

The East Calgary Family Care Clinic: A Model For Integrated Primary Mental Health

16th Annual Canadian Collaborative
Mental Health Care Conference

Kara Irwin, Dr. Nureen Pirbhai, Dr. Raj Kandola



Disclosures

- None

Objectives

- To learn about the model of integrated mental health in primary care used at the East Calgary Family Care Clinic.
- To demonstrate how this has been achieved using broad concepts and specific case studies.
- To discuss successes and challenges to date.

East Calgary Family Care Clinic

- Initiative to increase primary health care services and access for complex high need clients.
- Embedded in the community we are located in.
- Health home.
- Interdisciplinary team work.
- Client centered approach to care.

Patient Population

- ECFCC patients are medically, psychologically, and socially complex
 - 58% have 2 or more diagnosed health conditions
 - 22% are on 5 or more prescription medications
 - 40% have a diagnosed mental health condition
 - Poor Social Determinants of Health
 - “Last stop on the road”

Interdisciplinary Work

Shared Physical Space

Relationships & Communication

Challenges

Alberta Health Services

Shared Physical Space

Face to Face Charts and Schedules

Warm Handover Safety Net "The Abyss"

www.albertahealthservices.ca 7

Alberta Health Services

Shared Physical Space

Face to Face Charts and Schedules

Warm Handover Safety Net "The Abyss"

www.albertahealthservices.ca 8

Alberta Health Services

Shared Physical Space

Face to Face Charts and Schedules

Warm Handover Safety Net "The Abyss"

www.albertahealthservices.ca 9

Alberta Health Services

Shared Physical Space

Face to Face Charts and Schedules

Warm Handover Safety Net "The Abyss"

www.albertahealthservices.ca 10

Alberta Health Services

Shared Physical Space

Face to Face Charts and Schedules

Warm Handover Safety Net "The Abyss"

www.albertahealthservices.ca 11

Alberta Health Services

Relationships and Communication

Lack of Hierarchy Trust

Advocacy Manage Splitting Behaviors Shared Decision Making

www.albertahealthservices.ca 12

Alberta Health Services

Relationships and Communication

Lack of Hierarchy Trust

Advocacy Manage Splitting Behaviors Shared Decision Making

www.albertahealthservices.ca 13

Alberta Health Services

Relationships and Communication

Lack of Hierarchy Trust

Advocacy Manage Splitting Behaviors Shared Decision Making

www.albertahealthservices.ca 14

Alberta Health Services

Relationships and Communication

Lack of Hierarchy Trust

Advocacy Manage Splitting Behaviors Shared Decision Making

www.albertahealthservices.ca 15

Alberta Health Services

Relationships and Communication

Lack of Hierarchy Trust

Advocacy Manage Splitting Behaviors Shared Decision Making

www.albertahealthservices.ca 16

Alberta Health Services

Challenges

Burnout Boundaries

Staff Turnover Pace of Change Social Determinants of health

www.albertahealthservices.ca 17

Alberta Health Services

Challenges

Burnout Boundaries

Staff Turnover Pace of Change Social Determinants of health

www.albertahealthservices.ca 18

Alberta Health Services

Challenges

Burnout

Boundaries

Staff Turnover

Pace of Change

Social Determinants of health

www.albertahealthservices.ca 19

Alberta Health Services

Challenges

Burnout

Boundaries

Staff Turnover

Pace of Change

Social Determinants of health

www.albertahealthservices.ca 20

Alberta Health Services

Challenges

Burnout

Boundaries

Staff Turnover

Pace of Change

Social Determinants of Health

www.albertahealthservices.ca 21

Alberta Health Services

Questions

www.albertahealthservices.ca 22

Alberta Health Services

Contact

Kara Irwin
Therapy Specialist
East Calgary Family Care Clinic
Kara.Irwin@albertahealthservices.ca

Dr. Nureen Pirbhai
Physician and MH Liaison
East Calgary Family Care Clinic
Nureen.Pirbhai@albertahealthservices.ca

Dr. Raj Kandola
Physician Lead
East Calgary Family Care Clinic
Rajdeep.Kandola@albertahealthservices.ca

www.albertahealthservices.ca 23