

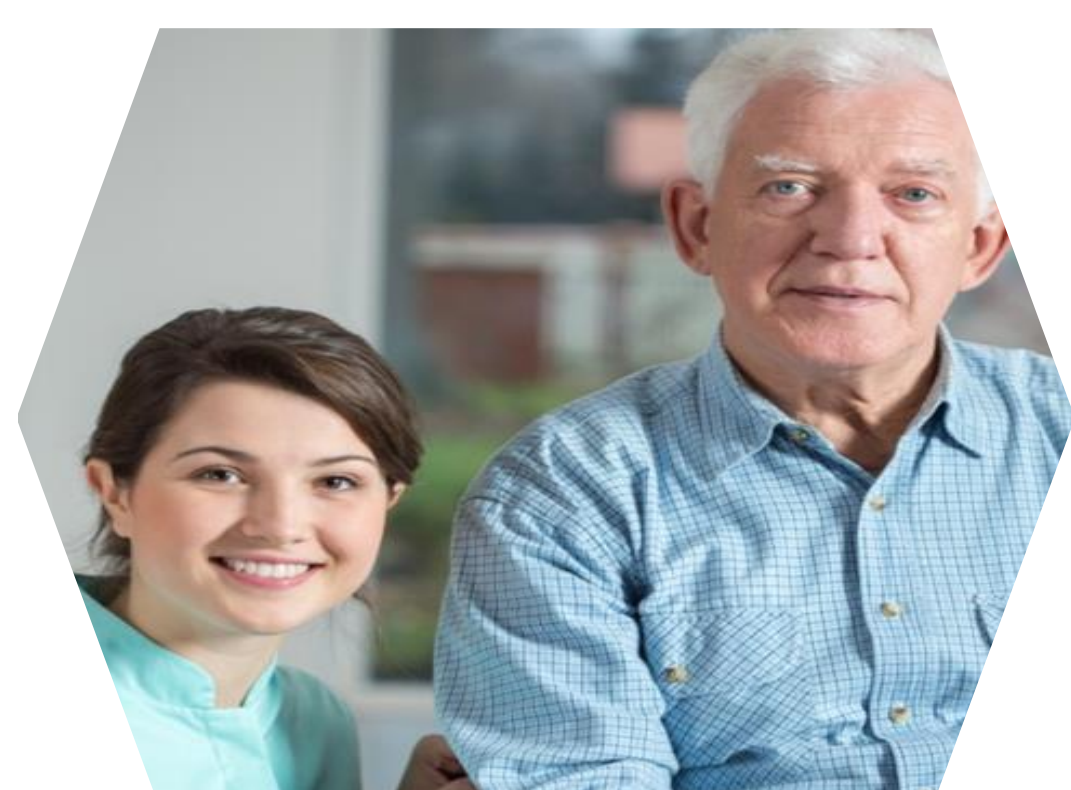
## In Action within Mental Health

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### What is Collaborative Care?

A healthcare approach where interprofessional teams work together with patients and families to achieve optimal health outcomes

### Principles:



1. Patient and Family Centred Care

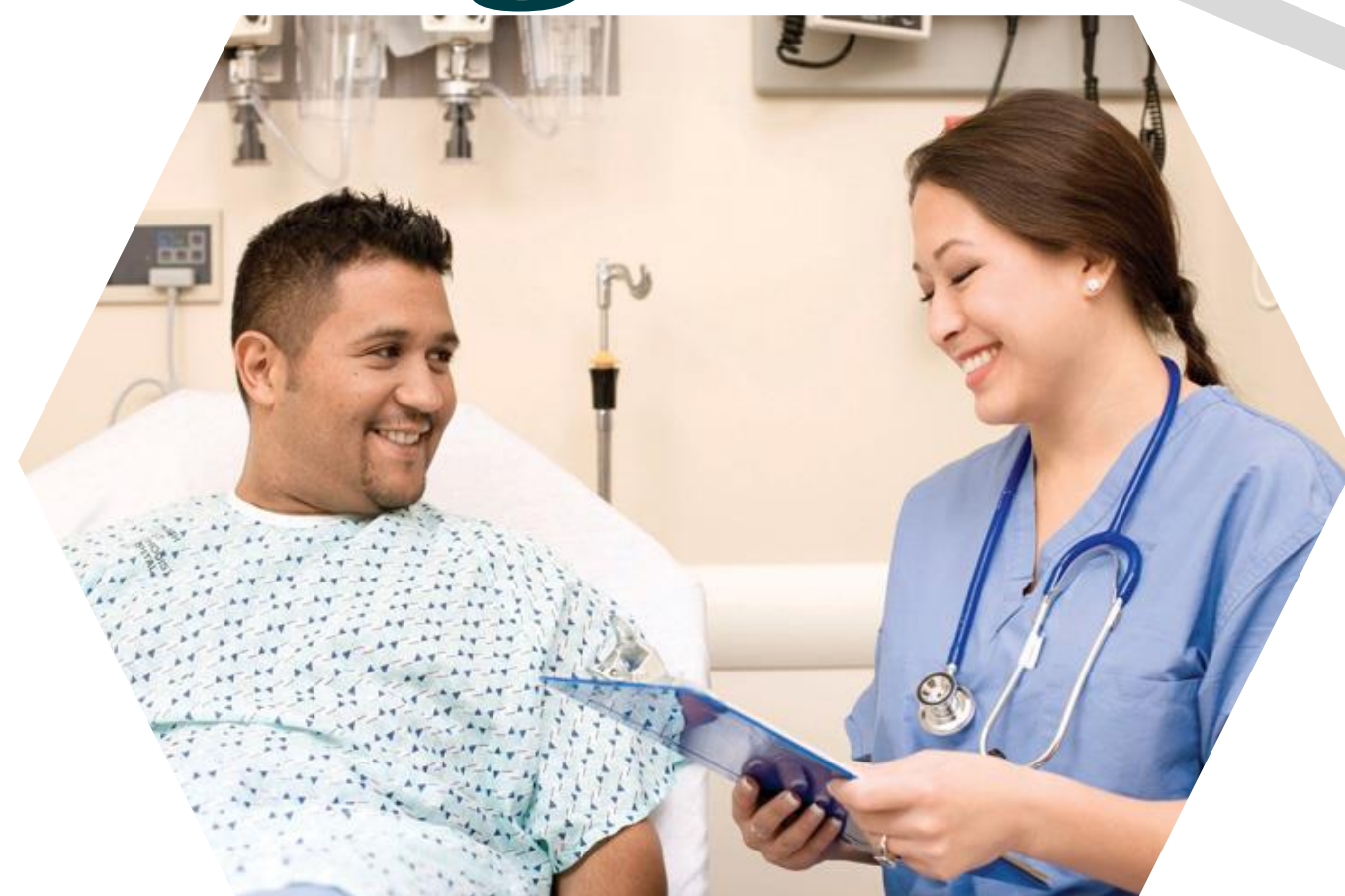


2. Team Effectiveness and Functioning



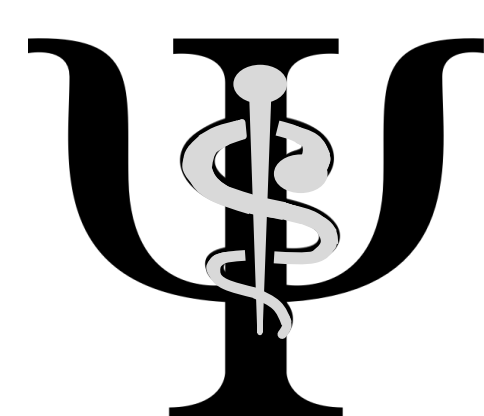
3. Quality Culture

### Origin:



Medical & Surgical Units

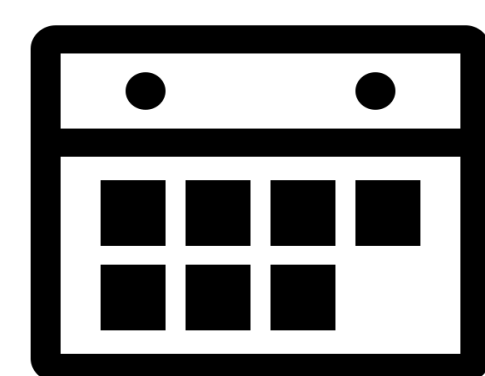
### How is Mental Health Unique?



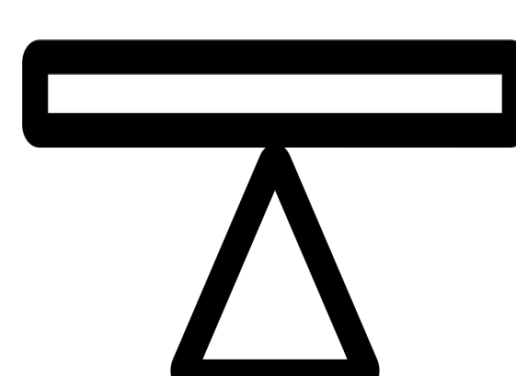
Acute conditions not physical in nature



High level of mobility and independence



Long lengths of stay



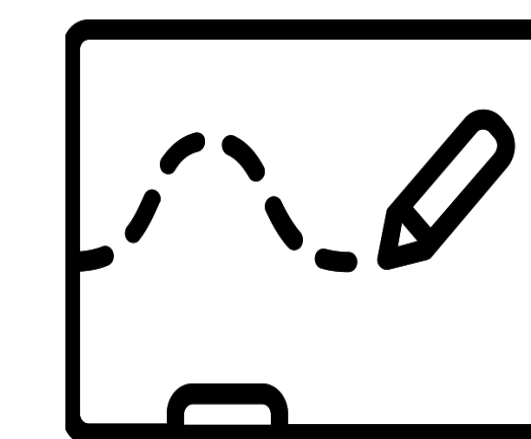
Anxiety with large changes in routine

### Process:



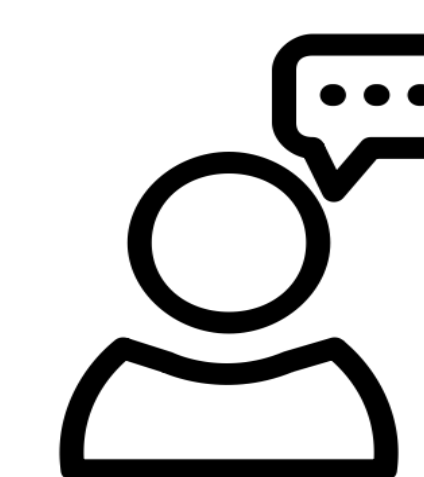
### Current Successes

"The whiteboards are **very helpful [for] communicating** to your doctor or nurse. [It's] personable and that's very important"  
- Patient



New communication channels with patients & families

Purposeful nurse attentiveness



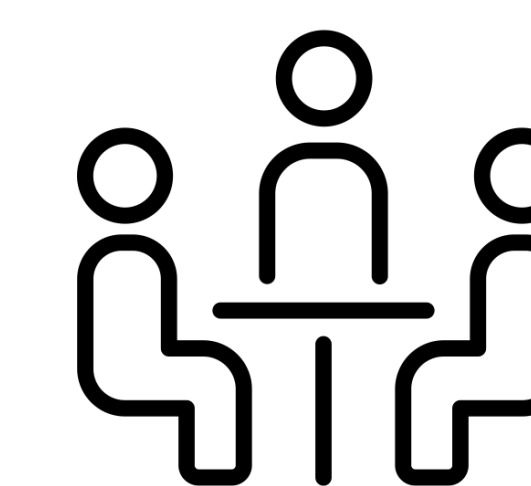
"[The nurses] **check in with me**, so that's nice that they just [say] "Hey, how's it going? How are you doing? Can I get you anything? **Do you need anything?**"  
-Patient

"We're making [collaboration] **more formal and structured** [by] making sure we're talking about all of our patients, getting a good idea of what's happening on the unit, where [a team member] might need a little extra help"  
- Care Provider



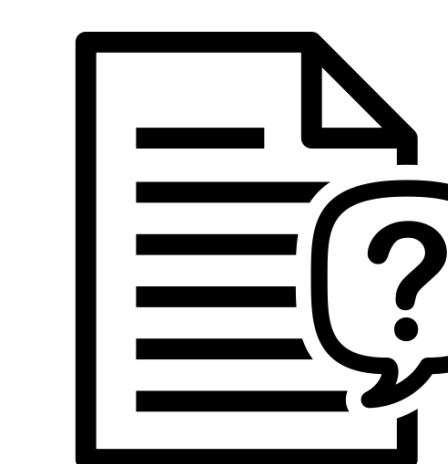
Improved & formalized teamwork

Effective interdisciplinary communication & discharge planning



"**RAPID Rounds are great** because they are helping transfer information, **getting [the whole care team] on the same page** and getting more people engaged with the patients' care."  
- Care Provider

"[RAPID Rounds] definitely **helps with the accountability** [...] If the staff are more accountable then patient flow would increase; **patients would be discharged faster**"  
-Care Provider



Greater care team accountability

### What Have We Learned?

**Adaptation** of Collaborative Care to help teams best meet patients' mobility and emotional needs

**Coordination** of Collaborative Care elements with pre-existing local routines to reduce duplicated work

**Continued Improvement** In patient and family inclusion and communication, & RAPID Rounds attendance