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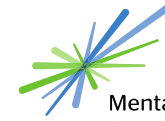
e-Mental Health: Innovation to Implementation

Presented by Nicholas Watters:
Director, Access to Quality Mental Health Services
Mental Health Commission of Canada

Disclosure(s)

I am a proud Canadian....





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Disclosure(s)

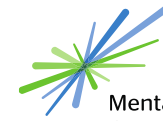
I Do love hockey...



Disclosure(s)

But I DON'T like the cold or winter...





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Disclosure(s)

I am NOT a researcher...



Disclosure(s)

I am Not a policy maker or in
government...



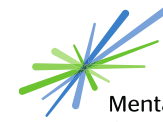
Disclosure(s)

I am Not a practitioner...



Disclosure(s)

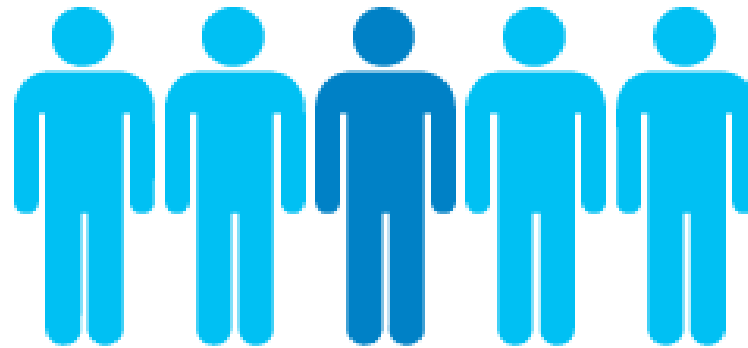
I Do work with all of these stakeholders, including those with lived and living experience to improve access to, and the quality of, mental health services and supports in Canada.



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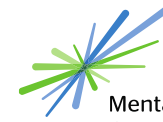
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SCALE



1 in 5

People in Canada will experience
a mental health problem or illness
in any given year



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By 2041, mental
illness will cost
the Canadian
economy
\$307 billion.



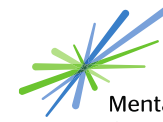
6.7 million Canadians with mental illness



2.2 million Canadians with type one diabetes



1.4 million Canadians with heart disease



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BRIDGING THE GAP

About **1.6 million** Canadians recently reported that their need for mental health care was only partially met or not met at all

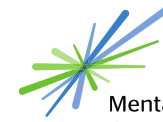


Everybody's Business

500,000



Canadians, in any
given week, are unable
to work due to mental
health problems or
illnesses.

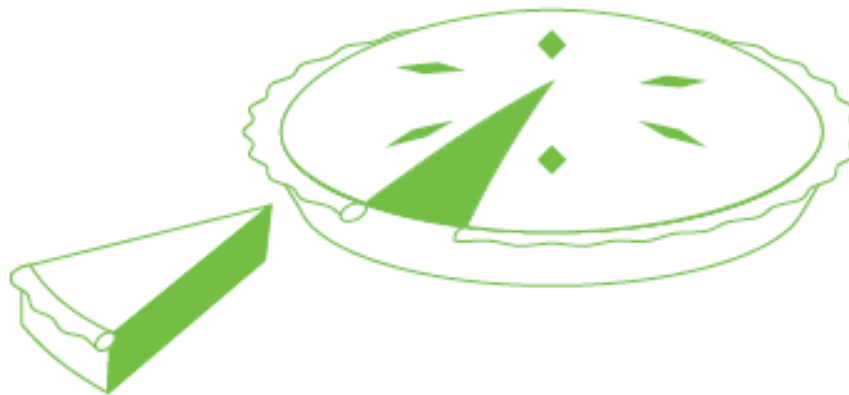


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LOW INVESTMENT

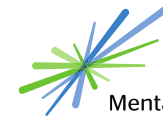
Canada's mental health spending represents **only 7.2%** of Canada's total health spending compared to 13% in England



Brief Overview of MHCC

- Recommended by Social Affairs, Science, and Technology Senate Committee *Out of the Shadows* Report (2006).
- Set up as non-profit at arms-length from federal government.
- Funded by Health Canada, the MHCC convenes stakeholders, develops and influences sound public policy, and seeks to inspire collective action to improve the mental health and wellness of people across Canada.

Brief Overview of MHCC Continued

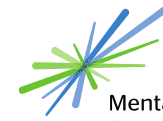


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Convener Advisor
Awareness
Resources Catalyst
Research Public
Indicators Partnerships
Training
Trusted Knowledge
Influencer
Mobilization Toolkits
Guidelines
Collaborator
Policy

WordItOut



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First Mandate Results (2007 – 2017)

1. Canada's first Mental Health Strategy.
2. Pan-Canadian Knowledge Exchange Centre.
3. Opening Minds initiative to combat stigma of mental illnesses focused on accelerating uptake of contact based education.
4. A 5-year RCT study of the *housing first* model.



CHANGING DIRECTIONS
CHANGING LIVES
The Mental Health Strategy for Canada



Current Mandate (2017 – 2021)

Substance Use and Addiction

- Exploring important intersections between mental health and substance use sectors to advance policy and program change for integrated care across Canada.

Suicide Prevention

- Working to build capacity across the country to address this silent crisis in collaboration with the Public Health Agency of Canada (PHAC) and other partners.



Current Mandate (2017 – 2021)

Priority Populations

- working to improve mental well-being and recovery oriented/person centred mental health services, supports and policies for diverse and high need populations.



Engagement

- bring diverse community and stakeholder voices together, including governments, for knowledge sharing across jurisdictions and to accelerate implementation of the recommendations in the Mental Health Strategy of Canada.



Impact of the Pandemic on Mental Health of Canadians



Resource Hub: Mental health and wellness during the COVID-19 pandemic

Tips on talking to someone in crisis during COVID-19



The current COVID-19 pandemic is a source of anxiety for people across the country and your colleagues, friends or family may reach out to you for support. **How should you respond?** Use our active listening tips to navigate these sensitive conversations with more confidence.



1. Tell them you're there to listen and help them find the next step.

EXAMPLE

"I'm here to listen and I really want to help you. I'm not a trained counsellor or doctor, but I'll do my best to put you on the right path."

2. Practice empathy by considering the needs of people different than yourself, especially those in vulnerable populations.

3. Pause to reflect on what the caller has told you and share back your understanding, showing the caller they've been heard.

4. Mirror back what you're hearing **to your own words** rather than parroting what they've told you.

EXAMPLE

"I just told my job and I don't know what to do. I have small kids and I don't know if I'll be able to get back on the table. I have no idea if I even qualify for it."

Helpful answer (paraphrasing): "I'm hearing you say that you're feeling very overwhelmed with all the uncertainty and not knowing how to apply for it is even more frustrating."

Unhelpful answer (parroting): "I'm hearing you say that you're worried about going hungry."

5. Validate the caller's feelings and concerns.

EXAMPLE

"You worried about the way who lives with a mental illness and doesn't have secure housing. What if he catches the virus?"

Helpful answer: "I can tell that you care about your son very much. It can be hard not to run through the worst case scenario."

Unhelpful answer: "Everyone here's stressed right now. I have two elderly parents, and they have trouble even using a telephone."

Are you creating balance during a pandemic?

As stated in the CAMH's Workplace Mental Health Playbook for Business Leaders, an imbalance between work and family life is a strong risk factor for mental illness - it's been shown to be more detrimental to mental health than work-related stress.

This checklist will help employers focus on balancing their employees' energy for optimal psychological and physical functioning in their professional and personal lives.

YES	IN PROGRESS	NO	Do you...
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Define flexible work, limits on connectivity and work hours
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage workers to take breaks and to use time off for wellbeing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Empower workers to adjust and to take time for themselves
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide access to virtual stretching, exercising and meal prep
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Understand
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Define
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Re-define
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Face
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Minimize
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reduce
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communicate
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Offer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide

Building Mental Health into Operations During a Pandemic

Guidelines to Support Employers Through COVID-19



The Working Mind COVID-19

Self-care & Resilience Guide

Mental Health First Aid

MHFA is the help provided to a person developing a mental health problem, experiencing a mental health crisis, or a worsening of their mental health.

More than 400,000 Canadians have been trained since 2007.

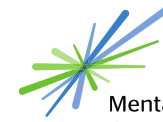
The Working Mind

The Working Mind (TWM) is an education-based program designed to address and promote mental health and reduce the stigma of mental illness in a workplace setting.

This training is aimed to:

- Improve short term performance and long term mental health outcomes
- Reduce barriers to care and encourage early access to care
- Provide the tools and resources required to manage and support employees who may be experiencing a mental illness
- Assist supervisors in maintaining their own mental health as well as promoting positive mental health in the workplace





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e-Mental health (e-MH)

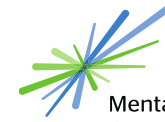
“...mental health services and information delivered or enhanced through the Internet and related technologies.”

Christensen H, Griffiths KM, Evans K. (2002). e-Mental Health in Australia: Implications of the Internet and Related Technologies for Policy. ISC Discussion Paper No 3.



e-Mental Health Before Covid-19





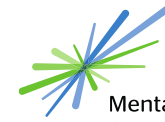
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e-Mental Health During Covid-19



YES

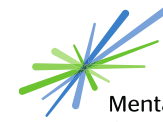


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Which has also led to this....





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Canada

Mental Health and
Substance Use Support

Français

About

Supporters

Sign In

Get Started

Take that step

Get connected to mental health and substance use support, resources, and counselling with a mental health professional.

WELLNESS STARTS HERE

Mental health is a journey, not a destination. Access support and track your progress.

- ✓ Accessible 24/7
- ✓ No fees, ever
- ✓ For everyone

Start with your first self-assessment.

Current e-MH Projects

- Stepped Care 2.0
- E-MH Implementation Toolkit
- App Accreditation
- AI and Machine Led Learning
- E-Mental Health Collaborative and Events



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Stepped Care 2.0



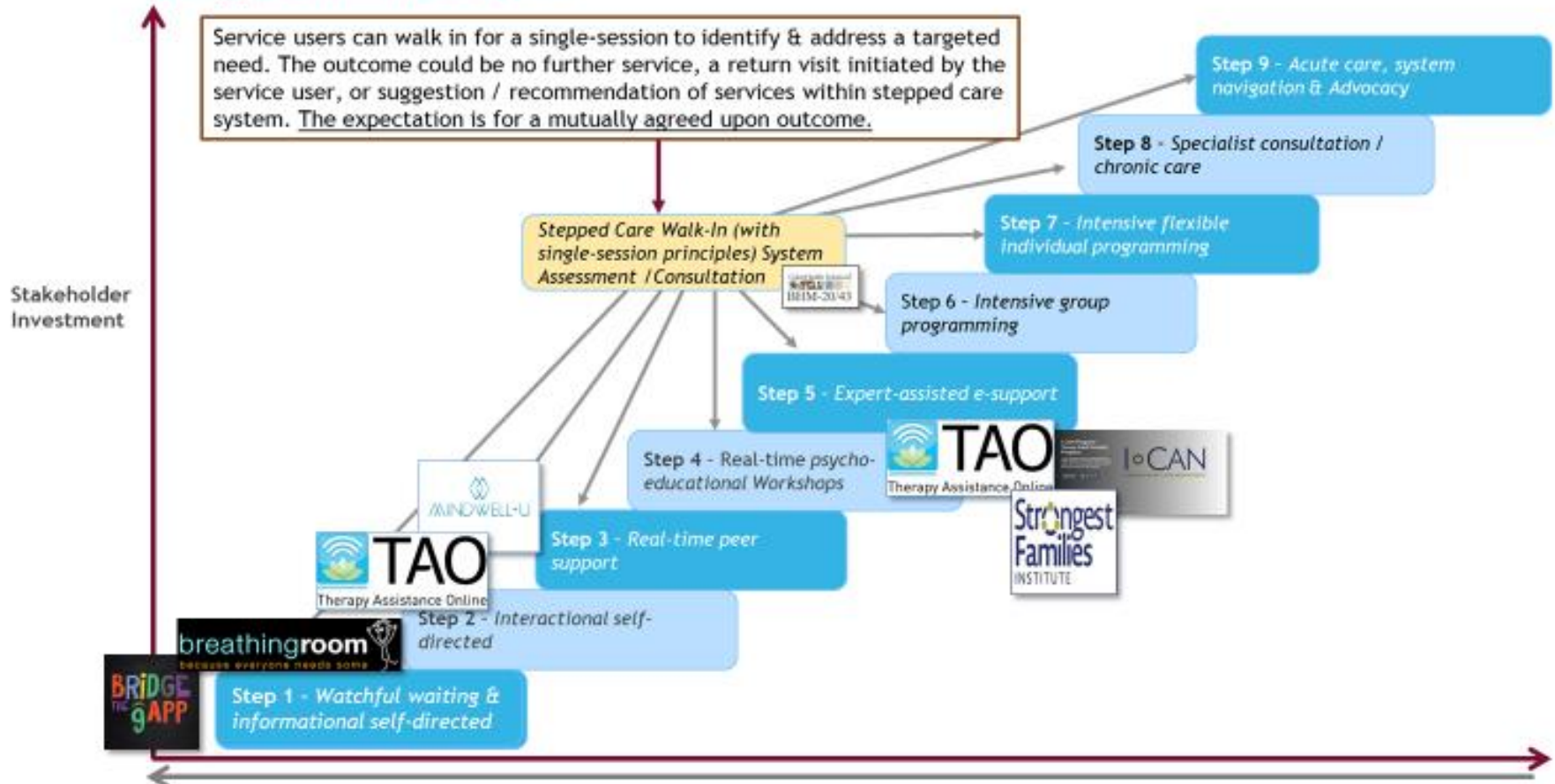


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Stepped Care 2.0 ©

Service users can walk in for a single-session to identify & address a targeted need. The outcome could be no further service, a return visit initiated by the service user, or suggestion / recommendation of services within stepped care system. The expectation is for a mutually agreed upon outcome.



Immediate Care Access Options in NL:

- Online (Bridge the gApp)
- Phone (Crisis phone/text; Central Intake; Warmline)
- Walk-in (Doorways Clinics)

■ Program Intensity, Client Need & Readiness
■ Client autonomy/self-advocacy / resilience

Peter Cornish (2019)



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N.L. Stepped Care 2.0 Project Outcomes

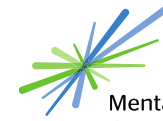


Since 2017-18, wait times for mental health and addiction services **decreased by 68 per cent**, in part due to Stepped Care 2.0.

N.L. Stepped Care 2.0 Project Outcomes

How it helps clients

- Rapid access to care with 3 access options: Drop-in, phone and online
- Client-centered, recovery-oriented approach
- 79% reported that EMH tools met at least some of their needs.
- 67% rated the quality of EMH tools as “good” or “excellent.”
- 62% said the EMH programs helped them deal with their problems.



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e-MH Implementation Toolkit

ORDER OF EXCELLENCE



MENTAL HEALTH AT WORK® RECIPIENT



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Toolkit

for e-Mental Health
Implementation



e-MH Toolkit Overview

Modules

- ✓ I: Exploring the World of eMH
- ✓ II: Roadmap for Launching eMH
- ✓ III: Building Your Digital Skillset
- ✓ IV: Engaging Clients in eMH
- ✓ V: Leadership for eMH Innovation



Supporting the e-MH ecosystem

EXPLORING MENTAL HEALTH APPS ACCREDITATION

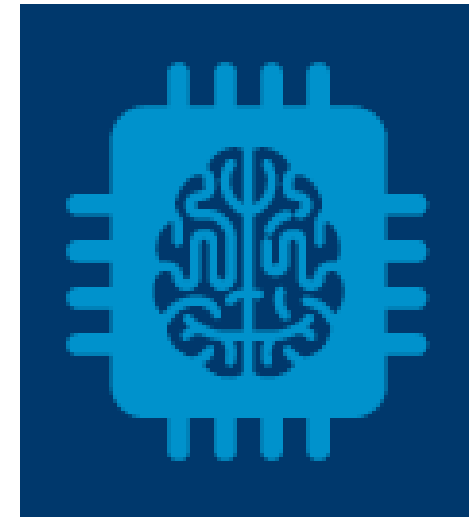
Exploring the evaluation and/or accreditation of MH apps with strategic partners.

Expansion of framework tool co-developed with CIHR to support informed decision-making.



AI and MH Project

Exploring the use of A.I. and machine learning to address prevention, early intervention, diagnosis and treatment of mental illness and addiction.



e-MH Collaborative and Events

- Convene national e-Mental Health Collaborative.
- Member of the International e-Mental Health Collaborative.
- Host a national conference and topic specific roundtables and webinars each year.



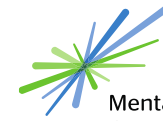
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e-MH Next Steps

- Develop an e-Mental Health Strategy for Canada





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Thank you!



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