

Recommendation Form

Date: April 28, 2020

Case Synopsis:

The COVID-19 global pandemic has had a significant impact on the ways we deliver care, mainly through the need to maintain physical distancing practices.

Reason for case consultation and any specific questions that the provider would like answered.

1. What solutions and resources are sites using to support implementation of virtual care within the NAVIGATE model?
2. What are the challenges and opportunities relating to delivering early psychosocial intervention services in the current context?

Summary of Recommendations:

Recommendation: description of recommendation.

Elaborating on recommendation, and clarifying information (e.g.; where to access scales, monitoring required when prescribing medication, etc.):

Refer to the document you have received on NAVIGATING COVID and Remote Treatment, which provides reflections on each NAVIGATE role and each IRT module and how they may be adapted for the current context (ALL)

While the current context has created some barriers to service access, some clients are actually more willing or able to engage right now, due to not being at work/school during the day, not having to take time off to travel to the clinic, or just being more comfortable on videoconference. Take advantage of this opportunity to try to improve engagement with roles/modules your clients may not have considered before (ALL)

An abrupt end to the in-person school year has translated to more movement between programs earlier in the year than expected, with some differences in standards and policies across programs putting an increase demand on the more flexible programs. Other clients are returning to programs seeking care, and programs are having difficulty with discharge planning or leveraging other sources of care (e.g., primary care, other community mental health services) meaning there is a net influx of clients.

- Other sources of care right now include: virtual walk-in clinics (e.g., <https://seethedoctor.ca/>), CCAC in-home and community-based clinic nurses to give IMs (www.healthcareathome.ca)
- Virtual groups may be an efficient way to deliver services if your agency allows this (IRT, SEE, Family)
- EPION has compiled a list of challenges and solutions that was distributed in their newsletter and is posted on eenet

Follow-up

If it would be helpful to have some further discussion and consultation regarding this case, please consider bringing it back to ECHO EPI-SET in the next month. To do so, please connect with: Abanti Tagore (abanti.tagore@camh.ca) and Andrea Alves (andrea.alves@camh.ca).