

# Integrated Mental Health Services Panel

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Verity Turpin, MEC, CMA, CPA  
Assistant Vice Provost, Student Affairs



**DALHOUSIE  
UNIVERSITY**

# Dalhousie University: Our Context

- 18,800 students, 48% from other provinces, 14% international, over 115 countries represented
- Student to faculty ratio 18/1
- Two campuses in Nova Scotia, Faculty of Medicine in New Brunswick
- Student Health & Wellness part of the Division of Student Affairs

## Student Health and Wellness

- 8.0 FTE doctors (9 physicians including 3 Sept.– Apr. only, avg .5 – .8 FTE)
- 2.67 FTE nurses (2 RN's + 1 Sept-Apr only)
- 1.0 FTE advance practice nurse
- .4 FTE psychiatrist (2 days per week)
- 13.91 FTE counsellors (as of March 31, 2017)
- 1.0 FTE social workers
- Student/counsellor ratio: 1359 (2016-17 enrolment)
- Waitlist for counselling: Dec 2016 – 190; June 2017 – 76
- Annual revenue 2016-17: \$2.2M
- Annual health fee revenue 2016-17: \$1.4M

# Drivers for Change

- Lack of timely access for mental health support
- Increase in complexity of students' needs
- Strategic Plan – Student Affairs (2016–18)

## Others:

- Keeling Report, October 2013
- Student Consultation, 2013–14 (ongoing)
- Dalhousie's NCHA 2013, 2016
- Student Services Review, 2015
- Belong Report, 2015

# Our Journey

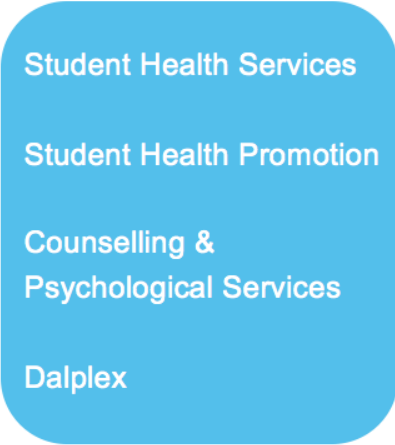
2012



2013



2014



2016

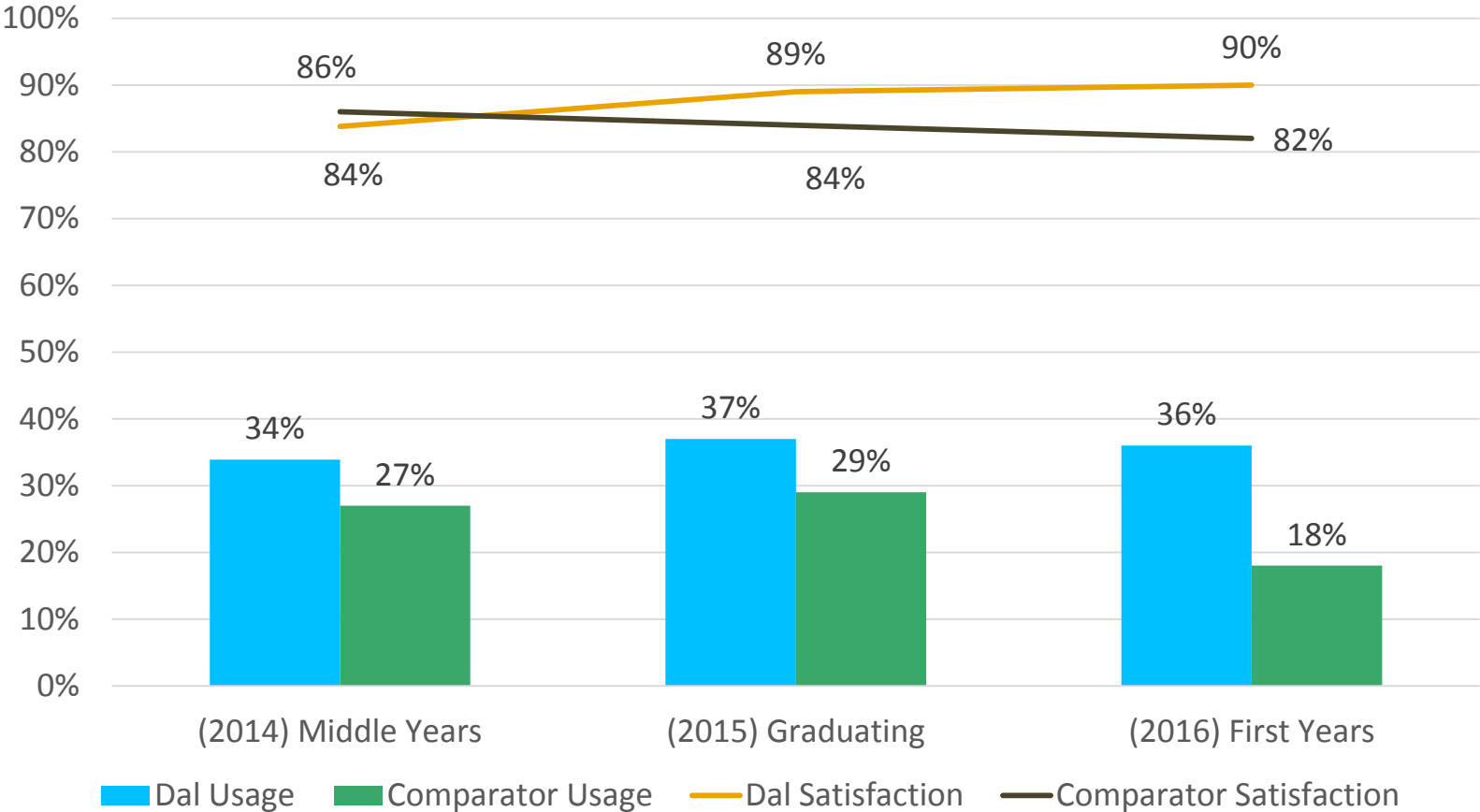


# Our Journey

1. Student Wellness Strategy 2014–18
  - Scorecard, strategic goals (measured by student survey data), annual targets/measurement (by operations)
2. Student Affairs Strategic Plan 2016–18
3. Interprofessional Collaborative Healthcare literature review (spring 2017)
4. External Review, Student Health and Wellness (spring 2017)
5. Operational Plan to support interprofessional collaborative healthcare model to launch September 2017
  - Communication Plan
  - Outreach/Engagement Plan – students, faculty and administration
  - Single point of access
  - Centralized administrative support
  - Shared EMR
  - Interprofessional collaboration and professional development

# Our Journey – Campus Medical Services

Student usage and satisfaction with campus medical services (CUSC 2014-16)



# Our Challenges

- Change and transition management
- Concerns:
  - confidentiality
  - professional identity

# Key Lessons Learned

“THE BEST WAY TO  
PREDICT YOUR FUTURE  
IS TO **CREATE IT**”

- PETER F. DRUCKER



# Key Lessons Learned

“Culture eats  
strategy for  
breakfast.”

- Peter F. Drucker

# Key Lessons Learned

**WHAT GETS  
MEASURED GETS  
MANAGED.**

**-PETER DRUCKER**