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# Helping Kids & Youth in Times of Emotional Crisis: A Project of the AMH and Emergency SCNs

Campus Alberta  
May 9 2018

# Introduction

- Youth and family experiences in the ED when presenting with AMH related concerns
- Phase I:
  - Data Report
  - Surveys/Focus Groups:
    - Youth (M.A.P.S.)
    - Family/Caregiver (PaCER)
  - ED mapping

# MY VISIT TO THE E.R.



## DECIDING TO GO TO THE HOSPITAL

Today is really hard. I'm thinking about ending it all. What do you do when the depression seems like it will never end?



Honey, if you are thinking of ending your life we need to go to the hospital now!



I'd better see a Doctor and get assessed. I can't live like this anymore.



## ARRIVAL AT THE E.R.

Oh no, how long will I have to wait? I don't want all of these people to know my situation! Maybe we should leave, I don't think I can do this.



I wish they had a private space for people having a mental health crisis.



I can't handle these feelings anymore. Don't tell me to calm down. I would if I could! I feel so confused and anxious.



Wow, training in mental health would help medical staff be more understanding, sensitive, and compassionate.



## WAITING

For your safety, I need you to wait in here. The security guard is here for your protection. It will be approximately two hours.



I wish I had something to do to help pass the time, books or cards would help.



I feel like a prisoner. Where is the Doctor? Why am I being punished for being sick?



That uniformed guard outside the door makes me look dangerous. I understand why he is there but I wish he was dressed in street clothes so it wouldn't be so obvious.



## SEEING THE E.R. STAFF

I know my daughter best, I know what she needs.



I wish staff would ask me how and when I'd like my family involved.



I can prescribe some medication that will help with your symptoms. I don't think you'll need to stay in the hospital.



I want to figure out what is happening to me and how to deal with it on my own, not just medicate myself.

Oh no, I need more than medication, I need to know what's happening to me.



## SEEING THE MENTAL HEALTH STAFF

Oh good, I am going to see a mental health expert.



I know you are the mental health professional and know a lot about this illness, but you don't know me. I'd like to tell you about my experience. I am the expert on me.



You're right, I do know about your symptoms. These medications will help you. I can't do anything more if you refuse these medications. I will also give you a referral to a counselor.

I wish he'd listen to me and take me seriously. I'm not overreacting and I'm not just seeking attention.



## AFTER THE E.R. VISIT

I really need help now. I can't wait 6 months - it is urgent.



I'm going to need someone to talk to before that. I wish there was a place I could go to get help when I really need it! I don't want to go back to the E.R.



This map was created by M.A.P.S. Alberta Capital Region in partnership with Alberta Health Services. This map conveys the findings of the "Helping Kids and Youth in Times of Emotional Crisis: Youth survey," AHS 2017.

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# Brain Trust 2 – February 28 2018 (Calgary)

- Attendees:
  - N = 71
  - All Zones represented with AMH/ED/Primary Care:

AHS	Youth
University of Alberta	Families/Caregivers
University of Calgary	PaCER
Mental Health Commision of Canada	M.A.P.S
Alberta Health	CMHA
PolicyWise	Provincial Advisory Council
CASA	Physicians
Palix Foundation	Psychiatrists

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# Brain Trust 2 – February 28 2018 (Calgary)

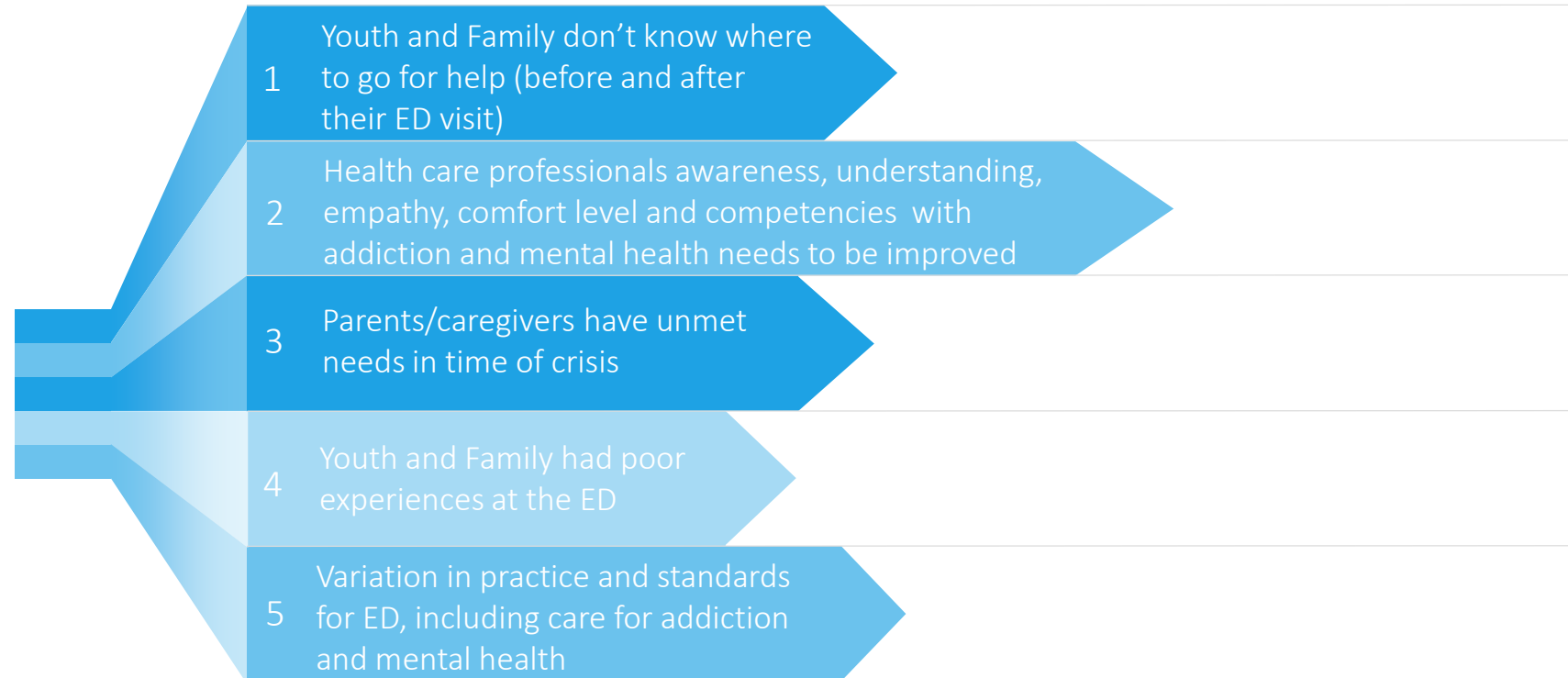
## Goals for day:

- Review and create a complete understanding of the Current State (learnings from the layers explored)
  - Validate the information gathered, including high-level themes/gaps and opportunities for potential improvements and future work
  - Harness the expertise in the room to get more information of what we think some of the solutions might be
    - Have frank and open discussions about the identified gaps
    - Challenge the conversation (ask tough questions!)
  - Instill hope for change
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# DE-**STIGMA**-TIZE

By improving these five gaps

**STIGMA**  
is at the core!



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## Brain Trust 2 - Feedback

- Evaluation form sent via e-mail after Brain Trust 2
  - n = 23; overall positive feedback on the day
  - **Value in hearing the patient voice in the way it was presented**
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## Outcomes/Next Steps

- A full report on Phase I has recently been finalized by the Working Group
    - Summarize all the data gathered
    - Results of Brain Trust 2
  
  - Pre-planning for the launch of Phase II
    - Gathering information on current work in flight across the province
    - Development of several theme specific working groups
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Questions?

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