

# BRIGHT LIGHTS AWARDS

2023

**TWO RIVERS FAMILY HEALTH TEAM AND  
GRANDVIEW MEDICAL CENTRE FAMILY HEALTH TEAM**  
**Award: Organizing primary care to advance Ontario Health Teams**  
**Achievement: Community Mental Health & Addictions Clinic (C-MAC) Pilot  
Project**



Two Rivers and Grandview Medical Centre FHTs recognized the need for quick access to mental health and addictions services in their community. With one-time provincial funding available for mental health and addictions programs, the teams approached their Ontario Health Team (OHT) to discuss sharing some of the FHT funding to implement an OHT priority.

The group chose to implement an eight-week pilot for a Community Mental Health & Addictions Clinic at Cambridge Memorial Hospital, aiming to provide necessary quick access to services while replacing the emergency department as the first point of contact for patients with mental health or addictions needs.

The C-MAC served 123 unique clients --451 client encounters overall -- and prevented 23 emergency department visits. Patients were able to access C-MAC services regardless of whether they were currently attached to a primary care practitioner. This allowed the community as whole to access services that address new or recurrent mental health concerns.

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In capturing the patient experience through the implementation of patient surveys and comment cards, an evaluation indicated that over 90 per cent of patients felt their needs were addressed and 97 per cent of patients were satisfied with the care they received.

Pleased by the success of the C-MAC, the group is working with Ontario Health, the Ministry of Health, paramedics, and the Canadian Mental Health Association to explore ways to make the clinic permanent. Together with the OHT, the FHTs applied through the Primary Care Expression of Interest process to request permanent funding.

The successes of the C-MAC have highlighted the importance of integrated care in a community setting and the strengths associated with aligning healthcare goals among OHT members.

#### KEY FACTS:

- Partnership between FHTs and other OHT members led to a successful clinic pilot project.
- 123 unique clients served during the eight-week pilot, with 451 overall visits.
- 23 emergency room visits prevented.
- More than 97 per cent of patients satisfied with their care.
- Demonstrates value of integrated care in a community setting.