

One-at-a-Time Therapy

Open Access Addiction and Mental Health Services



Early Intervention

No intake – rapid access to care in time of need



Part of Stepped Care

Key point of access to services



Client-led

Focus on the issue person wants help with



Recovery Oriented

Strength-based approach

In Fall of 2021, Addiction and Mental Health adult service teams implemented One-at-a-Time Therapy (OAT) services in clinics throughout New Brunswick.

Rapid access to brief therapy has now been established in all Horizon and Vitalité health zones, leading to several benefits within communities.

One-at-a-Time Therapy Outcomes



Rapid access



Increased confidence



Improved coping skills



Better knowledge of resources



High client satisfaction rates



Reduced stress

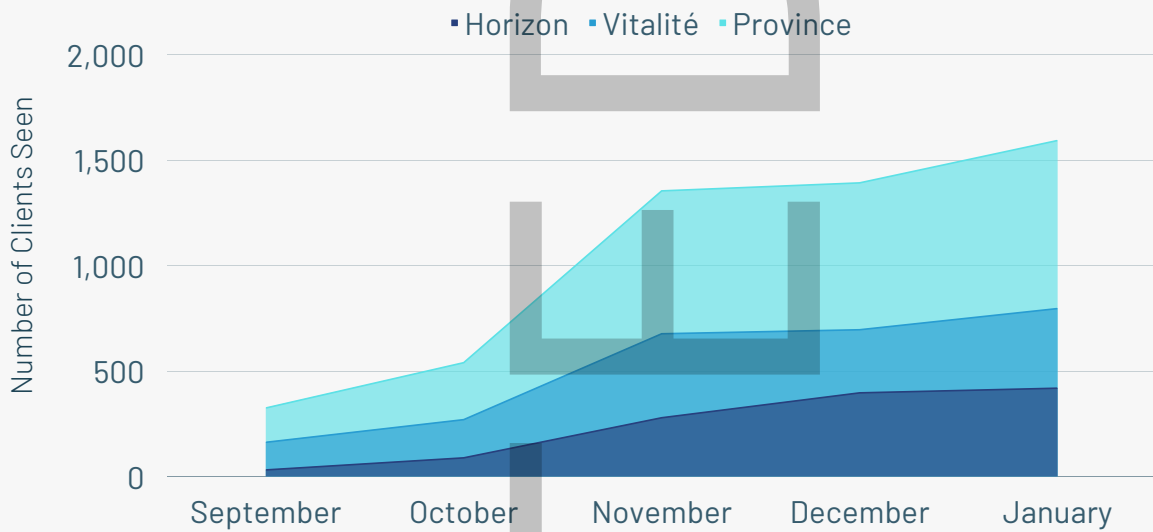
More than 800 NB providers are trained in OAT and Stepped Care 2.0!



The Impact of One-at-a-Time Therapy

OAAT Service Usage

A steady growth was seen in the number of individuals using OAAT in the first 5 months of service.



Over 2500 people accessed OAAT across New Brunswick in the first 5 months



Horizon Health Network
46.7%



Vitalité Health Network
53.3%

Data reported February 2022

Reduced Waitlists

Long waitlists make it difficult to access Addiction and Mental Health services. One-at-a-Time Therapy provides access to help when people need it most, leading to a dramatic decrease in the number of New Brunswickers waiting for services province-wide.

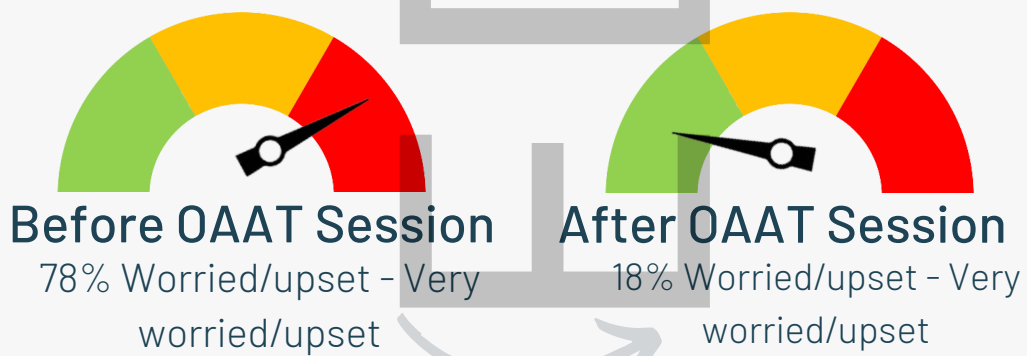


Waitlists have reduced by **62%**

Client Successes

Positive Outcomes

Attending an OAAT session significantly reduced most clients' feelings of worry and upset.



Client Satisfaction

92% of surveyed OAAT clients reported feeling satisfied or very satisfied that the session helped them develop a plan to address their problems.

"Things are so much better, I feel listened to, and I got in so quick!"

"Super excited about the new service! Was able to see someone fast!"

"Thank you, this really did me good. I know you will be there if I need you."

"I feel better about my problems because I don't feel alone."

"Very comforted knowing I'm not alone, someone is here."

"I feel better for the first time."

"One of the most straightforward meetings I've had."

"The session was much more productive and helpful than I expected."

"I am very happy I came. It was well worth it."

"Comforting and gave me many avenues to take for help. I'm glad I came."

"I felt like I could come back again if needed. That was important."

"She listened and kept me on focus with what can help today. I'm ready to make changes."



Clinician Successes

Clinician Satisfaction

Another positive outcome is that job satisfaction among clinicians improved during this system change. Throughout New Brunswick, Addiction and Mental Health adult service teams reported:

- Relief seeing clients helped immediately
- Increased creativity, innovation and happiness
- Amazing collaboration, being brought closer together
- Feeling better about their work, seeing the effectiveness of "one at a time"

What clinicians had to say!

"OAAT leads therapists to be more **humble**, while giving us a sense of **accomplishment**. The client's needs are at the centre of the session."

"I can meet people where they are in their journey and provide what best fits their needs when they come to us, rather than much later."

"I haven't had this kind of job **satisfaction** in several years. Team morale is the best I've seen in a very long time... I feel like I hit the **jackpot**."

"It's given me a sense of **pride** to work in a system that allows me to help in an **efficient and effective** manner. We are here when you need us, not several months from now."

"This new way of working has been **refreshing, energizing** and instills new hope for the profession."

"I am excited about this new approach and how **flexible** it is. We are now putting the emphasis on **adapting** our services to the clients' needs rather than the client needing to adapt to our way of providing services."

"OAAT is not "second tier" nor a substitute service. We are discovering a new excitement around the possibilities of an open access service and offering this support to clients."

"Clinicians are rediscovering their **WHY**"