

Clinical Services Plan

2012-2017 Highlights



Our Clinical Vision

In fulfilling Waypoint's commitment to improve the lives of patients/clients and their families, our vision statement is our guide: "As an inspired organization, we will change lives by leading the advancement and delivery of compassionate care grounded in research and education and guided by faith-based values." Our clinical vision is informed by the philosophy of recovery. As our new name, Waypoint, symbolizes, our goal is to be a point on each patient/client's journey.

Embedded in our vision is the belief a positive work environment for all staff promotes the best outcomes for our patients/clients, creating an attractive and inspiring culture for clinicians, students and researchers. As the sole specialized tertiary mental health centre in the region and the only maximum security forensic program in the province, Waypoint is committed to collaborating with all of our partners to advance the mental health service delivery system both locally and provincially.

Foundational Themes

A Specialized Tertiary Mental Health Centre

Consistent with its mission of "providing excellence in specialized mental health and addictions services grounded in research and education and guided by faith-based values" Waypoint serves the most vulnerable mental health populations as a specialty hospital.

Inter-professional teams with high levels of expertise perform comprehensive psychiatric assessments and mental health and addiction treatment in a secure and safe setting. The people we serve are cared for with compassion and sensitivity.



Formal Adoption of the Recovery Philosophy

Waypoint is formally adopting the Recovery Philosophy that:

- Recognizes the patient/client's autonomy, dignity and personal choice
- Provides respectful therapeutic relationships
- Demonstrates integrity, kindness, humanity and compassion
- Instills hope during the patient/client journey recognizing the importance of peer support, employment, adequate housing, education, leisure, spirituality, family and meaningful community participation.

Enhancement of Culturally-Competent Care

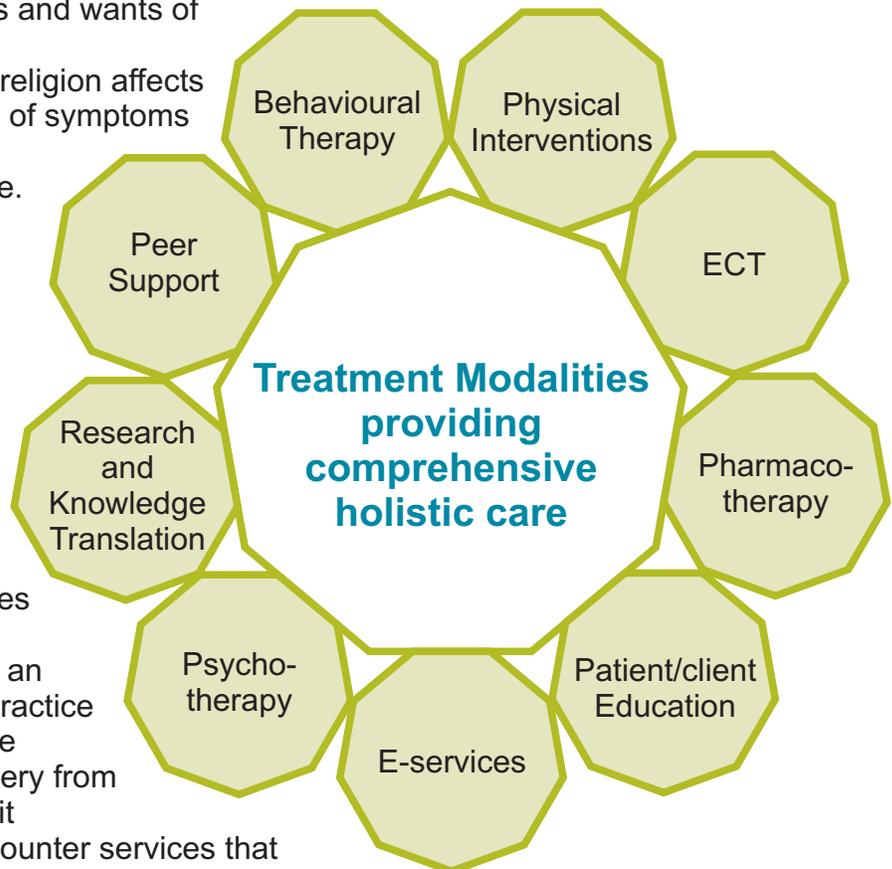
Tied to a philosophy of recovery, Culturally Competent Care:

- Provides services meeting the needs and wants of diverse groups
- Recognizes that ethnicity, culture or religion affects the understanding and interpretation of symptoms and treatment options
- Considers sexual orientation and age.

Enhancement of Trauma-Informed Care in a Culture of Least-Restraint

For services and programs to be more supportive, effective and avoid retraumatization, Trauma-Informed Care in a Culture of Least-Restraint:

- Understands the particular vulnerabilities and/or triggers that trauma survivors experience (that traditional service delivery approaches may exacerbate)
- Recognizes trauma informed care is an integral part of recovery orientated practice
- Acknowledges and articulates no one understands the challenges of recovery from trauma better than the person living it
- Recognizes survivors frequently encounter services that retraumatize.



Current Initiatives

The Clinical Services Plan includes the following current initiatives:

Acute Care Bed Divestment Planning:

Divestment of Waypoint's Admission and Assessment Program as outlined by the North Simcoe Muskoka LHIN's Care Connections planning process.



Access to Care, New Front Door Project:

With the divestment of the Admission and Assessment Program, a new centralized access point or New Front Door is being developed to standardize access to all Waypoint programs and services.

Least Restraint Implementation Committee:

Developing an organizational wide culture supporting patient and staff safety, and continuous quality improvement for the patient experience in a least restraint environment.

Metabolic Syndrome Task Force:

Implementing a hospital-wide program to identify inpatients and outpatients at risk for Metabolic Syndrome and promoting a holistic and standardized approach to their care and treatment.

New patient assessment and reporting system for outpatient clients:

Implementing the Ontario Common Assessment of Need (OCAN), a standardized assessment database to meet Ministry requirements.



Senior Friendly Hospital Initiative: Improving the health and well-being of seniors in hospital by implementing strategies to mitigate the risk of complications, lack of activity and infections.

ECT for Provincial Forensic Program

Patients: Provision of ECT services for provincial program patients. Current service at Georgian Bay General Hospital will continue.

Dialectical Behaviour Therapy (DBT):

Expanding the use of Dialectical Behaviour Therapy, a combination of Cognitive Behaviour Therapy with mindfulness techniques, where appropriate.

Transitional Age Youth Tele-psychiatry:

Building on a pilot project for youth ages 16 to 24 in the area experiencing serious mental health concerns or at risk of developing them in the Midland/Penetanguishene area.



Quality Initiatives: Supporting the hospital's Quality Improvement Plan, continually assessing current and new quality and patient/client and staff safety projects such as patient identification, medication safety and risk assessment.

Behavioral Support System: Continuing our role as a host agency supporting older adults with cognitive impairments due to dementia, mental health problems, addictions or other neurological conditions and associated responsive behaviours.

New Initiatives

The move into the new state of the art facility will occur in 2014. It is expected this will be a major undertaking and the proposed timing for the implementation of new initiatives is categorized according to pre and post move.

Pre Move

Planning for the smooth transition for patients and staff into the new forensic hospital and campus expansion.

Developing a hospital-wide plan to integrate mental health and addictions treatment for all Waypoint patients/clients with concurrent disorders.

Conducting a service review to ensure accessibility to Rehabilitation Services for Regional patients/clients with a focus on relocating the services to the Toanche Building following move into new building.

Planning for the alignment of Provincial and Regional rehabilitation services under a single organization structure and how they will interface with the proposed Treatment Malls.

Reviewing the structure and processes for the delivery of outpatient specialized tertiary services.

Conducting a feasibility analysis of a Day Program and Step Down Residence for individuals under the jurisdiction of the Ontario Review Board.

Developing a plan and process to review the names of regional and provincial programs and the name of the new building.



For the complete Clinical Services Plan go to www.waypointcentre.ca

Conducting a feasibility study for the short term needs of patients with mental illness and patients with dementia in the Geriatric Services Program. A full review of geriatric psychiatry services in relation to psychogeriatrics and cognitive behavioural populations will follow.

Continuing to provide a leadership role in the Provincial Forensic Network.

Facilitating the development and implementation of youth friendly strategies based on best practice across the organization.

Re-locating the Outpatient Services Program to a new accessible site, in partnership with Georgian Bay General Hospital.

Determining the future configuration of the Psychosocial Rehabilitation Program considering the needs of short and long stay patients

Reviewing Bayview Dual Diagnosis Program inpatient unit structure and bed numbers as part of collaborative program review with CAMH, Ontario Shores and The Royal.

Post Move

Developing a seven day a week functional program for Treatment Malls for regional and provincial patients/clients to engage in treatment in a community-like setting.

Developing a formalized internal multi-disciplinary geriatric psychiatry consultation strategy and promoting a senior friendly hospital environment for integrated treatment of aging patients/clients across the hospital.

Developing and implementing a Community Integration Framework.

Systematically evaluating best practice including Risk Needs Responsivity Models for assessing and treating patients/clients with high risk behaviours.