



# CAMH: the mental health hospital of tomorrow

CAMH is truly at the forefront of a mental health movement, both here in Canada and globally. The need for better mental health care has never been stronger – nor has there ever been greater momentum toward creating a world in which everyone believes life is worth living.

We have the scope, the leadership and the will to revolutionize mental health care. **Now we are ready to take on the most ambitious phase of our transformation yet: the construction of two landmark buildings as we continue to build the mental health hospital of tomorrow.**

CAMH is set to break ground on this next phase of our redevelopment **this year**. Our two new buildings — one dedicated to **Complex Care and Recovery** and the other to **Crisis and Critical Care** — will become welcoming, modern environments that help us break down barriers to recovery and weave together compassionate care so patients can reintegrate into the community. They'll enable clinical research right where patients receiving care.

The new buildings will offer care prominently and openly — not behind stigmatizing walls or set back from passersby, but actually fronting onto a busy street in the centre of two bustling neighbourhoods, Queen Street West and Liberty Village. This prominence will offer a powerful, high-traffic reminder of our efforts to dismantle stigma and build hope for more meaningful recovery.

We are embedding improvements to patient comfort into every aspect of these new buildings. Patient rooms



include blinds that allow complete darkness while ensuring patient safety; the emergency department offers a discreet entrance; and dimmable hallway lights encourage sleep at night.

## Our vision for the new hospital includes:

- Respectful, welcoming, purpose-built spaces to promote interaction and reduce anxiety.
- Care embedded into the very bricks and mortar of our hospital, with every design choice intended to support health and healing.
- Green spaces, open and inviting to the community, as we reintegrate our patients back into the community.
- A place of vitality and energy that contributes to the revitalization of an entire neighbourhood.

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**We invite you to join us as we push to complete our historic \$200-million [Breakthrough Campaign](#) and build the hospital of tomorrow.**

**CAMH is Canada's leading hospital for mental health, and one of the most significant mental health teaching hospitals in the world. We see more than 34,000 patients a year throughout the lifespan and across a range of mental illnesses. We are developing treatments so people can return to living healthier lives sooner. CAMH is the best place in which to revolutionize mental health care.**

# CAMH's Urgent Drop-in Clinic

With community support, CAMH will improve access to timely care and support a wide range of people with mental illness, including depression and psychosis, by building the **Urgent Drop-in Clinic**.

Starting in October 2017, the **Acute Care Program, General and Health Systems Psychiatry Drop-In Clinic** will offer tailored, comprehensive support to a vulnerable population, including people who are discharged from inpatient units; have psychosis and lack psychiatric supports; often visit the Emergency Department with no other supports; or who present to the Emergency Department with an urgent but not emergent need.

The need for CAMH's emergency care is strong and growing. CAMH's Emergency Department volumes continue to increase dramatically, with volumes rising 67% between 2010 and 2015. By comparison, volumes in the overall Toronto Central LHIN increased just 17%.

During that time, there has been little improvement in repeat Emergency Department visit rates. Follow-up services are rarely offered upon discharge from an inpatient hospitalization or the Emergency Department. Not surprisingly, patients and staff are often frustrated by repeated cycles of acute interventions and leaving hospital with little support.

## **This clinic will build on CAMH's discharge planning successes to ensure continuity of care.**

Reducing how often the clinic's patients visit the Emergency Department will help address several quality issues, including effectiveness and efficiency. It will also impact readmissions as patients access inpatient care through the Emergency Department. Addressing this will require access to services that offer timely, equitable, patient-centred care, and an opportunity to promote the uptake of evidence-based interventions for common mental disorders such as depression and psychosis.



## **In short, the Urgent Drop-in Clinic will transform the experience of seeking care after a crisis.**

CAMH is eager to build this innovative clinic into the **Crisis and Critical Care** building as part of the next phase of the Queen St. Redevelopment. The service will dynamically expand according to ongoing needs assessments. The initial capacity estimate is 3,500 visits per year, but is anticipated to grow within months as more people are connected to the clinic.

The service will move into a new space at Queen Street to continue supporting patients in collaboration with the emergency department. A welcoming waiting area will support people attending the clinic, who will receive individualized support in a private room. Some will also build skills and find community in a supportive group space. While there, people have the opportunity to spend time in an outdoor therapeutic garden adjacent to the clinical space.

Building this space into the next phase of CAMH's redevelopment will help provide people with the best opportunity for full recovery. **The Urgent Drop-in Clinic will help people reach their potential and live healthier lives — but only with your support.**

### **Centre for Addiction and Mental Health**

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**camh** Canada's Leading Hospital  
for Mental Health