Community Mental Health and Addictions Clinic (C-MAC) Pilot Project

Over the course of 8 weeks in March-April 2023, the C-MAC pilot was collaboratively operated to test a new integrated model of care to support quick access to mental health and addictions care in Cambridge and North Dumfries. The full evaluation report is available at www.cndoht.com.

Evaluation Report Highlights

The C-MAC pilot met intended objectives

✅ Redirect appropriate mental health and addictions visits from the emergency department.

✅ Help to reduce the rate of mental health and addictions visits as the first point of contact to the hospital emergency department.

✅ Increase access to immediate mental health and addictions services and remove barriers to accessing care.

✅ Increase access to providers that can write prescriptions for common mental health and addictions conditions.

Clients were highly satisfied with their care

- **50%** of clients indicated that if this clinic didn't exist, they would have gone to emergency room
- **94%** felt that their immediate needs were adequately addressed by the clinic
- **97%** of clients were satisfied with the care they received

There is a demonstrable need for these services in Cambridge & North Dumfries

123 individual clients served
451 client encounters
23 emergency department diversions

Clients visiting the clinic were receiving care in the right place

Top Reasons Why Clients Visited the C-MAC

- Anxiety/Panic Attacks: **35.8%**
- Depression/low mood/feeling down: **28.5%**
- Addictions: **17.1%**
- Self harm/suicidal thoughts: **13.8%**
- General mental health: **8.9%**

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> I left with a sense of hope and relief that someone cared to help me get better. I will forever be grateful for the experience and hope that this clinic can continue to serve patients that are in need of care and feel like they have to where to go.

Evaluation Recommendations

1. Continue the clinic and seek sustainability funding
2. Refine the clinic model and allow time for training
3. Establish a core team for C-MAC
4. Continue to offer a mix of walk-in and pre-booked appointments
5. Find a documentation solution that works for all partners
6. Continue to collect data and plan for an economic evaluation of the model