

UHN'S 2019-23
MENTAL HEALTH
STRATEGY

Whole Person Health

CENTRE FOR MENTAL HEALTH



UHN

Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute



Whole Person Health for A Healthier World.

We will inspire, invent and deliver tomorrow's care

Imagine a world where all of your health needs – physical and mental – are assessed, diagnosed and treated as a whole. Where both physical and mental illness are preventable and treatable. Where you partner with your healthcare provider for the right help, at the right time, free from stigma and discrimination. A world where Whole Person Health is the standard of care.

With this ambitious vision, we are thrilled to introduce UHN's 2019-23 Mental Health Strategy – our roadmap for how TeamUHN will achieve A Healthier World by pursuing the full integration of physical and mental health across all programs and services. The plan is bold and inspired by your ideas, as well as our commitment to world-class care, discovery and learning. We will invent, inspire and deliver specialized mental health services, while addressing the health and social needs of UHN's local community with our partners.

Building on the strong foundations of UHN's Centre for Mental Health and amplifying its impact, our strategy reflects how we will overcome the formidable challenges we face as a society with mental health service delivery. This is more important than ever as mental health has been pushed to the forefront during the global COVID-19 pandemic.

The future of mental health is bright. The future is Whole Person Health.

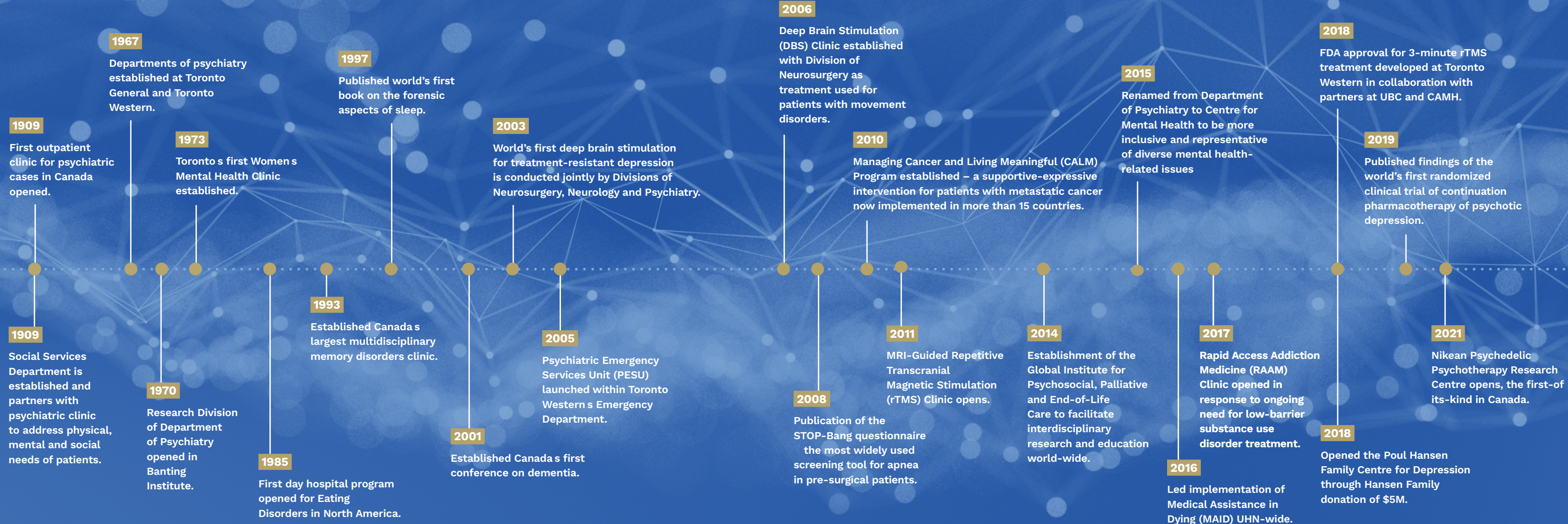
Susan Abbey
Program Medical Director
& Psychiatrist-in-Chief
UHN



Marnie Escaf
Vice President, Clinical
UHN



Building on the strong foundations of UHN's Centre for Mental Health program



UHN's mental health footprint (2020/21)

HEALTH PROFESSIONALS

250+

44 RESEARCHERS

BUDGET

\$26,363,539

PHILANTHROPY*

\$ 6,594,934

GRANT FUNDING

\$79,000,000

Psychiatrists

51 full-time, 66 part-time

Emergency Visits

7,277

Outpatient Visits

48,026

MENTAL HEALTH BEDS

34 Inpatient
17 Rehab
6 Emergency

250+ Peer Reviewed Publications

LEARNERS

60 Residents / 47 Clerks
36 Health Professionals
10 Nursing Students

6 KEY AREAS

Acute Care & General Psychiatry

We deliver critical psychiatric care to people who are experiencing a mental health crisis and require urgent intervention and treatment. These services range from UHN's Psychiatric Emergency Services and Urgent Care Clinic at Toronto Western to our safe and secure inpatient facility at Toronto General that supports individuals with a wide range of disorders.

Depression

Bringing together psychopharmacology, brain stimulation and psychotherapy we provide integrated, wrap-around care in the treatment of depression and other mood disorders. The Poul Hansen Family Centre for Depression is particularly invested in evidence-based, innovative approaches for people with treatment-resistant conditions.

Eating Disorders

We provide intensive, personalized treatment to people who are experiencing moderate to extreme anorexia nervosa, bulimia nervosa or other eating disorders. Treatment is offered in both inpatient and outpatient settings.

Medical Psychiatry

We are international leaders in providing integrated, team-based mental health support to patients with complex medical and surgical illnesses. Across UHN we offer psychiatric care to patients and their families in areas such as oncology, bariatrics, cardiology, organ transplant and palliative care. In keeping with the mandate of an academic health sciences centre, we also provide clinical and research opportunities to medical and other health professional trainees.

Outpatient Mental Health & Addictions

We provide general psychiatric services such as counselling, group therapy, medical consultation or psychiatry. Additionally, we offer specialized services, including programs for people seeking to make changes in their substance use, family support programs for caregivers, and culturally sensitive and inclusive programs for UHN's neighbouring populations.

Seniors' Mental Health

We provide leadership in patient care, education and research for older adults, with an emphasis on individuals with cognitive impairment and mood disorders. We work in a clinical setting as well as in cooperation with other care providers in long-term care homes.

*2021-22; all other figures 2020-21

7-10 YEARS

Full integration of
mental health into
all aspects of
physical health

3-5 YEARS

Build a strong
mental health
program with
key partners

Beyond

10 years

5 years

Our Mission & Vision:

Integrating physical and
mental health for
A Healthier World.

UHN'S VALUES: Safety, Compassion, Teamwork, Integrity, Stewardship

UHN'S PURPOSE: Transforming lives and communities through excellence in care, discovery and learning

What will UHN look like 5 years from now?

Our Patients & Caregivers

Every patient's health will be **assessed** — **both physical and mental.**



Enhanced navigation through a single point of contact for all UHN and partner mental health services.



Improved access and **continuity of care** through expansion of our digital footprint (e.g. advanced Health Information System, telepsychiatry).



The **voice of our patients and caregivers** **embedded** in all aspects of care.

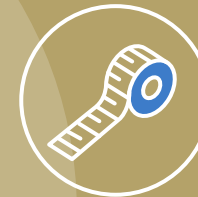


Whole Person Health

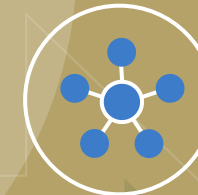
Our Providers



Every member of TeamUHN **demonstrates sensitivity to mental health**; those requiring competency **demonstrate it in every interaction.**



Measurement-based care is standard practice, improving quality, safety and outcomes for all.



A model TeamUHN culture permeates all aspects of the program, with a focus on health, diversity and academic excellence.



Strengthened collaboration with Centre for Addiction and Mental Health and community partners.

Our Strategic Priorities.

1



World-Leading Practices

Advance world-leading practices in the integration of physical and mental health.

2



Seamless Care Models

Design and deliver seamless models of safe, quality care.

3



Our Program & People

Build and grow a strong, sustainable program and culture.

Built on the voices and insights of our patients, families, partners and TeamUHN, these priorities will allow us to achieve our goal of integrating physical and mental health for A Healthier World.



Advance world-leading practices in the integration of physical and mental health.

As Canada's leading academic health sciences centre, our goal is to be at the forefront of the intersection of medicine and mental health. Building off of one of our core strengths — our ability to address complex and co-occurring medical and mental health needs of our patients — we **will champion new philosophies of care**, transforming healthcare for Canadians and the world.

Together, with patients, families and our partners, we will **establish Toronto's first centre of excellence dedicated to meeting the health needs of those with the most complex physical and mental illnesses**.

We believe that education and learning will play a critical role in achieving overall success. That is why we will **develop innovative education approaches focused on building physical and mental health competencies for all**.

To ensure we are adapting to the evolving landscape of health, we will **deepen our understanding of physical and mental health integration through research and scholarship**. This includes advancing the neuroscience of mental health in collaboration with UHN's Krembil Research Institute.

We want to create a system where stigma and discrimination are confronted head-on and collective knowledge of medicine and mental health is amplified. To do so, we will **advocate for physical and mental health integration system-wide**.





Design and deliver seamless models of safe, quality care.

To bring physical and mental health closer together than ever before, we have to embed patient voices in everything we do. That's why we will commit to **co-designing tomorrow's care with patients and caregivers.**

We envision a world where our patients will be treated as a whole person. We will **implement evidence-based models of care across UHN programs to meet the physical and mental health needs of our patients.**

The implementation of an integrated referral system and defined care pathways to enhance the patient journey is essential to ensuring patients can easily navigate the services they need, when they need them.

We will build on our use of technology, **advancing digitally-enabled and data-driven approaches** to ensure our patients receive the safest, highest quality of care.





Build and grow a strong, sustainable program and culture.

Behind strength is a team that feels valued and proud to come to work every day. That's why fostering **a best-in-class work experience that supports an inclusive, healthy and empowered TeamUHN culture** is integral. We want our providers to have the support they need to deliver exemplary integrated physical and mental health care every day.

We know that to achieve our goals and provide patients with the care they need, better resources are crucial, and **attracting and growing funding for mental health across UHN** will help us get there.

Knowing success comes with partnership, we will commit to enhancing our relationships with both local and international partners. At home, we'll deepen collaboration with the Centre for Addiction and Mental Health and other community organizations. Abroad, we will **establish an international advisory committee to accelerate program development** and ensure we are inventing and maintaining world leading practices.





World-Leading Practices



Seamless Care Models



Our Program & People



A Healthier World.

UHN's Essentials

Compassionate Care and Caring | Operational Excellence | Partnerships | People and Culture | Quality and Safety | Technology | Environments

From plan to action

Thank you for embarking on this journey with us towards Whole Person Health for A Healthier World. UHN's Mental Health Strategy is dedicated to you – our patients and families, partners and TeamUHN who have all come together to inspire and inform our path forward.

Now that we have established our strategic priorities and initiatives, diverse teams will come together to craft detailed plans and measurable goals, so we can monitor our progress and report back to you.

Contact us

Website: www.uhn.ca/MentalHealth/StrategicPlan