



**The Shared Mental Health Care  
"In-House" Orchestra:**  
patient  
physician, clinician, family medicine resident

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### Presenter/Faculty Disclosure

**Faculty: Wendy Tink**  
Relationships with commercial interests: None  
Commercial support: None // Mitigating bias: NA

**Faculty: Ryan Leo**  
Relationships with commercial interests: None  
Commercial support: None // Mitigating bias: NA

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Relationships with commercial interests: None  
Commercial support: None // Mitigating bias: NA

### Learning Objectives

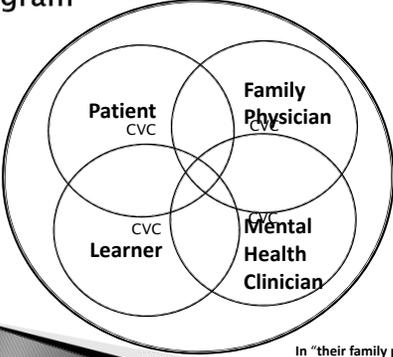
- ▶ Describe Calgary Shared Care Mental Health Care program/ within Patient Medical Home
- ▶ Consider how to build learner skills for collaborative practice within FP teaching clinics
- ▶ Identify benefits and opportunities

### Do you have medical students and residents with you in practice?

- Who?
- Learner level?

How many learners at a time?  
How have you involved them in care?  
What has worked best? Not so hot?

### Calgary Shared Mental Health Care Program



In "their family physician" office

### What we have learned

- ▶ Role modelling collaborative care
  - Knowledge, respect, trust other disciplines
  - Power of doc patient relationship
  - Patient centred
  - Different way to care for patients
  - Learners see how mental health influences physical health
  - Time to refine the learner role

## What we have learned

- ▶ Addressing Learner Needs
  - Different by level of learner
  - Different by tolerance for uncertainty
  - Different if learner has not already seen the patient
- ▶ Purposeful / Intentional Learning
  - Pre – session
  - In – session
  - Post – session

## Purposeful/Intentional Learning Pre – session

- Differences: traditional diagnostic based vs collaborative  
not in charge tolerance of dissonance egalitarian
- Which patients offered this program? Why?
- Importance of FP history if patient not known to learner
- Role and responsibility explicit for each learner

## Purposeful/intentional learning Pre/ In-session

- Early learner: observation valuable/expect debrief
  - What to watch for
  - How to be involved
  - Clinician/FP make time for learners in session
- Mid learner:
  - progressive responsibility/expect debrief
  - communication tools
  - how to ask for support
- More seasoned learner:
  - expect debrief
  - +skill translation to other patient encounters

## Purposeful/intentional learning Post –session reflective practice

- ▶ Discussion/share thoughts
  - Notice?
  - Most impactful?
- ▶ Validate perceptions/build confidence
- ▶ Skill translation

## Shared Care Collaborative Practice Benefits

- ▶ Reduced barriers to care
  - Location/strong doctor–patient relationship
  - accepts care/accepts learners
  - relationship transfer
- ▶ Small goals/ Big outcomes
  - Patients empowered, not sick
  - Gentle nudges/different discussion
- ▶ Inter–professional awareness/trust
- ▶ Transferrable skills

## New graduate, now in practice

- ▶ I can say that as a learner, it provided a safe environment to independently navigate through a patient's story because it became more of a 'discussion' (generated by the patient's lead/agenda) rather than a 'clinical encounter'. Now, having that slight shift in mindset when discussing mental health concerns with a patient, either alone or in this model, helped me feel more comfortable, have more vocabulary, and develop strategies on how to interact in a sensitive manner (i.e., how to word specific questions, how to probe about sensitive subjects).

## International Medical Graduate

- ▶ Shared mental health care helped me to work on recognizing the emotions behind signs and symptoms and to help me connect and build rapport with my patients. I saw how the shared mental health care team worked on identifying the problems for the patients, guide them to the plans, step by step, to manage the issues and closely follow up the progress.
- ▶ The dramatic change in the patient's quality of life is rewarding.

## Future Directions

- ▶ Refine learner session materials
- ▶ Develop sequential skill sets/components relevant for busy practices
- ▶ Alignment with Patient Medical Home
- ▶ Consider measurement
- ▶ Share successes

## Questions?

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