



Unit Name Mental Health Urgent Care Service

Unit Location Abbie J Lane Hospital-Halifax

Program Mental Health and Addictions Program

Nova Scotia Health Authority Outpatient Service Profile

The purpose of this Profile is to provide Nurses with an overview of each service area.

| <u>General Information</u> | |
|--------------------------------------|---|
| Service | Mental Health Urgent Care Service |
| Site | Abbie J Lane Hospital-Halifax |
| Brief description of the Unit | Located within the Crisis Portfolio of the Mental Health and Addictions Program the Urgent Care Service provides rapid follow up to individuals who have recently been assessed by the Mental Health Mobile Crisis Team or Psychiatric Emergency Team. This support may involve brief solution focused therapeutic intervention, resource navigation, education and family support. |
| Unit Orientation | 2 years mental health experience prior to joining the team. Bachelor RN |
| Number of Beds | Outpatient-no beds. |

Patient Care

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|----------------------------------|---|
| Patient Population | Team will provide short term follow up following contact with other crisis services (MHMCT, PES). Short term therapeutic support, resource navigation and connection with other services within community. Reassessment of mental status. |
| Average Patient Age Range | 19-99 |
| Nursing Model of Care | Primary Nursing: _____ Team Nursing: _____ Other: <input checked="" type="checkbox"/> Total Patient Care: _____ Modified Total Patient Care: _____ Other: Brief Solution Focused, Crisis Management, Assessment |

Systems

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| Medication System | Traditional: _____ Unit Dosage: _____ Other: <input checked="" type="checkbox"/> Other: No medication dispensed. |
| Scheduling | Manager: <input checked="" type="checkbox"/> Self: _____ |
| Average Number of Staff per Shift | Days: RN <u>2</u> LPN _____ CTA _____ Evenings: RN _____ LPN _____ CTA _____ Nights: RN _____ LPN _____ CTA _____ |
| Service Hours | 0900-1700 hrs. Mon-Fri Occasional evening hours required. |
| Length of Shift | 8hr: <input checked="" type="checkbox"/> 12 hr: _____ Other: _____ Other: |

Staff

| | |
|---------------------------|---|
| Staff Mix | RN: _____% LPN: _____% CTA: _____% Variable. Non-discipline specific. |
| Physician Coverage | On Call: _____ On Site: _____ N/A: _____ Other: <input checked="" type="checkbox"/> Psychiatric consult available though Psychiatric Emergency Services at QEII HI |

| | |
|---------------------------------------|------------------|
| Multidisciplinary Team Members | Social Work, OT. |
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| <u>Required Skills, Qualifications & Experience</u> | |
|---|---|
| RN <i>Registered Nurses provide professional nursing services, deliver health education programs and provide consultative nursing services to promote, maintain and restore patient health.</i> | |
| <ul style="list-style-type: none"> • Responsibilities | Direct client support using a Brief Solution Focused model of care. Providing crisis management, navigation of resources and appropriate referrals and reassessment of mental status. |
| <ul style="list-style-type: none"> • Skills Required | Good assessment skills. Ability to complete a mental status exam. Flexible problem-solving skills. Non-judgmental approach to solution focused practice. Good knowledge of community resources. |
| <ul style="list-style-type: none"> • Additional Responsibilities | Click here to enter text. |
| <ul style="list-style-type: none"> • Additional License/Certification/Education required | Bach RN+ 2 years mental health experience |

Completed by: Matthew White **Date:** August 12, 2015