

# HEALTH & WELLNESS





# HELLO!

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Western  Student Experience



# OUR STORY

Let's talk about how we got to where we are today.

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# OUR HISTORY



## Health Services

Reporting into Housing and Ancillary Services – Always used an electronic medical record system (EMR)

## Psychological Services

Under the Student Development umbrella. Started using SHS EMR in 2018 (formerly paper)

## Health and Wellness

Based on recommendations of the Condra report in 2017, integration of services (2018) and the creation of one space (2021).

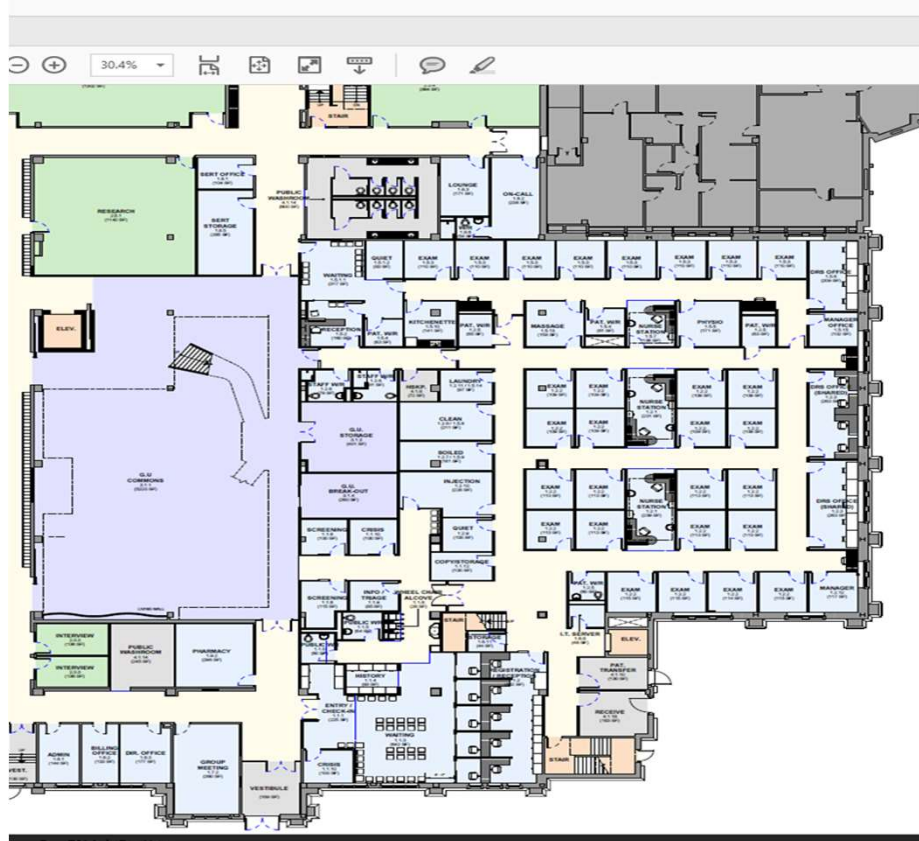
# Health Services - today





# Health and Wellness – Thames Hall

## Physical health



## Mental health



# OUR PURPOSE & VISION



***We are here to help students thrive physically and mentally.***

Integration will allow:

- Increased connections with students
- Integrated multi-disciplinary team
- Responsive Care Model best practice
- Best supports available

# 2018-2019 DEPARTMENTAL GOALS



- Integrated and co-located
- Visit booked within 5 days of initial contact
- Collaborative wellness programming with Wellness and Well-Being Education



# 2020-2021 DEPARTMENTAL GOALS



- Establish an integrated campus-wide community of practice at Western.
- Expand academic partnerships to develop a Wellness and Well-being model that fosters an equitable learning environment where all students can reach their full potential.
- Create a mental health care pathway to offer support to students along a continuum of episodic primary care through to those with extended, intensive mental health needs.
- Review pillar-wide policies and procedures through lenses of equity, and inclusivity, and against a framework of thriving.

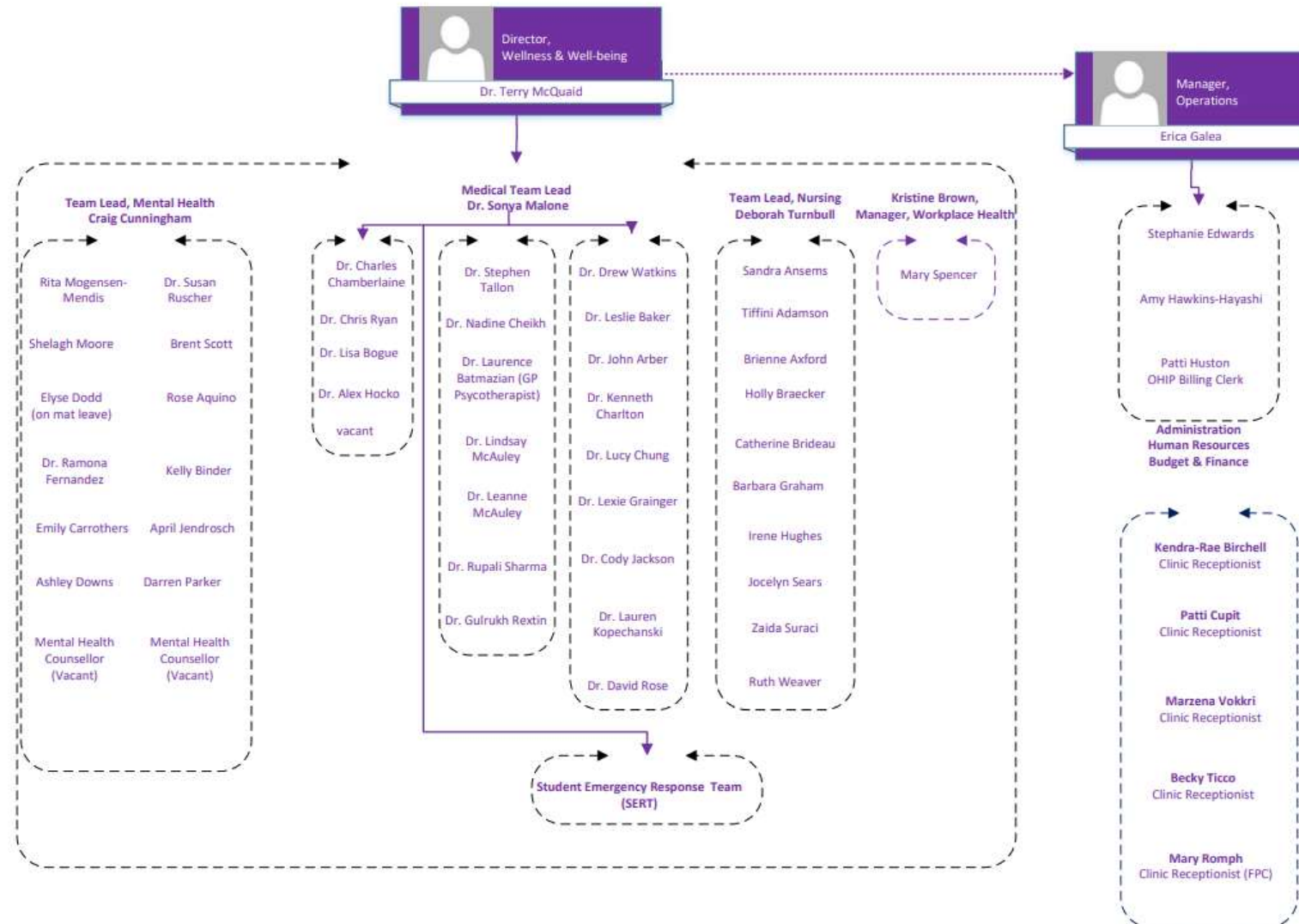
# DEPARTMENTAL KPIs\* (\*collection begins 2021)



## KPIs:

- Unique vs. recurring patients
  - Groups vs. 1:1 visits
  - Supervision vs. primary care
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- Wait time from triage to first appointment
  - Number of times a student is referred out
  - Number of visits per diagnostic category

# DEPARTMENT ORGANIZATION





# THE JOURNEY

How do students make their way through our supports?

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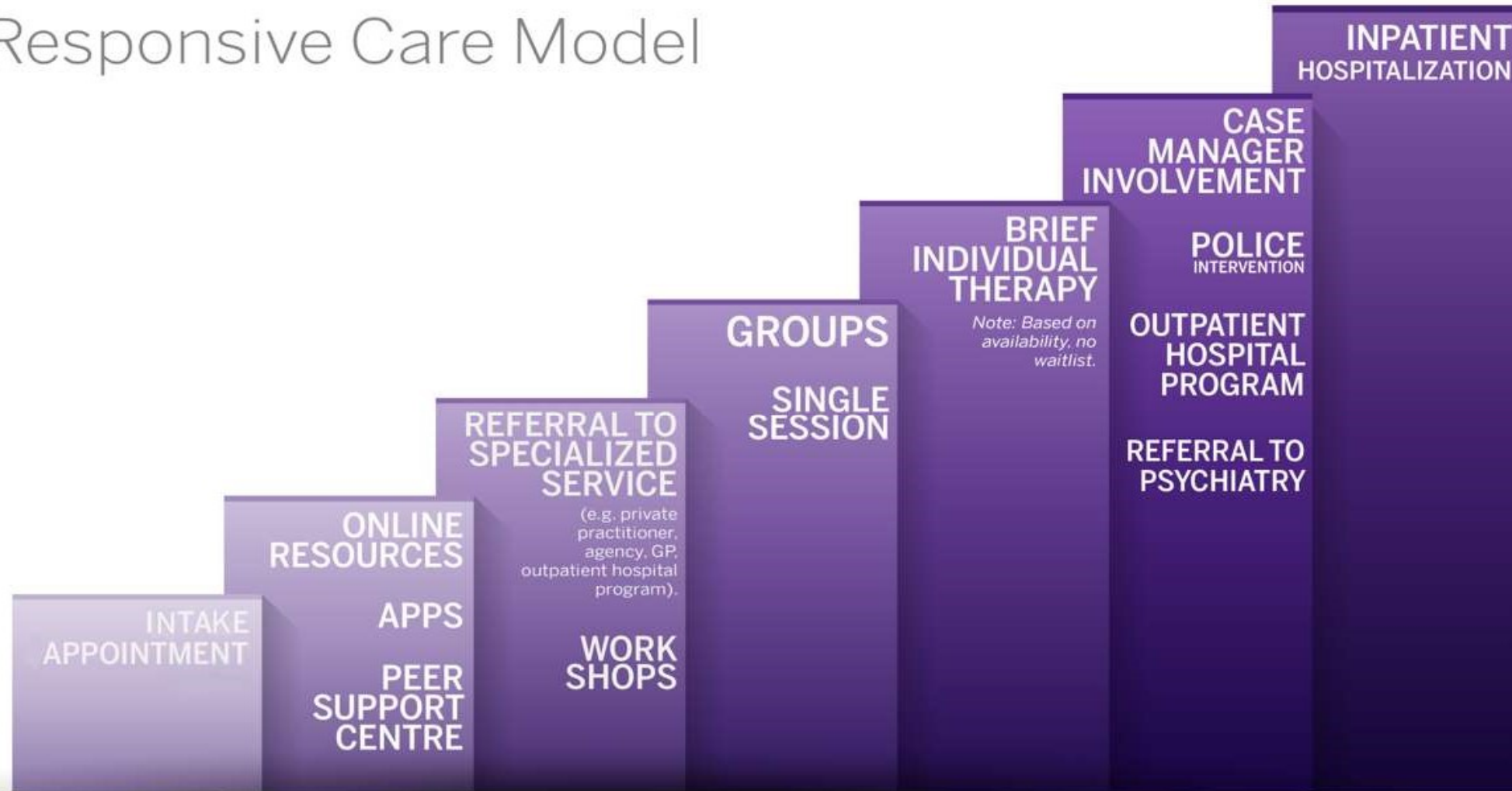




# THE MENTAL HEALTH JOURNEY

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# Responsive Care Model



———— Degree of motivation and commitment ————





# MENTAL HEALTH



Annual Visits	2018 – 19	2019 – 20
Mental Health Team	12,000* *includes client visits <u>AND</u> cancellations/no shows	8,730* * <u>only</u> includes client visits; some decrease in visits occurred at end of 2019-2020 due to COVID-19.
General Practitioners – for Mental Health reasons	23,316	19,824
Psychiatry	7,400	4,468* *Drop in visits is because of a capacity loss of 4 psychiatrists.





# THE PHYSICAL HEALTH JOURNEY

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## PHYSICAL HEALTH



Breakdown of student appointments by provider	2018 - 19	2019 - 20
Registered Nurses	29%	18%
General Practitioners	71%	82%

# APPOINTMENT



Mental Health  
Support Team



Physical Health Team



# Improving Structure

Changes to staffing made to include diverse perspectives and professional experiences.

## 2019-2020 IMPACTS OF NEW STRUCTURE

- Improved our staffing personnel and compliment to include diverse perspectives and professional experiences.
- Integrated service delivery and processes resulted in timely care and follow-up for students.
- Increased access to appointments for students; seen individually and in groups.



# LOOKING AHEAD: IMPACTS OF NEW STRUCTURE

## *September 2020:*

- **186** students were provided service in a two-week timeframe (146 of them being new to our service);
- **39** openings available ensuring students were seen the same day or next day;
- Currently running **4** support groups this semester

# REFERRAL / RESOLUTION



- Resources
- Support
- Referrals
- Outcomes

5.94,6675  
59.12,4282  
35.64,50  
115.94,6  
115.94,669  
27.49,86

# THE BUDGET

# PRIORITIES



Priority	2018 - 2019	Status	2019 - 2020	Status
Priority 1	Capacity Building	Ongoing	Navigate COVID-19 pandemic health needs.	Ongoing
Priority 2	Timely Appointments	Complete	Continue capacity building through expanded stepped care model	Ongoing
Priority 3	Crisis Availability	Complete	Technology support & systems for new space in Thames Hall	In development



# THE IMPACT

What difference is made by our work?



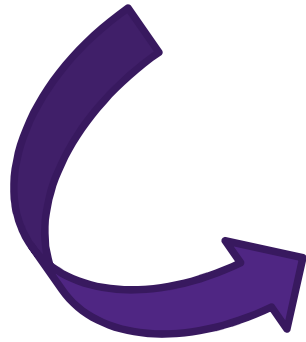
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Total visits in 2018-2019.

**66,000 visits**



Total visits in 2019-2020.

**53,324 visits\***

\*total visits declined in 2019-2020 because the COVID-19 pandemic which impacted student visits in the last 2 months of fiscal 2020.



Visit Type	2018 - 2019	2019 - 2020
Total Unique visits	14,500	14,116
<b>Total Mental Health Visits</b> (Mental Health Team + Psychiatry + General Practitioners [visit coded as mental health related])	42,700	<b>31,000*</b> (*decline accounts for decrease in Psychiatric physician capacity; structural change to mental health team; COVID-19 pandemic)
Total UHIP User visits	8,800	8,208

# WHAT DIFFERENCE DO WE MAKE?



## Mental Health Team

- Increased capacity
- Evening hours
- Dedicated crisis supports
- More space to come
- Responsive care vs reactive action





## COVID-19 RESPONSE



- Shift to virtual appointments in March 2020
- Preparing supplies
- Working with MLHU

# Student Experience Learning Goals



**Adaptable Problem-solver**

Students who are hopeful, self-confident, resourceful, and creative.



**Community Builder**

Students who are authentic, empathetic collaborative & self-aware.



**Global Learner**

Students who are equitable, globally aware and socially responsible.

# Student Experience Learning Goals



## Future-focused Planner

Students who are goal-oriented, motivated, organized and self-directed.



## Critical Thinker

Students who are curious, engaged, and reflexive.



## Innovative Leader

Students who exhibit integrity, judgement, and intercultural communication.

# FUTURE VISION AND FUNDING NEEDS



- Funding needs are consistent with 2018-2019
- The new space is bigger
- Many possibilities for more:
  - Staff, students
  - Groups
  - Workshops and more.





Questions??

# THANKS!

**Any questions?**

You can find me at:

- [tmcquaid@uwo.ca](mailto:tmcquaid@uwo.ca)



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This means that you can:

- Resize them without losing quality.
- Change fill color and opacity.
- Change line color, width and style.

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Examples:

