

BRIGHT LIGHTS AWARDS

Nomination: Mental health and addictions

Care Coordination Program -North Shore Family Health Team Care Coordination for patients who experience mental health struggles.



We are a small FHT in rural Northwestern Ontario. Accessing mental health services has been a struggle for our community members. Long wait times exist at our local Mental Health Agency and the NSFHT Social Worker was receiving more more referrals than she could accommodate. In February we received an increase to our FTE for a 0.5 navigator position and dedicated a portion of this position for intake, assessment and care coordination services for patients that experience mental health/socio-economic struggles. The program has improved inter-agency flow with patients being continuously supported as they are navigated to the best service.