

UNDERSTANDING THE PATIENT EXPERIENCE OF KETAMINE ASSISTED THERAPY AT WRINCH MEMORIAL HOSPITAL

• **Location:** Wrinch Memorial Hospital • **Contact:** Dr. Graham Bergstra • **Date:** Jan - Sep 2025

► AIM STATEMENT

To increase practitioner understanding of the patient experience of 90% of patients who have completed ketamine treatment for treatment refractory mental illness at Wrinch Memorial Hospital by September 2025.

► BACKGROUND/PROBLEM

Many people suffering from depression, PTSD and other mental health conditions do not have meaningful improvement in their symptoms from conventional first-line medical and psychotherapeutic interventions. Increasing evidence supports the effectiveness of ketamine in the treatment of mental illness refractory to first-line treatment. Interest has grown in ketamine-assisted therapy as a novel, patient-centered approach. Understanding the patient experience is critical when offering an emerging innovative treatment paradigm – particularly in ketamine-assisted therapy in which the ‘set’ and ‘setting’ during treatment is thought to be an important determinant of efficacy and safety.

► CHANGE IDEAS

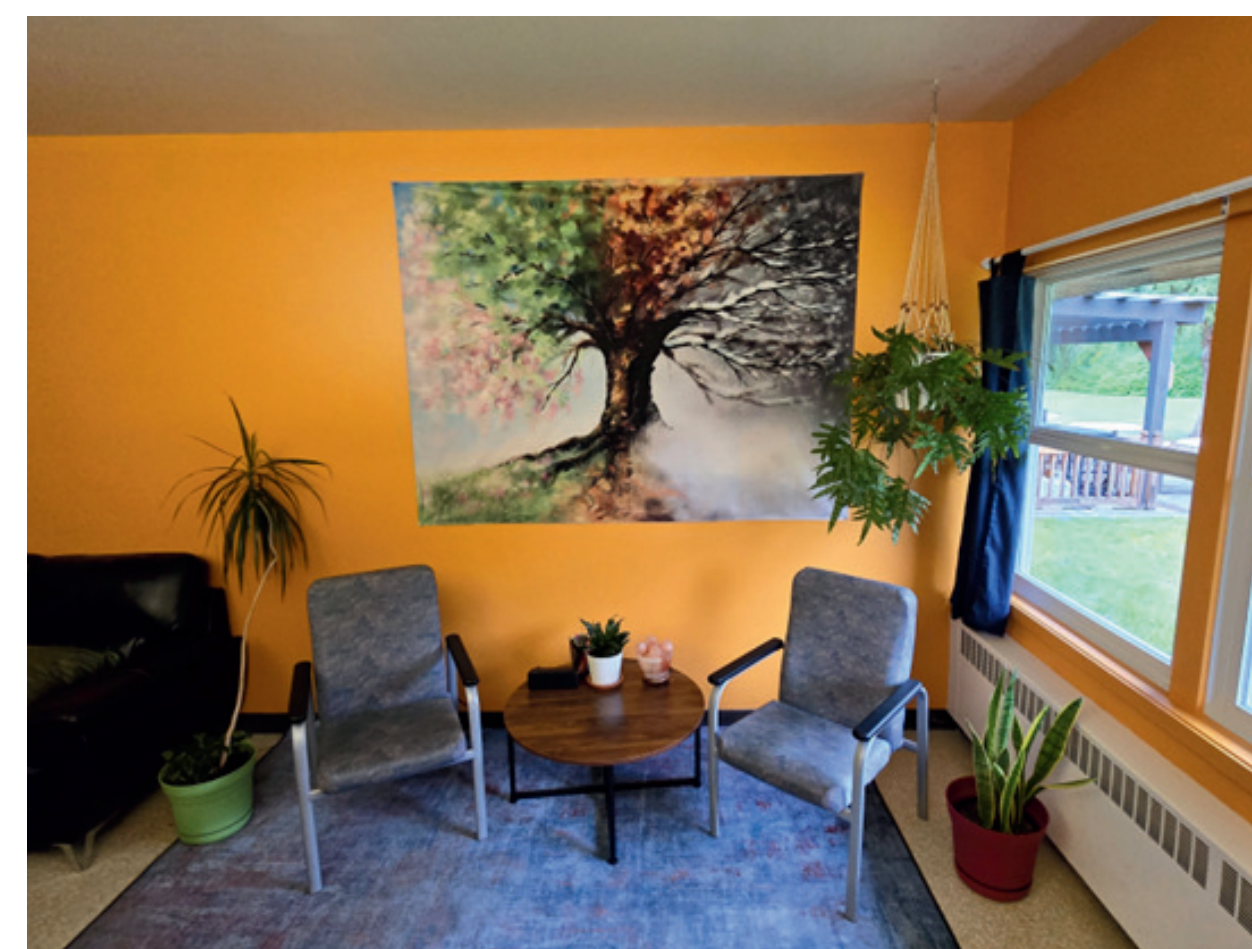
- Modify space to a calm, non-clinical environment
- Offer a flexible, semi-structured treatment model of six IM ketamine therapy sessions approximately 1 month apart
- Involve mental health clinicians to administer symptom scales at outset of treatment, and to repeat assessments and gain feedback approximately 1 month after treatment completion

► PATIENT EXPERIENCE

“The approach used in this program strikes a very healthy balance between the clinical and emotional/spiritual aspects. That made me feel comfortable, safe and open during the sessions.”

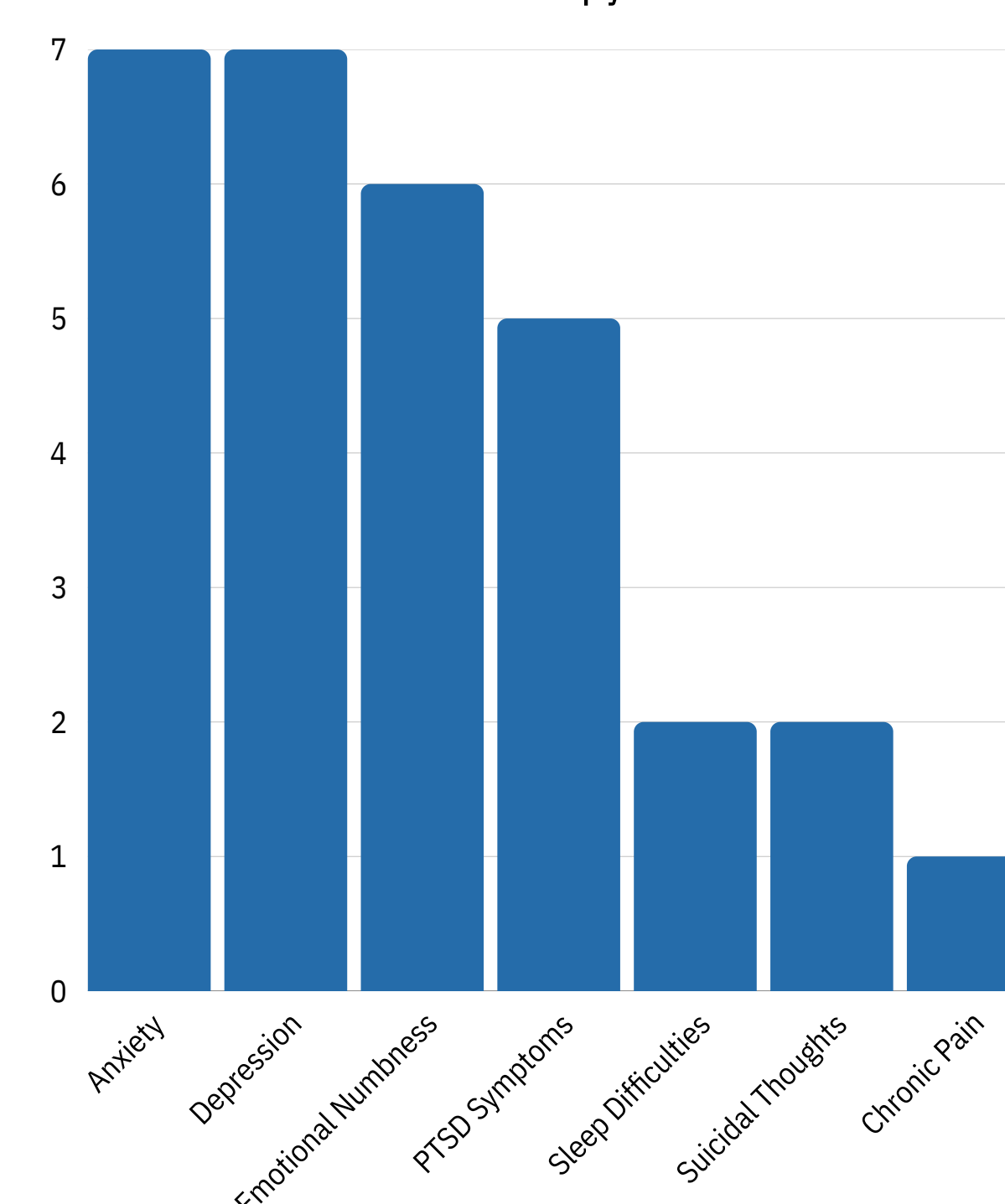
“The environment played a role in how relaxed and safe I felt during the sessions.”

“It would be very helpful for participants to receive a package or list of approved articles, websites or even YouTube videos...Offering that kind of preparation – a balance of science, personal stories and basic education would help people take the process more seriously and feel more confident about what they're stepping into.”

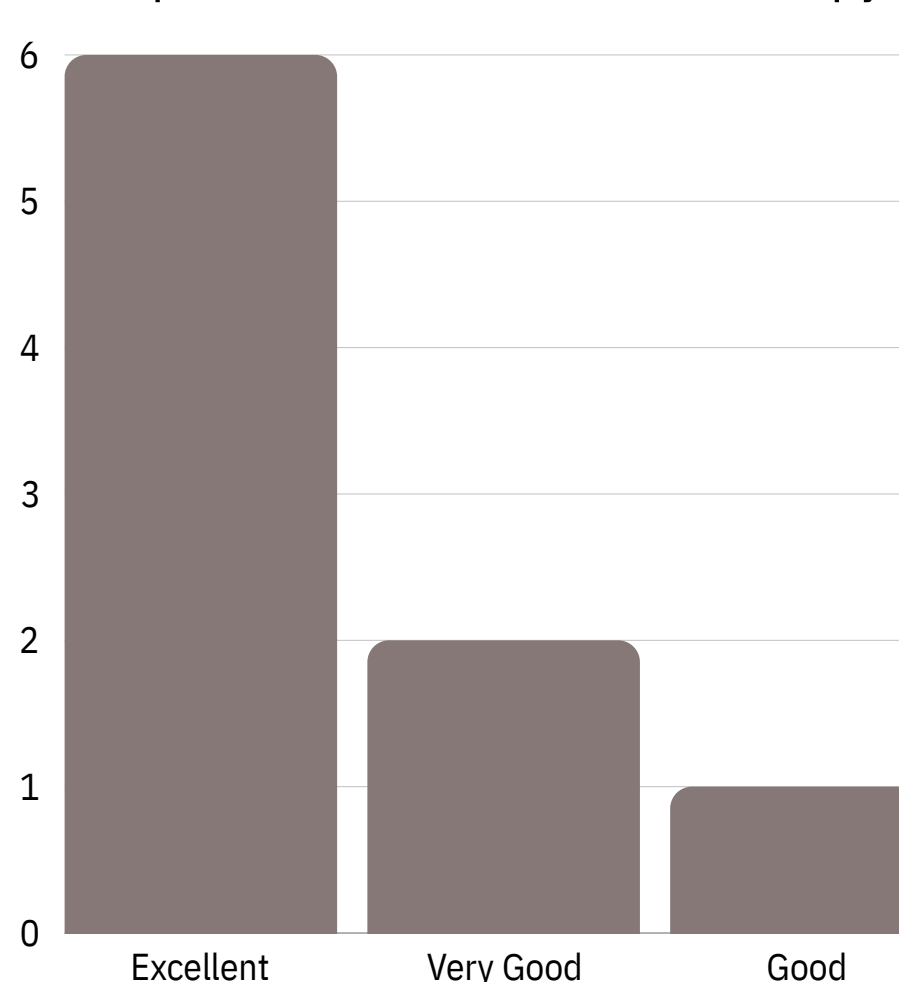


► RESULTS

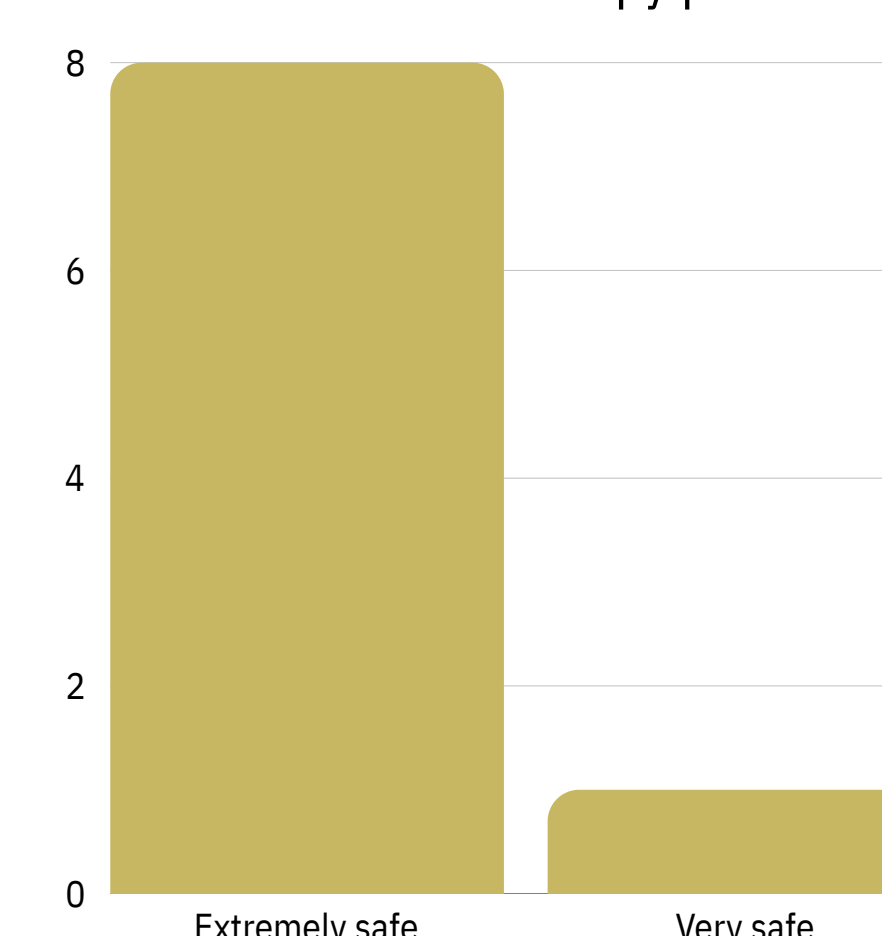
Which symptoms improved after Ketamine Therapy?



How would you rate your overall experience with Ketamine Therapy?



How safe did you feel throughout the Ketamine Therapy process?



*Feedback was obtained from 9/12 patients who received treatment during the project period

PRIMARY EMAIL CONTACT: graham.bergstra@northernhealth.ca
SECONDARY EMAIL CONTACT: physicianqi@northernhealth.ca

TEAM MEMBERS: Beth DeMaio, Neyazy Hegazy, Wendy Tyrer, Shawna Morrison
Lisa Swiednicki, Lee Cameron

► MEASURES

OUTCOME MEASURE

- Number of patients from which information about patient experience have been obtained

PROCESS MEASURE

- Number of patients contacted to obtain consent to gather patient experience information
- Number of patients who have been given psychometric scales to complete

BALANCING MEASURE

- Time involved on individuals who will be collecting information
- Provider time to administer psychometric scales

care
treatment safety HEALING
patient centered
environment understanding
communication
EXPERIENCE

NEXT STEPS

- Development of more detailed preparatory materials
- Expanding treatment capacity to offer more flexibility to number and frequency of sessions
- Explore options for group ketamine-assisted therapy