

Annual Report

Greetings,

An important part of my role as CEO is connecting with people across our community and listening to their perspectives on mental health care. We hear uplifting stories about our staff changing lives and the importance of our programs and services, but we also hear about the challenges. One of these challenges is the lack of coordination, continuity or collaboration throughout the organization and across the mental health system. That needs to change. This year, we set in motion a vision to transform how we bring mental health care to our community. Eden Health Care Services will become an organization without walls to deliver the right care, at the right time, at the right place, in collaboration with partners across the region.

We have enhanced innovative approaches like telemedicine services that help to reduce the strain on emergency rooms and built non-traditional partnerships like the one with Southern Health Santé Sud to have one mental health director and one mental health program. We have also created multiple stakeholder partnerships like the one with Central Station and Canadian Mental Health Association (CMHA) to deliver a Recovery College. At the same time, our well-established inpatient, outpatient, and community mental health teams, and counselling and employment services continue to provide programs and services to individuals where it is needed most. These community-based services and partnerships are key to creating an organization without walls. We are organizing ourselves to bring about change and have executed other changes throughout the year.

A partnership
of Manitoba
Mennonite
churches and
Southern Health
- Santé Sud

- Introduction of security services and participation in the provincial safety and security review in June 2019 has allowed us to better meet the needs of residents of Southern Manitoba. In 2019, the total number of admissions to the inpatient unit was 268 with an average occupancy of 71%. Most clients were ages 18-34 and had a primary residence in Southern Manitoba, followed by Winnipeg and Interlake.
- Relaunched the Positive Living Program in Steinbach and strengthened partnerships to enhance the connection to the community.
- Increased availability of private counselling services through Recovery of Hope in Winnipeg and Winkler and increased the scope of work to include addictions.
- Reviewed housing programs and services to ensure efficient and effective service delivery. Core components of these reviews included evidence informed practices and policies to improve occupancy rates, internal and external coordination, processes and structures, clinical services, access to services, engagement and retention. During the initial stages of the review from 2018 to 2019, occupancy rates increased at Linden Place from 28% to 75% and Concordia Village IV from 77% to 84%.
- Added resources to the Wellness Library in Steinbach which serves hundreds of clients and individuals from 32 different communities. The topics of highest interest/usage included addictions, anxiety, inspirational, Indigenous Peoples, parenting and booking for children and youth.

I am incredibly proud of our work over the past year and our team of skilled and dedicated clinicians, physicians, staff, volunteers and board members who have made it all possible. We are committed to our current momentum with a strong focus on patients and families and strengthening partnerships that can help us translate our vision that individuals on their mental health journey experience “hope, healing, and community” into reality.

Sincerely,



Kym Kaufmann
CEO Eden Health Care Services