HEALTH & WELLNESS
HELLO!

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OUR STORY

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

----------------------------------------------------------------

- 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?

Western Student Experience
THE MENTAL HEALTH JOURNEY
## Mental Health

### Annual Visits

<table>
<thead>
<tr>
<th></th>
<th>2018 – 19</th>
<th>2019 – 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Team</td>
<td>12,000*</td>
<td>8,730*</td>
</tr>
<tr>
<td></td>
<td>*includes client visits AND cancellations/no shows</td>
<td>*only includes client visits; some decrease in visits occurred at end of 2019-2020 due to COVID-19.</td>
</tr>
<tr>
<td>General Practitioners – for Mental Health reasons</td>
<td>23,316</td>
<td>19,824</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>7,400</td>
<td>4,468*</td>
</tr>
<tr>
<td></td>
<td>*Drop in visits is because of a capacity loss of 4 psychiatrists.</td>
<td></td>
</tr>
</tbody>
</table>
THE PHYSICAL HEALTH JOURNEY
## Physical Health

**Breakdown of student appointments by provider**

<table>
<thead>
<tr>
<th>Provider</th>
<th>2018 - 19</th>
<th>2019 - 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>29%</td>
<td>18%</td>
</tr>
<tr>
<td>General Practitioners</td>
<td>71%</td>
<td>82%</td>
</tr>
</tbody>
</table>
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.
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
THE BUDGET
## Priorities

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</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Capacity Building</td>
<td>Ongoing</td>
<td>Navigate COVID-19 pandemic health needs.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Timely Appointments</td>
<td>Complete</td>
<td>Continue capacity building through expanded stepped care model</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Crisis Availability</td>
<td>Complete</td>
<td>Technology support &amp; systems for new space in Thames Hall</td>
<td>In development</td>
</tr>
</tbody>
</table>
THE IMPACT
What difference is made by our work?
Total visits in 2018-2019.

66,000 visits


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

Mental Health Team

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

Western Student Experience
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, and 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.
THANKS!

Any questions?
You can find me at:
  - tmcquaid@uwo.ca
SlidesCarnival icons are editable shapes.

This means that you can:

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

Isn’t that nice? :)

Examples: