATIENT, CAREGIVER & CLINICIAN EXPERIENCE

- 8 Number of organizations staffing the C-MAC. See the full list of partners at www.cndoht.com.
- 5 Most common referral sources to the C-MAC include the CMH Emergency Department, primary care, Here 24/7, schools and community engagement officers.
- 5 Number of warm-hand off care pathways developed or in development, to ensure clients are well supported to meet their wholistic needs. Examples include linkages to the Rapid Access Addiction Medicine Clinic and CMHA.

Where CMAC Patients Are Coming From



77% of patients are attached to primary care. Of those, only 15% indicated challenges accessing their primary care provider.



Language Matters

The CND OHT uses "patient" to describe those who access services at the CMAC, but individuals accessing the service may also be referred to as users or participants.

Top Presenting Concerns

- Anxiety and panic attacks
- Addictions
- Self-harm
- Low mood/depression
- Insomnia
- PTSD



Top Referrals for CMAC Patients

- Local counselling/navigation services such as Porchlight Counselling, Langs Health Guides, Here 24/7
- Addiction services
- Referrals to inpatient programs at Cambridge Memorial Hospital