



Psychiatric Patient Advocate Office

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Annual Statistics and Trends for 2012

Psychiatric Patient Advocate Office Direct Services Division, Ministry of Health & Long-Term Care

Annual Statistics and Trends for 2012

The PPAO is the first and largest mental health advocacy and rights protection program in Canada. PPAO clients are at the centre of the service we provide. The PPAO provides rights advice to nearly all psychiatric facilities throughout Ontario i.e. Schedule 1 hospitals covered by the Community -Based Rights Advice Program (CBRA) and nine Tertiary Care Psychiatric Facilities (TCPF). The PPAO also provides advocacy services to nine Tertiary Care Psychiatric Facilities. The PPAO works with mental health client and their families, stakeholders and legal services.

Rights Advice

The PPAO provides rights advice to patients in the hospital, who are on a mental health act form. The PPAO provides this service at 84 of the 87 Schedule 1 hospitals in the province.

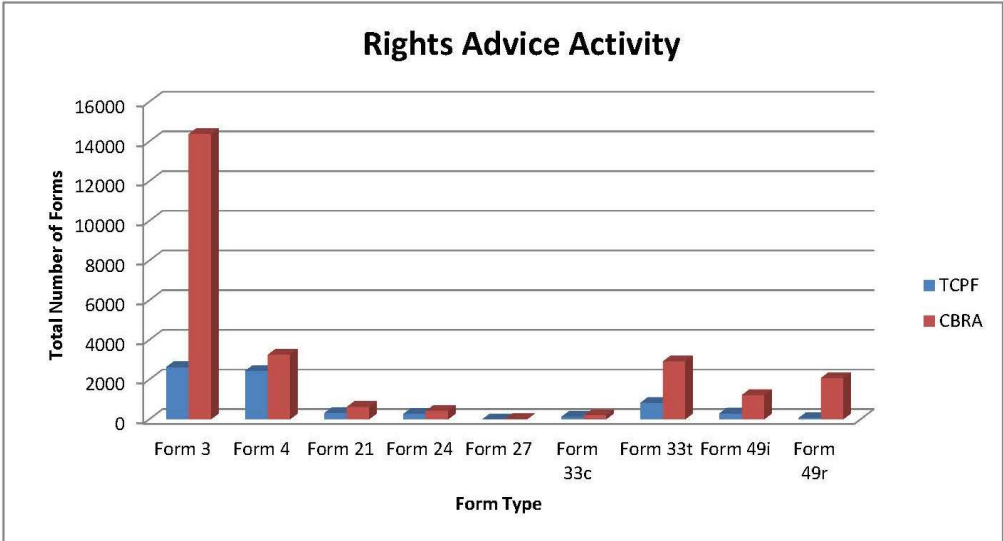
The Rights Adviser's role is to:

- Explain the Mental Health Act form
- Explain the available options
- Provide help to carry out those options

The PPAO provides services in more than 100 communities. These services are for people being considered for a Community Treatment Order (CTO) or renewal of a CTO and their Substitute Decision Maker(s).

The PPAO provides rights advice in person within 24 hours, 98% of the time. The PPAO continues to provide the same level of service using the same number of resources, in spite of increasing volumes.

Rights Advice Activity in 2012



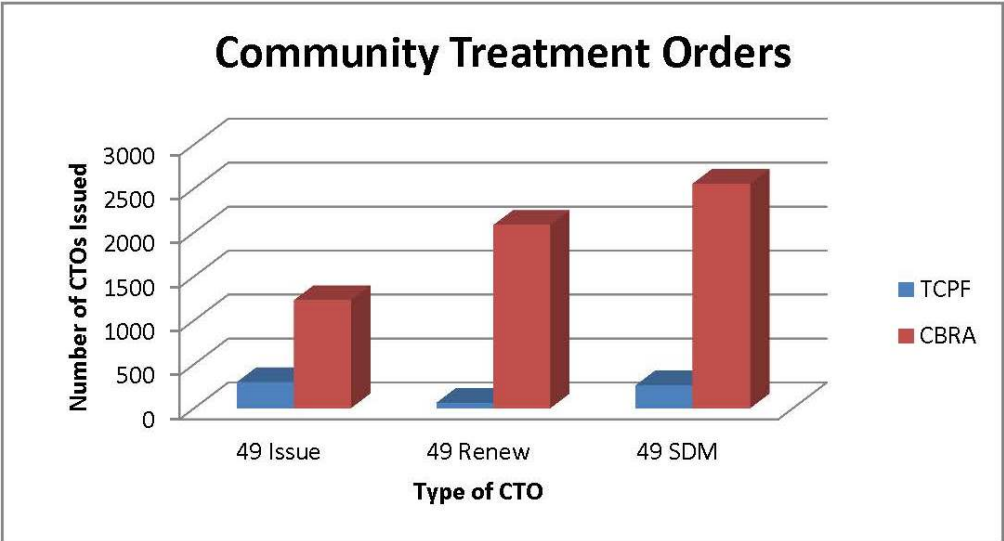
Program Form 3 Form 4 Form 21 Form 24 Form 27 Form 33c Form 33t Form 49i Form 49r Total

TCPF	2,634	2,446	315	272	4	125	833	299	63	6,991
CBRA	14,385	3,258	628	427	15	205	2,922	1,229	2,085	25,154
Total	17,019	5,704	943	699	19	330	3,755	1,528	2,148	32,145

Description of Mental Health Act (MHA) Forms and corresponding Consent and Capacity Board (CCB) applications

MHA Forms	Description	CCB Application
Form 3	Person made an involuntary patient	Form 16
Form 4	Person's involuntary status renewed	Form 16
Form 4 - 4th renewal	Fourth renewal of patient's involuntary status - mandatory review required	Form 19
Form 21	Person Found incapable to manage property	Form 18
Form 24	Person's incapacity to manage property renewed	Form 18
Form 27	12 to 15 year old person made an involuntary patient	Form 25
Form 33c - PHI	Person found incapable to consent to collection, use and disclosure of personal health information (PHI)	Form P1, P3
Form 33t	Person found incapable to consent to treatment	Form A
Form 49	Notice of intention to issue or renew a community treatment order	Form 48

Community Treatment Orders



Program	49 Issue	49 Renew	49 SDM	Total
Tertiary Care Psychiatric Facilities	299	63	261	623
Community-Based Rights Advice	1,230	2,086	2554	5870
Total	1,529	2,149	2,815	6,493

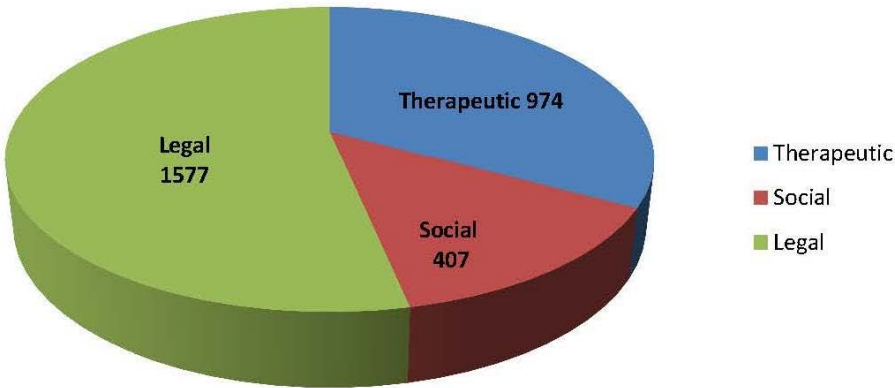
Advocacy

The PPAO provides advocacy services to patients in nine of the 10 Tertiary Care Psychiatric facilities (TCPF) in Ontario. Advocacy is a process that ensures that the rights of patients are protected, that their needs are met, and that they are supported in making decisions that affect their care, treatment, and lives.

The role of the Patient Advocate is to review the issue(s) with the client and provide options for resolution. They consider the nature and complexity of the issue; the client's ability to self-advocate; information about the client's

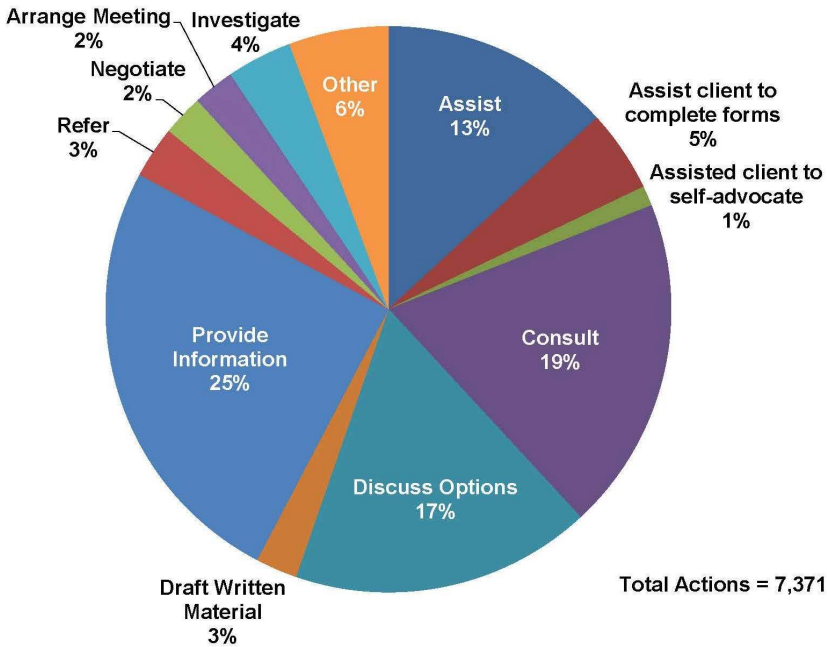
attempts to resolve the issue; the special needs of the client; barriers to access; and the nature of the client's instructions. Once this is completed, the Patient Advocate works with the client to find a common agreeable resolution to the issue as quickly as possible.

Advocacy Issues Addressed



Advocacy Issue Addressed	Total Count	Percentage
Therapeutic	974	32.93%
Social	407	13.76%
Legal	1,577	53.31%
Total	2,958	100%

Advocacy Interventions

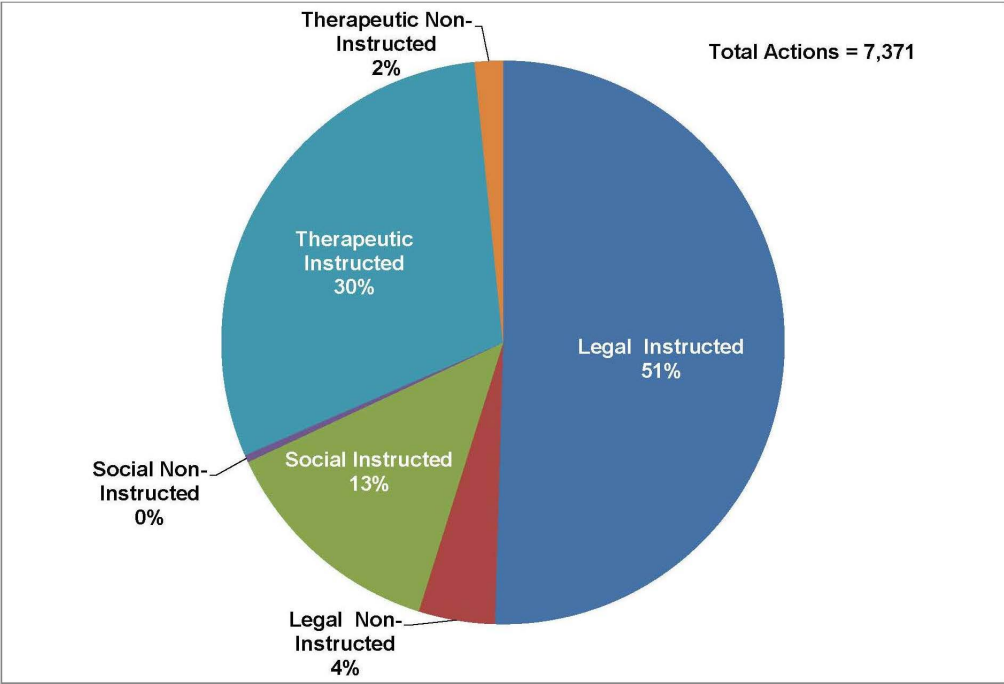


Advocacy Intervention	Total Count	Percentage
Assist	972	13.19%%

Assist client to complete forms	346	4.69%
Assist client to self advocate	84	1.14%
Consult	1,408	19.10%
Discuss options	1,267	17.19%
Draft written material	176	2.39%
Provide information	1,857	25.19%
Refer	219	2.97%
Negotiate	173	2.35%
Arrange meetings	175	2.37%
Investigate	275	3.73%
Other	419	5.68%
Total	7,371	100%

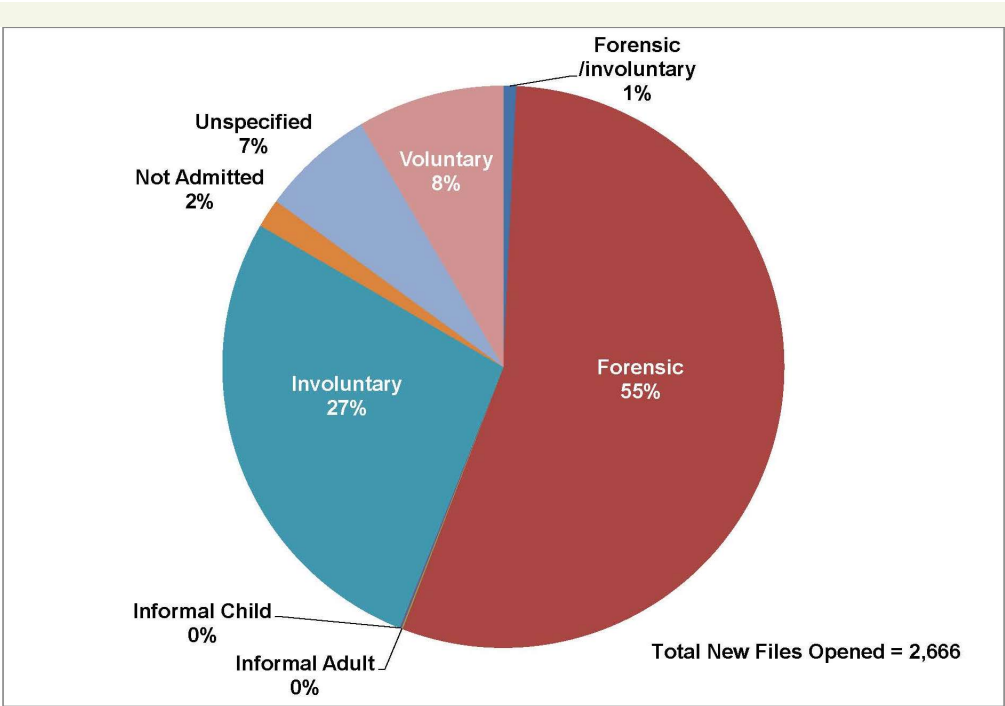
Instructed and Non-Instructed Advocacy

Instructed Advocacy is conducted upon client instruction. Non-Instructed Advocacy is conducted on behalf of an individual who for some reason is unable to instruct the advocate at the given time.



Issue	Action Type	Total Count	Percentage
Legal	Instructed	3,720	50.47%
Legal	Non-Instructed	323	4.38%
Social	Instructed	972	13.19%
Social	Non-Instructed	31	0.42%
Therapeutic	Instructed	2,206	29.93
Therapeutic	Non-Instructed	119	1.61%
Total		7,371	100%

Advocacy Files Opened by Patient Status



Advocacy File Opened	Total Count	Percentage
Forensic/involuntary	20	0.8%
Forensic	1,469	55.1%
Informal Adult	2	0.1%
Informal Child	3	0.1%
Involuntary	729	27.3%
Not Admitted	44	1.7%
Unspecified	174	6.5%
Voluntary	225	8.4%
Total	2,666	100%

