Martin Street Outreach Centre:
Innovative Partnerships at One-Stop Mental Health & Substance Use Clinic

Quality Forum 2018
Disclosure

No conflicts of interest or commercial affiliations to declare
Our Vision

• Build a low-barrier primary care clinic for people dealing with mental health and/or substance use issues to access multi-disciplinary health services.
  • Low barrier primary care
  • Team based care
  • Alleviate burden of care
  • Stabilize patients
Our Beginning

• Challenges
  • Mistrust
  • Staffing
  • Information systems
  • Billing styles
  • Community perceptions
  • Fee-for-service

• Enablers
  • Relationships
  • Equal partnerships
  • Project management
Patient Profile

- 64.8% have a Substance Use (non-tobacco) Disorder
- 11.3% are receiving Opioid Agonist Treatment (OAT) in past 8 weeks
- 41.2% of MSOC Patients are homeless or have unstable housing
- 24.5% are on Social Assistance
- 31.7% are Persons with Disabilities

It is imperative to simultaneously address the social determinants of health and the primary care needs for this population.
Our Team

Interdisciplinary Team
- GPs
- ICM Team
- Social Worker
- MOAs
- Psychiatry
- Community Agencies
- Public Health Nurse
- Etc...

Communication amongst all personnel is key to providing wrap around care.
We Provide our clients with Specialized Team based, Mind and Body Health Services, while increasing Hope, Safety, and Quality of life.
Our Future

- Team Based Care
- Physician Capacity
- Staff Capacity
- Space Capacity
- Fee-For-Service
“Here [Martin Street], they treat everybody with respect regardless of circumstances. Everybody here seems to care, which you don’t see a lot of nowadays. [...] See, like I’m a human here.”

(Martin Street Patient)

“They got me the help I need. Because they’re taking the time to figure it out. I feel 100% better. And it’s because of this place. Go into emerg? They don’t care. They’re too busy. They don’t have time to care. This is where I want to come.”

(Martin Street Patient)