

Making Sense From the Chaos: Tips for Working on a MOBILE Team

Lessons learned from
The Ottawa Shared Mental Health Care Team

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Agenda

- Challenges and Tips identified in our Mobile Environment
- Developing a well functioning Mobile Team (social work and psychology specific concerns)
- Fostering Good Mental Health of Team Members
- Discussion, Information Sharing

Our Mobile Team

- Context
- Team members
- The multiple sites
- Range of patients
- Academic and teaching components

TOH Family Health Team Civic site



TOH Family Health Team Riverside Site



Bruyere Family Health Team

Bruyere Site



Bruyere Family Health Team Primrose Site



Feedback Sources

- Our personal experience
- Discussions and Interviews with Shared Care Staff
- Staff survey
 - Survey Monkey Questions:

Challenges

Interactive Demonstration

- Access to Clinical Tools
- Working with multiple staff at multiple sites
- Office space
- Electronic Medical Records
- Office supplies
- Personal Effects
- Collaboration with team members
- Communication
- Admin support

Tips: Tools for Working in a Mobile Way

- Clinical Tools
- Team Meetings
- Communication Tools
- Computer Access
- Office
- Organizational Tools

Fostering Good Staff Mental Health

- Meetings
- Communication
- Retreats
- Continuous Improvement
- Recognition
- Debriefing
- Social
- Orientation
- Team composition

Team Development

Hiring and Training New Staff

- EMR Training
- Paced approach
- Shadowing
- Training on Tools
- Orientation to sites and teams
- Welcome

Personality Traits

- Flexible, Adaptable
- Approachable, Easy going, Friendly, Sociable, Open
- Respectful
- Self motivator, taking initiative
- Enjoy; the work, change, teaching and learning, working on teams
- Good problem solving, able to think on the spot,
- Good capacity to multi task

Personality Traits

- Confident
- Team Player
- Pragmatic, not a perfectionist
- Good communication skills
- Sense of Humour (important in an imperfect environment)
- High Energy level
- Compassion
- High desire to improve our traditional system of mental health care delivery

Social Work Specific Issues

- Charting policies
- Privacy policies
- College requirements
- TOH social work requirements (CPL supervision, chart audits)
- Bruyere social work policies
- Stats

Psychology Specific Issues

- Testing materials
- Client Files
- Release of Psychology notes and assessments
- TOH Psychology requirements

Team Bonding with PEI Lobster



Discussion

**WHAT CHALLENGES HAVE YOU EXPERIENCED
AND WHAT TIPS HAVE WORKED FOR YOU???**

Please Share!!