

BACKGROUND

- The network of community psychiatric resources in the greater Boston area is complex and fragmented.
- Individual providers and organizations hold specialized knowledge of psychiatric resources in silos, often unintentionally inaccessible to others in the community.
- To address potential knowledge gaps in provider understanding of available resources and structures, we created a centralized, collaborative information repository, also known as a "wiki".

OBJECTIVES

Primary objective: To help providers access and gain awareness of available resources to best serve patients with psychiatric needs in the community.

Secondary objectives:

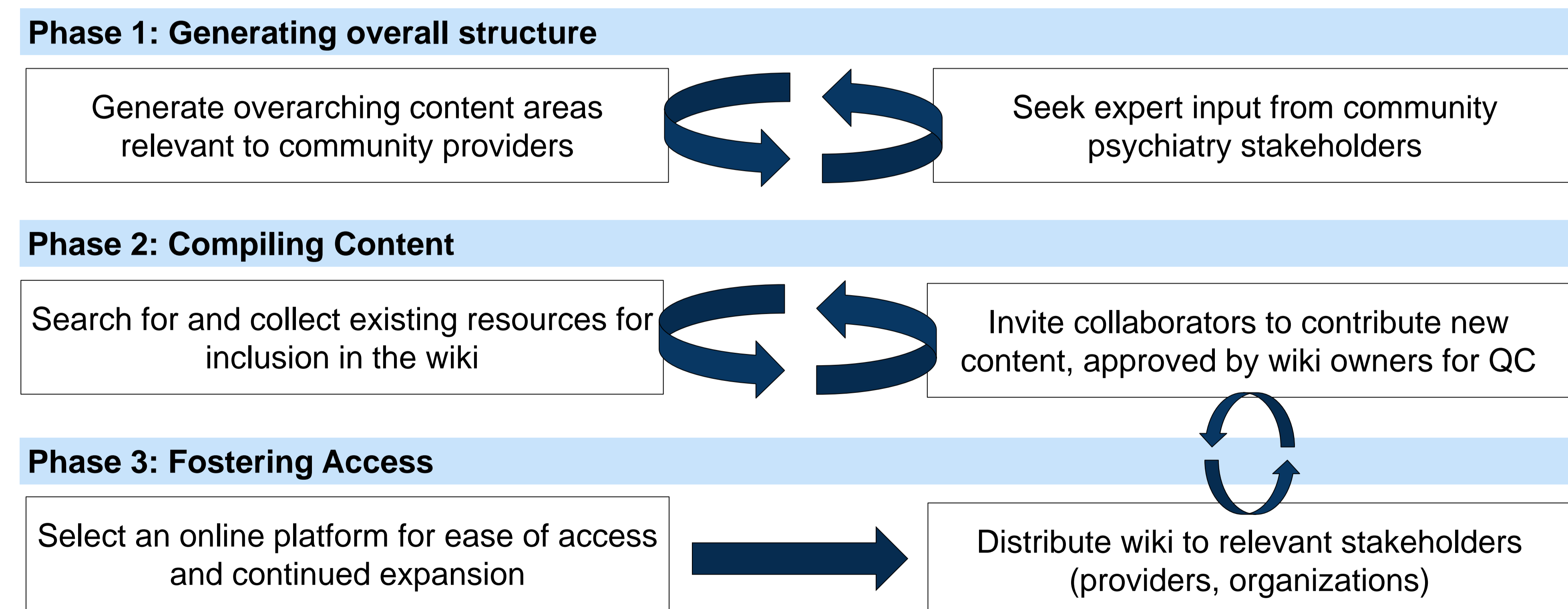
- To define and describe important legal and policy issues that relate to mental health, including legal statuses and housing policies.
- To provide a framework for how to approach Department of Mental Health (DMH) clients

Intended audience: providers across disciplines who may work with DMH patients, including on medical wards and in the emergency department.

METHODS

- We sought expert input from community psychiatry stakeholders to identify key content areas relevant to psychiatric providers in the community.
- We searched for and collected existing resources, which were compiled and shared with stakeholders for further input.

Figure 1. Making the wiki: generating overall structure, compiling content, fostering access



RESULTS

Phase 1: Generating overall structure

- We identified eight key content areas for inclusion in the wiki:

Section 1. **WHAT IS DMH** and who qualifies for its services?

Section 2. **EMERGENCY EVALUATION** of DMH clients

Section 3. **LEVELS OF CARE** (within DMH and otherwise)

Section 4. **STREET OUTREACH TEAMS**

Section 5. **HOMELESSNESS & HOUSING:** Intersection with Mental Health

Section 6. **DISCHARGE FROM HOSPITAL** - Important Places and Considerations

Section 7. **RELEVANT LEGAL INFORMATION** - Statuses and FAQ

Section 8: **OTHER RESOURCES**

- We consulted key stakeholders affiliated with the following organizations:



Plus:

- Lindemann Inn
- State of Massachusetts web-based housing resources

MGH/McLean Residency Community Rotation Leaders

Phase 2: Compiling Content

- We collected content from relevant stakeholders in Phase I and organized into sections for ease of navigation and reading

Figure 2. Examples of Collaborative Informational Wiki

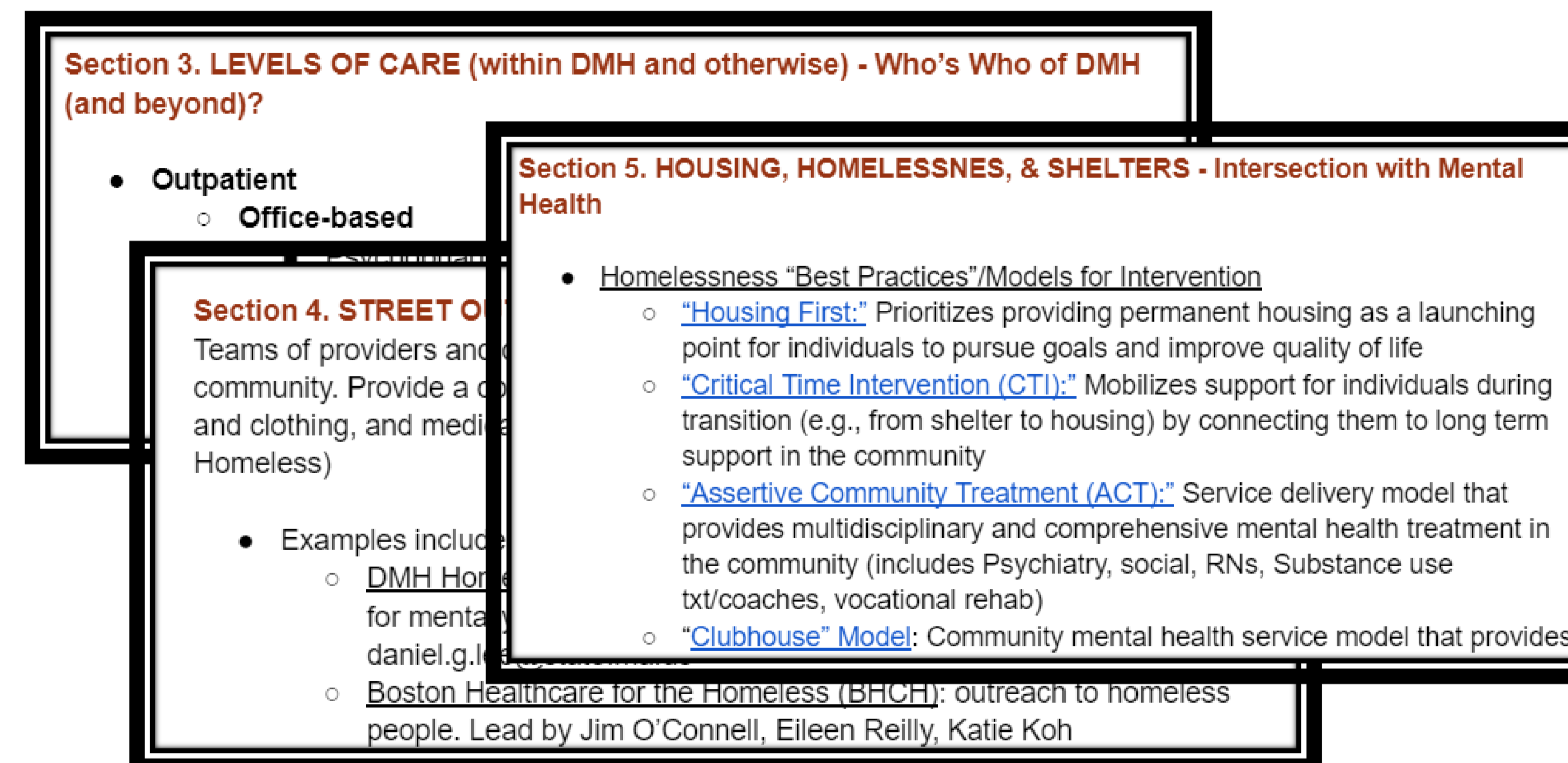
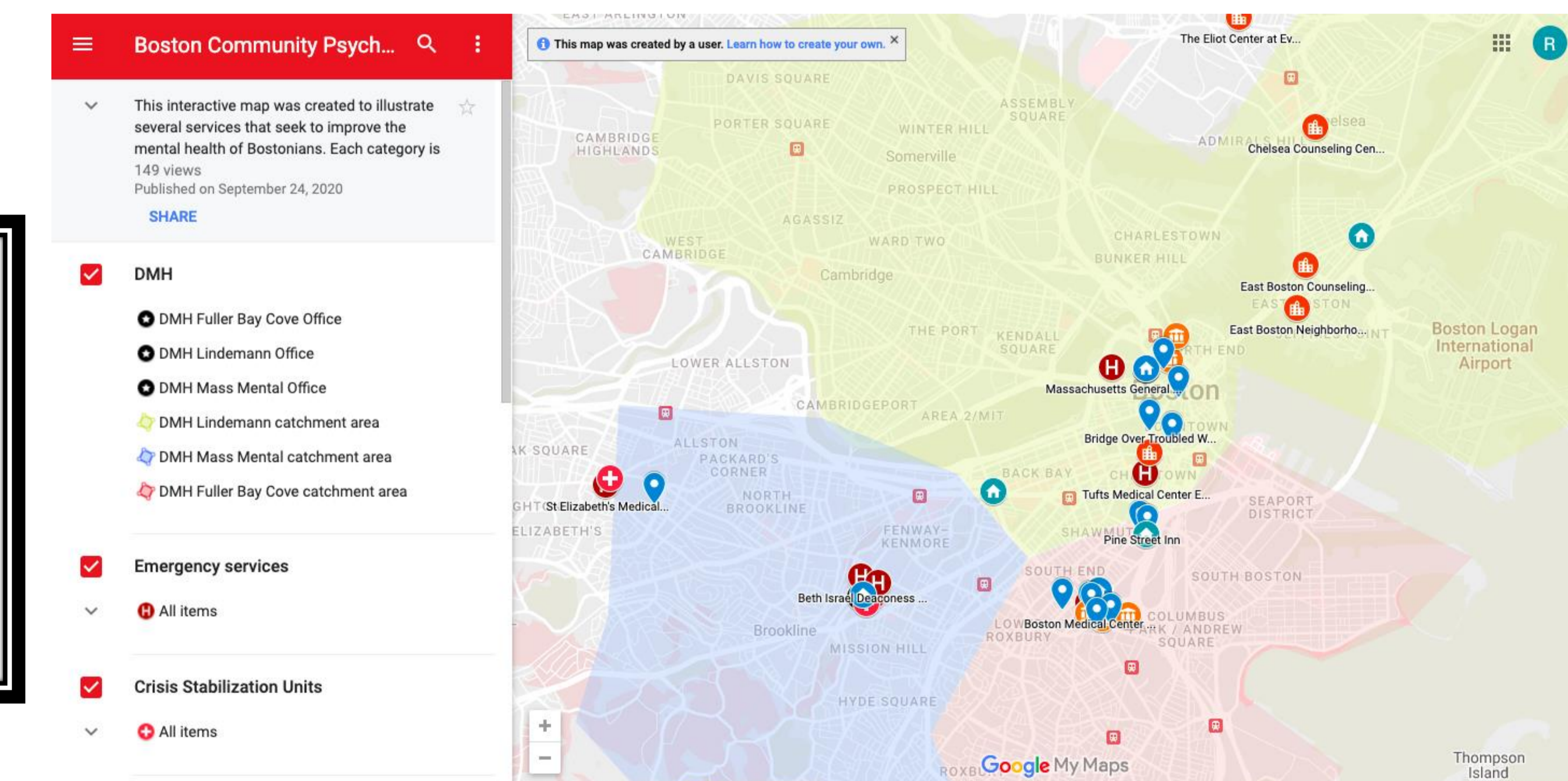


Figure 3. Boston Community Psych Map: Highlighting prior work by E Kim and A Rodriguez Villa included in wiki



Phase 3: Fostering Access

- We used a collaborative editing platform (Google Docs) to allow for collaborative access, commenting, and editing.
- We are in discussions with stakeholders regarding possible routes of dissemination of content. Possibilities include creation of a dedicated website and/or incorporation with DMH website, distribution in Boston-area medical centers, incorporation with MGH based resources (e.g., White Book, MGH Psychiatry Residency Resources)

CONCLUSIONS & NEXT STEPS

- To address fragmentation within the community psychiatry space in the Boston area, we created a wiki resource to centralize information and streamline patient care in the community.
- Ongoing input from community psychiatry leaders will enable the continued expansion, dissemination, and implementation of this resource for providers with the goal of enhancing patient mental health care in the community.
- Click the title of this poster or here to view the Wiki**

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