

CAMH Action Plan, December 2019

Recommendation	Recommendation Status	Summary of Next Steps
<p>1. Immediately create a secure perimeter to enable ready access to fresh air without the need for passes for patient movement through non-secure areas. This action will reduce motivations and opportunities for absconding, and reduce the number of passes that require daily review. It will also reduce the need for escorted passes which will free up staffing resources for therapeutic programming.</p>	<p>Accepted</p>	<p>Recovery and reintegration into the community is a multi-staged process. An initial phase of re-integration will take place within a new secure outdoor therapeutic space, to be achieved using fencing. This work will commence immediately in the new year and be completed by fall 2020, pending timing of appropriate City of Toronto permitting and consistent with broader public sector procurement processes.</p> <p>CAMH is already using secure tunnels for patient movement between programming, and we will look to dedicate a gym specifically for expanded forensic programming. CAMH will assess making additional corridors part of the secure envelope.</p>
<p>2. Prioritize and expedite the long-term redevelopment of the forensic buildings.</p>	<p>Accepted</p>	<p>CAMH was pleased to see the redevelopment of CAMH’s forensic facility included in the Infrastructure Ontario’s recent market update. We look forward to continuing to work with the provincial government to advance this important project.</p> <p>The new building will include ample spaces for programming and recovery, safe perimeter with access to fresh air and recreational space and a more therapeutic environment than existing institutional settings that do not meet hospital standards.</p>
<p>3. Immediately create a memorandum of understanding (MOU) that specifies the information that can be shared between CAMH and TPS and timeframes within which it must be shared. The goal is to ensure timely and safe return of patients to CAMH. This MOU must be shared with and</p>	<p>Accepted</p>	<p>Building on the existing partnership with TPS through the longstanding CAMH-TPS Liaison Committee, we will take immediate steps to develop and implement an MOU between our organizations, including staff communications plans so that the MOU is well understood by staff at both organizations.</p> <p>CAMH will look to balance the regulatory college requirements of staff, privacy protections for patients, and the need to ensure open and transparent communications with police.</p>

<p>understood by staff at both organizations</p>		<p>CAMH will use the TPS Mental Health and Addictions Strategy to help inform the approach and principles of the MOU.</p> <p>This work will start immediately. A meeting has been scheduled between CAMH President and CEO Dr. Catherine Zahn and TPS Chief of Police Mark Saunders in January. A CAMH-TPS Liaison Committee meeting is set for early February.</p>
<p>4. CAMH and TPS identify a key set of indicators to track, trend, evaluate, and improve performance on return of F-ULOA patients to CAMH and review these indicators as part of their regular meetings.</p>	<p>Accepted</p>	<p>Using existing collaborative processes that exist between CAMH and TPS, we will develop a set of key performance indicators, consistent with principles and work detailed in the MOU. The indicators will be used to monitor progress in a transparent and accountable way.</p>
<p>5. Make passes, privileges, and F-ULOAs an integral part of the EHR system, including pass management and pass reconciliation.</p>	<p>Accepted</p>	<p>CAMH is actively working with our EHR vendor and internal information management teams to develop a customized technology solution for pass ordering and tracking in our electronic health record (EHR) system (I-CARE).</p>
<p>6. Ensure the EHR can support easy, regular, and useful performance measurement of passes such as dashboards.</p>	<p>Accepted</p>	<p>The pass monitoring data discussed in the previous recommendation response will be included in quarterly clinical leadership dashboards, starting in early 2020.</p> <p>Currently, a review of what type of discreet data can be pulled out of I-CARE to build an interim dashboard with existing data is already underway.</p>
<p>7. Include F-ULOAs and therapeutic goals for forensic patients as part of the corporate scorecard.</p>	<p>Accepted</p>	<p>I-CARE does not contain the requirements to track structured therapeutic programming. The development of a customized solution is required to undertake tracking of that kind and a project charter to initiate that work is being actively developed.</p> <p>CAMH is evaluating options to build a first-of-its-kind pass tracking system, integrated into I-CARE. This system would track both passes and therapeutic goals. This work will also include considerations around workflow to ensure tracking is consistent with actual clinical practice.</p>

		<p>CAMH will move to track therapeutic programming at the unit level on a consistent basis. This data will be shared in the quarterly safety report that goes to CAMH's Board of Trustees</p> <p>F-ULOA rates are already shared with the Board of Trustees through the Quarterly Patient Safety Report that is presented to the Clinical Quality Committee of the Board.</p>
8. Work with patients and their advocates to ensure clear understanding of the new system of passes and privileges.	Accepted	<p>Development of the new system of passes and privileges, while clinician-led, included patient and family advice and perspective, through the CAMH patient and family experience team.</p> <p>As we move into full implementation of the new pass system in winter 2020, CAMH will work with the patient and family experience team, the Empowerment Council and other patients and their advocates to co-create communications that resonate with patients.</p> <p>We expect the full implementation process for the new pass system to be iterative and adjusted using feedback and input from patients and their advocates.</p> <p>Once fully implemented, the new process will be communicated through the CAMH orientation package shared with all patients upon arrival at CAMH. Moving forward, this information will become the foundation for ongoing communication between patient and care team regarding passes and recovery.</p>
9. Increase the level of meaningful activities and therapeutic programming to promote progress of forensic patients towards safe discharge.	Accepted	<p>CAMH work to increase the volume and quality of meaningful therapeutic programming has been ongoing.</p> <p>Existing programs include:</p> <ul style="list-style-type: none"> • Forensic Treatment Mall: a collection of recovery oriented, group-based programs that provide participants who are under the ORB with treatment, education, and skills training to directly address their risk factors and support recovery. • Unit-Based Programming: inpatient teams offer a number of different individual and group-based programming, including therapeutic, skill-based, leisure, and peer-support.

		<ul style="list-style-type: none"> Engaging Consumers in Opportunities for Recovery Education (ENCORE): a unique program that addresses specific needs of patients through workshops that are informed by patient interests. <p>Starting in winter 2020, CAMH has assigned additional space on campus for exclusive use in forensic patient programming.</p>
10. Work with the media to promote better understanding of the forensic mental health system and its role in public protection.	Accepted	<p>Media are key partners in reducing stigma and increasing awareness of the role of forensic mental health services within our broader system of health care.</p> <p>CAMH will continue to work closely with the media through on-campus tours, hosting community and media events on campus featuring CAMH experts, including people with lived. Working together, CAMH and the media have an opportunity to shed insight and perspective into a complex and misunderstood part of our health care system.</p>
11. Regularly monitor the new passes and privileges system to ensure that it contributes effectively to clinical care and decision-making, policy and procedures, engagement with clinicians, and community safety.	Accepted	<p>As Canada's largest mental health academic health science centre, CAMH is deeply committed to on-going monitoring and measurement of clinical practice to inform practice improvements and to contribute to global research. Once the new pass system is fully implemented, CAMH will work across the hospital to ensure a comprehensive evaluation plan is in place.</p> <p>The new pass system is a structured pathway to help support patient progress in their recovery. This roadmap for reintegration into the community provides clarity, openness and transparency for patients and continues to emphasis community integration.</p>
12. Continue to review patient placement within the new system to ensure that passes and privileges are commensurate with patients' needs, risks, and engagement with therapeutic activities.	Accepted	<p>To ensure we have the right balance between patient recovery and public safety, we are committed to quality improvement and a continuous learning environment. A new forensic building offers an opportunity to develop a unique model of care. CAMH is already undertaking work to develop a new, progressive model, informed by evidence and best practice.</p>