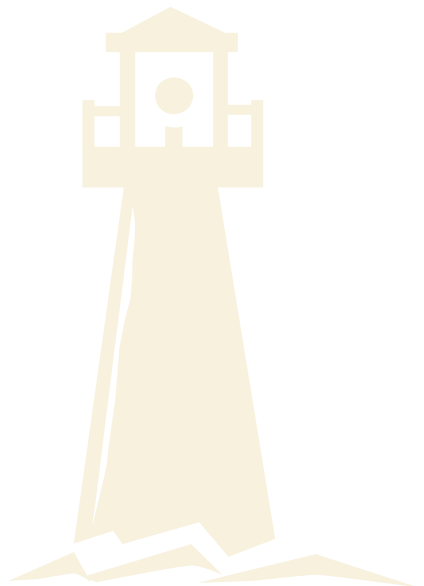




CONTACT INFORMATION

PIER Program
Waterford Hospital
306 Waterford Bridge Road
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Eastern
Health

PIER Program Handbook

Psychosis
Intervention and
Early Recovery

Mental Health & Addictions Program
PIER Program
Waterford Hospital, Waterford Bridge Road
709-777-3614
www.easternhealth.ca



Some Useful Numbers Cont'd ...

Gathering Place	753-3234
Iris Kirby House (Women's Shelter and Crisis Line)	722-8272 / 753-1492
Kids Help Line	1-800-668-6868
Legal Aid	753-7860 / 1-800-563-9911
Naomi Centre (Shelter for Women under age 30)	579-8641
Native Friendship Centre	726-5902
New Hope Community Centre	739-0290
NL and Lab Housing Corporation	724-3108
Public Legal Information Association	722-2643
Refugee Immigrant Advisory Council	754-4122 / 1-800-754-4122
Smoker's Help Line	1-800-363-5864
Wiseman Centre (Men's Shelter)	739-8533
Women's Centre	753-0220

What is the PIER Program

The PIER (Psychosis Intervention Early Recovery) Program is a service provided by the Mental Health and Addictions Program of Eastern Health, St. John's, Newfoundland. It is a specialized mental health program focused on recognition, assessment and treatment of individuals experiencing a first episode of psychosis. It consists of an interdisciplinary team that will service both the client and family.

The PIER Program is a voluntary program. It is based on a medical model of care; however, several treatment modalities may be recommended. If the client chooses not to be involved in the program alternate services may be recommended and/or referred to.

What is Psychosis

Psychosis is a condition which affects the mind. It is often manifested in the following symptoms:

- Changes in thinking patterns, for example, having difficulty concentrating, following a conversation or remembering things
- Unusual or false beliefs. For example, delusions of being persecuted or monitored; believing one's thoughts are being controlled by an outside force, etc
- Changes in perception. For example, hallucinations, hearing voices or noises that no one else hears, seeing things that are not there, or experiencing unusual physical sensations
- Changes in feelings and mood such as mood swings may be evident. Moods may vary from unusually excited, depressed or anxious to feeling and showing very little emotion
- Changes in behavior such as laughing inappropriately or becoming upset for no apparent reason. Spending more time alone or seeming less interested in friends; school, etc. Sleeping and eating patterns may change

Goals of the PIER Program

- Early recognition and identification of individuals experiencing psychotic symptoms
- Comprehensive interdisciplinary assessments, interventions and support for individuals and families
- Promotion of recovery and prevention of relapse
- Provision of clinical consultations for assessment and care
- Provision of education to individuals, families, health workers and the community
- Provision of opportunities for interdisciplinary research

Services provided by the PIER Program

Clinical Care

- Comprehensive psychiatric assessment, treatment and follow up
- Case management services which provide psychosocial interventions and education
- Family services which provide education and support to families, friends, caregivers
- Occupational therapy assessments and interventions including life work, vocational and cognitive skills
- Neuropsychological testing services

Education

- Education about psychosis is provided to individuals and their families by various team members
- Information on awareness, early recognition of psychosis and program services provided to educators, health professionals and the greater community

Research

- The Program is involved in Research opportunities aimed at enhancing knowledge around psychosis and treatment

Emergency Phone Numbers

Emergency	911
Mental Health Crisis Line	737-4668 / 1-888-737-4668
Mobile Crisis Service	737-4668 / 1-888-737-4668
Addictions Recovery Centre	752-4980
Poison Control	722-1110
Sexual Assault Crisis and Prevention Centre	726-1411 / 1-800-726-2743
Royal Canadian Mounted Police (RCMP)	772-5465
Royal Newfoundland Constabulary	729-7888 (use 24 hours)
Warm Line (Peer Support 11 a.m. – 11 p.m.)	1-855-753-2560
Advanced Education & Skills (Income Support)	729-7888 (use 24 hours)

Some Useful Numbers

AA Meeting Line Information	579-6091
Bridges to Hope	726-9247
Caregiver Support Network	1-888-571-2273
Child Protection Services	752-4238 / 752-4619
Choices For Youth (Shelter for Men under age 30)	754-3047
Community and Family Services, Salvation Army	726-0393
Community Food Sharing Association (Food Banks)	722-0130
Gambling Help Line	1-888-899-4357

Policies that guide our practice

Privacy, Confidentiality and Duty to Warn.

The PIER Program is guided by the laws that govern privacy and confidentiality. Any information provided to the clinical team will be kept secure and confidential. This information may be shared between team members and anyone else considered to fall within the “circle of care”. To share private health information with any other person or organization will require the signing of a consent form. Exceptions to this include someone being a danger to themselves or others, legal involvement, and suspicions concerning the ill-treatment of minor children. The client has the right to advise the program, as to who information is shared with and any limits around what is to be shared.

Risk Control

Staff will provide services in the community as long as this does not pose a risk to their health and/or safety.

Voicemail and Messages

Case managers, family workers, and Occupational Therapists have confidential voicemails, so feel free to leave a message. We will try to return messages as soon as possible, but sometimes unexpected events may prevent that from happening. You can reach the Administrative Assistant for our Clinic Office at (709) 777-3614. If your call is urgent in nature, please contact the 24-Hour Province-Wide Mental Health Crisis Line at 1-888-737-4668 or proceed to your nearest emergency department.

Student Involvement

Eastern health is a teaching facility and as such, you may be asked to be involved in student health care education. Your participation in student education is voluntary.

Research

The PIER Program at times is involved in research projects and as such, you may be asked to partake. Your participation in research is voluntary and declining will not impact your treatment in the program.

Members of the Clinical Team

Each client will be followed by a psychiatrist and a case manager upon entering the program. Other disciplines may be involved as required, i.e., Occupational Therapy.

A Family Worker will be assigned to work with families/individuals that the client has identified as part of their support system.

Psychiatrists

Psychiatrists are medical doctors that specialize in the assessment, diagnosis, treatment and prevention of mental illness. Psychiatrists perform a variety of medical assessments and investigations to develop individualized treatment plans for patients. Psychiatrists prescribe medication therapy and are involved in other psychosocial therapies that may be needed. Psychiatrists assume the overall responsibility for patient care.

The psychiatrists in PIER are responsible for:

- Conducting comprehensive assessment for establishing the diagnosis of first episode psychosis (excluding mood disorders) and lead team discussions about the suitability of new clients
- Encouraging client and family engagement in the program along with the assigned team members and provides ongoing individualized out-patient treatment
- Developing recommendations for treatments including the available anti-psychotic medications the efficacy of these drugs and their common side effects
- Supervising team members as required, including residents, medical students, outreach case managers, and other allied health professionals
- Participating in individual and program research, ongoing evaluation and program development
- Coordinating care with community providers

Case Manager's

Case Managers are registered nurses, knowledgeable in Mental Health, who have worked extensively with individuals who have experienced psychosis.

Case management provides psychosocial interventions and education to individuals experiencing a psychotic episode. Case managers work closely with clients to develop goals for their recovery and help them to reach those goals.

Psychosis can impact many aspects of an individual's life. The following services are provided by case managers and will focus on these areas to help promote recovery:

- Assessment of individual needs
- Ongoing individual monitoring and counselling
- Crisis intervention and planning
- Education around many topics including:
 - Psychosis
 - Medication
 - Treatment
 - Resources
 - Substance Use
 - Lifestyle
- Relapse prevention
- Maintain wellness and discharge planning

Appointments/Missed Appointments/Rescheduling

This can be done through our Administrative Assistants @ 777-3614 or health professional working with you in the PIER Program.

Discharge

The PIER Program is a 5-year program. The Team including the client/family will explore discharge follow up and services appropriate for the client/family.

Referral Criteria

- Individuals 16 – 55 years of age
- Individuals experiencing symptoms of psychosis for the first time
- Individuals being treated with antipsychotic medications for a period not exceeding 3 or 6 months

How do I make a referral

You may contact the PIER Program at 777-3614 for further information. A referral can be made from any source either by telephone contact, referral letter or Eastern Health Mental Health Referral Form. Appointments can be obtained quickly within 1 – 14 days.

Your Rights and Responsibilities

You will be given a pamphlet that outlines your rights and responsibilities as a client at Eastern Health. Please review this and feel free to talk to your team member about it.

Medications Cont'd ...

How long do antipsychotic medications take to work

- Some symptoms may get better before others
- Over the first few weeks you may notice improvements in sleep and mood. Around this time, thoughts should become clearer and symptoms should start to fade away
- Symptoms may keep getting better over many months

Side effects

- Side effects can happen with any medication
- Not everyone gets side effects
- Most side effects can be prevented or treated if they do happen
- Individuals should talk with the doctor or pharmacist before taking any medication

How long will antipsychotic medication be required

- This will depend on the type of illness and the response to the medication
- For first episode psychosis, antipsychotic medications should be taken for at least 1 or 2 years
- Since this medication may also help to maintain wellness, many people who take antipsychotic medication stay on it for a long time

Who are Family Worker's and what do they do

Family workers are social workers experienced within Mental Health and have knowledge working with families and caregivers of loved ones who has or is experiencing psychosis.

What services are provided to the family

- Family workers provide biopsychosocial assessments, therapies, education and support to families on psychosis and its impact to families on psychosis and its impact on family units
- Focus is also on establishing family member's role in the recovery process
- Assessment of needs of the family
- Education, information and family support
- Provincial information and peer support teleconferencing program
- Crisis intervention and planning
- Ongoing family monitoring and counseling

Who are Occupational Therapists and what do they do

An Occupational Therapist helps you do the things that are important to you as part of a healthy, balanced routine. For instance, if you are experiencing difficulty in taking care of yourself, working or going to school, enjoying your free time, socializing with family/friends, you may benefit from working with an Occupational Therapist. Occupational Therapy services within the PIER Program are provided by an Occupational Therapist and an Occupational Therapy Support Worker.

What services are provided

- Learning life skills, i.e., meal preparation, money management
- Returning to work or school
- Finding a balance of things to do
- Building self-esteem
- Linking to community programs
- Improving social skills
- Exploring leisure activities. A community leisure group is offered weekly at no cost

Pharmacist

Our team also includes a part-time pharmacist. Our pharmacist works with you and others on our team to help make sure your medication works well and does not cause any problems. The pharmacist can help get medications covered by drug plans when needed. The pharmacist can also provide education about your medications, such as what it is for, how it works to make you feel better, how to take it and what to expect when you take it.

The pharmacist also can provide services with Smoking Cessation Program.

Psychometrist

Psychometrist is a person responsible for the administration and scoring of psychological and neuropsychological tests.

Your psychiatrist will discuss this service with you, if need be.

Medications in First Episode Psychosis

Why are medications important

Medications are very important in the treatment of psychosis because they help people to get well and to stay well. While medication will not cure psychosis, it can get rid of many of its symptoms like hearing voices when no one is there or believing things that are not true.

What medications are used

The most important medication used to treat psychosis is called an antipsychotic medication. There are many different antipsychotic medications. Depending on symptoms, other medications may be prescribed as well such as:

- Medications for sleep
- Medications for depression or other mood problems
- Medications for anxiety (feeling nervous)

How do antipsychotic medications work

- Symptoms of psychosis are thought to result from an imbalance of a chemical in the brain called dopamine
- Too much dopamine may mean the brain gets messages that are not true (like hearing voices or seeing things)
- Too little dopamine may mean the brain misses important messages (like the need to enjoy life, have friends, go to school or work)
- Antipsychotic medications work to try to keep dopamine levels normal. They work best for symptoms of psychosis by too much dopamine