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
Faculty/Presenter Disclosure

• **Faculty**: Ian Dawe, MD, FRCP(C)

• **Relationships with commercial interests:**
  - **Public Sector Consulting Fees:**
    - Health Innovations Group
  - **Other:**
    - Employee of Ontario Shores Centre for Mental Health Sciences
    - Employee of Central East LHIN
    - Employee of University of Toronto

• Since 2010, I do not accept direct industry funding, honoraria, or speaking fees!
Disclosure of Commercial Support

• This program has received financial support from Otsuka/Lundbeck, Janssen and Mylan in the form of unrestricted educational grants.

• This program has received in-kind support from Lundbeck Inc, BMS in the form of logistical support.

• Potential for conflict(s) of interest: NONE
Mitigating Potential Bias

The Mental Health Commission of Canada

Applauds

Ontario Shores Centre for Mental Health Sciences

Declaration of Commitment to Recovery

By signing this Declaration, [We] _______________ 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: ____________

Presented by:

Howard Chodos
Director, Mental Health Strategy for Canada

Ontario Shores Centre for Mental Health Sciences
Figure 1: The four principles of person-centred care

- Personalisation
- Coordination
- Enablement

Person-centred care and support

Dignity, respect, compassion
Figure 2: The relationship between person-centred principles and activities

Person-centred principles
Dignity, respect, compassion
Personalisation
Coordination
Enablement

Person-centred activities
Self-management support
Shared decision making
Collaborative care and support planning

Measuring what really matters
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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.
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
The Mental Health Commission of Canada
Applauds

Ontario Shores Centre for Mental Health Sciences

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Signature: _______________________________

Date: May 28, 2014

Presented by:

Howard Chodos
Director, Mental Health Strategy for Canada
Recovery Initiative –
2. Online Recovery Resources

Recovery Inventory
Search the database of recovery-oriented resources and contribute your own resource
LEARN MORE
Guidelines for Recovery-Oriented Practice

Hope. Dignity. Inclusion.

READ MORE
MHCC Recovery Guidelines
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
Promoting Partnerships
The Recovery Guidelines

WORKFORCE DEVELOPMENT
Workforce Development
Workforce Development
Ontario Shores

OUR JOURNEY
The Shared Journey
Ontario Shores Interprofessional Collaborative Recovery Model of Care

Interprofessional Team
- Recovery Values
  - Therapeutic Alliance
  - Commitment
  - Empowerment
  - Strengths-Focused
  - Client-Centred
  - Reflection
  - Growth Mindset
  - Skill
  - Knowledge
  - Confidence
- Non-Clinical Supporting Staff

Rediscover Approach
- Accountability
- Coaching
- Communication
- Collaboration
- Continuity
- Documentation
- Leadership
- Roles & Responsibilities

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 Centre for Mental Health Sciences

Recovering Best Health, Nurturing Hope, Inspiring Discovery

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Ontario Shores Strategic Plan 2012-7

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.

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### 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.

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### 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.

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### 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.

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### 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.

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### 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.

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### 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.

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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.
PATIENT ENGAGEMENT IS A STRATEGY, NOT A TOOL

by Leonard Kish

How healthcare organizations can build true patient relationships that last a lifetime
Recovery: the policy context
TRAUMA INFORMED CARE

Restraint Reduction to Restraint Prevention
TRAUMA
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
<table>
<thead>
<tr>
<th></th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>New policy</td>
<td></td>
<td>Trauma-Informed Care</td>
<td>Data reporting at various levels: Senior Team, Clinical Leadership, Staff, Patients</td>
<td>Planning for Safewards Implementation</td>
<td>Implementation of Safewards</td>
</tr>
<tr>
<td>Alternatives to RS Guide</td>
<td></td>
<td>Recovery Rounds</td>
<td>Implementation of sensory modalities</td>
<td>Recovery Rounds consultations</td>
<td></td>
</tr>
<tr>
<td>Training on RS preventative/proactive tools</td>
<td></td>
<td></td>
<td>Staff and patient debriefing policy and tools</td>
<td>Standardized data interpretation, collection and reporting among Group of 5</td>
<td>Evolution of Recovery Rounds (Clinical Aggression)</td>
</tr>
<tr>
<td>Formalize debriefing post RS</td>
<td></td>
<td></td>
<td>Data quality strategies</td>
<td>Use of Business/Clinical Intelligence Tool</td>
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<tr>
<td>Research activity for prediction of SR use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Advancement of Recovery corporate action plan</td>
</tr>
</tbody>
</table>
Historical Results

- Seclusion
- Restraints
- Chemical
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)
Patient Portal – enabling service users

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

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

View medications, education materials and renew medications

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

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.
Thank you!
Ian Dawe, MHSc, MD, FRCP(C)

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A Patient Perspective
Five Year Forward View

- Standards for what good looks like
- What are you going to do to make chapter 2 happen?
- Prevention
- Involve people in production
- What does it mean to you?
- Have you read the 5 year forward view?
- Educate and train professionals
- Transforming relationships
- Share
- Being Active
- Engage people as partners
- Patients
- Young People
- General Public
- Use it to get rid of pedistools
- Involve communities
- Clinicians to care and to coach

More assurance
Be open
Need to do more to involve young carers

2020