



Mental Health - Care & Research  
Santé mentale - Soins et recherche



Ontario Shores  
Centre for Mental Health Sciences



CENTRE *for* MENTAL HEALTH CARE  
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# Transforming Key Mental Health Practices Through Partnerships and Standardization

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# Waypoint at a Glance



- Teaching hospital specializing in comprehensive mental health care
- Waypoint Research Institute
- 1,200 employees; 301 inpatient beds; over 29,000 outpatient visits
- Regional Mental Health services for adults including geriatrics
- Provincial high security Forensic Mental Health services
- Mental Health HIS Cluster
- HIMSS EMRAM Level 6

# Ontario Shores at a Glance

- **Teaching hospital** specializing in comprehensive mental health care and addiction services
- **346 inpatient beds**, 1,300 employees, over 70,000 outpatient visits
- **Recovery-oriented care** across a wide range of services: Adolescents to Geriatrics
- **HIMSS EMRAM Stage 7** (2014)-First in Canada and first mental health facility in the world
- **HIMSS Nicholas E. Davies** Enterprise Award of Excellence (2015)

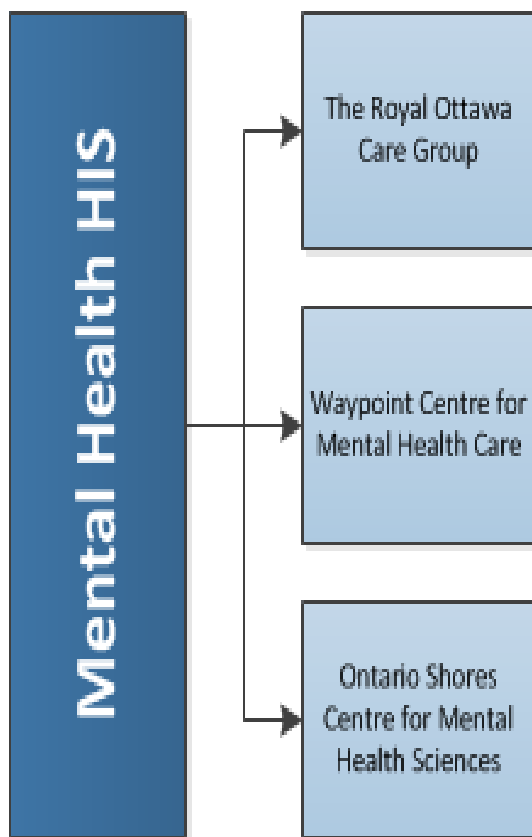


# Royal Ottawa at a Glance



- The Royal Ottawa Mental Health Centre – 190-bed state-of-the-art mental health facility and one 96-bed facility (32 recovery beds and 64 long term care beds) located in Ottawa
- The Brockville Mental Health Centre – a specialized 161-bed mental health facility located in Brockville with a 183 beds in the community (Homes for Special Care)

# Shared Health Information System (HIS)



- Shared Services Agreement
- Single shared HCIS (EHR)
- Waypoint Data Centre
- Maintain our own IT, CI, DS and PP departments
- Some shared positions at Waypoint to support the additional infrastructure
- Expectation that teams work together
- Director, MH HIS Cluster (new role)

## Purpose of Collaboration

- Improve quality, safety, patient outcomes and reduce variations in care with evidence-based practices
- Develop common clinical standards
- Support an improved, integrated mental health system
- Support mental health research and population health
- Create standardized reporting and business intelligence
- Improve information sharing
- Improve value per dollar spent and reduce cost and effort to maintain HIS
- Aligned with MOH HIS renewal clustering (hospitals must form clusters to maximize value of investments)

# Standardization Achievements

FINAL REPORT					
<b>Project Name:</b>	Mental Health HIS Standardization				
<b>Reporting Period:</b>	<b>Overall</b>	<b>Schedule</b>	<b>Scope</b>	<b>Resources</b>	<b>Issues/Risks</b>
September 2018					
PERFORMANCE METRICS/INDICATORS					
Objective/Benefit	Description of Performance Measures/Indicators	Measurement			
		Target	Actual	Date to achieve target	
Clinical documentation standardization	% clinical documentation reviewed	100%	100%	Aug 2018	
Clinical documentation standardization	% physician documentation standardized and measured at the document level	80%	99.02%	Aug 2018	
Clinical documentation standardization	% nursing and allied documentation standardized and measured at the query level	80%	96.5%	Aug 2018	

# Objectives

- Share the approach taken to implement transformative practices
- How to design individualized patient care delivery
- Discuss alignment of mental health practices and advanced Recovery oriented practices



# Transforming Practice: Clinical Monitoring

- Clinical Monitoring was initially designed with the intention to ensure that patients receive an increased level of care when indicated to meet their complex needs
- Including if the patient is at risk of self-harm and/or in restraint or seclusion

# Transforming Practice: Clinical Monitoring

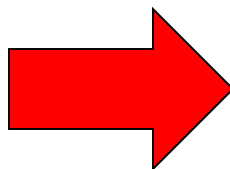
Current practice that resulted was observed to be a passive and custodial style of “watching over” the patient

- most commonly from a distance or by camera
- Clinical Monitoring 1 – Q15 minutes
- Clinical Monitoring 2 – Q30 minutes
- Clinical Monitoring 3 – Within eyesight
- Clinical Monitoring 4 – Within arm’s reach

# Gap Analysis

Current State

**Passive and custodial  
observational practice**



Desired Future State

**Active engagement  
and therapeutic  
assessment**

Supports individualized patient care, personalized recovery and clinical needs while also enhancing safety.

# Therapeutic Engagement and Assessment

To support:

- Clinical Monitoring was renamed **Therapeutic Engagement and Assessment**
- Policy was updated to reflect both the change in terminology and the context
- The workflows, orders and documentation templates were redesigned to support **specific individual** patient needs, ie. under what circumstance (while awake, sleeping, etc.) and how often (a determined frequency or continuously).

# Documentation Screenshots

**Therapeutic Engagement & Assess Order Details** ✓

[-] Details

Reason for increased engagement	Support patient during periods of low mood [ End ]
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[-] **In Day Area**

Frequency

Frequency in day area

Interventions and Plan

In PICA

Off Unit

\*While Awake

**While Awake** ✓

Frequency

Frequency while awake	<input type="radio"/> 5 minutes <input type="radio"/> 10 minutes <input type="radio"/> 15 minutes <input type="radio"/> 20 minutes <input type="radio"/> 25 minutes <input type="radio"/> 30 minutes <input type="radio"/> 35 minutes <input type="radio"/> 40 minutes <input type="radio"/> 45 minutes <input type="radio"/> 50 minutes <input type="radio"/> 55 minutes <input type="radio"/> Continuous
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\*Interventions and Plan

**While Sleeping** ✓

Frequency

Frequency while sleeping	<input type="radio"/> 5 minutes <input type="radio"/> 10 minutes <input type="radio"/> 15 minutes <input type="radio"/> 20 minutes <input type="radio"/> 25 minutes <input type="radio"/> 30 minutes <input type="radio"/> 35 minutes <input type="radio"/> 40 minutes <input type="radio"/> 45 minutes <input checked="" type="radio"/> 50 minutes <input type="radio"/> 55 minutes <input type="radio"/> Continuous
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# Lessons Learned

- Common goals and understanding of current state
- Socialize the new ideas early with clinicians
- Involve nursing in informal and formal leadership roles in all aspects
  - Design
  - Education
  - Implementation
- Strong change management and education plan
- In-person meetings and relationship building



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**Thank You!**