



24/7 EMERGENCY MENTAL HEALTH CRISIS WORKERS AT NBRHC

A NURSES PERSPECTIVE

An interview was conducted with a nurse from Huron Perth Alliance. Huron Perth is a set of hospitals that have implemented crisis teams.

upon speaking with this individual it was found that there is available crisis workers, senior mental health teams, transition houses, mobile crisis teams, child and adolescence centres and two psychiatrists within their facilities on call at all times.

IN HOSPITALS

Research was focused on North Bay Regional Health Center, CAMH's emergency department, and Huron Perth Healthcare Alliance. This Research has shown a general lack of concern regarding mental health issues, this has affected many hospital settings and patient care

INTRODUCTION

Mental health crises have become increasingly prevalent due to environmental and socioeconomic factors. This has caused a significant strain on hospital emergency departments as they are dealing with limited resources and long wait times. The Implementation of a 24/7 mental health crisis worker at North Bay Regional Health Center will help to alleviate these issues and provide more comprehensive care to individuals experiencing crisis.

ISSUE IDENTIFICATION

By identifying the current issue surrounding mental health crisis in the emergency department the potential for interdisciplinary collaboration increases. This will work to address institutional weaknesses and to place the focus on advocacy efforts to reduce wait times.

RECOMMENDATIONS

To take action on this issue and formulate crisis teams the roles and responsibilities must be defined through collaboration with multidisciplinary teams. The development of specialized training programs for healthcare professionals is needed before implementing a 24/7 mental health crisis worker at North Bay Regional Health Center

The steps taken to implement the use of a 24/7 crisis worker will ensure that the role of this position has been properly defined through the protocols discussed by multidisciplinary teams to ensure that the proper training is given.

CTAS

The Canadian Triage and Acuity Scale (CTAS) is a tool used to determine a patient's severity level for urgent care in emergency departments. According to this scale, often times mental health patients are not being triaged at an appropriate level.

CTAS

"The triage process is bad, many individuals that presented in ED with mental health issues are getting triaged at a level 3-4 when they should be at a level 1-2"
-S.S, RN

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FINDINGS

in the future findings of reduces levels of stigma, shorter wait times and increased resources for those struggle with mental health disorders would be the desired findings from the implementation of a 24/7 mental crisis worker in North Bay Regional Health Center

