

# Patient Experience: Substance Use and Addiction Strategy

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# Patient Experience



## Patient Experience

Empathy, compassion, and respect in every encounter



**1. Lead the evolution of patient and family centred care embedding the principles of co-design, where each person is treated with compassion, respect and empathy.**

### OBJECTIVES

- 1.1 Design and implement a co-design framework to ensure a clear understanding by all staff, patients and families.
- 1.2 Embrace the principles of PFCC with a co-design approach to care planning.

**2. Focus relentlessly on quality to deliver services that are free from preventable harm, accessible, appropriate and integrated.**

### OBJECTIVES

- 2.1 Promote and sustain continuous quality improvement, with focus on our unique patient needs.
- 2.2 Eliminate preventable harm by enhancing our safety culture.
- 2.3 Consistently deliver health services that are effective, well-coordinated and include seamless transitions.

**3. Become experts in caring for and supporting patients with complex care needs due to multiple acute and chronic conditions, mental health and addiction issues, and social vulnerabilities.**

### OBJECTIVE

- 3.1 Enhance, better coordinate and support care for patients with complex health issues who are frequent users of hospital services.

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# Strategic Plan 2026: Develop a Substance Use & Addictions Strategy

- ▶ **Development of a model of care to support all patients presenting to the Hospital (Emergency Department [ED], inpatient/outpatient areas)**
  - ▶ Implement a Addictions Medicine Consultation Team
  - ▶ Consultation Liaison Service expansion
- ▶ **Education & Training for all Hospital staff**
  - ▶ Year 1 - Stop the Stigma - Language Matters Campaign
  - ▶ Year 2 - Harm Reduction
  - ▶ Year 3 - Trauma Informed Care
- ▶ **Development of Clinical Resources**
  - ▶ Develop and/or update pathways, protocols and policies for management and treatment of substance use and addictions to align with best practices



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# Operational Actions to Date:

- ▶ **Naloxone kit distribution in the ED**
  - ▶ Looking at optimizing distribution and expanding to hospital wide distribution
- ▶ **Hired Clinical Nurse Specialist**
  - ▶ Addictions & Mental Health
- ▶ **Established Phase 1 Addictions Medicine Consultation Service (AMCS)**
  - ▶ 1 RN, Monday- Friday 0800-1600

March 2024- August 2024	
# Unique Clients	248
# Total Visits	437



# Operational Actions to Date:

- ▶ Updated treatment protocols, policies & patient resources:
  - ☑ Opioid Withdrawal Management, Alcohol Withdrawal Management, ED Standard of Care,
  - ☐ Patient Oriented Education Tools specific to SUA, SUA Resource Guide, Discharge Planning patient resources, Anti-craving medications patient resource, Medical Directive for Naloxone Kit Dispensing



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# Education for Staff & Professional Staff:

- ▶ **Stop the Stigma: Language Matters Campaign**
  - ▶ Pledge signing- Our Words & Actions Matter
- ▶ **Thought Leader Webinar Series**
  - ▶ Upcoming Session on Tuesday, November 19th
- ▶ **Dynamic Discussions with Clinicians**
  - ▶ Gain insight on mental illness, substance use, and how clinicians can support their patients
  - ▶ Shared personal stories on their experiences with mental health and addictions
- ▶ **Community Addictions Peer Support Association (CAPSA), Stigma Ends with Me: The Foundations**
  - ▶ Required anti-stigma education session for all leaders, Stigma Ends with Me



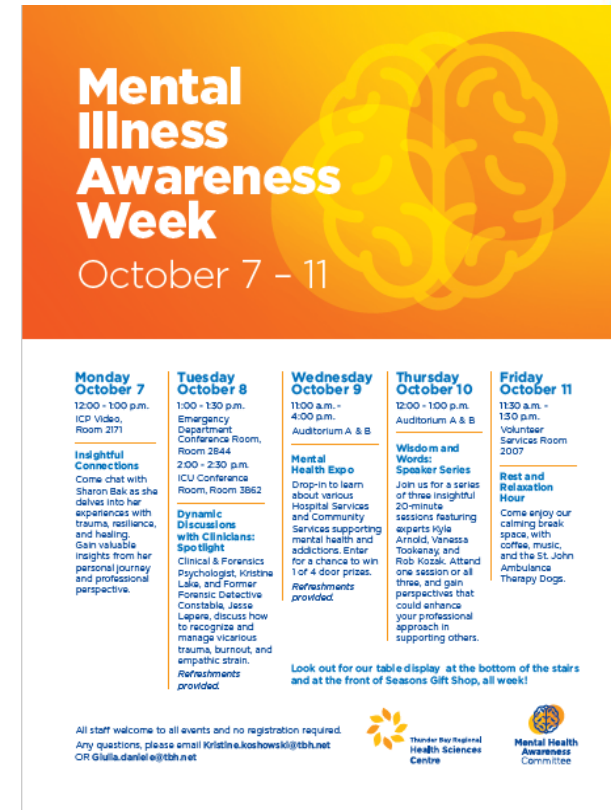
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# Education for Staff & Professional Staff:

- ▶ **Mental Health Awareness Expo**
  - ▶ Highlight work of internal departments, showcased community partners & available services
  - ▶ Annual Event- Today Auditorium A&B- 1100-1600
- ▶ **Mental Health and Illness Awareness Weeks**
  - ▶ Annual events
  - ▶ This year- October 7-11 (this week!)
- ▶ **Opioid Overdose Awareness Week**
  - ▶ Annual events



**Mental Illness Awareness Week**  
October 7 - 11

**Monday October 7**  
12:00 - 1:00 p.m.  
ICP Video, Room 2171

**Insightful Connections**  
Come chat with Sharon Bak as she delves into her experiences with trauma, resilience, and healing. Gain valuable insights from her personal journey and professional perspective.

**Tuesday October 8**  
1:00 - 1:30 p.m.  
Emergency Department Conference Room, Room 2844  
2:00 - 2:30 p.m.  
ICU Conference Room, Room 3862

**Dynamic Discussions with Clinicians: Spotlight Clinical & Forensics Psychologist, Kristina Laka, and Former Forensic Detective Constable, Jesse Lepore, discuss how to recognize and manage vicarious trauma, burnout, and empathic strain. Refreshments provided.**

**Wednesday October 9**  
11:00 a.m. - 4:00 p.m.  
Auditorium A & B

**Mental Health Expo**  
Drop-in to learn about various Hospital Services and Community Services supporting mental health and addictions. Enter for a chance to win 1 of 4 door prizes. Refreshments provided.

**Wisdom and Words: Speaker Series**  
Join us for a series of three insightful 20-minute sessions featuring experts Kyle Arnold, Vanessa Tookany, and Rob Kozak. Attend one session or all three, and gain perspectives that could enhance your professional approach in supporting others.

**Thursday October 10**  
12:00 - 1:00 p.m.  
Auditorium A & B

**Rest and Relaxation Hour**  
Come enjoy our calming break space, with coffee, music, and the St. John Ambulance Therapy Dogs.

**Friday October 11**  
11:30 a.m. - 1:30 p.m.  
Volunteer Services Room 2007

Look out for our table display at the bottom of the stairs and at the front of Seasons Gift Shop, all week!

All staff welcome to all events and no registration required. Any questions, please email Kristina.Kashowski@tbh.net or CR.Giulia.daniel@tbh.net

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Mental Health Awareness Committee

# Upcoming Education for Staff & Professional Staff:

- ▶ **Screening of A Sobering Story**
  - ▶ Thursday November 7<sup>th</sup> @ SilverCity Cinema
- ▶ **Employee Learning Modules**
  - ▶ Will be part of mandatory annual learning
- ▶ **Opioid Overdose Virtual Reality Simulation**
- ▶ **Your Story Matters: Social Media Campaign**
  - ▶ Video clips sharing Stories of People with Lived/Living Experience and clinical experience- *in progress*



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# Where we are today....

- ▶ A Peer Support worker recently shared:
  - ▶ *Six individuals commented to them that they received excellent, compassionate care when attending the hospital for substance use related illness*
  - ▶ *Peer Support Workers have seen a noticeable difference since the launch of the anti-stigma campaign*
- ▶ A Patient & Family Advisor shared that they have seen a shift in the care that is being provided at TBRHSC since the campaign started
- ▶ Stigma Ends with Me- 199 people attended
  - ▶ *“Through this training I gained confidence in my ability to apply a Substance Use Health approach to my work and see substance use through a Substance Use Health lens”*



# Planned Clinical Expansions:

- ▶ **Addictions Medicine Consult Team (Phase 2):**
  - ▶ Team includes: Registered Nurse, Peer Support, Indigenous Navigator, Social Work, Nurse Practitioner, physician, Pharmacist
    - ▶ **Awaiting funding**
- ▶ **Reorganization & expansion of existing Consultation Liaison Service**
  - ▶ Support off service patients experiencing mental illness (patients outside of AMH, FMH & CAMHU)

## Related Project / Clinical Expansion:

- ▶ **Inpatient Acute Withdrawal Management Beds (4 beds)**
  - ▶ For patients who are medically unstable as a result of substance withdrawal
    - ▶ Go-live in 2025



# Funding Proposals:

- ❑ Substance Use & Addictions Integrated Pathway- Application for Phase 1 site (in collaboration with SJCG) - *Submitted to OH*
- ❑ Addictions Medicine Consult Team- Request for permanent funding for fulsome team – *Submitted to OH*
- ❑ ED pressures & supportive care model- will provide an enhanced care model to improve the patient experience, optimize current staffing, and promote supportive roles – *Submitted to OH*



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# Related Projects / Capital Renovations:

- ▶ Creation of a safe de-escalation space in the ED - *Complete*
- ▶ Approved plan to re-design ED Triage and Waiting Room - focus on privacy, ability to supervise, and safe spaces - *In progress*
- ▶ Mental Health Emergency Department- creation of dedicated space within the ED for mental health & addictions patients- capital submission to Ministry of Health (MOH) - *Awaiting MOH*
- ▶ Expansion of Psychiatric Intensive Care Unit (PICU) to add 8 additional beds- Capital submission to Ministry of Health- *Awaiting MOH*



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# Where we are going.....

The Substance Use & Addictions Steering Committee will have achieved its mission when:

- ▶ Barriers have been reduced for patients experiencing SUA to receive care
- ▶ Patients are met where they are at
- ▶ Non-judgmental care is consistently provided
- ▶ Our patient's right to autonomy, dignity and the right to choose are respected
- ▶ All care that is provided to patients experiencing SUA follows evidenced based best practices



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