



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Recovery-oriented practice webinar series

Transforming Services and Systems

#MHCChopelives

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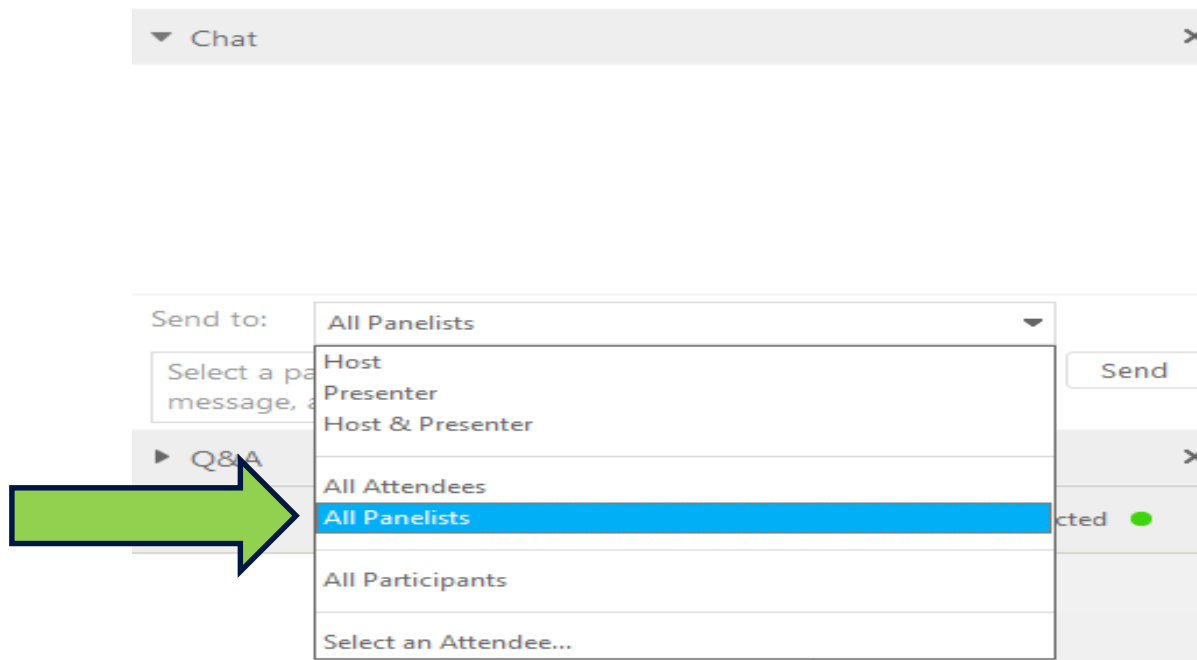
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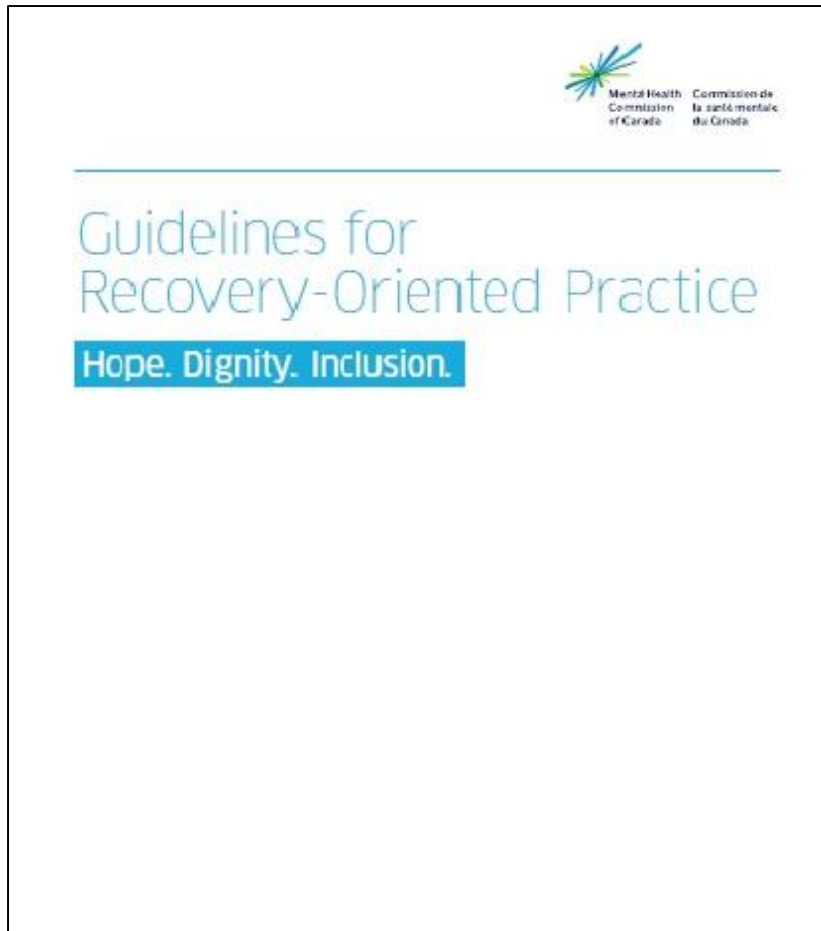
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Important! Send questions/comments to
'All Panelists'



@mhcc_ #workplaceMH #StandardCda

Guidelines for Recovery-Oriented Practice



The *Guidelines* were released in June 2015 to provide a comprehensive document to understand recovery practice and promote a consistent application of recovery principles across Canada

<http://www.mentalhealthcommission.ca/English/initiatives/RecoveryGuidelines>

Six Dimensions of Recovery-Oriented Practice

1. Creating a Culture and Language of Hope
2. Recovery is Personal
3. Recovery Occurs in the Context of One's Life
4. Responding to the Diverse Needs of Everyone Living in Canada
5. Working with First Nations, Inuit, Métis
6. Recovery is about Transforming Services and Systems

Presenter



Dr. Ian Dawe is the Physician-in-Chief of Ontario Shores Centre for Mental Health Sciences where he champions the quality and safety of medical practice and care. He also teaches at the University of Toronto Department of Psychiatry.

Recovery Oriented Practice

Transforming Services and Systems

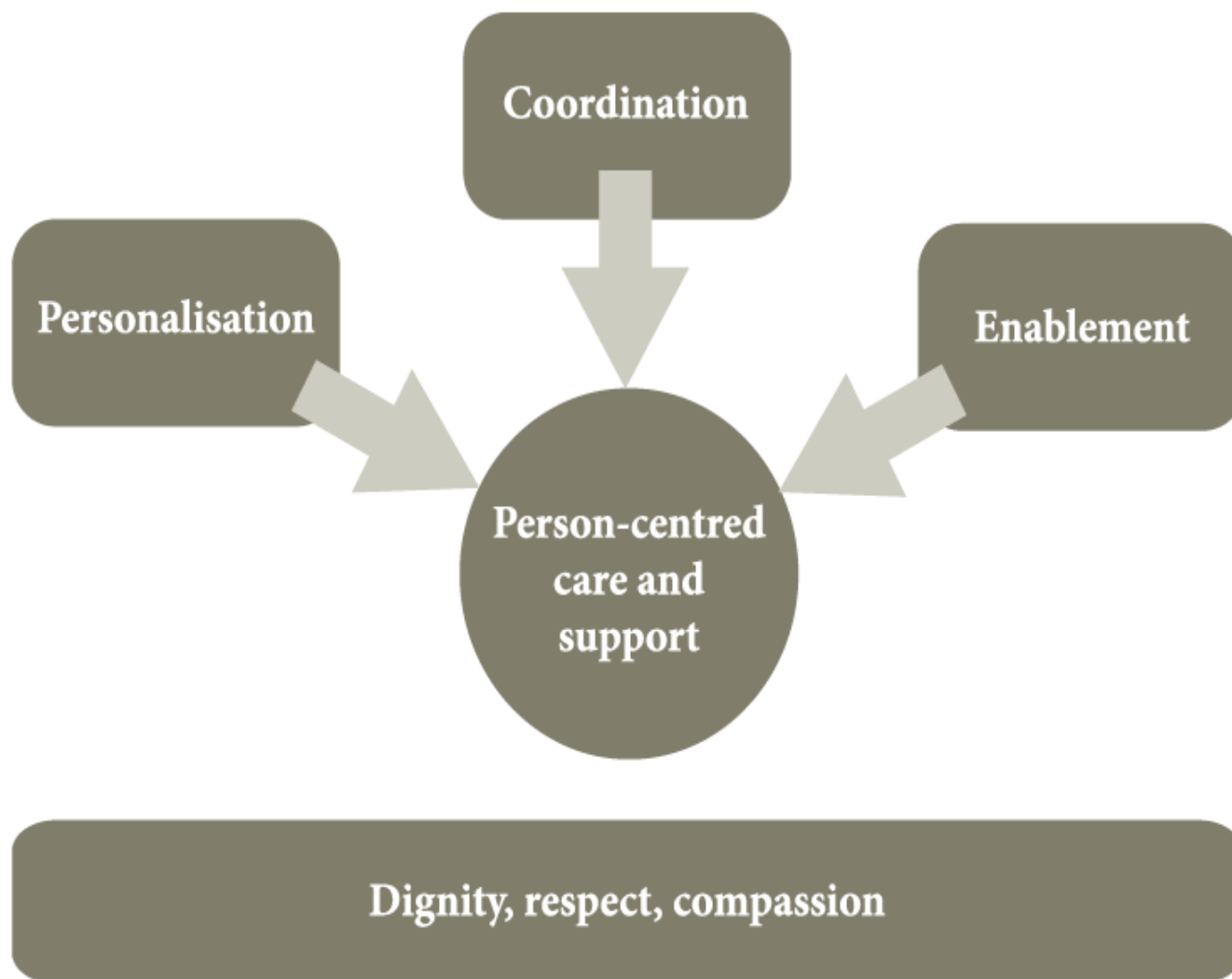
Ian Dawe, MHSc, MD, FRCP(C)

Associate Professor of Psychiatry
University of Toronto

Physician in Chief
Ontario Shores Centre for Mental Health Sciences

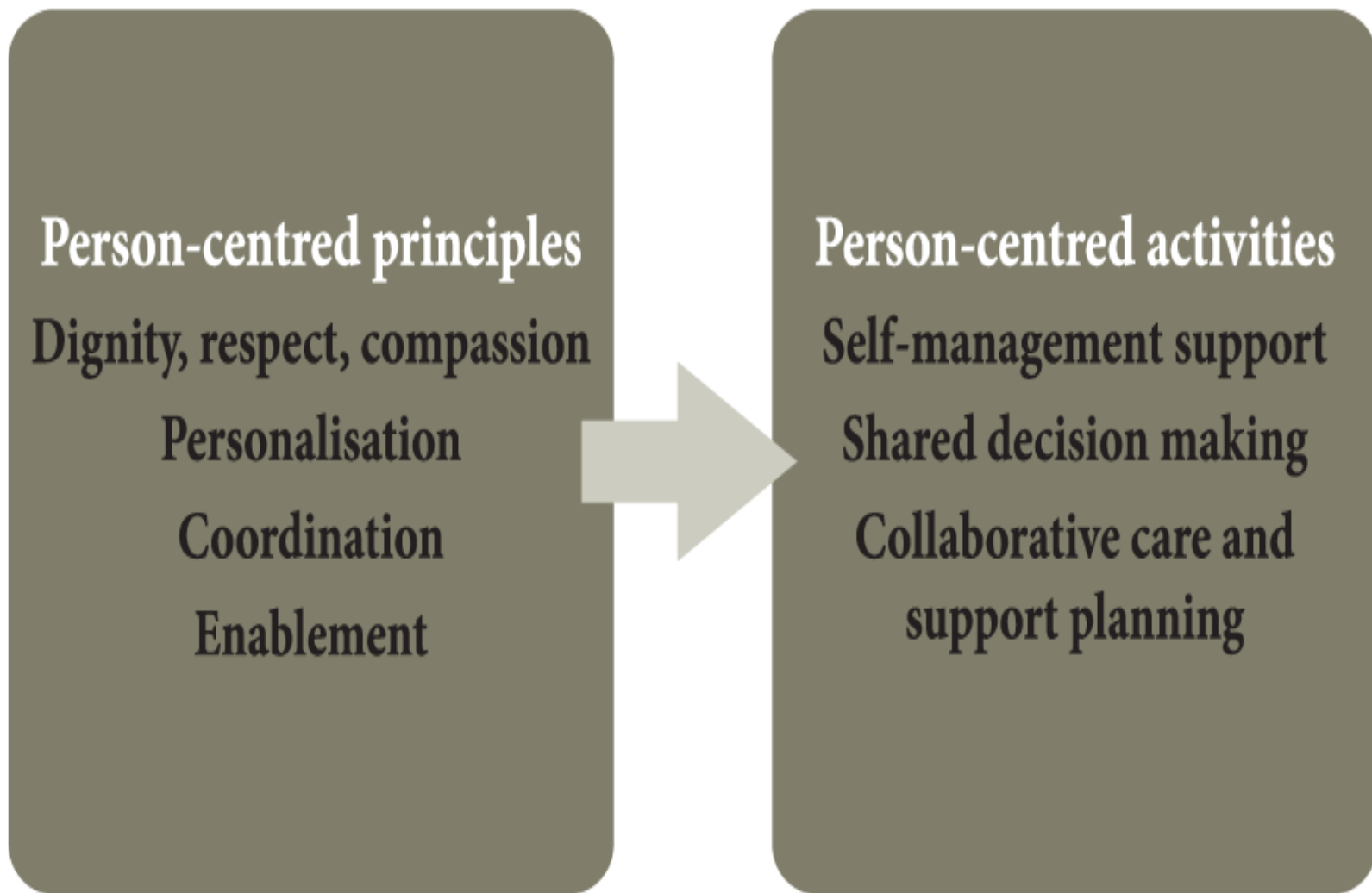
Physician Lead, Mental Health and Addictions
Central East Local Health Integration Network

Figure 1: The four principles of person-centred care



Measuring what really matters
published by the Health Foundation,
90 Long Acre, London WC2E 9RA
© 2014 Health Foundation

Figure 2: The relationship between person-centred principles and activities



Measuring what really matters
published by the Health Foundation,
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Learning Objectives

1. To review the Recovery philosophy of care and practices that can support its integration within a Mental Health setting.
2. Enhance understanding of the Mental Health Commission of Canada's recently released Guidelines for Recovery Oriented Practice
3. Review and explore Ontario Shores multifaceted approach in strategies to embrace Recovery within the clinical settings – successes, challenges and lessons learned.

The Senate



Le Sénat

OUT OF THE SHADOWS AT LAST

*Transforming Mental Health, Mental Illness
and Addiction Services in Canada*

Final Report of
The Standing Senate Committee on Social Affairs, Science and Technology

The Honourable Michael J.L. Kirby, Chair
The Honourable Wilbert Joseph Keon, Deputy Chair

May 2006



CHANGING DIRECTIONS CHANGING LIVES

The Mental Health Strategy for Canada



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Recovery Initiative – 1. Declaration

The Mental Health Commission of Canada

Applauds

Ontario Shores Centre for Mental Health Sciences

Declaration of Commitment to Recovery

By signing this Declaration, I/we Ontario Shores commit to:

- Learning more about how to advance recovery and recovery-oriented mental health services
- Encouraging dialogue on adopting recovery-oriented practices, policies and programs
- Seeking out and engaging people with lived experience, peer supporters, families and caregivers
- Promoting a greater understanding of recovery and encouraging others to sign the Declaration

Signature: _____

Date: May 28, 2014

Presented by:



Howard Chodos
Director, Mental Health Strategy for Canada



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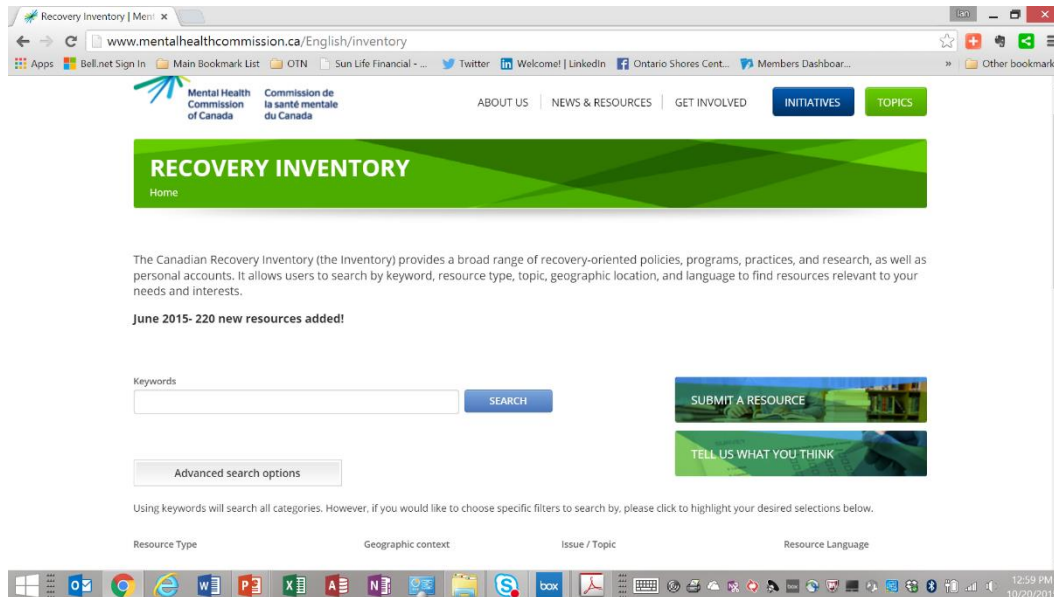
Recovery Initiative –

2. Online Recovery Resources

Recovery Inventory

Search the database of recovery-oriented resources and contribute your own resource

[LEARN MORE](#)



Recovery Initiative – 3. Guidelines

*Guidelines for
Recovery-Oriented Practice*

Hope. Dignity. Inclusion.

READ MORE

MHCC Recovery Guidelines



Key Aspects

1. Recovery Vision, Culture & Commitment
2. Valuing Lived Experience
3. Promoting Partnerships
4. Workforce Development

The Recovery Guidelines

VISION CULTURE & COMMITMENT

Recovery Vision, Commitment and Culture



Recovery Vision, Commitment and Culture



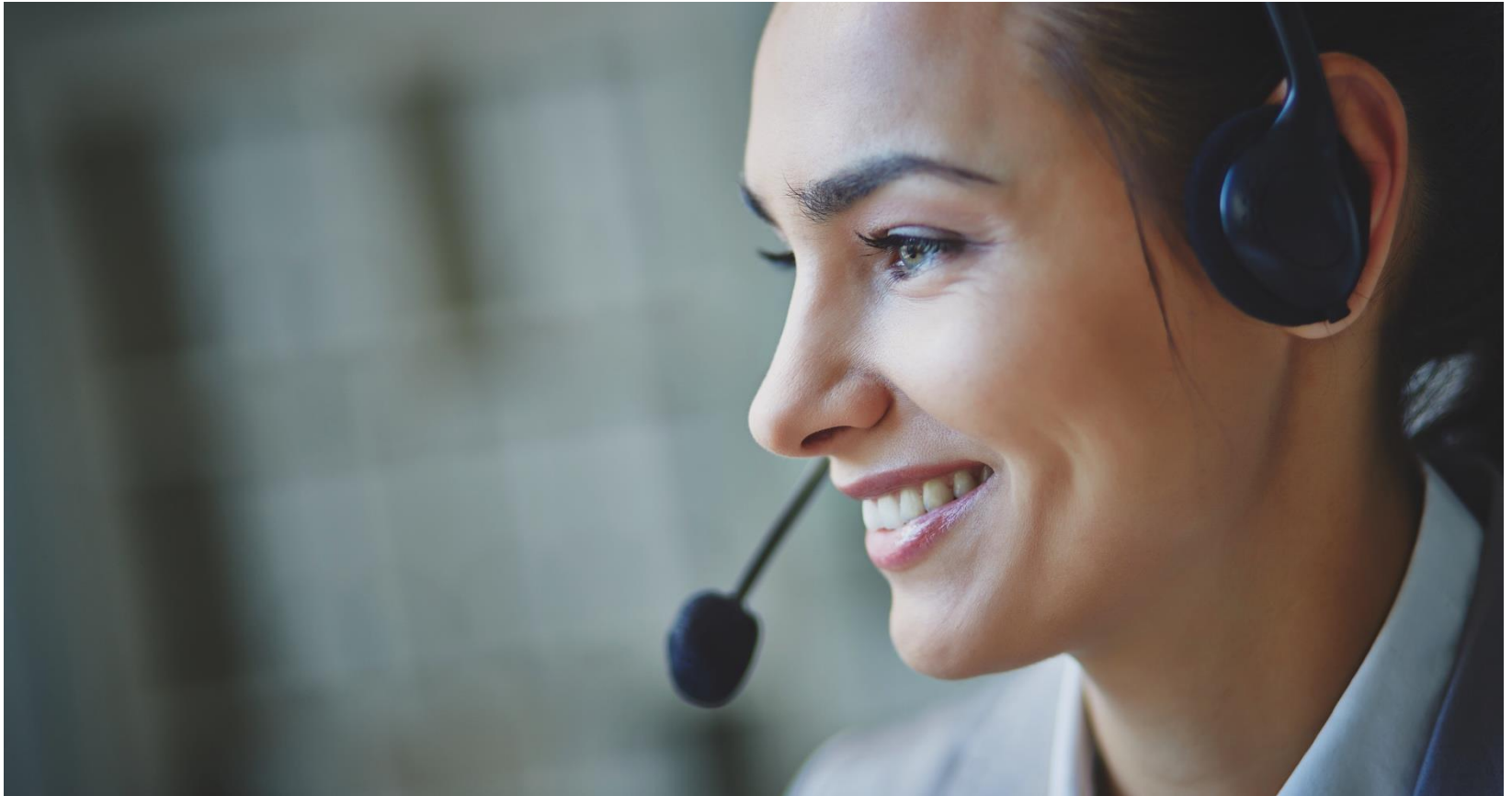
Recovery Vision, Commitment and Culture



The Recovery Guidelines

VALUING LIVED EXPERIENCE

Lived Experience



Lived Experience



Lived Experience



The Recovery Guidelines

PROMOTING PARTNERSHIPS

Promoting Partnerships





Promoting Partnerships



The Recovery Guidelines

WORKFORCE DEVELOPMENT

Workforce Development



Workforce Development



Workforce Development



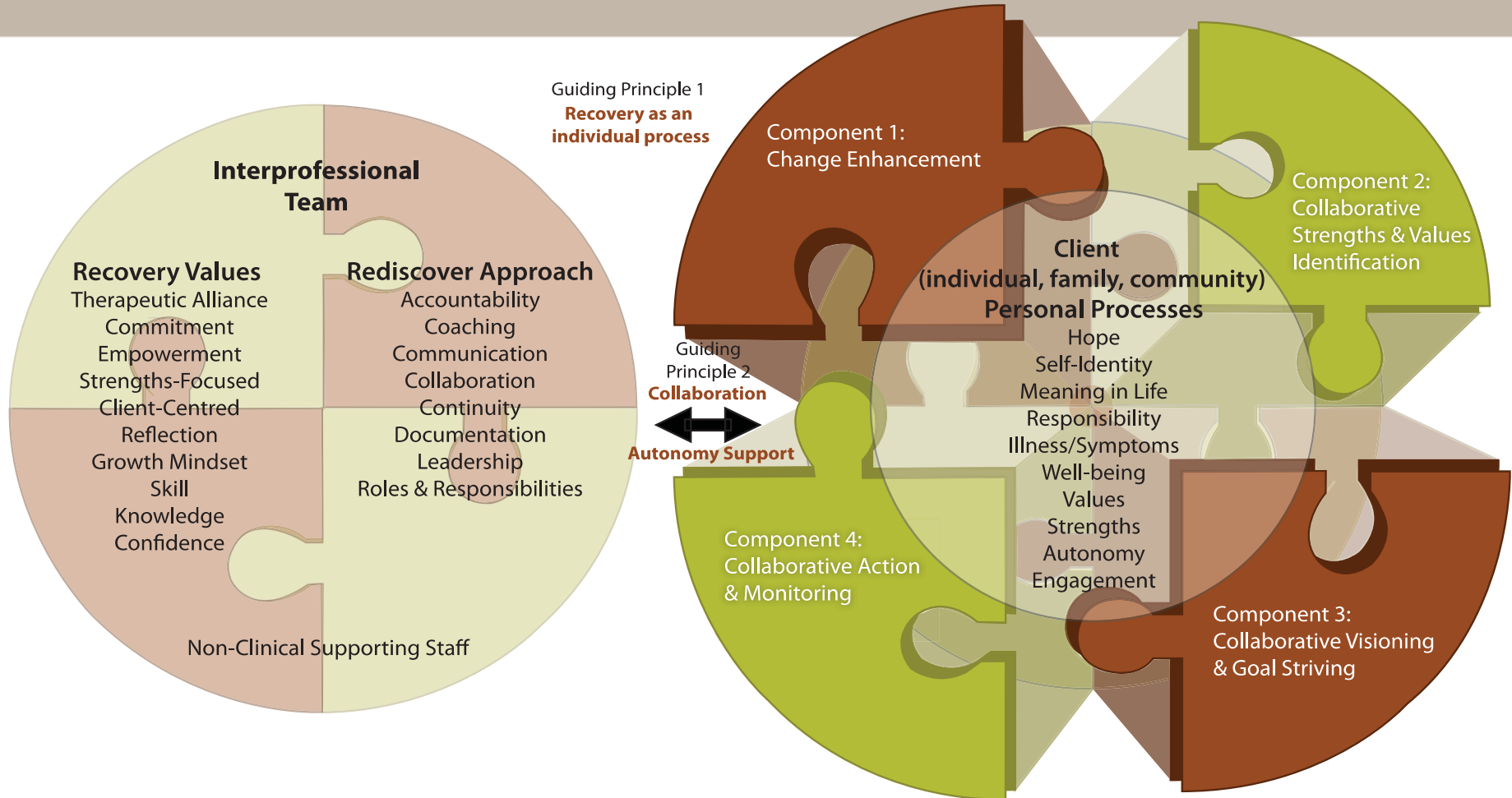
Ontario Shores

OUR JOURNEY

The Shared Journey



Ontario Shores Interprofessional Collaborative Recovery Model of Care



Excellence • Innovation • Safety • Respect • Community

Our vision is bold and transforming. Ontario Shores Centre for Mental Health Sciences is recognized by many as having an approach to mental health care and unique services that are focusing on recovery, hope, and inspiration through discovery.

Ontario Shores Strategic Plan 2012-7



Discovery. Recovery. Hope.

Strategic Plan at a Glance

Ontario Shores Centre for Mental Health Sciences (Ontario Shores) developed this second strategic plan to guide the organization during the next stage of evolution through 2012 - 2017. This plan builds upon the momentum of change and transformation that carried Ontario Shores through growth in the first five years. The plan is a roadmap for Ontario Shores' continuing development as a partner, regional provider, innovator and healthcare leader.

Guiding Principle #1: Excellence in Comprehensive Mental Health and Addictions

A strong focus on recovery

A system-wide need for comprehensive and integrated care is emerging. Ontario Shores will provide leadership and support across the entire mental health system so clients receive truly comprehensive mental health and addictions services that are organized around the individual.

Guiding Principle #2: Quality, Safety and Value for Money

Strengthening the patient experience

Dedicated to providing and delivering the best possible health outcomes, Ontario Shores strives to be the leader in mental health care delivery and organizational efficiency, setting best practices in the delivery of the highest quality, accessible and effective mental health care. An investment in Ontario Shores improves the individual's health outcomes and creates capacity across the entire system.

Guiding Principle #3: Growth and Sustainability

Building on our successes

A commitment to advancement, innovation and thoughtful engagement ensures Ontario Shores will sustain the pace of its evolution. Our people are supported to be innovative, compassionate and committed to learning.

Strategic Direction #1: Strengthen Access and Capacity within Specialized Mental Health Care

With the patient experience as our focus, Ontario Shores will ensure equitable and timely access to all our programs and services and further grow our sub-specialties in adolescents, geriatrics and forensics.

Strategic Direction # 2: Build Capacity for Mental Health Well-Being in People and in Communities

Ontario Shores is committed to addressing the mental health well-being and recovery of Ontarians and ensuring a coordinated and seamless approach to care.

Strategic Direction # 3: Explore and Enable New Healthcare Delivery Models

Ontario Shores will explore and enable new delivery models of care through the use of technological advances, tools for evidence-based practice and new philosophies of care.

Strategic Direction # 4: Advance a Culture of Innovation and Discovery

The Academic Plan 2012 - 2017 lays out four core directions to guide the continued evolution of Ontario Shores' academic mandate.

Thank you to the hundreds of people who helped shape our strategic plan. We look forward to collaborating with patients, families, stakeholders and communities to advance care, build connections and achieve excellence together in the years ahead.

We welcome feedback from our communities. For more information about Ontario Shores or our Strategic Plan, please contact Communications and Public Affairs at 905.430.4001 or communications@ontarioshores.ca.

Recovery the policy context



Restraint Reduction to Restraint Prevention

TRAUMA INFORMED CARE



TRADMA



Ontario Shores' Multifaceted Approach: *Six Core Strategies*

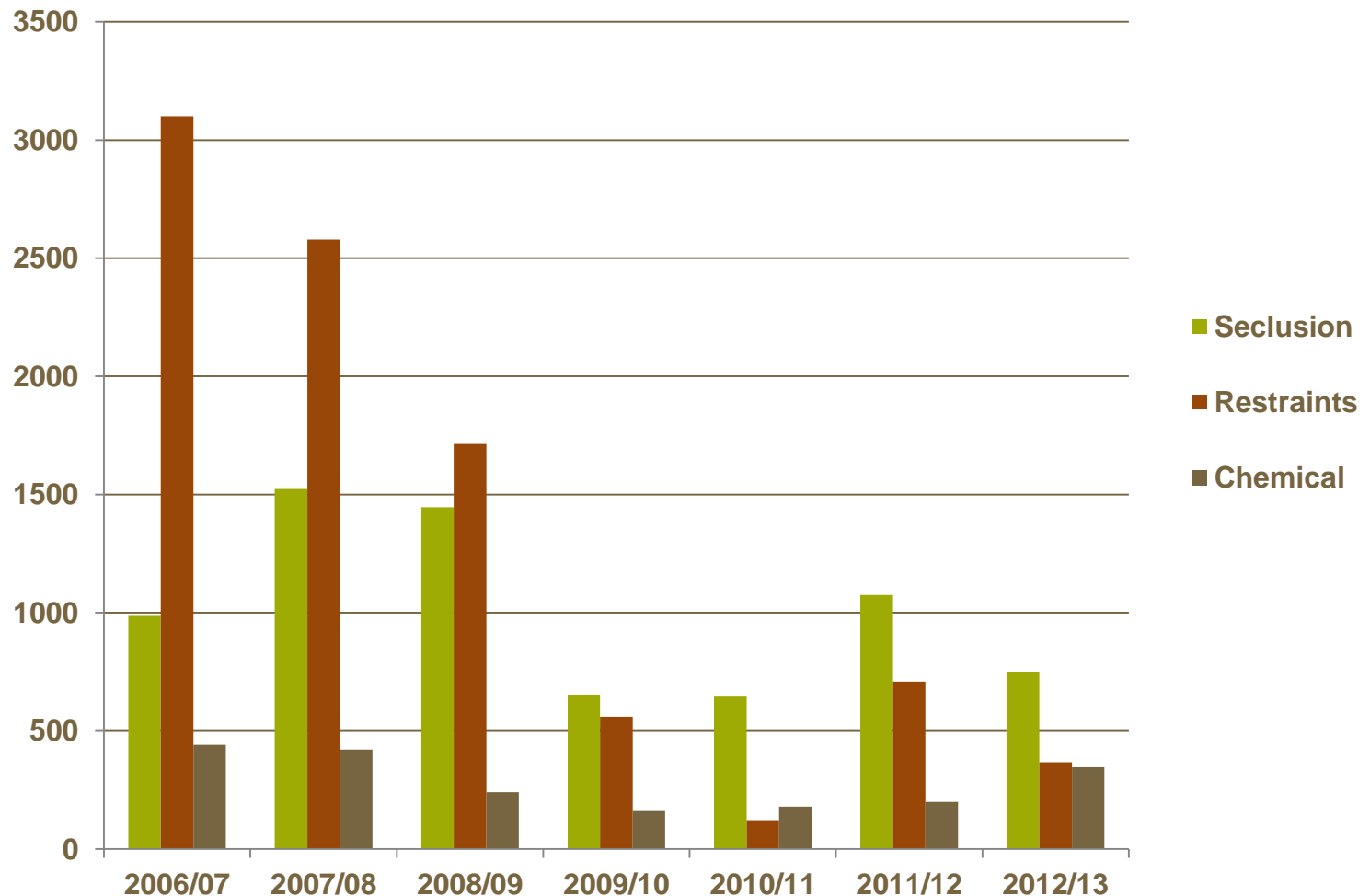
1. Leadership commitment
2. Use of data
3. Workforce development
4. SR prevention tools
5. Consumer collaboration
6. Debriefing



Key Activities 2011 - 2015

2011/12	2012/13	2013/14	2014/15	2015/16
New policy	Trauma-Informed Care	Data reporting at various levels: Senior Team, Clinical Leadership, Staff, Patients	Planning for Safewards Implementation	Implementation of Safewards
Alternatives to RS Guide	Recovery Rounds	Implementation of sensory modalities	Recovery Rounds consultations	Evolution of Recovery Rounds (Clinical Aggression)
Training on RS preventative/proactive tools	Enhanced data collection and reporting practices	Staff and patient debriefing policy and tools	Standardized data interpretation, collection and reporting among Group of 5	Predictive analytics exploring clinical aggression
Formalize debriefing post RS	Research activity for prediction of SR use	Data quality strategies	Use of Business/Clinical Intelligence Tool	Advancement of Recovery corporate action plan

Historical Results



Future Steps

- Implementation of Safewards within the Forensics Program
- Evolution of Recovery Rounds
 - Round on patients with incidents of clinical aggression
- Improve restraint and seclusion data quality and validation in Business Intelligence tool
- Advance Recovery-oriented mental health care

1st in Canada; 1st in the World

HIMSS ANALYTICS STAGE 7



HIMSS Stage 7



Matthew, RN, ASU (Left), April, RN, ASU (Centre) and Diana, RN, ASU (Right)



Ontario Shores

Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Ontario Shores' Health Check – Patient Portal

Patient Portal – enabling service users



Messages

Messaging functionality allows patients to send any non urgent messages to providers



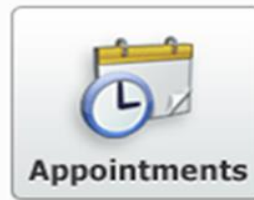
Health Record

Display clinical data, including reports, allergies & conditions, labs & microbiology



Medications

View medications, education materials and renew medications



Appointments

Ability to view all upcoming booked appointments & appointments can be requested, cancelled, & rescheduled directly from the portal



Profile

Ability to view & request updates to demographic information



The ability for service users to document within their chart

*sensitive lab results have been suppressed & reports have a 7-day delay

Conclusions

Now, you

- ✓ Can review the Recovery philosophy of care and practices that can support its integration within a Mental Health setting.
- ✓ Have enhanced understanding of the Mental Health Commission of Canada's recently released Guidelines for Recovery Oriented Practice
- ✓ Have reviewed and explored Ontario Shores multifaceted approach in strategies to embrace Recovery within the clinical settings – successes, challenges and lessons learned.

standards for
what good looks
like

What are you going
to do to make chapter 2 happen?
Prevention

Involve people
in production

Are we really communicating
with each other?

like a care plan
for the NHS

What does it
mean to you?

Have you read
the 5 year forward view?

A Patient Perspective five Year Forward View

Innovation

Educate
Patients & Professionals

Transforming
relationships

Engage People
Carers as Partners

Use it to get
rid of paedistools

General
Public

young
People

Involve
Communities

Being
Active

Be
open

More
Assurance

Need to do
more to involve
young Carers

Don't dismiss
what a young person
has to say

Clinicians to care
and to coach



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Questions?



Resources

Resources identified by Dr. Dawe:

Measuring What Really Matters -

<http://www.health.org.uk/sites/default/files/MeasuringWhatReallyMatters.pdf>

Person-Centered Care: Ideas to Action -

<http://www.health.org.uk/publication/person-centred-care-ideas-action>

Recovery Concepts – from the Recovery Devon Resource Hub

<http://www.recoverydevon.co.uk/resource/uncategorised/recovery-concepts-laurie-davidson-pdf>

Next Recovery-Oriented Practice Webinar

Date: Thursday, April 21, 2016 at 1:00pm to 2:00pm ET

RECOVERY IS PERSONAL

To rewatch or share this webinar visit:
www.mentalhealthcommission.ca/English/recovery





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How did we do?

Please fill out the survey
that opens **after** you leave
the webinar





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Thank you!

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