



Psychiatric Patient Advocate Office

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Psychiatric Patient Advocate Office

Direct Services Division, Ministry of Health & Long-Term Care

Annual Statistics and Trends for 2014

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 and 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.

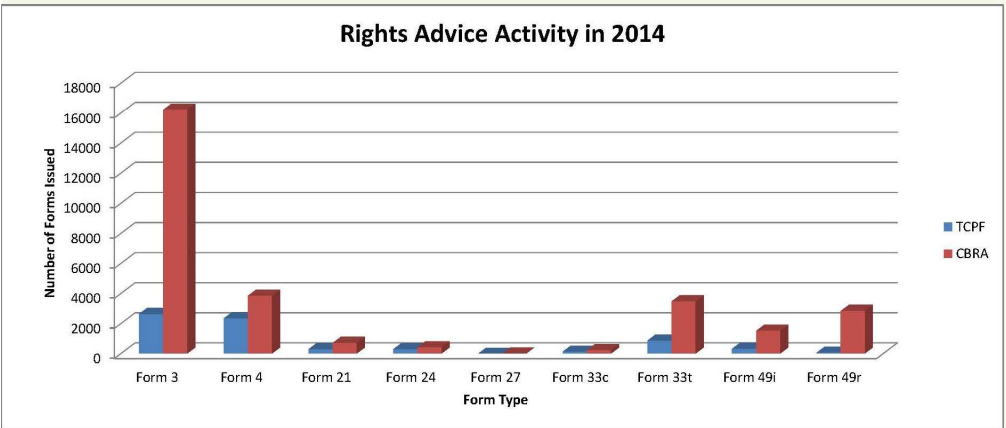
The Rights Adviser's role is to:

- 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 2014

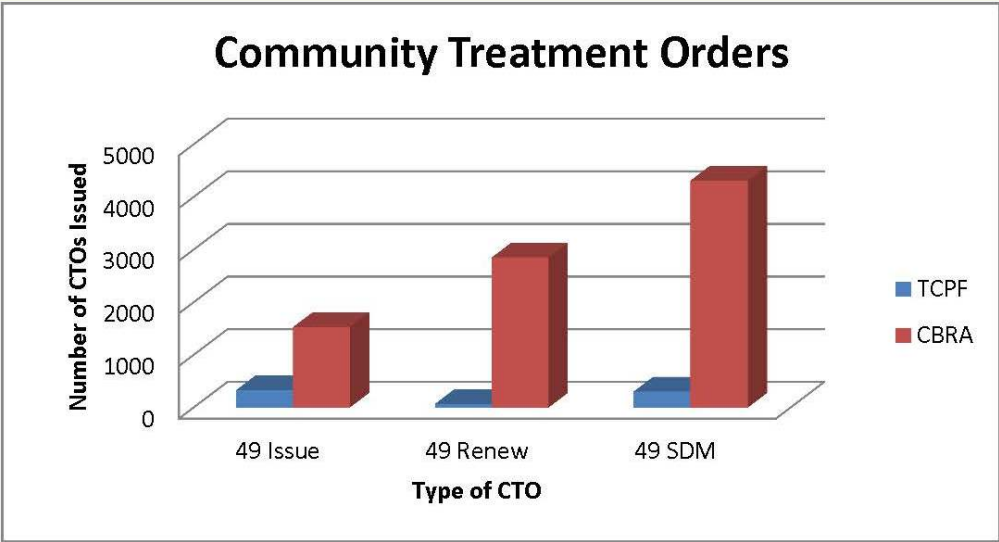


Program	Form 3	Form 4	Form 21	Form 24	Form 27	Form 33c	Form 33t	Form 49i	Form 49r	Total
TCPF	2,651	2,357	305	304	0	141	882	333	72	7,045
CBRA	16,237	3,867	723	428	8	245	3,488	1,531	2,855	29,382
Total	18,888	6,224	1,028	732	8	386	4,370	1,864	2,927	36,427

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



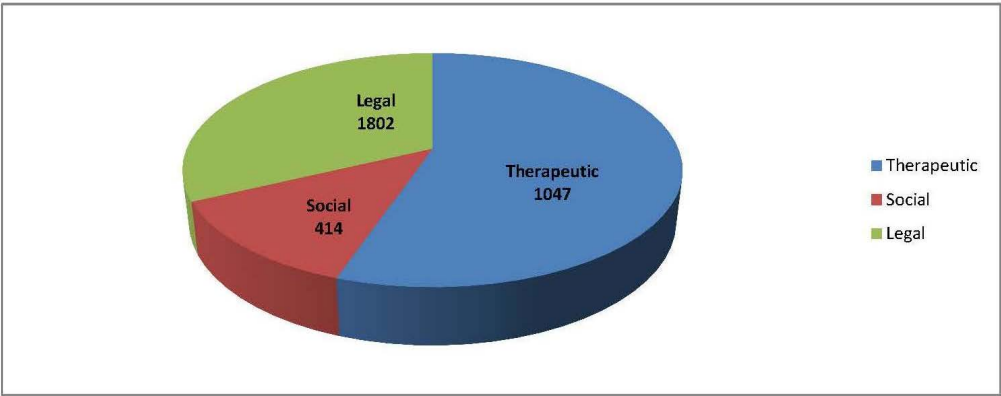
Program	49 Issue	49 Renew	49 SDM	Total
Tertiary Care Psychiatric Facilities	333	72	305	710
Community-Based Rights Advice	1,530	2,855	4,311	8,696
Total	1,863	2,927	4,616	9,406

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.

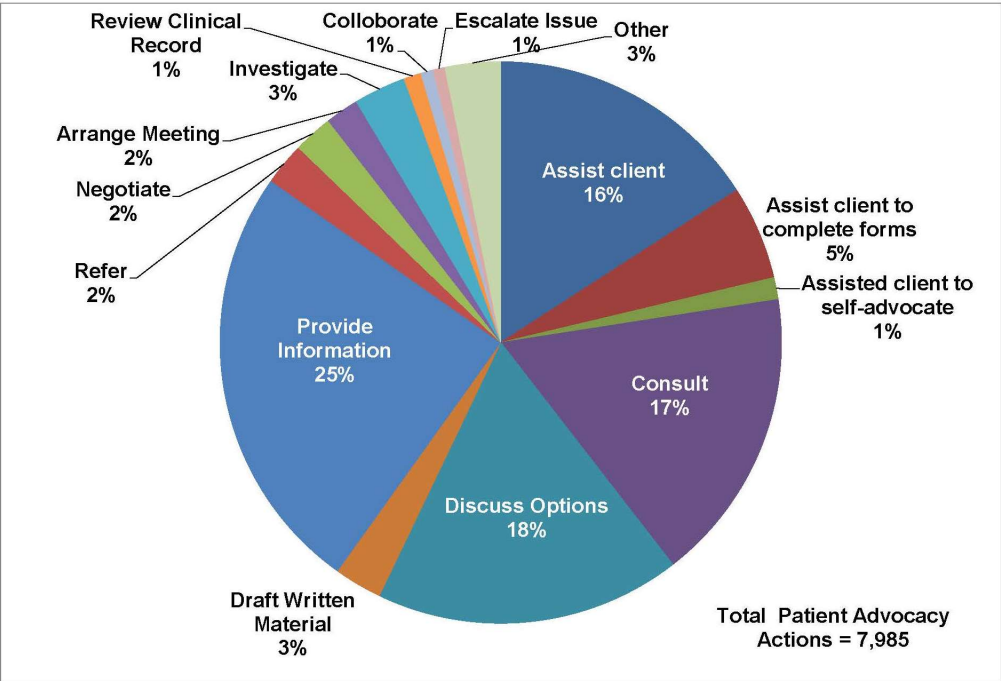
The role of the Patient Advocate is to review the issue(s) with the client and provide options for resolution. They consider the nature and complexity of the issue; the client's ability to self-advocate; information about the client's attempts to resolve the issue; the special needs of the client; barriers 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	1,047	32.09%
Social	414	12.69%
Legal	1,802	55.23%
Total	3,263	100%

Advocacy Interventions

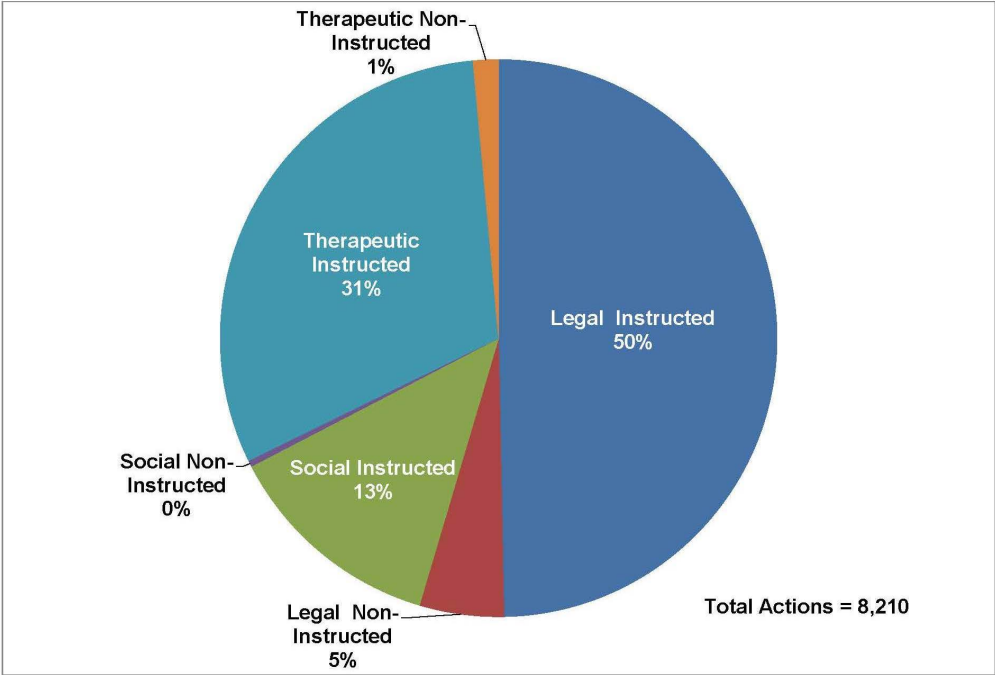


Advocacy Intervention	Total Count	Percentage
Assist	1,268	15.88%
Assist client to complete forms	431	5.40%
Assist client to self advocate	101	1.26%
Consult	1,354	16.96%
Discuss options	1,407	17.62%
Draft written material	221	2.77%
Provide information	1,986	24.87%
Refer	195	2.44%
Negotiate	182	2.28%

Arrange meetings	153	1.92%
Investigate	240	3.01%
Other	447	5.60%
Total	7,985	100%

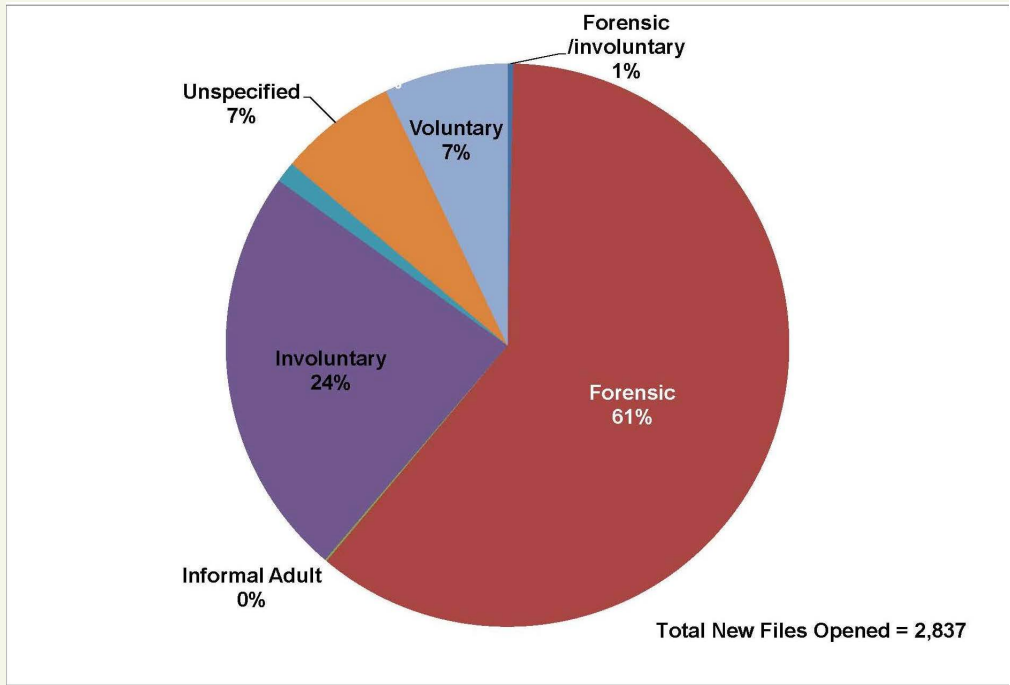
Instructed and Non-Instructed Advocacy

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	4,080	49.70%
Legal	Non-Instructed	402	4.90%
Social	Instructed	1051	12.80%
Social	Non-Instructed	30	0.37%
Therapeutic	Instructed	2,526	30.77%
Therapeutic	Non-Instructed	121	1.47%
Total		8,210	100%

Advocacy Files Opened by Patient Status



Advocacy File Opened	Total Count	Percentage
Forensic/Involuntary	10	0.35%
Forensic	1,724	60.77%
Informal Adult	3	0.11%
Involuntary	673	23.72%
Not Admitted	34	23.72%
Unspecified	192	6.77%
Voluntary	201	7.08%
Total	2,837	100%

