

# SCARBOROUGH IN SCOPE

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SCOPE Phone line: 416-495-2556

## SCOPE in the *Medical Post* – a national paper

- SCOPE boasts consistently high satisfaction among its enrolled primary care providers, 82% saying they felt better equipped to support patients with mental health issues
- SCOPE services such as mental health have earned a satisfaction rate of 85%
- The program's secret sauce:
  - Community of practice among the 18 SCOPE sites. "You might be in an area that doesn't have a neurosurgeon but the nurse navigator in another area has access to neurosurgery so she can help you with your surgical consults. This has become absolutely revolutionary when it comes to our underserved communities." - Dr. Pauline Pariser, creator of SCOPE
  - Triage expertise of Nurse Navigators/Mental Health Coordinators identify the right resource and ensure specialists get the right information

## SCOPE in *Toronto Star*, front page

- A recent survey from the Ontario College of Family Physicians states doctors spend an average of 19 hours a week on administrative work. SCOPE can do that work for them. SCOPE Nurse Navigators/Mental Health Coordinators make dozens of phone calls to find the right specialist or right service for primary care providers' patients
- With 18 sites, SCOPE now has 57 clinical pathways guided by the grassroots, in-the-trenches intelligence of what's needed by primary care providers
- Those involved with SCOPE, 20 nurses and 8 social workers meet virtually every 2 weeks to talk about new referral pathways and unique ways a particular problem can be solved

# Scarborough Mental Health SCOPE

## Qualitative Success Story

### Background

Family Physician reached out to SCOPE Mental Health Coordinator for recommendation on the best way to help support a 30 year-old patient with developmental delay

### Intervention

Mental Health Coordinator contacted the patient's family, supported them in connecting with Developmental Service Ontario (DSO), and followed through by directly speaking with DSO numerous times.

### Outcome

- Patient's family is assigned a DSO Service Navigator
- Patient is placed on the registry for programs focused on life skills and employment readiness skills
- Additionally, patient's been registered for increased Passport funding

## Mental Health Referral Pathways

- **Email** [hnguyen@schcontario.ca](mailto:hnguyen@schcontario.ca)
- **Fax** 416-410-7072,  
ATTN: Helen Nguyen/SCOPE
- **Call** 416-495-2556, option 3
- **OCEAN eReferral** is coming soon



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Scarborough SCOPE Mental Health Coordinator

**HAVE QUESTIONS ABOUT SCOPE?** Contact us at [ScarboroughScope@shn.ca](mailto:ScarboroughScope@shn.ca) and we will get back to you with a response. We will also feature your questions anonymously and share the answers in our next e-blast so that your colleagues can benefit from your inquiries.