# Canadian Mental Health Association Fort Frances Branch Enhances Mental Health Support, Reduces Anxiety and Depression Scores with Digital Care Journeys

Key Results:

↓ **37% reduction in PHQ9 scores (depression)**

↓ **36% reduction in GAD7 scores (anxiety)**

✓ **82% client activation**

✓ **93% satisfaction rate**

The Canadian Mental Health Association Fort Frances (CMHAFF) Branch provides client-centered and recovery-oriented programming and services throughout the Kenora & Rainy River Districts assisting individuals, families, and communities to enhance health and wellness. As a community mental health and addiction organization, they work closely with many community health and social partners, including the Fort Frances Family Health Team.

With a significant lack of health resources, including a shortage of Primary Care Providers (PCPs) and extensive waitlists for psychotherapy and counselling services throughout the districts, CMHAFF created an innovative and collaborative solution to assist individuals to manage symptoms of anxiety and depression while alleviating some of the pressures on the health system.
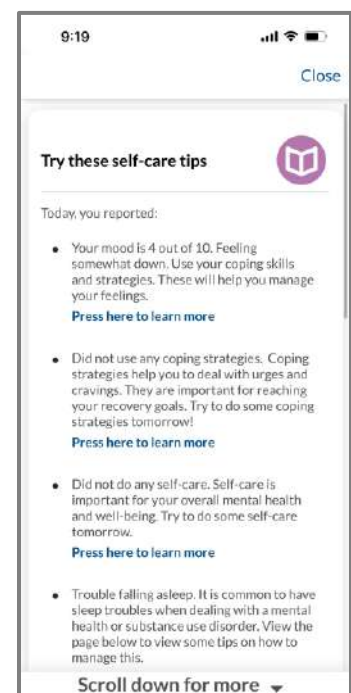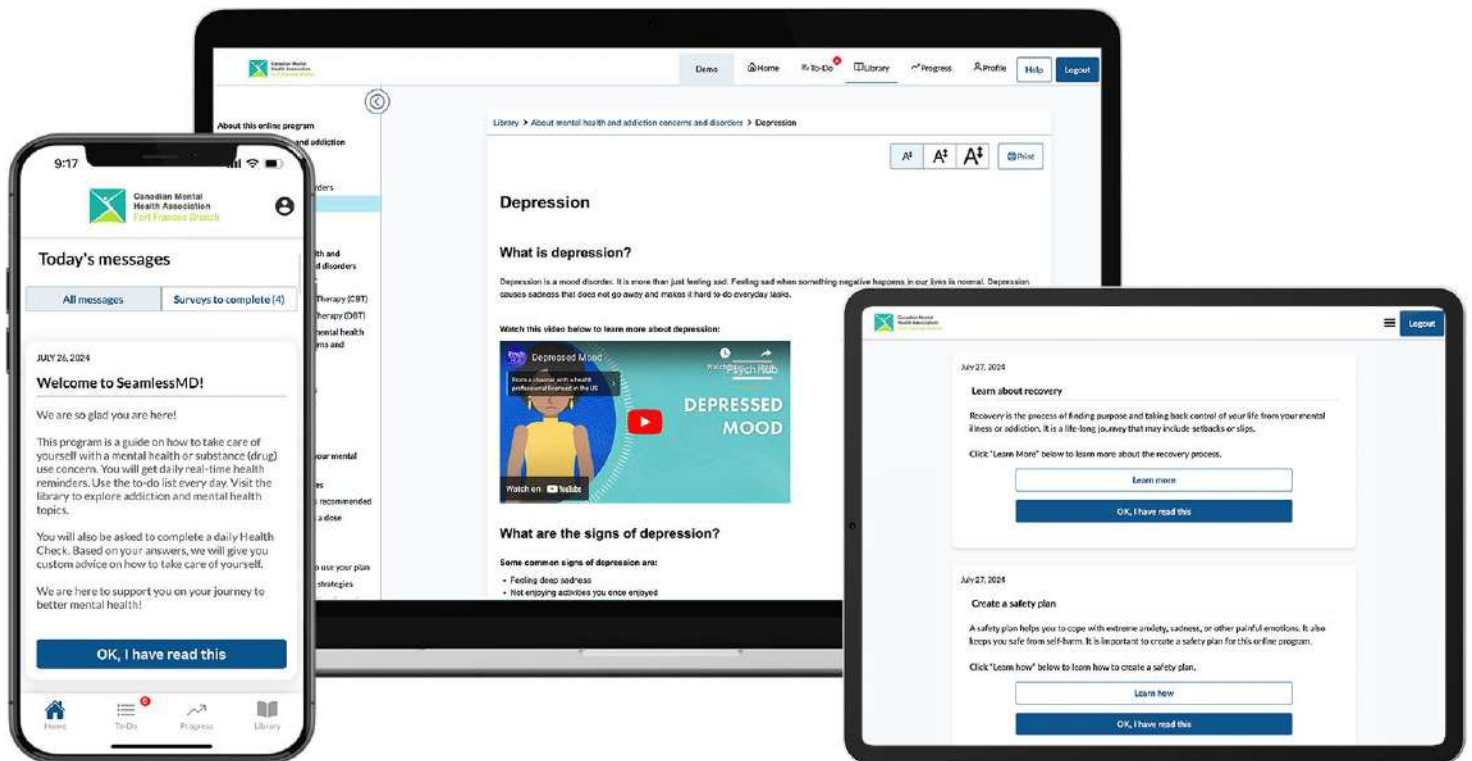
Addressing Challenges with SeamlessMD

CMHAFF collaborated with SeamlessMD to develop a Mental Health & Addictions (MH&A) care plan, tailored for their community for clients to access with smartphones, tablets, and computers. The program is designed to support clients experiencing mild to moderate symptoms of anxiety and depression by providing access to specialized resources and care. The platform offers a comprehensive suite of tools to help patients manage their symptoms effectively, including:

✓ Local and online resources for MH&A as well as resources for practical areas such as housing and access to food

✓ Positive daily affirmations, and daily gratitude journaling exercises

✓ Daily self-care reminders, including reminders for taking medications, managing withdrawal symptoms, and exercising

✓ Daily questionnaires for clients to monitor mood, substance use, coping skills usage, medication compliance, withdrawal symptoms, sleep, and other self-care items via surveys. Once questionnaires are complete, they are given automated recommendations for self-care including coping strategies, calling a crisis service, or going to the Emergency Department in more serious situations

✓ A weekly goal setting module for clients to set goals for recovery

✓ A bi-weekly questionnaire for clients to track symptoms over time and indicate any issues accessing transportation, housing, or food.

Example Client Health Check

"SeamlessMD allows us to support clients effectively, providing them with empowering tools to self-manage symptoms of mild to moderate anxiety or depression"

Pauline Hyatt,
Director of Services, CMHA - Fort Frances

Example Health Check Recommendation

SeamlessMD   www.seamless.md   info@seamless.md

Empowering Patient-Driven Care Management Beyond the Clinical Setting

The digital platform empowers clients to actively participate in their own healthcare by providing the tools to self-manage their treatment plan, tracking how they feel, their actions, eating habits and more. Clients are prompted to complete assessments and patient health questionnaires, including the GAD-7 and PHQ-9 assessments every two weeks throughout the program. Each day, clients document and report the completion of tasks through the platform keeping them on track and empowered with their care pathway.

Improves Quality of Care and Patient Satisfaction

Through SeamlessMD, the CMHAFF branch can remotely monitor clients, helping them stay connected to their care team and feel less anxious throughout their healthcare journey. This enables the care team to address client concerns sooner and provide personalized care recommendations to improve client health outcomes. SeamlessMD also gives clients access to an expert-approved education library, supporting clients to self-manage more effectively.

Here's what clients like most about the MH&A program:

- *"The resources and info it comes with."*

- *"I liked that I was able to do this daily and reading the daily affirmations. Also getting to know the resources that the program has provided.
  As well as reading about the tips, and strategies that I can use in my daily life."*

- *"The library for sure and the self care tips/information."*

- *"All the videos and online resources, learned the sleep routine from here and a lot of other helpful tips and skills to cope with stress. im way better at my breathing exercises now."*

- *"Constant reminders to login to the program and participate in the program. Helped with motivation. Great information and resource."*

- *"I actually started looking forward to it a lot of info."*

"Being able to customize content to better serve those in the Kenora & Rainy River Districts was an important component to include in the program. The platform ensures our clients have access to the necessary resources to manage their mental health effectively. By customizing the content, we are able to address the specific needs of our community."

Alastair Greig,
Community Support Lead

Results

1. PHQ9 and GAD7 Scores improved by 36% and 37% after 60 days
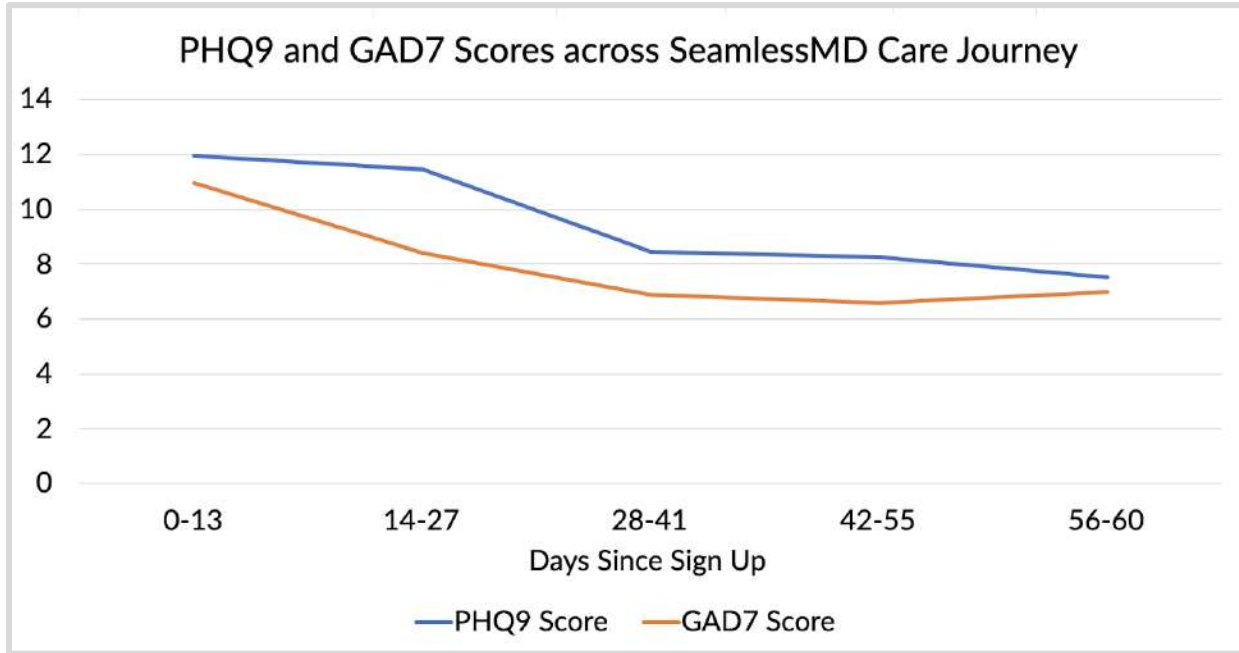
2. High Client Activation, Engagement, and Satisfaction Rates

Metric	Result
Client activation rate (%)	82%
Client satisfaction rate (%)	93%
% Clients who said SeamlessMD helped them feel more confident in taking care of themselves.	86%
Average number of education pages read by each client over the course of their care journey.	48

"With the technology, providers can monitor clients on dashboards in real-time, allowing for personalized care recommendations and quicker intervention from the care team if necessary. Additionally, people are given the tools to effectively self-manage from home, thus empowering them to more actively participate in their own care. The collaboration with SeamlessMD has been instrumental in managing and improving our client outcomes.

Charlene Strain,
CEO, CMHA - Fort Frances

SeamlessMD   www.seamless.md   info@seamless.md