

December 2018 Update

CQIC AGENCY PARTNERS

Addiction Services of Thames Valley

Alexandra Marine & General Hospital

Canadian Hearing Society

Canadian Mental Health Association, Elgin

Canadian Mental Health Association, Grey Bruce

Canadian Mental Health Association, Huron-Perth

Canadian Mental Health Association, Middlesex

Canadian Mental Health Association, Oxford

Choices for Change: Alcohol, Drug & Gambling Counselling Centre

Grey Bruce Health Services

Huron Perth Healthcare Alliance

Mission Services of London: Quintin Warner House

Oneida Nation of the Thames

Woodstock Hospital

Partnering for quality improvement

The South West Continuous Quality Improvement Collaborative (CQIC) is a partnership of stakeholders that uses client feedback to guide improvements to mental health and addiction services in Southwestern Ontario. The CQIC currently consists of representatives from 14 mental health and addiction agencies and five community members with lived experience. It is facilitated by two community co-chairs and a team from the Provincial System Support Program at the Centre for Addiction and Mental Health (CAMH).

Client feedback drives decision making

The CQIC partners use client feedback gathered from the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC) to look for opportunities to improve services. The use of client feedback to drive decision-making gives service users an important voice in shaping and improving care.

After analysing OPOC data and other evidence, the CQIC partners identified service transitions as an initial area for action. In particular, the data pointed towards opportunities to improve communication during service transitions and to ensure discharge plans meet the needs of service users. In response, the partners decided to implement a person-oriented transition bundle.

For more information:

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Collaborating to improve transitions

The person-oriented transition bundle involves:

1. using a Patient-Oriented Discharge Summary (PODS)¹, a simple tool that provides clients with key information to support their success after discharge;
2. incorporating effective education of clients and their supporters;
3. welcoming supporters as partners in care; and
4. including follow-up to discharge.



The transition bundle focuses on the client as they transition out of a program, facilitating communication with them and, when appropriate, their supporters. It aims to improve:

- the experience of transitions for clients and their supporters;
- the confidence of clients and their supporters to manage care after discharge;
- the experience of care for service providers; and
- the continuity of care between services.

The CQIC partners are currently working to implement the person-oriented transition bundle in several mental health and addiction programs in the region.

¹ The Patient-Oriented Discharge Summary was developed by OpenLab at the University Health Network. The CQIC partners often refer to PODS as a *Person-Oriented Discharge Summary*.

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