



## BCHIMPS Annual Spring Education Symposium March 2 2018



Working Collaboratively to Support those in Crisis  
Inspector Lynn Nofle

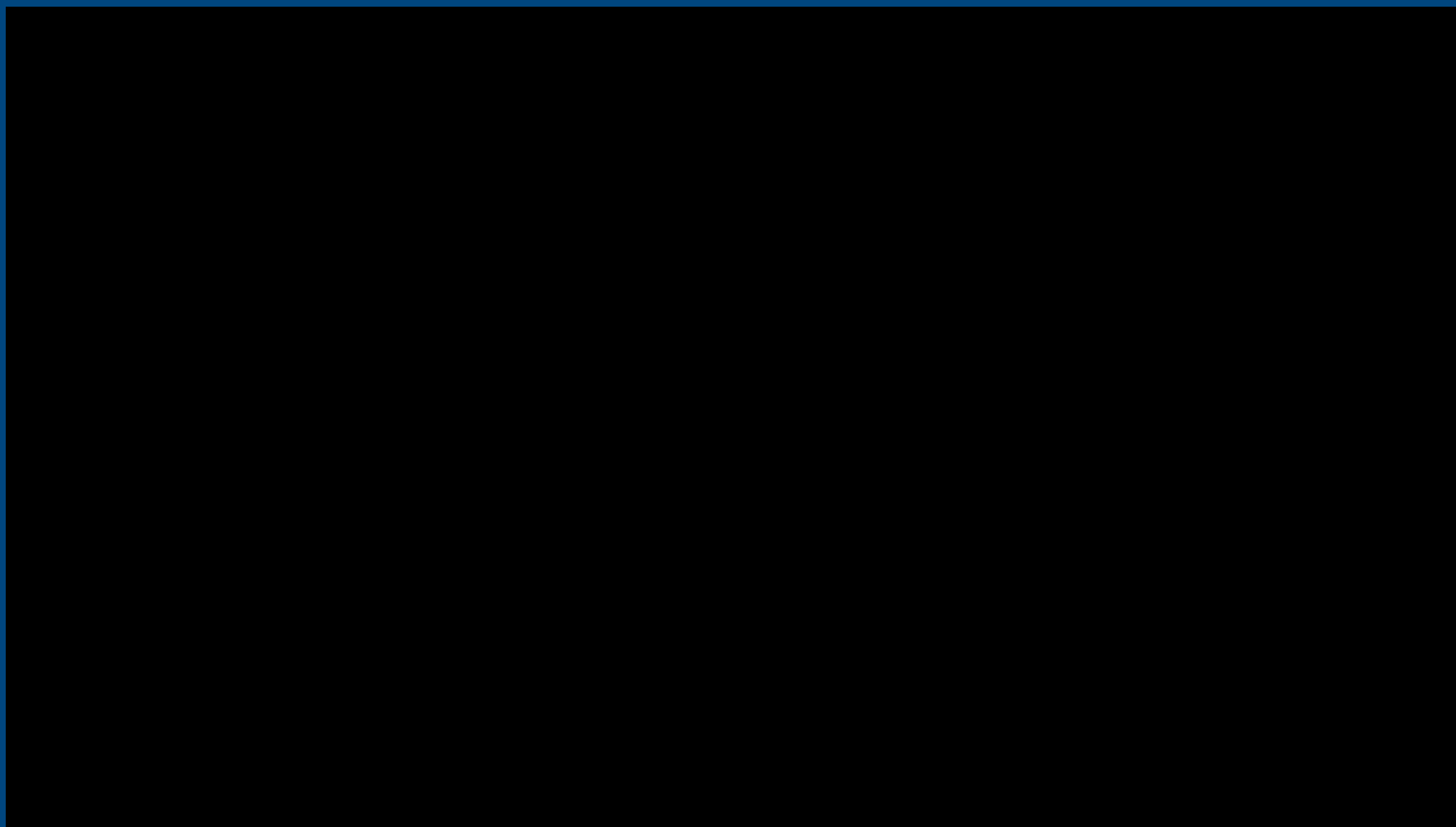


# Outline

- Advocacy and Collaboration with Health and Government
- Key Collaborations
- System and Cohort Data
- Ongoing Projects



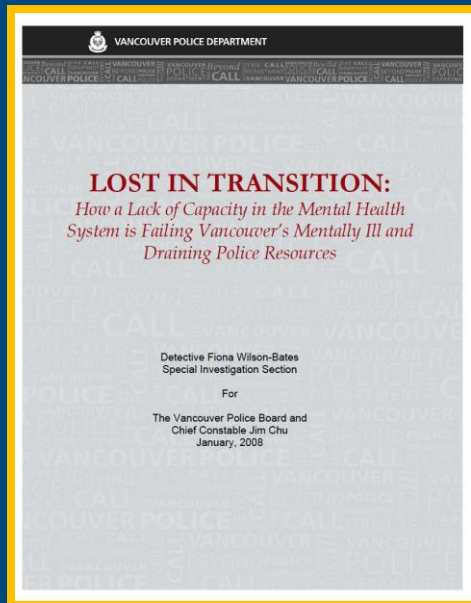
# Vancouver Downtown Eastside





# Advocacy and Collaboration

- 2008 VPD *Lost in Transition*



Template: VA\_MENTAL HEALTH - YES - MH/EDP FACTOR

VPDT0095

Vancouver Police Department  
Mental Health - YES - MH/EDP Factor

Yes - It is the author's impression that apparent mental health and/or EDP issues were factors in this incident.

Template: VA\_MENTAL HEALTH - NO - MH/EDP NOT FACTOR

VPDT0094

Vancouver Police Department  
Mental Health - NO - MH/EDP NOT Factor

No - It is the author's impression that apparent mental health and/or EDP issues were NOT factors in this incident.

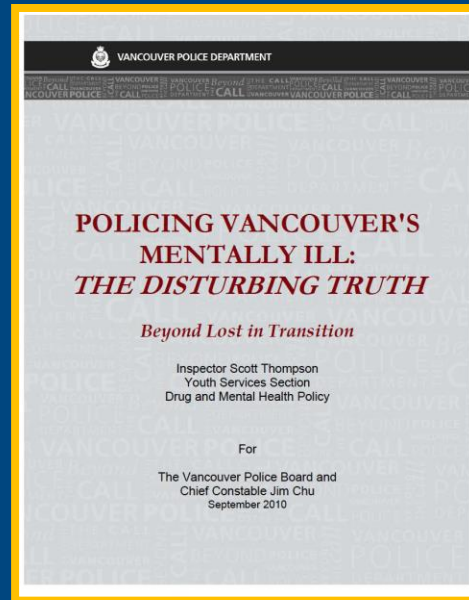
Template owner: Mental Health Unit

2014 Versadex  
Innovation Award



# Advocacy and Collaboration

- 2010 VPD *Beyond Lost in Transition*



*“... a lack of capacity in the mental health system is failing Vancouver’s mentally ill and draining police resources.”*



# Advocacy and Collaboration

- 2011 November VPD-VCH-PHC **Project LINK**



**Project LINK**: 2015 recipient of the Dr. Nancy Hall Award for leadership in public policy, Canadian Mental Health Association, BC Division



IMPROVING HEALTH SERVICES FOR  
INDIVIDUALS WITH SEVERE ADDICTION  
AND MENTAL ILLNESS

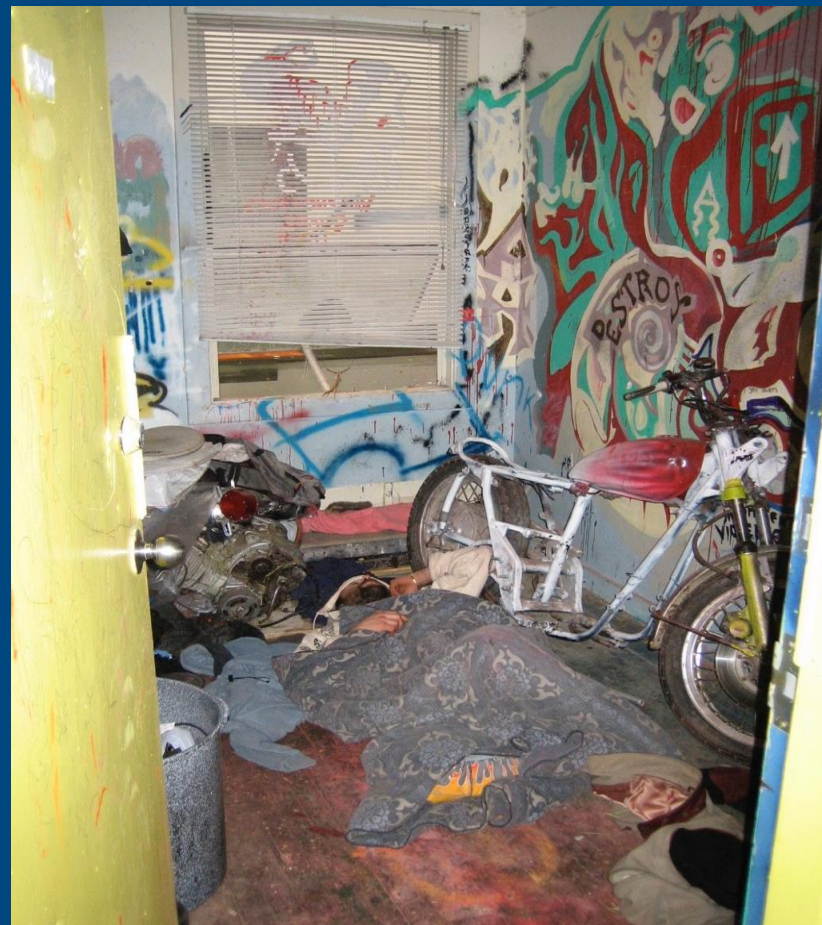
Ministry of Health Services  
1010a Westend Drive, Vancouver, BC  
November 15, 2013



# Advocacy and Collaboration

## 2013 *The Hotel Study*

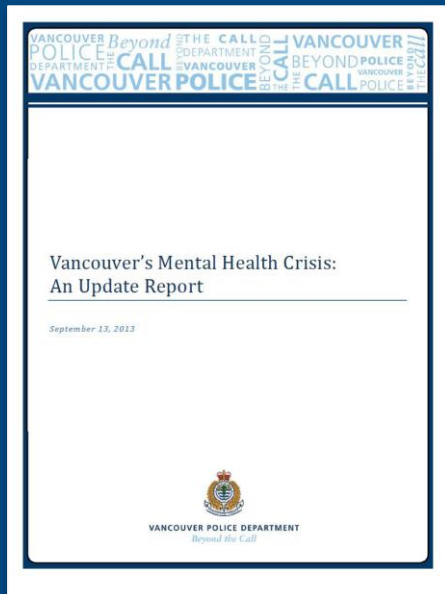
- 30% adequate
- 40% inadequate
- 30% no care





# Vancouver's Mental Health Crisis

- 2013 VPD *Mental Health Crisis Report*



*“We believe the current situation regarding untreated, severely mentally ill people is on par, if not more serious than, what Vancouver faced over a decade ago. The ‘public health crisis’ is now a ‘**mental health crisis**’.”*





# Advocacy and Collaboration

## Mayor's Task Force on MH&A





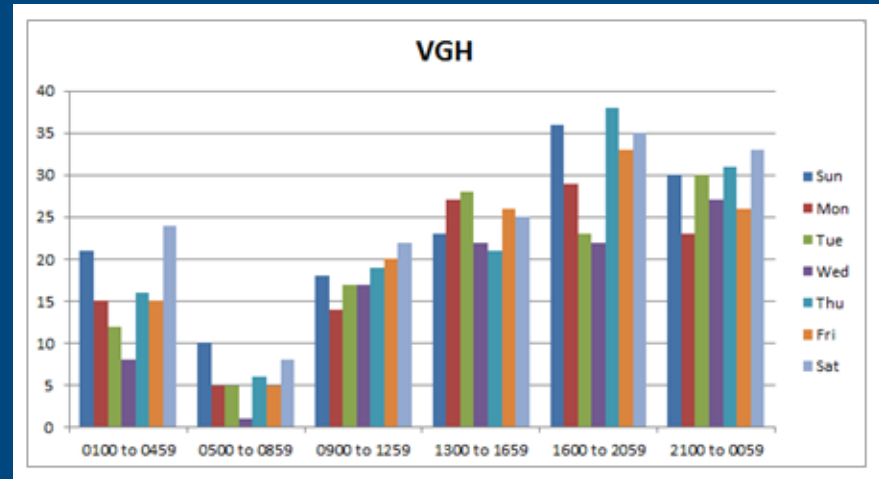
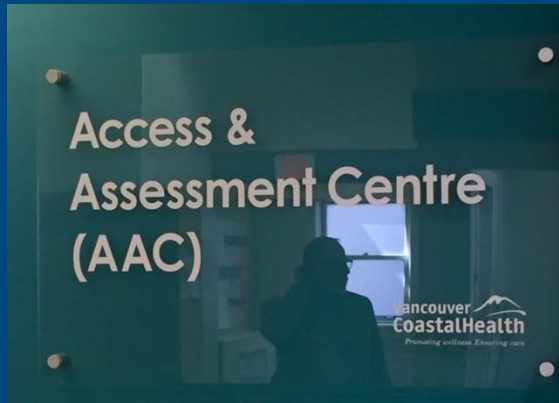
# Key Collaborations



- Car 87/88
- Assertive Community Treatment Team
- Assertive Outreach Team

# Key Collaborations

## Access and Assessment Centre



- 24/7
- For non-urgent and non-emergent intervention
- Comprehensive assessment to determine care pathway



# Key Collaborations

## Saint Paul's HUB and Transitional Care Centre

Partnership with VPF, PHC,  
Addiction and Urban Health,  
Emergency Medicine,  
Department of Family  
Practice  
and the City of Vancouver



### Reference:

- 89% increase in MH&A over 5 years
- ED 33 beds
  - MH occupies 17+ more than 50% of the time



# Key Collaborations

## Assertive Community Treatment Team

- Client-centered, recovery oriented service delivery model
- Most seriously addicted and mentally ill who have NOT benefitted from traditional programs







# VPD Collaborations: Cohort Data

## Assertive Community Treatment

ACT One Clients (n=67) third quarter 2017

1 Year    Current

### POLICE

- |                                   |      |      |
|-----------------------------------|------|------|
| • Mental Health Act apprehensions | -47% | -58% |
| • Negative police contact         | -31% | -35% |
| • Violent offences                | -22% | -46% |
| • Charges and convictions         | -22% | -34% |

### HEALTH

- |                           |      |      |
|---------------------------|------|------|
| • Visits to VGH & SPH EDs | -43% | -53% |
| • Acute MH&A bed days     | -49% | -56% |



# VPD Collaborations

## Assertive Outreach Team



- Recipient of the 2015 IACP Motorola/Webber Seavey Award for innovation and quality in policing



# VPD Collaborations: Cohort Data

## Assertive Outreach Team

AOT Clients (n=42) third quarter 2017

4 Weeks      Current

### Police

- |                                   |      |      |
|-----------------------------------|------|------|
| • Mental Health Act apprehensions | -66% | -91% |
| • Negative police contact         | -61% | -77% |
| • Violent offences                | -87% | -60% |
| • Charges and convictions         | -67% | -67% |

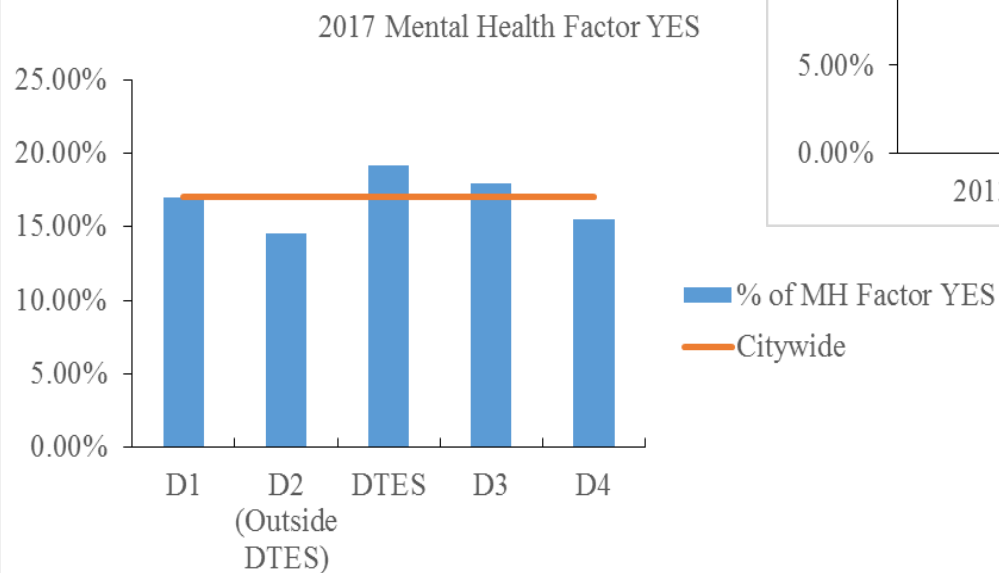
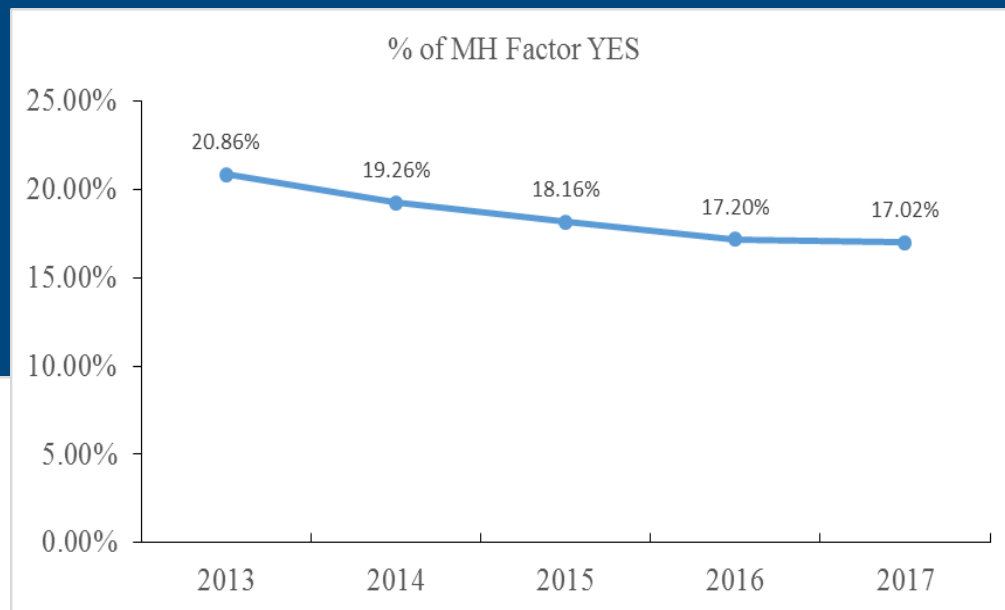
### Health

- |                           |      |      |
|---------------------------|------|------|
| • Visits to VGH & SPH EDs | -63% | -70% |
| • Acute MH&A bed days     | -86% | -67% |



# System Data

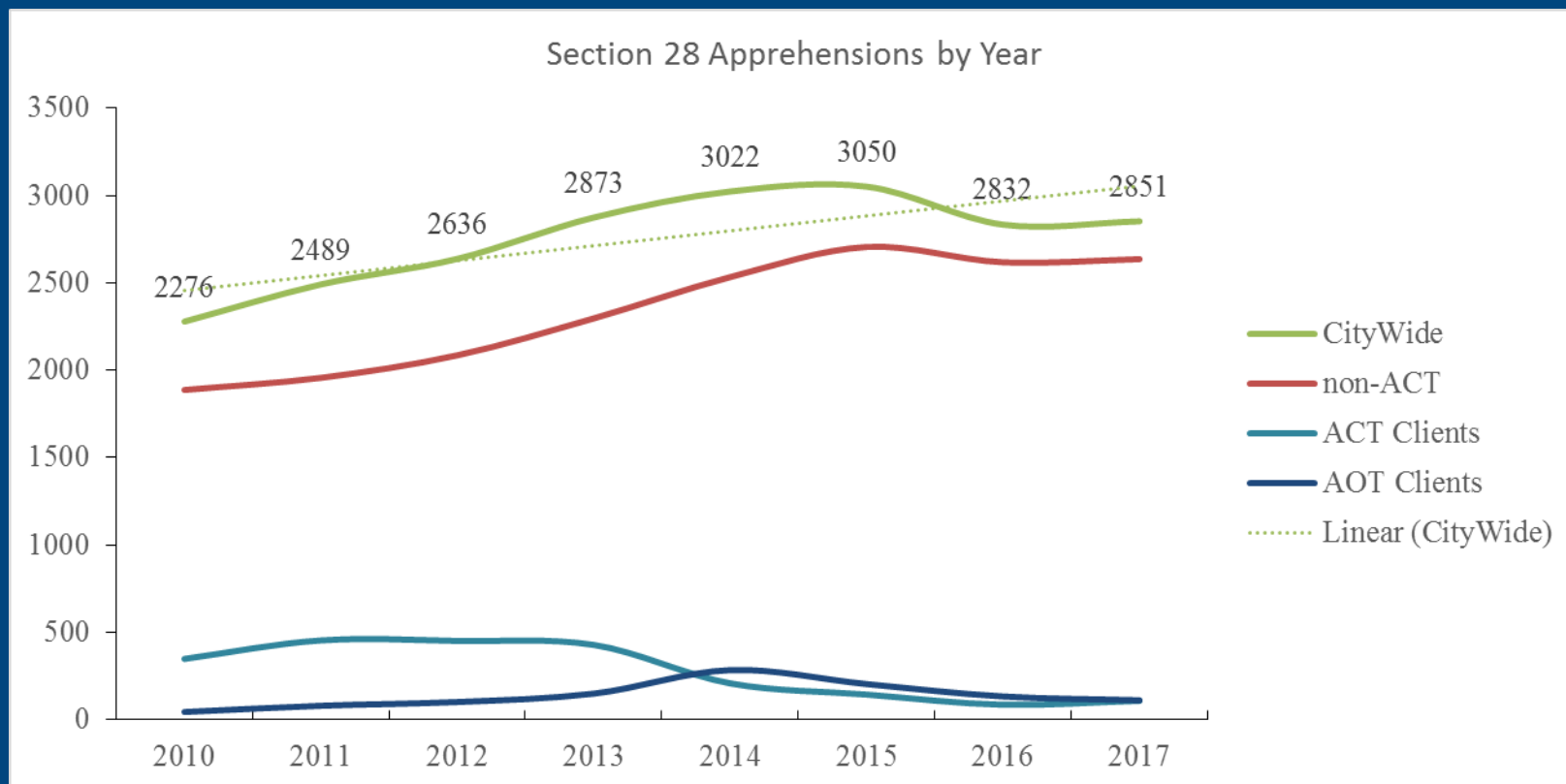
## Mental Health Factor





# System Data

## Section 28 Apprehensions

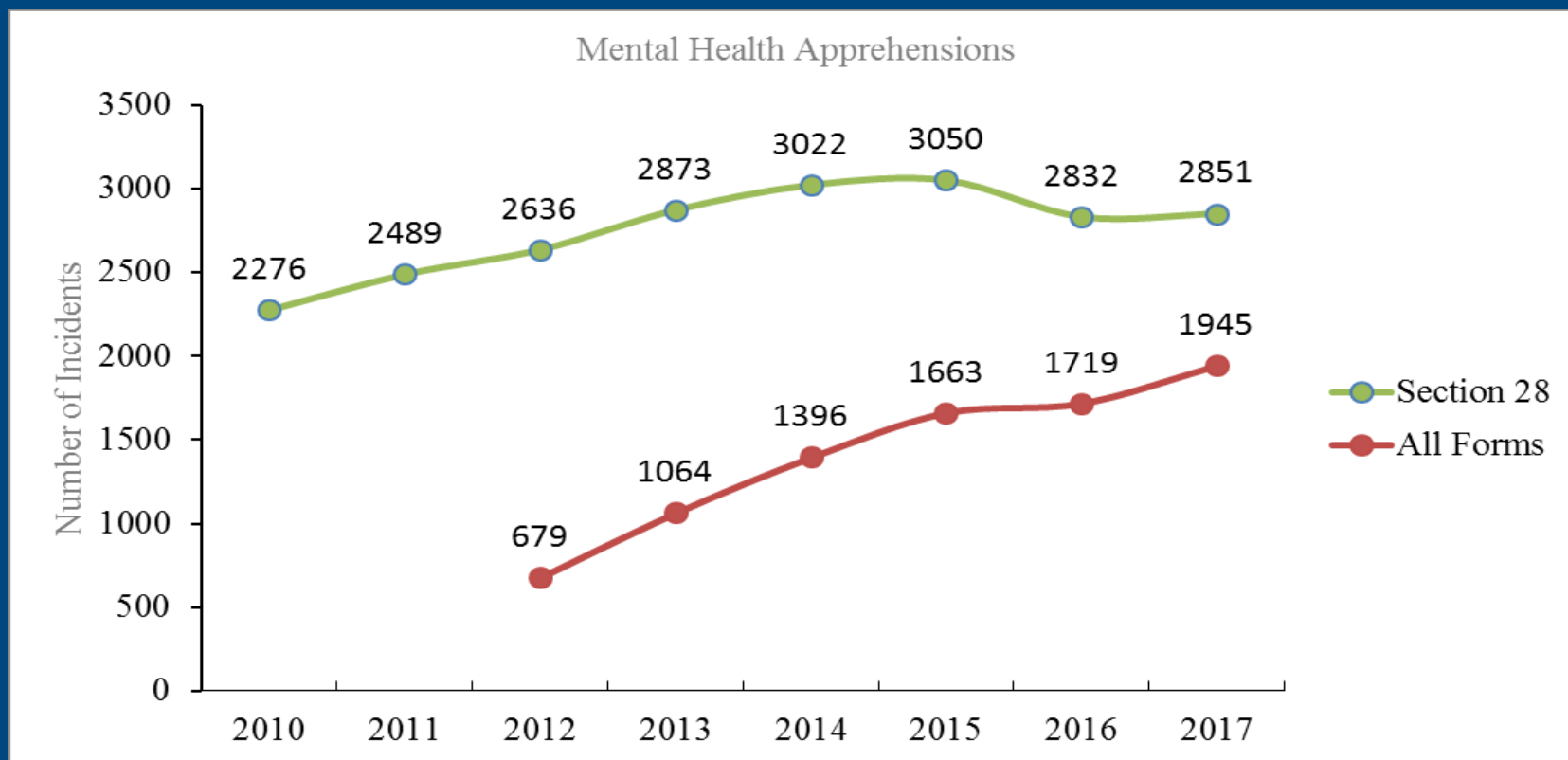






# System Data

## Form 4, 10, 21 Apprehensions





# System Data

## Hospital Wait Times

VA\_MHA HOSPITAL WAIT - LMD PRODUCTION

Save&Exit Cancel Save Copy Cut Paste as text Add row Delete row Help

Template: VA\_MHA HOSPITAL WAIT

VPDI0047

Vancouver Police Department  
Mental Health Act Apprehension Hospital Wait Times

Instructions:  
1. Ensure Text Type is MN (Miscellaneous Notes);  
2. Subject Heading must be 'MHA Apprehension Hospital Wait'; and  
3. Complete Sections A to E below.

A. Check the appropriate box.  
☐ Police Apprehension S.28  
☐ Dr. Certification/Pinked (Form 4) S.22  
☐ Director's Warrant (Form 21) S.39/S.41  
☐ Judicial Warrant (Form 10) S.28(4)

B. Name of Hospital:

C. Date and Time of Arrival at Hospital.  
Date (YYYY/MM/DD):   
Time (HH:MM):

D. Date and Time patient was admitted to Hospital and members were permitted to leave.  
Date (YYYY/MM/DD):   
Time (HH:MM):

E. Total Wait Time at Hospital.  
Time:  hours  minutes

OVR

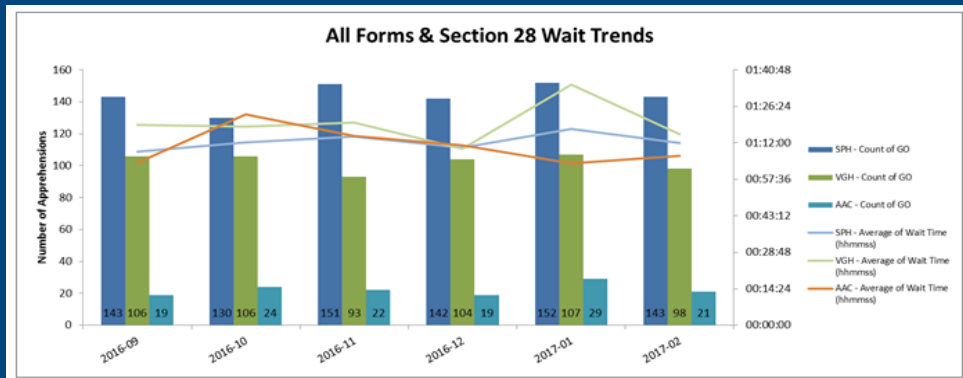
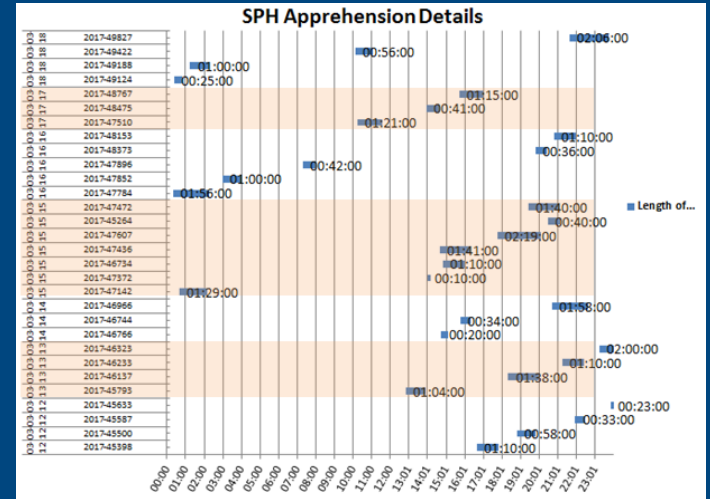
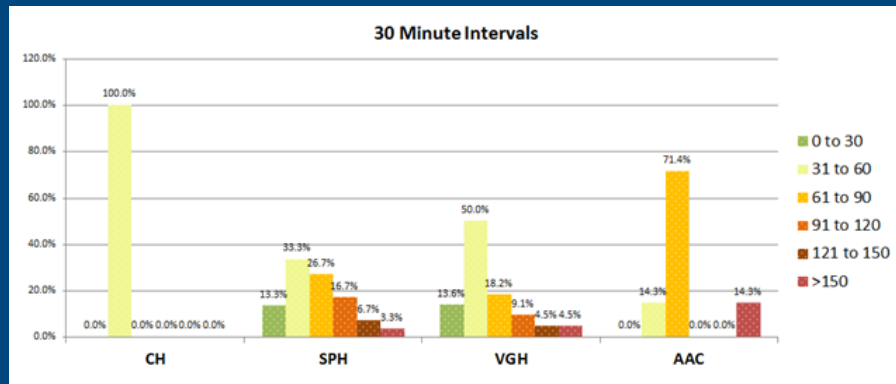
	CH	SPH	VGH	AAC	BBYG	MSJ	All Hosp
Form 4,10,21		00:54:13(9)	01:06:00(5)			00:27:30	00:54:34(16)
Section 28	01:00:00(1)	01:14:09(21)	01:03:42(17)	01:28:26(7)	01:35:00		01:13:06(48)
Forms & Sec 28	01:00:00(1)	01:08:10(30)	01:04:14(22)	01:28:26(7)	01:35:00	00:27:30	01:08:28(64)

GO	Form	Hospital Name	Arr Date	Arr Time	Depart Date	Depart Time	Wait Time (hhmmss)
2017-46568	4	MSJ	2017-03-14	13:20:00	2017-03-14	14:05:00	0:45:00
2017-47472	21	SPH	2017-03-15	19:26:00	2017-03-15	21:06:00	1:40:00
2017-47510	4	SPH	2017-03-17	10:15:00	2017-03-17	11:36:00	1:21:00
2017-46734	21	SPH	2017-03-15	14:50:00	2017-03-15	16:00:00	1:10:00
2017-48153	21	SPH	2017-03-16	20:50:00	2017-03-16	22:00:00	1:10:00
2017-49422	21	SPH	2017-03-18	10:09:00	2017-03-18	11:05:00	0:56:00
2017-48475	4	SPH	2017-03-17	13:59:00	2017-03-17	14:40:00	0:41:00
2017-45264	21	SPH	2017-03-15	20:30:00	2017-03-15	21:10:00	0:40:00
2017-47710	21	VGH	2017-03-15	21:30:00	2017-03-15	23:30:00	2:00:00
2017-46803	4	VGH	2017-03-14	22:00:00	2017-03-14	23:30:00	1:30:00
2017-47542	4	VGH	2017-03-15	21:25:00	2017-03-15	22:25:00	1:00:00
2017-48173	21	VGH	2017-03-17	14:30:00	2017-03-17	15:30:00	1:00:00



# System Data

## Hospital Wait Times

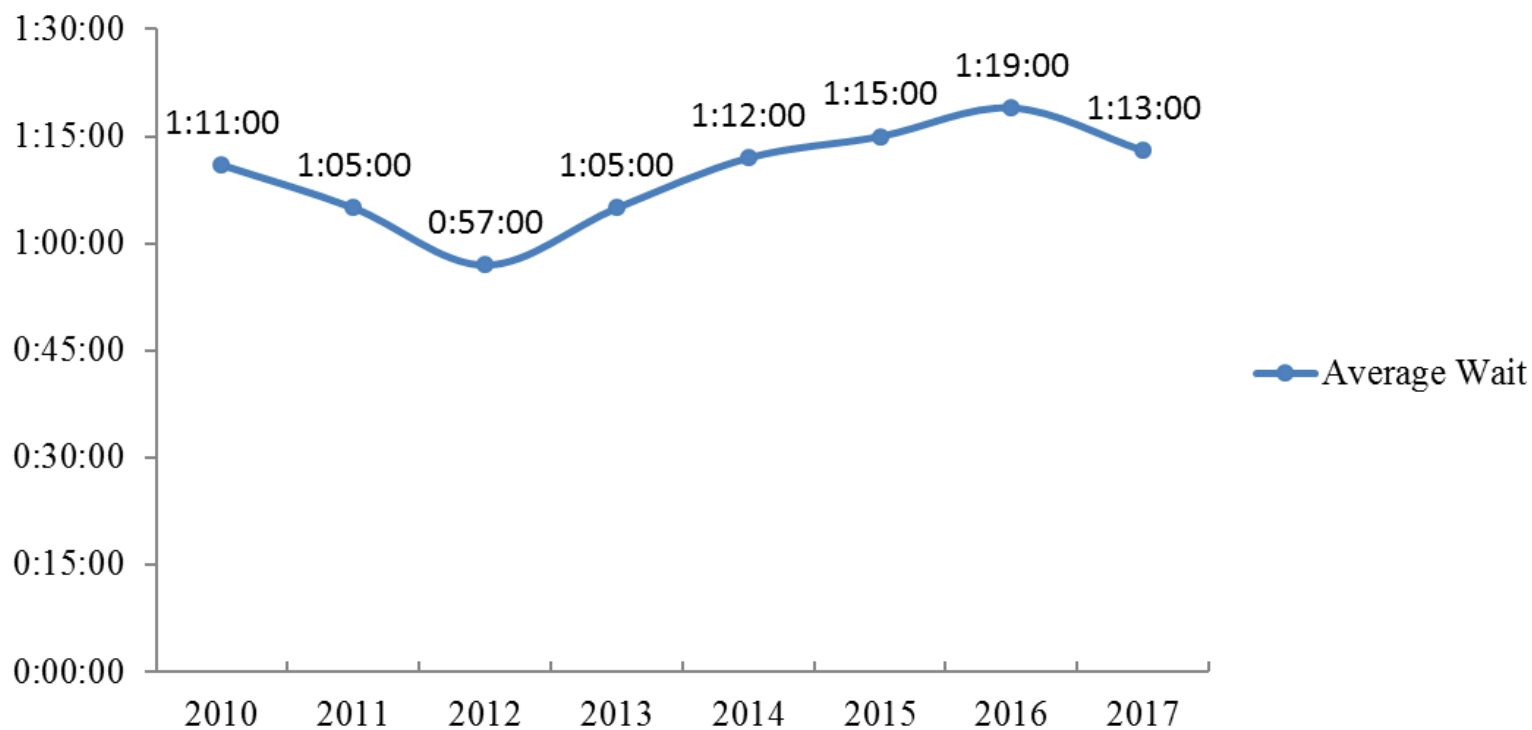




# System Data

## Hospital Wait Times

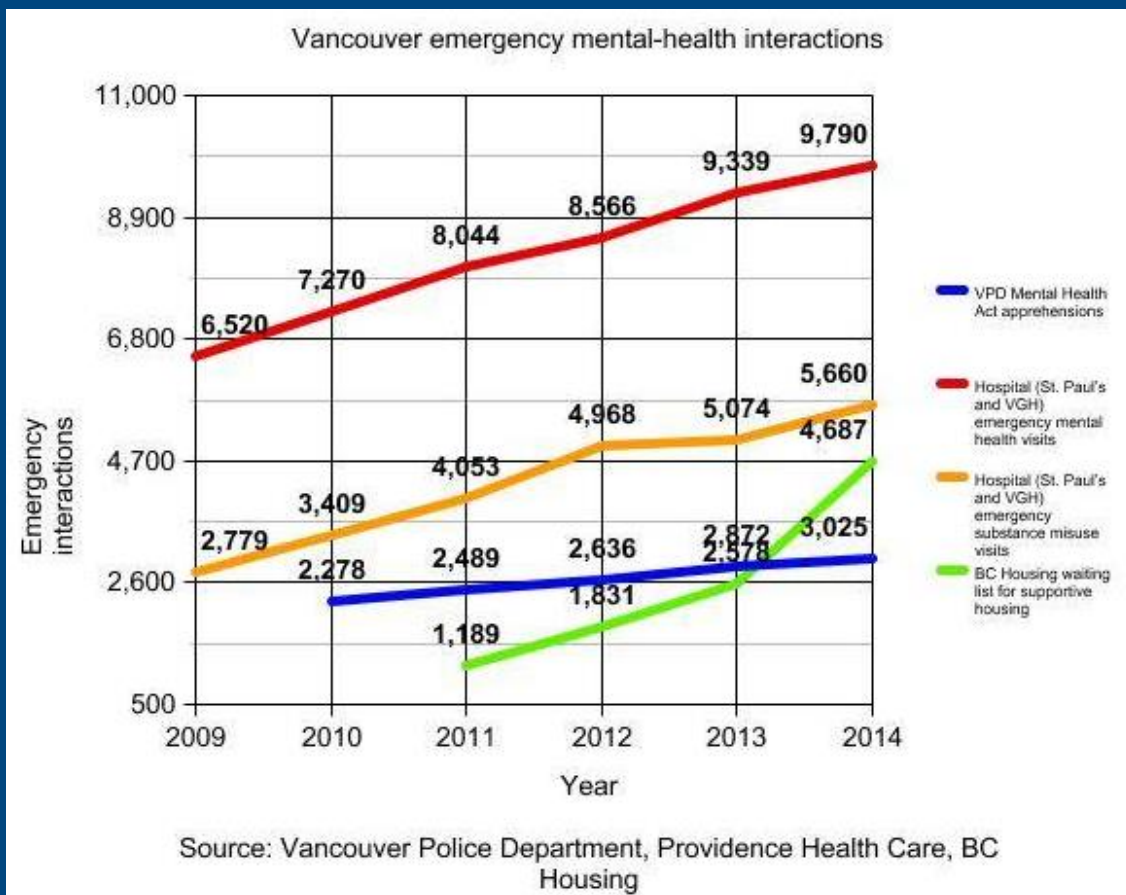
Combined SPH and VGH Wait Times





# VPD Collaborations: System Data

## Mental Health Interactions







# System and Cohort Data

## Early Warning System

	current	Name	MHA Background	ACT Client	MHA in Past 15 Days (VPD)	Neg Contacts Past 15 Days	Violent Offence in Past 60 Days	Substance Related Offence in Past 60 Days	Disturbances & Suspicious in Past 60 Days	MH Factor in Past 60 Days (VPD)	
Click for history	1		Yes		5	16	3	5	5	8	
Click for history	2		Yes		Score (Vancouver Focus 3)		2	6	5	2	
Click for history	3		Yes				2	3	4	2	
Click for history	4		Yes				2	2	3	2	
Click for history	5		Yes				1	5	2	2	
Click for history	6		Yes				1	3	2	2	
Click for history	7		Yes			0.874302	1	3	3	4	
Click for history	8		Yes	Yes	0.739928		1	3	4	2	
Click for history	9		Yes				1	2	1	1	
Click for history	10		Yes		0.274670		1	1	0	3	
Click for his	Home > EWS Reports > MHU_EWS_Report				0.328610						0
Click for his					0.608222						1
Click for his	Use only PRIME entries from Vancouver, SCBCTAPS - Trans				0.369179	History in the Past 2 Years					1
Click for his	Report Style Simple				0.188667	Date:					1
Click for his	To Date				0.289467	MHA Weight					2
Click for his	MHA 2 Years Weight				0.320475	Factor 15 Days Weight					2
Click for					0.260171						
Click for	Violence 2 Year Weight				0.258195	Contact 15 Weight					
Click for					0.255716						
Click for	Substances 2 Years Weight				0.244673						
Click for					0.356427						

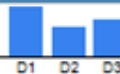


Offence Category	Description	Occ Year	Occ Month	Occ Number	Week	Month	Trend
Assault. (3)	ASSAULT POLICE-W/WEAPON OR CBH. (1)						
	ASSAULT-COMMON. (1)						
	SEXUAL ASSAULT. (1)						
Dangerous to self (39)	ASSAULT POLICE-W/WEAPON OR CBH. (1)						
	ASSIST-CASUALTY/EHS. (1)						
	DISTURBED PERSON/ATT SUICIDE. (13)						
MENTAL HEALTH ACT/ATT SUICIDE. (15)	2006 (3)						2006-09-23
	2007 (1)						2007-02-09
	2008 (3)						2008-09-04
	2009 (7)	1		13515			2009-01-24
		2		21877			2009-02-06
				35390			2009-02-28
		3		46142			2009-03-19
		6		95101			2009-06-05
		7		115003			2009-07-04
		8		143849			2009-08-15
	2014 (1)						



Disti

Year



☐ MH\_Relate

☐ Missing Per

☐ Other, (19)

☐ Robbery, (1)



2009-02-06

6

.

V

CHARGED

1





# System and Cohort Data

## Project Link Dashboard

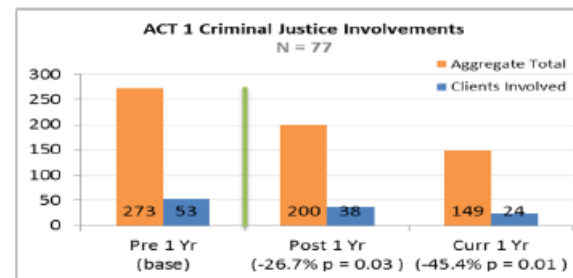
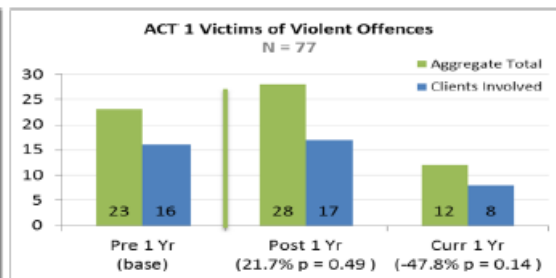
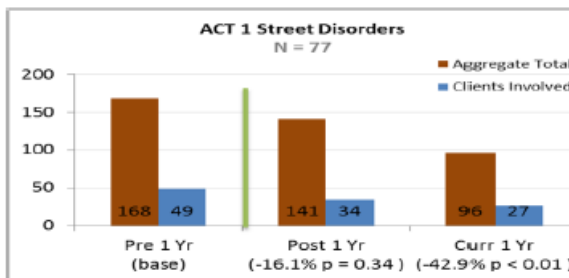
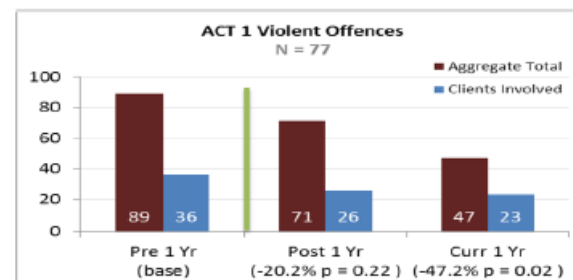
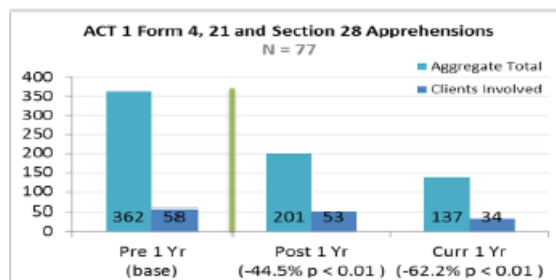
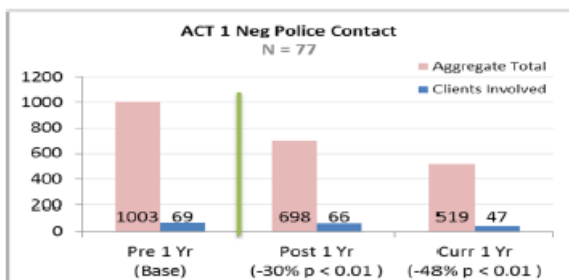
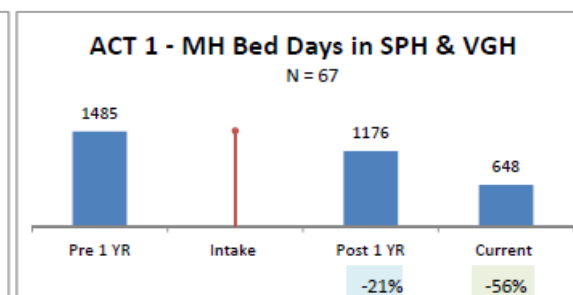
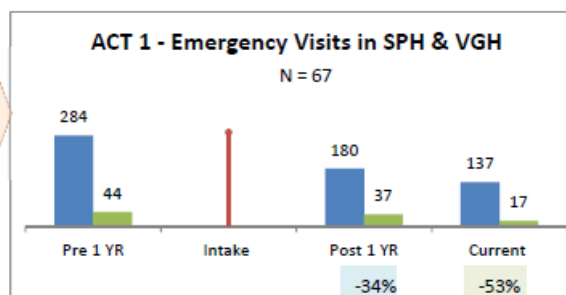
Updated 10 February 2017 Page 8 of 15

### ACT 1

Indicator	Less than 12 Mo	12-24 Mo	More than 24 Mo
Duration Svs Received	10	9	58

Denominator (N) Client  
Rec'd Svs at least 1 Yr  
9 + 58 = 67

Client Flow	Oct	Nov	Dec
Intake			2
Discharges			



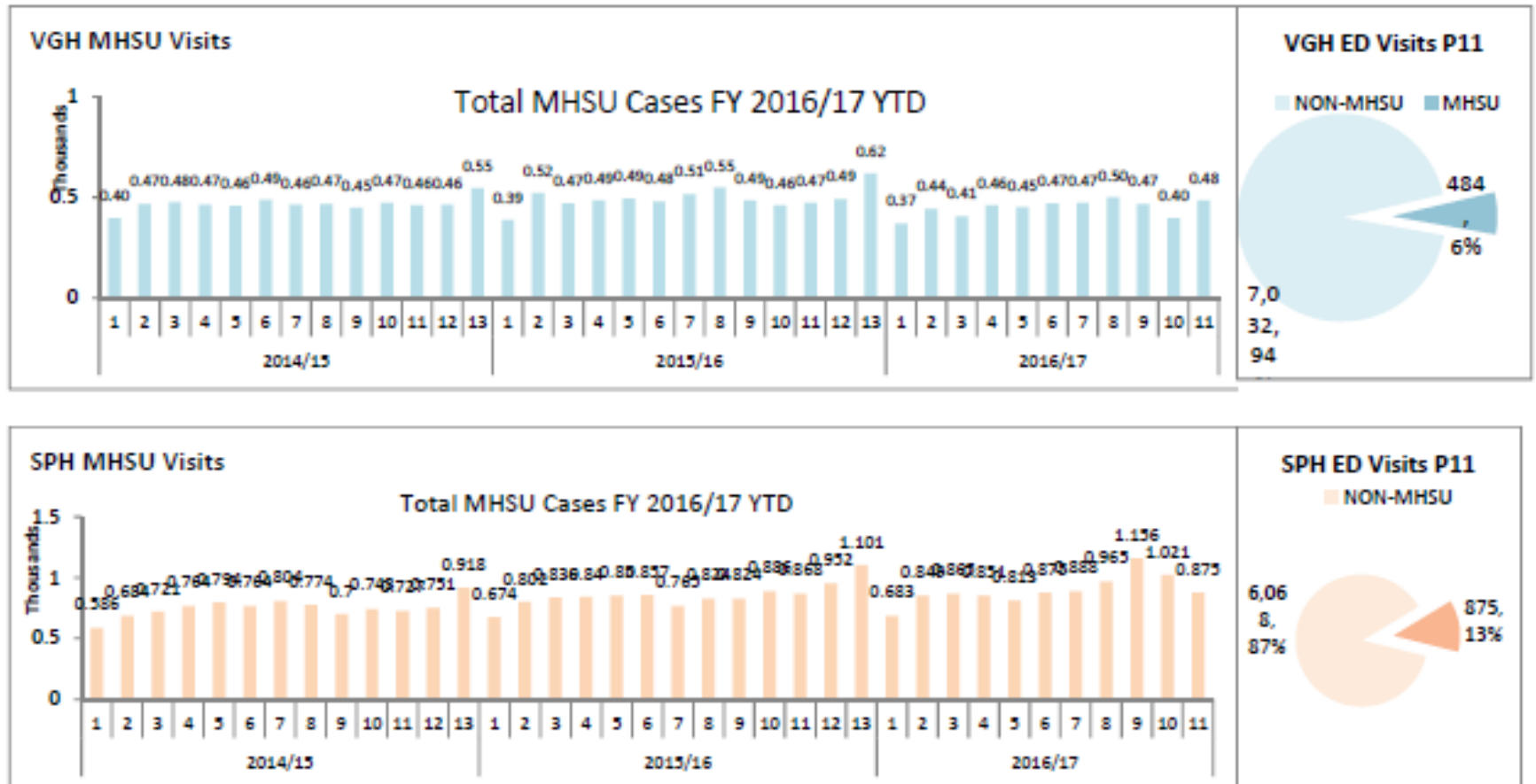




# System and Cohort Data

## Project Link Dashboard

### Total Cases for MHSU ED Visits

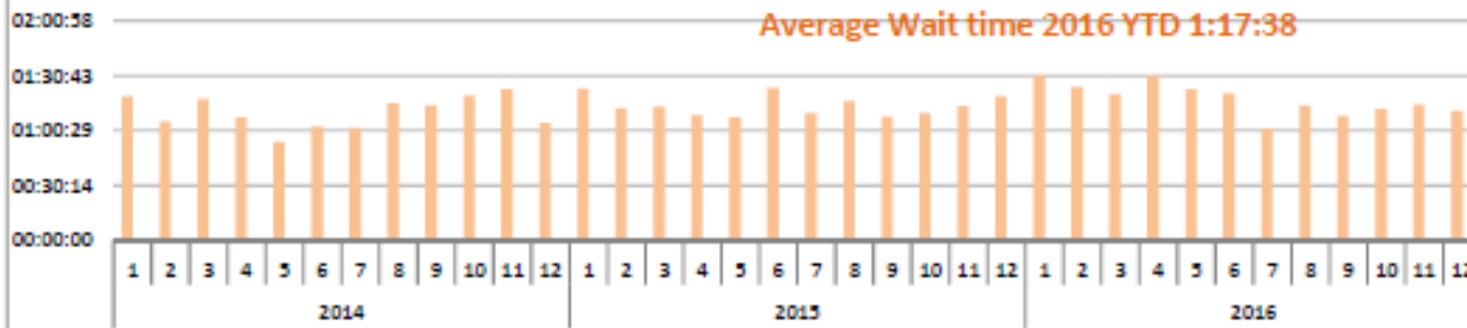




# System and Cohort Data Project Link Dashboard

## Average VPD Wait Times IN SPH and VGH

### Wait Time in SPH

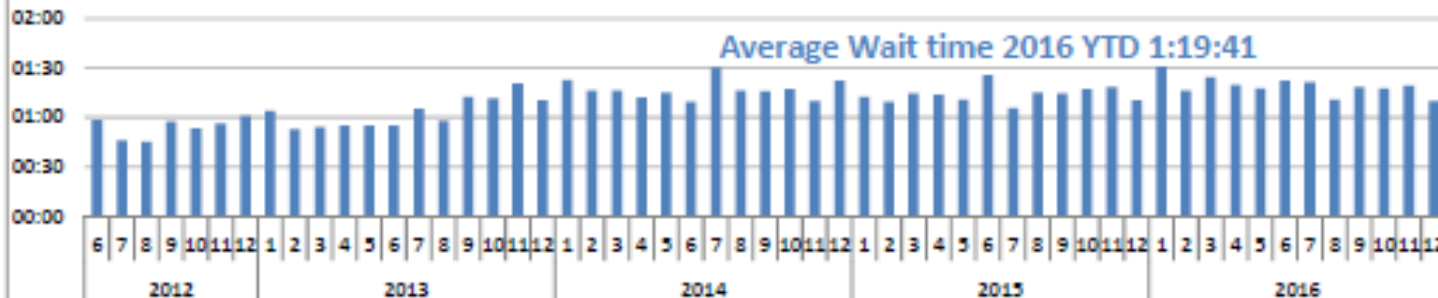


Dec 2016  
Avg Wait Time



1:11:08

### Wait Time in VGH



Dec 2016  
Avg Wait Time



1:10:26

Information for wait time is presented in Calendar Year.

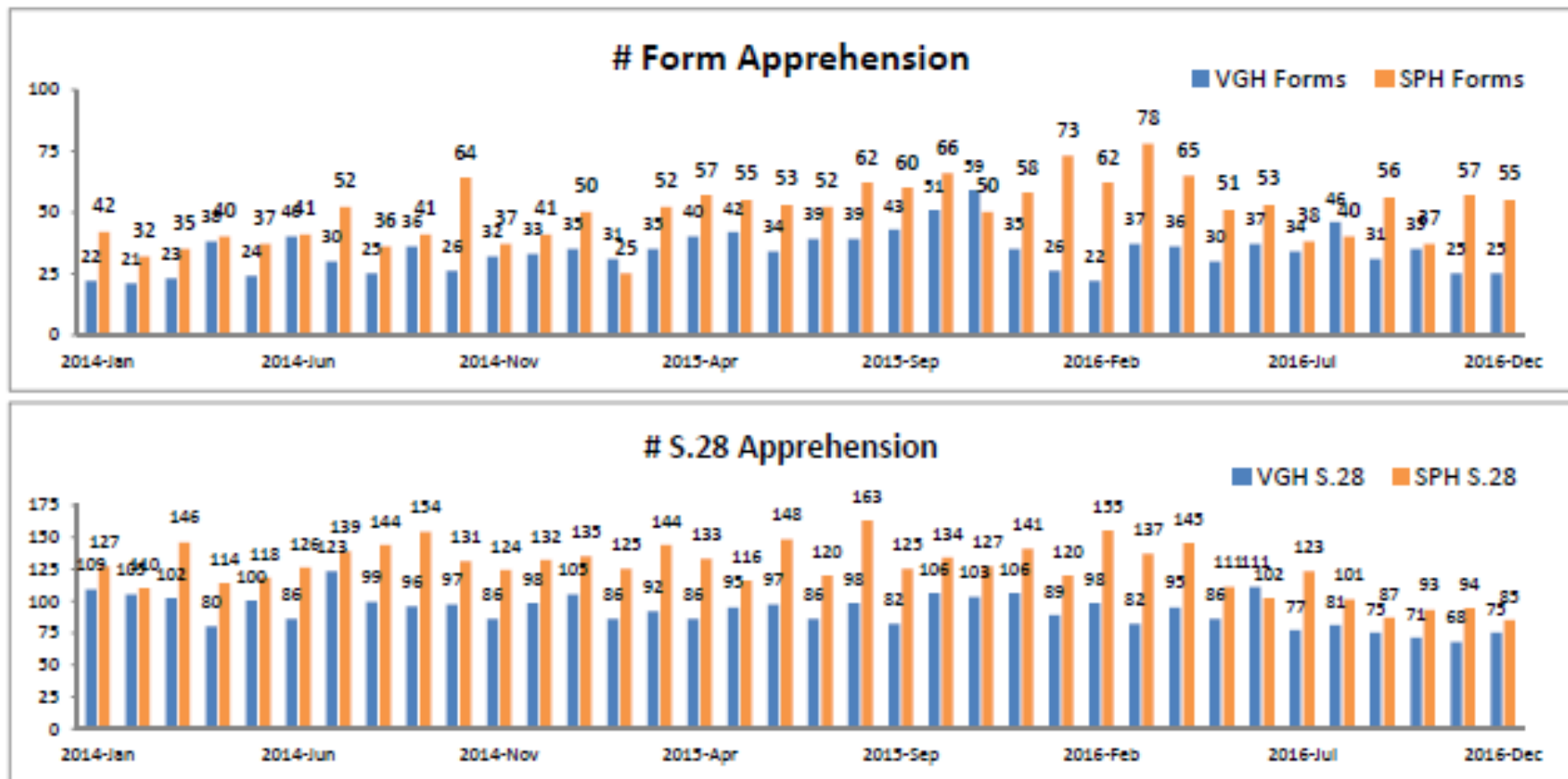
Data Source: Vancouver Police Department



# System and Cohort Data

## Project Link Dashboard

### Total # of Form and S.28 Apprehensions

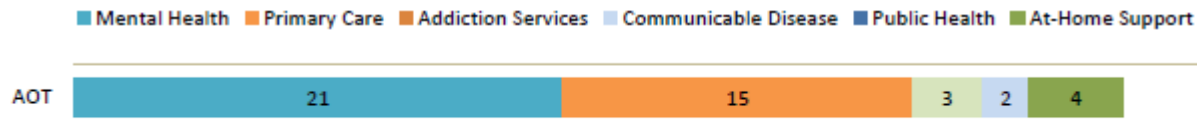




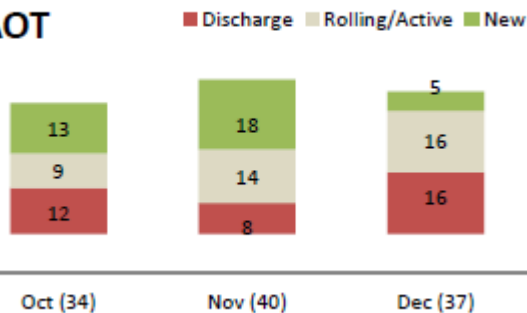
# System and Cohort Data

## Project Link Dashboard

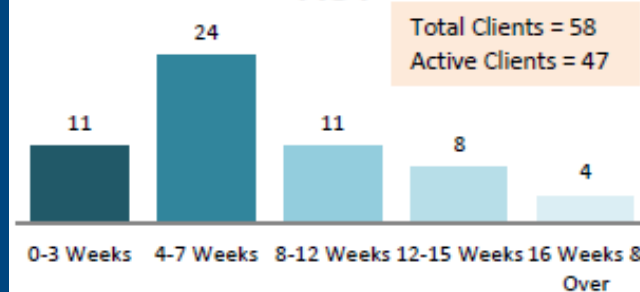
### # of Open/Active Referrals to Community Teams at Discharge from AOT (including referrals to selected Mental Health teams)



### AOT



### AOT





# Teletriage

- 60% Section 28 discharged  
(over 1800/year)



Partnership with VPF,  
Doctors of BC, CARMHA







# BCHIMPS Annual Spring Education Symposium

## March 2 2018



Working Collaboratively to Support those in Crisis

Inspector Lynn Nofle