

Ottawa Operational Stress Injury Clinic

Royal Ottawa Mental Health Centre

Who is involved?

- ▶ The OSI Clinic is delivered by the Royal Ottawa Mental Health Centre and is funded by Veterans Affairs Canada.
- ▶ Other stakeholders of this clinic include, but are not limited to, VAC, DND, RCMP, families and communities within our catchment area.

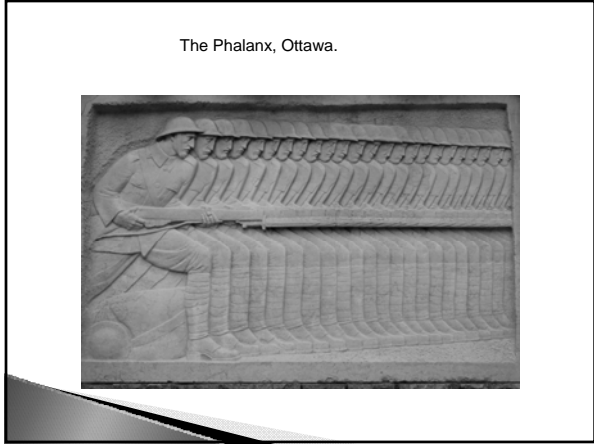
Mandate of OSI Clinic

- ▶ To serve those with an operational stress injury
- ▶ To deliver standardized assessment, treatment, outreach and research within the National Network of OSI Clinics



Definition of an OSI:

- ▶ Not an official term within the DSM IV
- ▶ Coined to define any persistent psychological difficulty resulting from operational duties performed. This does differ from occupational injuries.
- ▶ Included in this definition is PTSD, anxiety, depression, as well as other conditions .



OSI Network

- ▶ Currently there are 9 operating OSI Clinics. The other OSI Clinics are located in Montreal, Quebec City, Calgary, Fredericton, London, Winnipeg, Edmonton and Vancouver.
- ▶ The first OSI Clinic began operations in 2002.
- ▶ These are all outpatient clinics. The 10th clinic will be a residential treatment centre in Montreal, opening this fall.

How the Network Works.....

- ▶ Each clinic is contracted with VAC and operates autonomously while being a part of a larger network of clinics that are lead by the National Centre of OSI's out of Montreal.
- ▶ Each discipline is attached to a Network group that holds annual meetings and education opportunities.
- ▶ Each discipline has opportunities to sit on working groups that are concentrating on a specific portfolio (families and children).

Composition of the Clinical Team

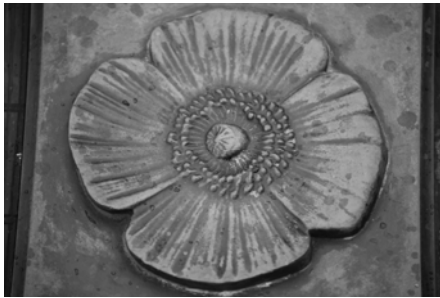
- ▶ While each clinic may differ in the numbers held within each position they are all composed of the same disciplines.
- ▶ An OSI clinic functions with an interdisciplinary team comprised of:
 - Psychiatrists
 - Psychologists
 - Registered Nurses
 - Registered Social Workers
 - Research and Evaluation positions

Composition of the Ottawa OSI Clinical Team

► Our clinical team includes:

- 1 Psychiatrist
- 3 Psychologists
- 2 Registered Nurses
- 1 Registered Social Worker

The Clinical team is supported by a team manager, a research assistant and a program assistant.



The Pillars of an OSI Clinic

► The 4 pillars include:

- Assessment
- Treatment
- Outreach
- Research
- Each clinic in the Network adheres to these pillars.

Assessment

- ▶ We provide standardized assessments which facilitates the:
 - Treatment and rehabilitation offered
 - VAC/DND case management
 - Awarding of disability benefits

Treatment

- ▶ We are a specialized treatment service aimed at addressing the gaps in what is available in the community one lives.
- ▶ We provide definitive trauma treatment, groups, expertise in the area of military OSI, an inter-disciplinary approach, coordinated care, family and couple treatment when related to an OSI.

Outreach

- ▶ Our primary goal is to increase the capacity of providers within the community through networking and collaboration. We also aim to provide specialized training and education.
- ▶ We work diligently at removing the barriers that often halt those seeking help and support the families and communities by increasing both public and professional awareness.

Research

- ▶ We will evaluate our programs, groups through data collection, outcome performance measures and program evaluation.
- ▶ In Ottawa, we are connected with IMHR we are eager to begin research activities and aim to collaborate with partners within our communities also. Our final goal will be to transfer this knowledge within the community and the OSI Network.

The changing of the guard at the Tomb of the Unknown Soldier, Ottawa, 2008.



What are our challenges?

- ▶ Developing relationships with all of our stakeholders throughout our catchment area.
- ▶ The number of stakeholders that are, or will be, involved.
- ▶ Our geographical catchment area.
- ▶ Determining the needs of the providers and stakeholders within this geographical area.

Ottawa OSI Catchment Area

Half of Ontario, including Kingston, Cornwall, Pembroke/Petawawa, North Bay, Ottawa, Gatineau and Nunavut are within the catchment area of the Ottawa OSI Clinic.



OSI Clinic Service Area Clients with Mental Health Pension Conditions

Source: RDB Report Feb 2009

District Office	Total # Clients	# Clients With OSI's	% of DO With OSI's	% OSI Clients In Service Area
Ottawa	8087	522	6.5	28.9
Pembroke	2310	232	10.1	12.8
Kingston	3758	339	9.0	18.8
Peterborough	5843	334	5.7	18.4
North Bay	2282	172	7.5	9.5
Subtotal (Ontario DO)	22,280	1599	7.2	88.5
Gatineau	2463	208	8.4	11.5
Total Service Area	24,743	1807	7.3	100

How to tackle the geography.

- We will be utilizing telehealth within the clinic once relationships have been established with clients who are willing to participate.
- This has been piloted by the Calgary OSI Clinic, Carewest, with great success reported by both the client and the clinician.
- We are also exploring how to work in conjunction with our partners at VAC and DND in how best to pull together to be most efficient.

Utilization of Telehealth

- ▶ Calgary has found that telehealth can be used in a number of ways and this includes:
 - Intake interviews
 - Assessments
 - Individual psychological therapy
 - Skill building
 - Couple therapy
 - Psychiatric treatment and follow up
 - Consultations with community partners
 - Consultations with other OSI Clinics
- We are planning on using our telehealth system to it's maximum potential.



Where is the Ottawa OSI Clinic at now?

- ▶ We held our official opening with Minister Thompson February 24th.
- ▶ We are currently in the process of completing the staffing of our team.
- ▶ We are developing relationships with our VAC district offices, OSISS, RCMP, DND and community partners.
- ▶ We are establishing our internal processes and working on group development, outreach presentations, etc.

Where are we at continued...

- ▶ We have received 60 referrals (as of June 1st)
- ▶ We have an active caseload of 50.
- ▶ We are networking amongst the clinics across the country to make sure that we hit the ground running and take advantage of where they are in their clinics' growth.
- ▶ We have planned our upcoming fiscal year, education for clinicians, started tracking our statistics, developing our group programming and capacity building events.



The Social Work Role at the OSI Clinic

Within the Network

- ▶ 9 clinics across the country
- ▶ each clinic operates quite differently
- ▶ role of MSW differs according to clinic
- ▶ primarily Clinical Social Work
- ▶ essential member of interdisciplinary team

Social Work Role Across the Network?

- ▶ Individual, couple & family assessment
- ▶ Individual, couple & family treatment
- ▶ Psycho-educational and process groups
- ▶ Outreach to VAC/OSISS/DND/RCMP
- ▶ Outreach to service providers specific to OSIs and to community

My Role

- ▶ Active member of interdisciplinary team (psychiatry, psychology, nurse, research)
- ▶ On-going program development:
 - Referral process & assessment plan
 - Groups & presentations
 - Delegation according to interest & specialization

My Role

1. Clinical
 - › Individual assessment (Client can be veteran or family member)
 - › Individual & couple therapy –adults &youth
 - › Advocate for client
 - › Group work

My Role

2. Outreach/Education
 - › Outreach to D.O. and service providers
 - › Presentations on role of OSI clinic
 - › Psycho–education presentations
3. Research
 - › Involved in research at the clinic

Assessment

- › Initial assessment to determine client appropriateness
- › Assessment for treatment
- › Assessment for group work
- › Re–assessment throughout therapy
- › Use of IDT Treatment Plan Report

Psycho-Social Assessment

- › Reason for referral
- › Presenting problem
- › Personal & family history
- › Social situation and interests
- › Summary of session and plan

Treatment

- › Mindfulness based psychotherapy
- › Stabilization
- › CBT based interventions
- › Anger management
- › Grief and adjustment therapy
- › EMDR
- › Exposure therapy

Group Work

- › Facilitate or co-facilitate
- › Psycho-educational
- › Therapy and process groups
 - Stress & anger management
 - Chronic Pain
 - Substance Use
 - Grief and Loss
 - Depression and Anxiety

Outreach & Education

- ▶ Outreach to the six VAC District Offices in our area
 - How to refer clients
 - Who is appropriate for the OSI clinic
- ▶ Presentations
 - Compassion fatigue
 - What is an OSI?
 - Dealing with challenging clients
 - Communication skills
 - Grief and Loss

Outreach & Education

- ▶ Outreach to service providers in areas outside of Ottawa to provide training:
 - What is an OSI?
 - Treatment (therapies, medications,...)
 - Trauma related therapies
 - Veteran specific issues
 - Etc ...

Case Example

- ▶ 37 year old male
- ▶ Released from CF Jan 2009
- ▶ Dx with PTSD & major depression
- ▶ Dx with chronic pain (lower back, shoulder)

Case Example

Presenting Problem:

- ▶ Isolation: feels very alone
- ▶ Grief (loss of career, spouse, friends, identity)
- ▶ Flashbacks & triggers
- ▶ Re-connected with children but challenging
- ▶ Wants to have “normal life”

Case Example

▶ Client focused goals:

- to reduce anger and anxiety reactions
- to increase socialization
- to deal with trauma (flashbacks & triggers)
- to communicate regrets to his children
- Discussion



Thank you for coming and if you have any questions please do not hesitate to ask.
