

### ***Addictions and Mental Health Redesign***

In the development of the South East LHIN's *Integrated Health Service Plan 3, Better Integration, Better Health Care*, the South East LHIN learned about options and concerns residents had with the delivery of addictions and mental health services throughout this region.

The South East LHIN heard that residents, clients and patients, and primary care providers felt the addiction and mental health services received were very good but identified that the problem was finding and then travelling through those offered services, and more specifically:

- Repetition of services
- Repetition of assessments (multiple story telling)
- Difficulties in changing between providers
- Difficulty in obtaining access to these services
- Not enough availability of services to satisfy the community need
- Stigma often faced in accessing these and other health services.

Addictions and mental health services redesign started by addressing these specific issues. The South East LHIN works together with community services to reach improvements in care and better the client's ease of flow through these services.

The South East LHIN, over the last year and a half, has come together with 22 Addictions and Mental Health providers, clients and caregivers, and stakeholders to redesign the system and create the Ideal Individual Experience for clients and their caregivers. Over the last two years, the South East LHIN and many other stakeholders involved 102 unique stakeholder groups and over 200 clients and caregivers experiencing addictions and mental health challenges.

Throughout the Addictions and Mental Health Redesign process, it has been a priority that all conversations, recommendations, feedback and insights maintain the client as the focus. The AMH Redesign is in the first stage of implementation with seven of the existing AMH agencies combining into three new agencies. They are:

- Addictions and Mental Health Services, Hastings Prince Edward
- Addictions and Mental Health Services, Kingston Frontenac Lennox and Addington
- Lanark, Leeds and Grenville Addictions and Mental Health Services

These three agencies will provide a major portion of the community based Addictions and Mental Health services. They will work closely with hospitals providing in-patient services, and ensure any changes for clients are supported and seamless.

Specialty services will continue to be maintained and serviced by the three new agencies. The South East LHIN will continue to work over the next two years with the Addictions and Mental Health system to complete the implementation, ensuring that the Ideal Individual Experience is achieved for clients and their caregivers.