



Hospital Partner Reports 2020-21

North York General Hospital

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Over the year 2020-21, the Department of Psychiatry and the Mental Health Program at North York General Hospital (NYGH) has focused on community partnerships in the development of the North York Toronto Health Partners (NYTHP) OHT with a strong initial goal of improving access and reducing wait times in a Stepped Care model guided by risk, complexity and patient need. Pre-pandemic we piloted a post discharge Virtual Bridging Clinic in keeping with HQQ Quality Standards for rapid follow up after hospitalization. This has been followed post-pandemic by a rapid and seamless transition to Virtual Care across ambulatory programs with a particular focus on wait time reduction and emergency diversion. We have also piloted a remote monitoring app for patients referred to our Urgent Care Clinic consistent with initiatives on admission avoidance, digital care expansion and Measurement Based Care. Our Child and Adolescent Outpatient Clinic and the Adult Mental Health & Addictions ambulatory clinics were relocated to two new, purpose built, community locations and a second RAAM clinic was opened. In partnership with ED leadership, we are actively planning for a new mental health zone in keeping with best practices in emergency psychiatry.

