

# PES/Acute Care Revitalization Project – Year One Highlights



The Psychiatric Emergency Services (PES)/Acute Care Revitalization Project is a large part of Island Health's response to feedback from patients who visited PES, highlighting opportunities to improve the care they and others received. Since the Revitalization Project started in April 2021, work across adult mental health and substance use (MHSU) services is improving the quality of care. As we move into 2022, a priority area will be improving the continuum of services for young adults (ages 17-26).

## Patient Care Journeys for Specific Populations

Patients present to PES with diverse care needs. Island Health is working on ways to best support young adults and individuals experiencing situational substance use and mental health crises and emotional challenges. Some of the *completed work* includes:

- Expanded addiction medicine consultation services in PES to 7 days a week to support patients experiencing substance use-related challenges
- Increased the number of follow up appointments for community and urgent counselling services reserved for patients discharged from PES (*note: wait times impacted by staffing shortages*)
- Developed a *PES-Hub Follow-Up* trial which calls patients who are not already connected to community resources; patients are called within 72 hours after they left PES and are offered supports, review of discharge plans and goals, and provided information about online and community resources

*Some of the work in development or currently being explored includes:*

- Enhancing MHSU services for young adults and providing age-appropriate care and environments
- Creating a more therapeutic, comfortable, and calming environment in PES by exploring:
  - Alternative spaces outside of PES for patients requiring brief hospitalization
  - Private and secure areas for patients experiencing severe acute behavioural, medical, and substance use-related crises
- Targeted supports for individuals experiencing challenges resulting from borderline personality traits

## Peer Support Services

Peer support workers are now in PES 7 days/week to support patients by sharing their lived experience of MHSU challenges and helping patients by:

- Providing information on MHSU services, recovery strategies, and community resources
- Supporting patients' motivation to change and confidence in their ability to do so
- Connecting patients with follow up services and accompanying them to appointments

*Since last summer...*

Peers have **supported approximately 500 patients** so far, and the feedback is these supports are good and helpful!

The *PES-Hub Follow-Up Call* trial has **followed up with nearly 200 patients** and has been very well received by patients so far!

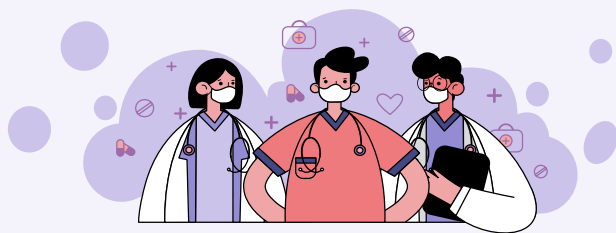


## Staff Education & Wellness

Island Health is committed to support staff to respond to their diverse needs. Our dedicated staff have already taken advantage of education opportunities on topics such as Borderline Personality Disorder, Cognitive Behavioural Therapy, and Trauma-Informed Practice training. In February 2022, a Clinical Nurse Educator was hired to support ongoing education and training to current and new staff.



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## Physicians

Physicians are involved in all areas of the PES/Acute Care Revitalization Project, and their input and support is significantly moving this work forward. For example, physicians...

- Created tools to strengthen patient care, including a Safety Plan, where the physician and patient work to develop coping strategies and steps to take in the event of suicidal ideation after leaving PES;
- Created a formal process to improve care for patients who are experiencing both medical and MHSU needs, which is expected to lead to more seamless transitions across areas of care, improved safety, and assurance that patients will receive the right care delivered by the right health care provider;
- Facilitated the expansion of the Addiction Medicine Consult Service, resulting in 7 day/week physician accessibility;
- Implementation of the latest evidence-based approaches to patients presenting with situational crisis and Borderline Personality Disorder traits; and
- Are actively involved with developing the Young Adult Inpatient Unit.

## Evaluation & Reporting

Island Health secured an external contractor to lead a formal public and stakeholder engagement process. This process will inform:

- PES service redesign;
- Priorities to address the needs of stakeholders and the community;
- Development of an evaluation framework to track progress and measure changes to patient and provider experiences; and
- Future opportunities for quality improvement.



*Island Health wants to thank patients and family members, front-line staff, and physicians who have taken the time to share their views and input on strengthening the PES and Acute Care processes.*

## Patients' Experience

Island Health deeply values patients' and their families' perspectives and is committed to meaningfully capturing their voice. **Five patient partners** are guiding the work and their voice has led to:

- Administration of a patient experience survey
- Implementation of follow-up supports when people are discharged from PES
- Streamlining of the Patient Care Quality Office complaint/compliment process to speed up response times
- Development of strategies to strengthen connections with patients' families, caregivers, and friends



## Human Resources

Island Health recognizes that in order to provide high quality service, we need strong leadership and support for our clinical staff. **New leader positions** have been put in place to support quality care in PES and the mental health units, including a second PES Coordinator, ensuring 7 day/week support for staff and an Acute Access and Crisis Response Director to oversee mental health services at RJH. Additionally, Island Health assessed staffing models to support meeting service needs and facilitate service improvements.

## Transparent Information Sharing

Island Health provides regular updates on the progress of the PES/Acute Care Revitalization Project to the public and key stakeholders, including patient representatives, the Ministries of Health and Mental Health and Addictions, and Island Health's leadership.