

# Tertiary Mental Health Services Update

January 2012

## Older adult specialized mental health service opens at Providence Health Care

In October 2011, Providence Health Care (PHC), in partnership with Vancouver Coastal Health (VCH), opened the first phase of Parkview, a new 37-bed older adult tertiary (specialized) mental health unit located on the 4th and 5th floors of Youville Residence. Parkview houses the Older Adult Tertiary Mental Health service at PHC.



Ribbon-cutting to formally open the new 5<sup>th</sup> floor Parkview unit at Youville Residence. Right to left: Heather Mak, Director, Elder Care Services, PHC; Jo-Ann Tait, Site/Operations Leader, Youville Residence, PHC; Kimberly Smith, Parkview at Youville Residence and Daisy Estrada, total care worker, Parkview.

### About the service

The Older Adult Tertiary Mental Health service at PHC is for adults across the VCH/PHC region who are 65 years or older who have moderate to more challenging behavioural and psychological symptoms of dementia, which currently prevent them from living successfully in community settings.

Staff members work with each person to optimize their functional abilities and quality of life through individualized, meaningful activities in a safe and nurturing environment. Services are provided in group or individual settings depending on each person's needs.

The Parkview care team supports each person to progress in their care, with the goal of transitioning them back to a complex care facility or community setting with supports in place.

VCH and PHC jointly oversee the governance, operation and access to these beds.

We are opening the Parkview unit in two phases: the 5th floor is now open and the 4th floor will open after renovations are complete in spring 2012.

### Open for referrals

Parkview is open for referrals, and we encourage you to refer any older adult clients in your communities of care who require tertiary mental health services. We are developing a wait list so that the moment a bed becomes available, the most appropriate client can access the service as quickly as possible.

### Referrals and admissions

All new tertiary mental health services being operated by VCH and PHC will be accessed through a central process. This will allow for better coordination of resources and ensure that services are being shared equitably across the region.

To refer to Parkview or address general questions about centralized referrals for VCH/PHC tertiary mental health services, please contact [Jennifer Hamilton Harding](#), leader, VCH/PHC Tertiary Mental Health Central Access and Discharge at 604-714-3771 ext 2270.

We are also accepting referrals for the adult tertiary rehabilitation beds at Forest Edge and for the neuropsychiatry long term stabilization beds at Alder. Contact [Jennifer Hamilton Harding](#) to refer to these beds.

The central access and discharge process will be further developed and implemented over the next few months. This will include information sessions to introduce the new processes and referral forms.

## What's next?

As of January 2012, VCH and PHC have opened 73 new specialized (tertiary) mental health beds across the health authority. We will open another 156 beds by fall/winter 2012/13.

These openings are part of a larger provincial plan to meet the need for mental health services in our communities and improve integration with our existing mental health and health services.

### VCH/PHC tertiary mental health overview

Date	Service	Location
Opened February 2011	Adult Tertiary Rehab (30 beds)	Forest Edge unit at UBC Hospital, Vancouver, BC
Opened April 2011	Neuropsychiatry (partnered with FH) (20 beds)	Alder unit at Langara Residence, Vancouver, BC
Phase I: Opened October 2011	Older Adult Intensive support (23 beds)	Parkview unit at Youville Residence, Vancouver, BC
Phase II: Opening spring 2012	Older Adult Intensive support (14 beds)	Parkview unit at Youville Residence, Vancouver, BC
Spring 2012	Adult Tertiary Rehab (41 beds; includes 30 adult tertiary rehab beds transferring from Forest Edge)	Willow Chest Centre, Vancouver General Hospital, Vancouver, BC
	Adult Tertiary Assessment and Treatment (29 beds), Adult Intensive Tertiary Rehab (10 beds), Older Adult Assessment and Treatment (20 beds)	Willow Pavilion, Vancouver General Hospital, Vancouver, BC
Spring 2012	BC Psychosis (25 beds)	Forest Edge unit at UBC Hospital, Vancouver, BC
Fall/winter 2012/13	Adult Tertiary Rehab (28 beds)	Gibsons, BC

The next site to open will be the Willow Chest Centre at Vancouver General Hospital in late January, which will be home to 21 adult tertiary rehabilitation beds. At the new location, the Adult Tertiary Rehabilitation program will continue to provide its range of holistic, wellness-based services for adults with serious mental illness.

We are also preparing for the opening of the BC Psychosis unit at Forest Edge at UBC Hospital's Detwiller Pavilion with 25 adult tertiary mental health beds, and for the opening of Willow Pavilion with 79 tertiary mental health beds for adults and older adults.

## Gibsons Update

We are pleased to let you know that we've begun construction on the Gibsons tertiary mental health facility. Renovations began in October 2011 and are expected to be complete by June 2012. The opening of 28 specialized mental health beds is planned for fall/winter 2012/13.

The Gibsons team recently hosted its second neighbourhood meeting. The meeting included an informal overview of the project, a construction update and a chance for community members to ask questions and share their comments and concerns. VCH was represented by Mary Cooke (Site Implementation Lead), Dr. Anthony Barale, (Psychiatrist), Doug Andrie (Mental Health & Addiction Manager), Keith Donkersloot (Vocational Rehabilitation Coordinator) and Don Jenion (Facilities).

"My sense was that people really appreciated having their concerns dealt with by the psychiatrist when it came to safety," says Mary. "The evening went very well and there wasn't a sense of tension or anxiety in the room like there was at the first meeting."

## Career opportunities

We are currently hiring health care workers for our facilities across VCH and PHC.

A campaign that includes posters at major skytrain stations across Vancouver features the exciting new employment opportunities and the tertiary mental health care model.



Kelsey Koros, Registered Psychiatric Nurse and Paolo Avelino, Registered Nurse, are two new staff at Parkview.

**Jobs at our PHC sites:**

Contact Rubina Mahal, Recruitment Advisor, HR Services for PHC: 604.682.2344 x 63444 or [rmahal@providencehealth.bc.ca](mailto:rmahal@providencehealth.bc.ca). Jobs can be viewed at [PHC Careers](#).

**Jobs at our VCH sites:**

Contact Brigitte Relova, External Recruitment Advisor, HR Services for VCH: 604.675.2500 x. 21979 or [brigitte.relova@vch.ca](mailto:brigitte.relova@vch.ca). Jobs can be viewed at <http://careers.vch.ca>.

## Keeping you informed

If you have any questions about our new tertiary mental health services, or general questions about the tertiary mental health plan for the VCH and PHC region, email us at [tertiarymentalhealth@vch.ca](mailto:tertiarymentalhealth@vch.ca)