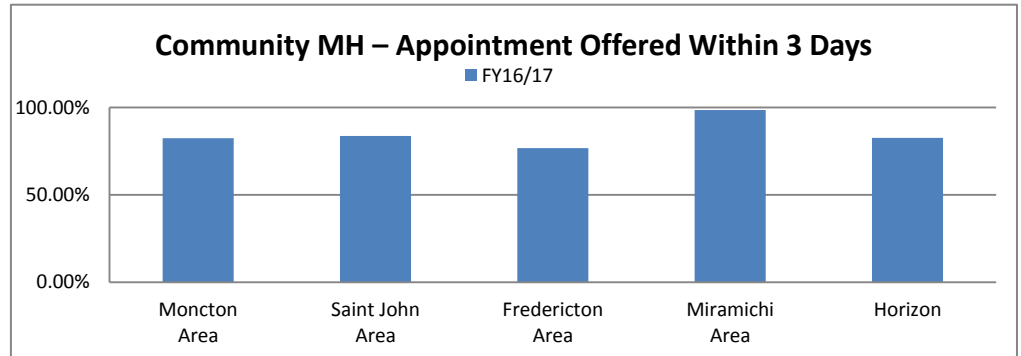


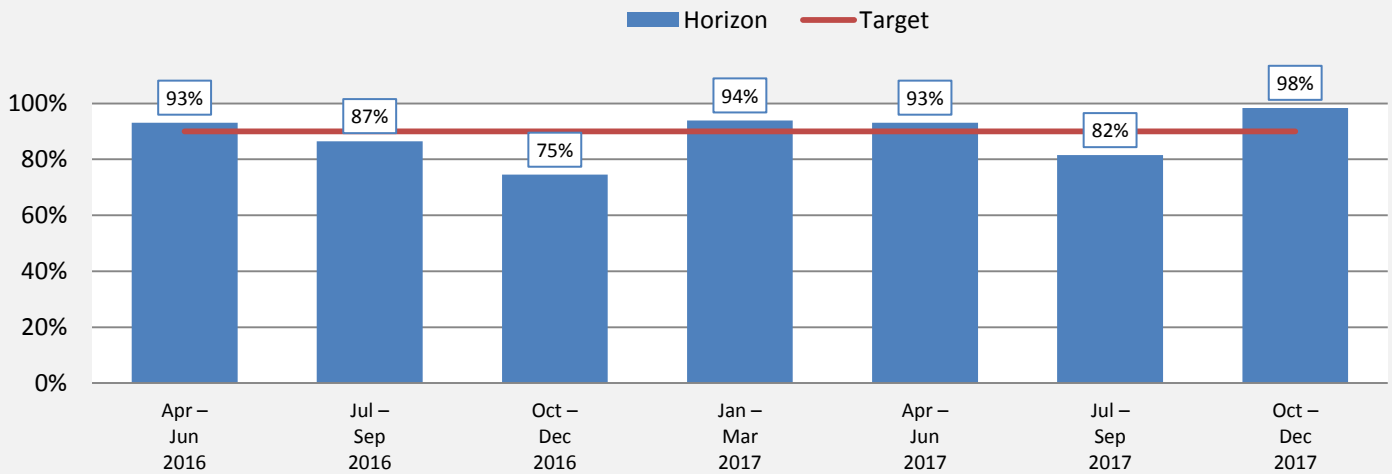
There have been long standing issues with access to Addiction and Mental Health services. Evidence shows that early access to these services improves treatment retention and outcomes. By offering an Intake appointment within three business days the Addiction and Mental Health service is able to assess the client and determine their priority for care but just as importantly the treatment process can begin as options for their Addiction and Mental Health care can be explored. For example these options could mean an increased awareness of community resources for the client, an awareness of our emergency addiction and mental health services like our mobile crisis unit, some brief interventions to manage symptoms, and/or referrals to community agencies.

Definition: The percentage of patients offered intake assessment appointment within 3 business days.

2017/18 Target: 90%



Community MH – Appointment Offered Within 3 Days



Analysis: Horizon Addiction and Mental Health staff have worked extremely hard to achieve this target and are pleased to start to see the positive results. During fiscal year 16/17 only area 7 was reaching target. For fiscal year 17/18 we have achieved target two out of three quarters. The quarter we missed target was over the summer months when many staff taking vacation. We have implemented new processes to make sure staff vacations are replaced or at least partially filled by staff from other areas of the agency and we have created efficiencies within the Intake and Assessment unit that will help us maintain the 90% target. These efficiencies were found by reviewing everyone's work load, removing or replacing meetings, having one person in charge of scheduling, and building in flexibility for busy periods or sickness.