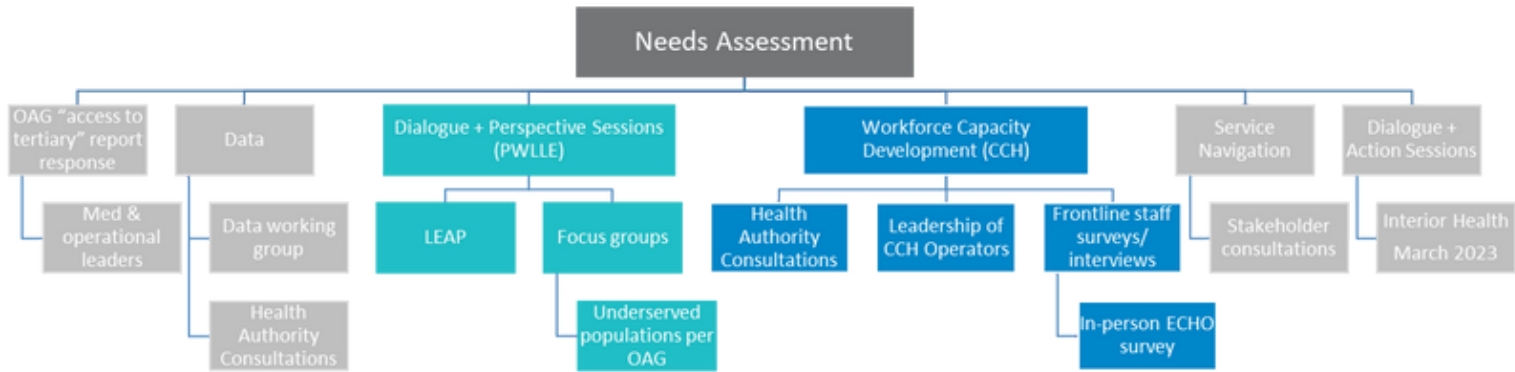


Needs Assessment Summary

There are several long-standing system level gaps in the mental health and substance use system of care, as well as key populations with complex needs that are not well-served by existing services. The evidence indicates that incorporating the preferences and perspectives of the end users leads to better outcomes. The [Provincial Mental Health and Substance Use Network](#) (the Network) is leading an ongoing needs assessment designed to learn from those we intend to serve and identify opportunities to improve. The Network translates and shares the findings to inform [learning opportunities](#), program design, and system-level improvements. In support of the [Provincial Mental Health and Substance Use ECHO](#), this summary will focus on two components of the needs assessment: [Dialogue + Perspective Sessions with PWLLE](#), and [Workforce Capacity Development](#).



DIALOGUE + PERSPECTIVE

The Network has engaged people with lived and living experience (PWLLE) to provide their unique perspectives on the insights provided by health authority leaders in the context of the provincial response to the [Auditor General's report on access to tertiary care](#). This group of PWLLE, whose wisdom, expertise and passion evolved into the core lived experience advisors and partners (LEAP) team, continues to identify key areas of focus for system-level improvements. In this process, PWLLE raised some similar themes to those shared by service providers and leaders, but with different and distinct perspectives.

UNMET NEEDS FREQUENTLY IDENTIFIED BY PWLLE

- Acquired brain injury
- Crisis support training
- De-escalation training
- Harm reduction
- Incorporate PWLLE voice into planning/system improvements
- Person-centred care/individualized approaches
- Psychosis
- Stigma and PWLLE
- Trauma-informed practice
- Trauma-informed housing with physical and psychological safety
- Training and support for peers



These perspectives are further explored in the Network's LEAP report, [BE BOLD. MAKE CHANGES.](#), which summarizes themes raised in engagements of the LEAP team, as well as several other focus groups of PWLLE, over a one-year period. It covers a range of topics, from the qualities care providers need to deliver person-centred care, to the importance of standards and accountabilities related to ensuring service quality and safety, and the fundamental need to consider and support an individual's social determinants of health.

"Patient-centered care is a nice slogan and I see the statement often but I would like to have examples of what that looks like to the treatment facility/organization. Otherwise it's just words on a page."

WORKFORCE CAPACITY DEVELOPMENT

This component of the needs assessment was specifically developed to inform ECHO and other provincial workforce capacity development efforts. It involved engaging with several relevant stakeholder groups that support people in complex care housing (CCH) settings. The end user, in this case, is the workforce in CCH settings. [Review the full summary.](#)



10 LEARNING THEME NEEDS IDENTIFIED BY CCH STAFF

1. Boundary-setting
2. CCH program resources
3. Concurrent disorders
4. Crisis intervention
5. Cultural awareness
6. Gender equity and 2SLGBTQ+
7. Medical concerns
8. Overdose management
9. Staff self-care
10. Stigma

ISSUES IDENTIFIED BY CCH LEADERSHIP

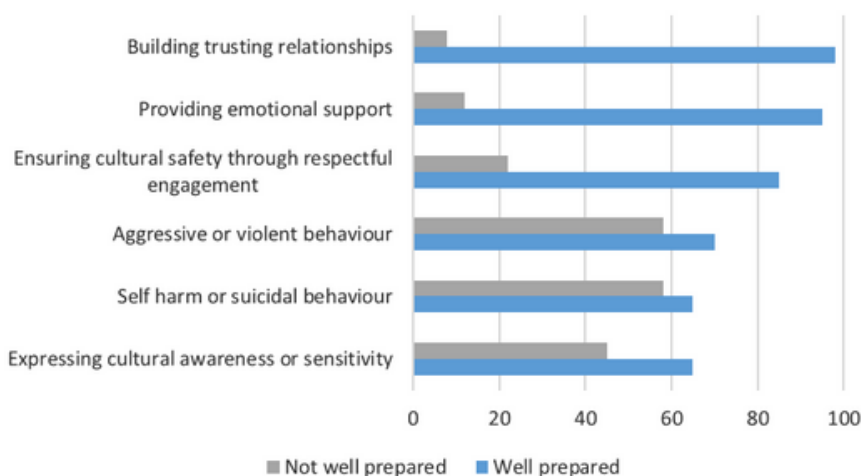
- Lack of experience working with clients with complex needs
- High turnover and many new, inexperienced staff
- Need to balance “wise practices” with professional training/experience for staff without formal credentials
- Different operational policies and procedures between health authorities and service providers
- Lack of technology/equipment to participate in virtual training
- Scheduling constraints and lack of staff coverage/backfill

In terms of skills, **CCH staff** felt well prepared to build relationships and provide emotional support. However, responding to clients with challenging behaviour – whether towards themselves (self-harm/suicidal behaviour) or others (violence and aggression) – is an area where more support is needed.

Demographics:

- **46%** < 2 years’ experience (see bottom graph)
- **52%** direct care support workers, inc. peers
- **74%** non-profit organizations

Situations respondents felt well-prepared or not well-prepared to handle



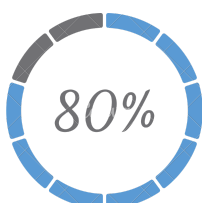
EVALUATION RESULTS

As ECHO topics are increasingly aligned to staff training needs, reach and engagement of the target audience is also improving.

- **10%** increase in CCH staff participation

Post-session evaluations show a high level of satisfaction with ECHO. More than 80% indicated:

- Facilitators were well-prepared and engaging
- Presenters were knowledgeable
- It was a good learning experience
- They would recommend the session to a colleague



Experience with Complex Needs in Housing Settings

