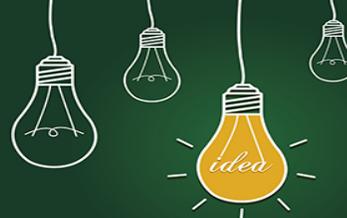


# Champlain Pathways to Better Care – Improvement through Collaboration

March 2018



## CHAMPLAIN REGIONAL SURGE PLANNING PROTOCOL DEVELOPMENT: PHASE I

### Project Objectives

- To improve the quality of care of MHA patients requiring admission to beds and the support of family members;
- To operate as a test case for new levels of collaboration and mutual support amongst the hospitals in Champlain in the delivery of high quality mental health and addictions care;
- To develop an interim written regional surge plan agreed to and in place early in the new fiscal year.
- To establish a regional surge plan process for continuous quality improvement; and
- To provide a catalyst for and support of longer term capacity planning as envisioned within the IP Capacity Plan.

### What

Phase I of this project will result in the creation of a collaboratively developed written interim mental health surge protocol that envisions a connected system of care across the region. In phase II this interim plan will be refined as population health data and trend analyses are developed and the interim protocol is put to the test in vivo within the Champlain system.

### Why

To maintain patient safety and family satisfaction under the most intense periods of demand on the mental health system while balancing the demand across the system.

### How

A project team working according to Pathways' approaches will collaboratively develop an interim written surge plan with the oversight of an ad hoc team of hospital leaders (Oversight Committee) that in turn will coordinate with the Inter-hospital Committee.

### Who

The project team will be made up of front-line hospital clinicians, administration, community MHA agencies, patients and family members with accountability to the Oversight Committee. This Oversight Committee will coordinate with the Inter-hospital Committee who is well versed in these capacity issues. As the governance process envisioned in the larger Inpatient Capacity Plan comes into effect, this project will roll up under that umbrella.

### When

Phase I of the project will result in agreement of the parties noted above to an interim written surge protocol early in the new 2018/2019 fiscal year. In Phase II this protocol will then be tested in relation to future surge conditions and Pathways will stay engaged to apply continuous improvement techniques to perfect it.

Additionally, Phase II will lead to more in-depth analysis of bed occupancy trends, and the health care utilization and population characteristics of individuals who receive care in acute mental health beds, for forecasting purposes and to determine if diversion strategies are warranted and / or improved discharge destinations or processes can be put in place.

### Outcomes

- Agreement by Schedule 1 hospitals to an interim regional surge protocol / Signed protocol document;
- Utility and usefulness of this surge protocol / Results of tabletop surge simulation (charrette) exercise;
- Satisfaction of the surge protocol project team members and oversight committee with the processes used to develop the protocol / Survey; and
- Commencement of regular collaborative capacity planning meetings amongst Schedule 1 hospitals.



# Champlain Pathways to Better Care

## Background

Champlain Pathways to Better Care is a regional initiative that emerged from the Connecting the Circle of Care Mental Health and Addictions Action Plan 2013-16. This plan actively applies the lens of lived experience to help build and sustain a quality improvement agenda around local priorities. The primary purpose of Champlain Pathways to Better Care is to prioritize and support the implementation of collaborative, cross-organizational, and quality improvement initiatives identified within the 3 year plan.

## Mission

Champlain Pathways to Better Care will work with others to implement coordinated changes to the Champlain mental health and addictions system – leading to improvements for those with lived experience and their families. Our focus is on enabling and sustaining change through action, collaboration, knowledge, education, and expertise.

## Principles

- The voice of those with lived experience and their families (as defined by them) must determine our focus and approach.
- We will continually work with a client perspective that promotes a strength based Recovery Model.
- We believe that having front line perspectives, those with lived experience, and family members at all tables will enable and support active collaboration.

- We believe in supporting diversity and equity. Through this approach this we will provide work to provide appropriate care and services that are responsive to clients and their families.

- We believe that a strong mental health and addictions system requires collective action and coordination.

- We will model and foster personal, professional and organizational cultures, attitudes and actions that support teamwork.

- We are committed to innovating to improve our system in a measurable way.

- We will work to build capacity through continuous quality improvement within our sectors and organizations

- We will solicit input to identify system bottlenecks and create as well as support the implementation of solutions.

## Contact Us

Champlain Pathways to Better Care  
1145 Carling Ave  
Ottawa, Ontario  
K1Z 7K4  
CANADA

**Newsletter:** Subscribe Now!

**Twitter:** @Champathways

**Email:** info@champlainpathways.ca

**Phone:** (613) 722-6521 x6555

**Fax:** (613) 715-5846