

Provincial Inpatient Mental Health Bed Registry Project

AGHPS ANNUAL CONFERENCE

NOVEMBER 13, 2015

Mental Health Bed Registry Project

MOHLTC contracted with CritiCall Ontario to operate the Provincial Inpatient Mental Health Bed Registry

- Support a systematic, province-wide approach to Mental Health and Addiction beds
- Optimize the utilization of Mental Health & Addiction Beds
- Help patients receive timely access to the bed and resources that best meets their needs
- Leverage existing practices; changes based on evidence informed best practices
- Allow for system level analysis on bed utilization and occupancy levels
- Assist with provincial, LHIN and local capacity planning

Assist with CritiCall Ontario role in Disaster & Emergency Management

Mental Health Bed Registry Project

Part of CritiCall Ontario's Provincial Hospital Resource System (PHRS)

- All hospitals with mental health and addiction inpatient beds required to input information
- Adult MH&A Resource Board – go-live in December 2015
- Child & Youth MH&A Resource Board – go-live in March 2016
- Forensic Beds are out of scope

Supplemental resources

- Referral Algorithm / Bed Pathway – support the movement of patients to the right level of care
- Template Memorandum of Understanding – support the facilitation of patient transfers between hospitals

Mental Health Bed Registry Project

CritiCall Ontario is coordinating the planning, development, implementation and evaluation of the project

- **Provincial Advisory Committee** – representation from Hospital and LHIN leadership, mental health specialists, psychiatrists and MOHLTC
- **Adult and Child & Youth Working Groups** – representation from community, academic, urban rural and northern hospitals, EMS

Developing partnerships with provincial Mental Health & Addiction committees, hospital and physician leadership to champion the Project

Collaborating with the LHINs at the local level on implementation and performance management

Provincial Advisory Committee

Co-Chairs:

- Adair Roberts, MH&A Acute Care Alliance
- Patricia Syms Sutherland, CritiCall Ontario

Members:

- Sandy Marangos (NYGH), Association of General Hospital Psychiatric Services
- Dr. Gerry McNestry, (Queensway Carleton), Current PHRS MHA Bed Registry User
- Linda Mohri (CAMH), Current PHRS MHA Bed Registry User
- Shawna Belcher (OSMH), Existing Alternate Adult Bed Registry User
- Dawn Maziak (ESC LHIN), Existing Alternate Bed Registry User
- Judy Kojlak / Jill Mustin Powell (St. Joseph's London), Pediatric MH Facility
- Dr. Clare Gray (CHEO), PCMCH Advisory Committee
- Carol Lambie (Waypoint), OHA Provincial MHA Leadership Council
- Nancy Lum-Wilson (Central LHIN), LHIN Representative
- Dr. John Dreyer (SW LHIN), ED LHIN Lead
- Leslie Johnson (Ontario Shores), Adult Schedule 1 Facility
- Romeo Cercone (St. Joe's Hamilton), Adult Schedule 1 Facility
- Oana Deceseara (MOHLTC), Forensic Program
- Bryon Robertson, MOHLTC
- Joanne Dempsey, CritiCall Ontario

Adult Working Group Membership

Co-Chair:

- Deb Gibson, St. Thomas-Elgin Hospital
- Patricia Syms Sutherland, CritiCall Ontario

Members:

- Dr. Bharat Chawla, Ross Memorial Hospital
- Sarah Flogan, UHN
- Maureen McLelland, Health Sciences North
- Janis Klein, Southlake Regional Health Centre
- Manjit Budwal, William Osler Health Services
- Michelle Forget, Waypoint Centre for Mental Health
- Dr. Roumen Milev, Providence Care Kingston
- Pat Morka, Manitoulin Health Centre
- Paula Reaume-Zimmer, Chatham-Kent Health Alliance
- Wendy McLennan, CAMH
- Paul Charbonneau, EMS, County of Frontenac
- Rhonda Ridgeway, South Bruce Grey Health Centre
- Joanne Dempsey, CritiCall Ontario

Child & Youth Working Group Membership

Co-Chair:

- Karen Tataryn, CHEO
- Patricia Syms Sutherland, CritiCall Ontario

Members:

- Dr. Antonio Pignatiello, Sick Kids
- Dr. Ellen Lipman, HHS
- Paul McGary, Lakeridge
- Lise St. Marseille, North Bay Regional
- Wendy Leve, Southlake Regional
- Tracey Keighley-Clarke, Royal Victoria Hospital
- Dr. Nhagi Ghabbour, St. Joseph's Toronto
- Mary Broga, Hotel Dieu Healthcare
- Dr. John Heintzman / Patricia Patterson, GRH
- Jennifer Vanhouwelingen / MaryAnn Linley, LHSC
- Rhonda Crocker Ellacott / Nancy Persichino, Thunder Bay Regional
- Paul Charbonneau, EMS, County of Frontenac
- Joanne Dempsey, CritiCall Ontario

Guiding Principles: Project Development

Leveraging of existing work: The project will leverage and build on existing practices across the province, with changes to the existing Mental Health Resource Boards based on evidence-informed best practices

Engagement and participation: The project's processes will solicit stakeholder support at multiple levels, including physician engagement, to promote the ongoing use of the resources introduced through the Mental Health Bed Registry Project

Continuous improvement: The project's processes will incorporate accountability, evaluation and quality improvement mechanisms to monitor achievement of project and system goals

Guiding Principles: Project Outcomes

- **Streamlined Provincial System:** An efficient, effective provincial system will be created to optimize utilization of available Inpatient Mental Health resources and to ensure that patients receive timely access to the bed and resources that best meets their current needs
- **Accurate and transparent:** Data that is entered by hospitals into the PHRS Mental Health Resource Boards will be relevant, reliable, accurate and transparent to health care providers, emergency departments, and first responders
- **Optimization of existing capacity:** Supplementary resources such as the MH referral algorithm and the template MOU will be simple, flexible and responsive to allow Mental Health beds to be used to their full capacity while still being responsive to changing factors that can affect occupancy levels
- **Person - and family-centred:** The project will respect person and family-centred care, while balancing quality of care with available resources, while aiming to provide care as close to home as possible
- **Continuous Improvement and Trust:** The project will create a platform for collaboration, partnership development and continuous quality improvement at the system level

Mental Health Bed Registry Project: Inputs

Understanding the System

- Current State Survey – completed by each of the LHINs

Provincial Engagement

- Representatives for Committee and Working Groups from variety of sizes/types of hospitals, LHIN
- Presentations at Local Mental Health Committees / Councils
- Presentations at the Cross-LHIN/MOHLTC MH&A Leads Tables
- Presentations at Conferences / Provincial Committees
- Partnership with LHIN MH&A Leads

Development of Resource Board Inputs

Reviewed the other Resource Boards in CritiCall Ontario's PHRS and the Critical Care Information System (CCIS)

Reviewed the usage of existing MH&A Resource Boards

Presentations from current users of the PHRS MH&A Resource Board – lessons learned

Number of Sub-Groups Met

- Definitions for Specialized / Tertiary Beds
- Surge as it relates to Mental Health & Addiction

Committee members sought input from peers and colleagues

Review of MH&A Bed Definitions in other systems e.g. MIS Guidelines, Forensic

Consulted with System and MH experts, LHINs MH&A Leads

Consulted with Non-Schedule 1 facilities, Schedule 1 facilities and tertiary centres

Adult MH&A Resource Board Occupancy

Availability of Acute Beds

- **Psychiatric Intensive Care** – Designated for adults with mental health issues that require continuous observation and/or containment in a secured unit
- **General Acute** – Designated to stabilize, assess and provide short term treatment of adults with mental health issues
- **Short-Stay Crisis** – Designated for the rapid assessment and stabilization of adults with mental health issues and/or extended observation purposes. Average LOS \leq 72 hours

Adult MH&A Resource Board Occupancy

Availability of Specialized Beds

- **Complex Longer Term Mental Health** – Designated for longer term assessment and treatment of older adults with severe and persistent mental health issues requiring psycho-social rehabilitation such as schizophrenia
- **Mood and Anxiety** – Designated for longer term assessment and treatment of adults with severe and persistent mental health issues such as mood and/or anxiety disorders
- **Dual Diagnosis** – Designated for the treatment of adults who have a developmental disability and mental health issues
- **Geriatric Mental Health** – Designated for the assessment and treatment of seniors/geriatric patients with mental health issues
- **Addiction / Concurrent** – Designated for the treatment of adults with mental health issues experiencing substance abuse challenges (excluded withdrawal management programs)
- **Eating Disorders** – Specialized inpatient beds designated for adults with eating disorders

Adult MH&A Resource Board Capacity

Capacity:

- Number of individuals admitted but no bed available and where they are waiting
 - Emergency Department, Psychiatric Emergency Service, Off-Service
- Number of individuals who are pending admission from another facility or the community
- Number of individuals who are scheduled for discharge within the next 24 hours
- Number who are waiting for assessment in the Emergency Department

Surge:

- Capacity is >100% and <115%, demand for service is beyond normal capacity – work to resolve internally and with community partners
- Capacity is \geq 115%, hospitals may need assistance of their partners hospitals and community partners

Contact Information:

- Who within the hospitals individuals should contact to discuss a possible admission (e.g. admitting department, mental health charge nurse)

Next Steps

Ongoing opportunities for communication, presentations

- Getting out to as many meetings as possible
- Other opportunities – *please let us know*

Provincial Survey to populate the bed complements:

- Outline the complement of funded beds by type – sent to MH&A LHIN Leads
- Due November 13, 2015

Each organization will need to determine

- Users who can modify/update the information at your organization or site
- Users who can view only information for your organization, your LHIN as well as all hospitals across the province (both Schedule 1 and non-Schedule 1 providers will be able to access the boards)
- Contact the existing Registration Manager within each organization to sign up for access

Training Webinars starting December

What else do you need to support a successful implementation?

Questions ?

Contact Information

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