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Annual Statistics and Trends for 2016

Psychiatric Patient Advocate Office

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

Annual Statistics and Trends for 2016

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. The PPAO also provides advocacy services to nine Speciality Psychiatric Facilities. The PPAO works with mental health client and their families, stakeholders and legal services in the mental health setting.

Rights Advice

The PPAO provides rights advice to patients in the hospital, who are on a Mental Health Act (MHA) form. The PPAO provides this service at 81 of the 84 Schedule 1 facilities in the province.

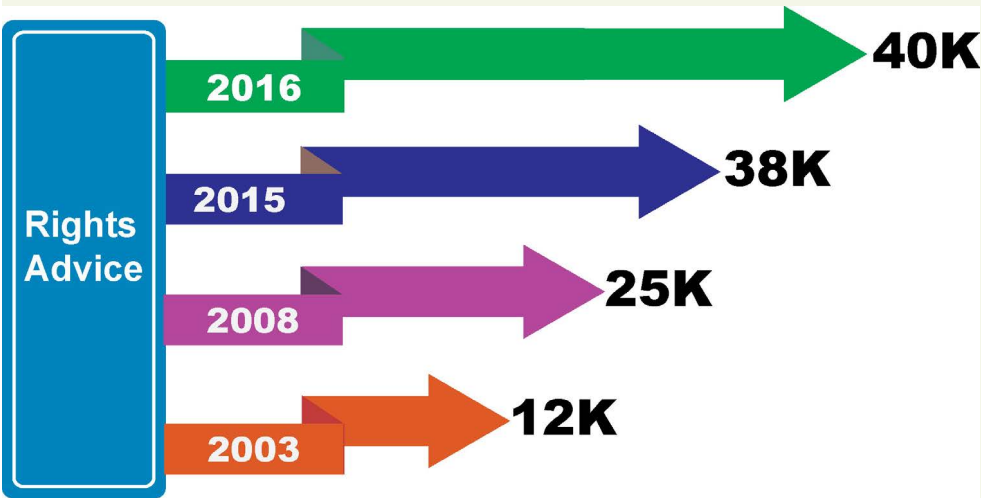
The Rights Adviser's role is to:

- 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 for their Substitute Decision Maker(s), if any.

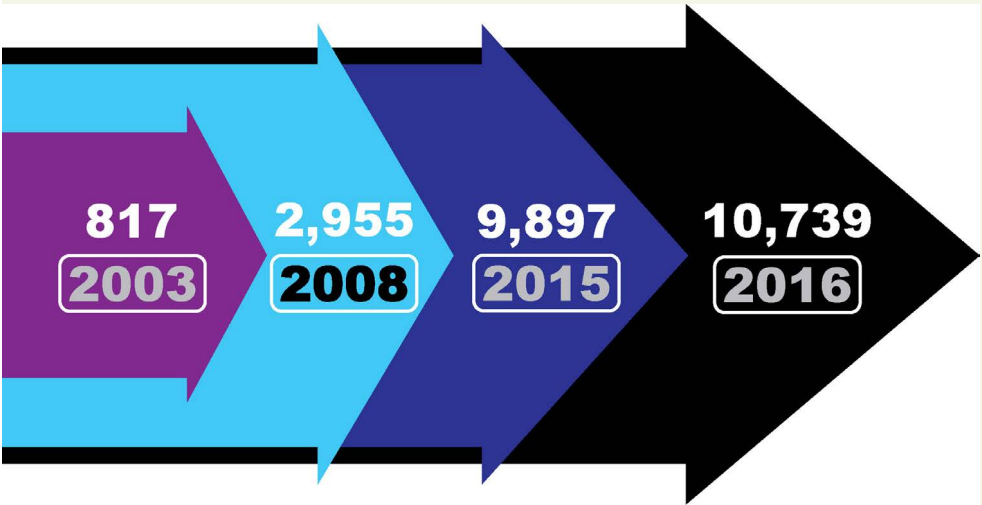
The PPAO provides rights advice in person within 24 hours, 98% of the time. The PPAO continues to provide the same level of service using the same number of resources, in spite of increasing volumes.

Rights Advice Activity in 2016



Year	2003	2008	2015	2016
Total	11,949	24,905	37,584	41,786

Community Treatment Orders in 2016



Year	2003	2008	2015	2016
Total	817	2,955	9,897	10,739

Advocacy

The PPAO provides advocacy services to patients in nine designated psychiatric facilities 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.



Legal Issues

The PPAO defines legal issues as those that touch upon the laws which govern the circumstances of a patient's life, care and treatment at the facility



Social Issues

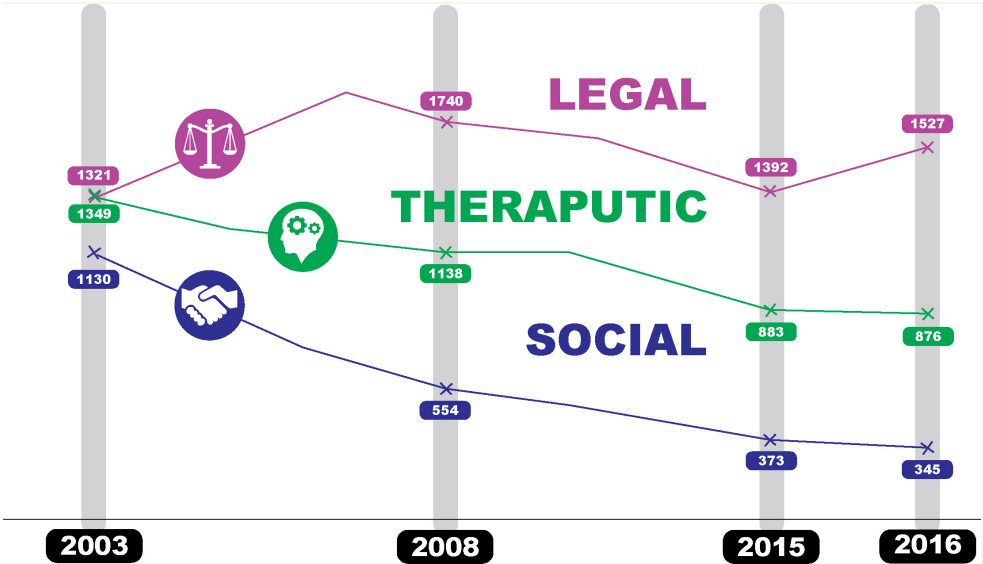
Social Issues can relate to the financial or personal property of individuals, hospital environments and privilege systems, access to meaningful recreational and vocational activities, accommodation of patients' sexuality or cultural sensitivity.



Therapeutic Issues

Therapeutic issues are defined as those impacting a patient's care and treatment while in hospital.

Advocacy Issues Addressed



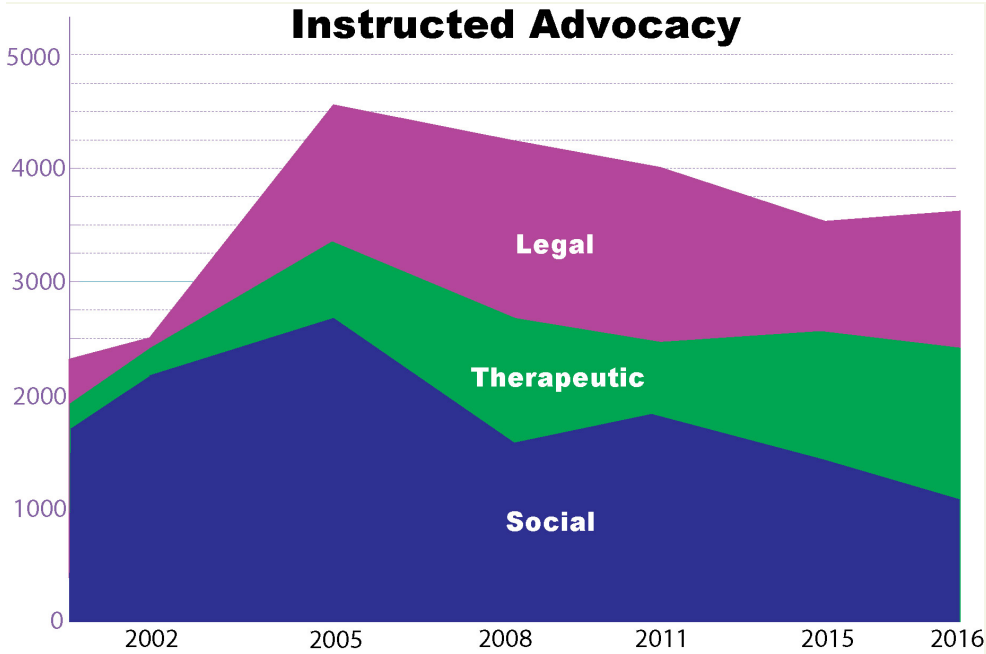
Advocacy Issue Addressed	Total Count	Percentage
Therapeutic	876	31.88%
Social	345	12.55%
Legal	1,527	55.57%
Total	2,748	100%

Advocacy Interventions

Instructed Advocacy:

Advocacy that is undertaken directly by an advocate based on a client instruction. The process is guided by the principles of self-determination, client empowerment and self-advocacy.

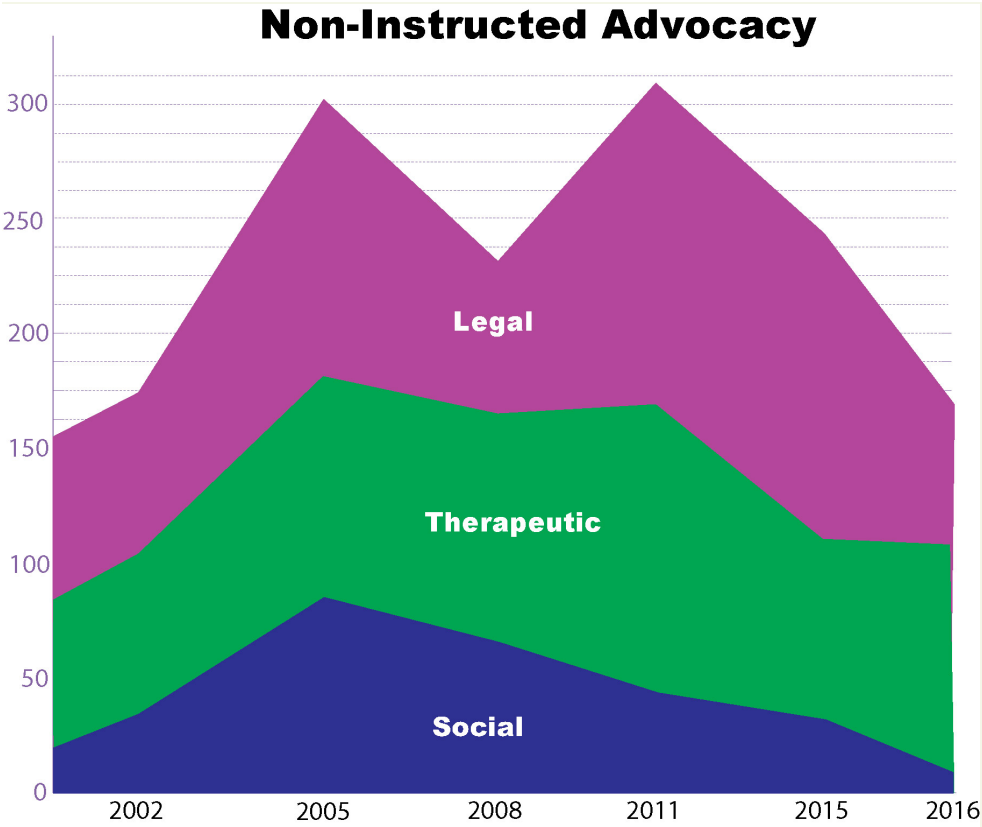
Individual instructed advocacy includes efforts aimed at supporting, empowering or acting on behalf of an individual. Sometimes viewed as “going to bat” for a person, individual advocacy helps clients who feel they have not been treated as they should have been. The advocate outlines options and the client determines the path to issue resolution.



Issue	2015	2016
Legal	3,455	3,592
Social	1,088	899
Therapeutic	2,483	2,277
Total	7,342	6,768

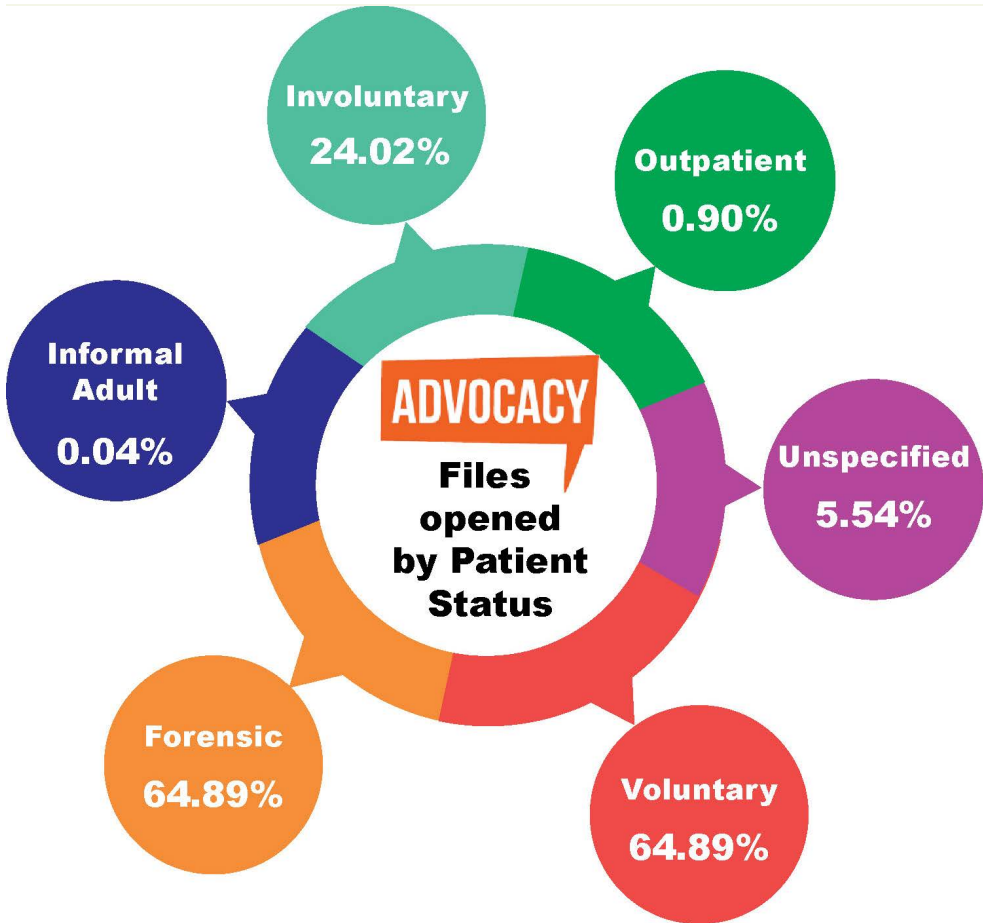
Non Instructed Advocacy:

In keeping with the principles of self-determination, client empowerment and self-advocacy, non-instructed advocacy is conducted on behalf of an individual who for some reason is unable to instruct the advocate at the given time. Issues may concern the quality of life of an institutionalized person or those where failure to take action will compromise the health, estate, personal security or dignity of the client.



Issue	2015	2016
Legal	202	153
Social	27	13
Therapeutic	87	89
Total	316	255

Advocacy Files Opened by Patient Status in 2016



Advocacy File Opened	Total Count	Percentage
Informal Adult	1	0.04%
Forensic	1,510	64.89%
Involuntary	559	24.02%
Outpatient	21	0.90%
Unspecified	129	5.54%
Voluntary	107	4.60%
Total	2,327	100%

Education

The PPAO provides education to the public, clients, health care providers, families, social service agencies and other stakeholders about patients' rights and entitlements.

The PPAO educates the public through presentations, workshops, and its web site: www.ppa.gov.on.ca

Some of the educational sessions conducted by our staff in 2016:

Education	Location
• Orientation for new Staff on PPAO, Advocacy and Patient Rights (11 sessions)	• St. Joseph's Health Care, Hamilton
• Patient Rights to the Residential Care Facilities Managers	• St. Joseph's Health Care, Hamilton

Presentation to lawyers on Legal Aid panels regarding Mental Health	St. Joseph's Health Care, Hamilton
New Staff Orientation (11 sessions)	Ontario Shores Centre for Mental Health Services, Whitby
Orientation for Geriatric Nursing Staff	St. Joseph's Care Group, London
Orientation for new Staff	St. Joseph's Care Group, London
Rights Advice Education/Orientation	Brockville General Hospital
PPAO, Patient Advocate and Rights Adviser Roles, St Lawrence College Practicum Nursing Students	Brockville Mental Health Centre
Patient Advocate Role, Consent and Capacity in a Mental Health Setting	St Lawrence College Nursing Student, St Lawrence College, Brockville
Patient Advocate Role, Nurses in the Forensic Treatment Unit	Brockville Mental Health Centre
Advocacy, Nurses and Managers in the Secure Treatment Unit	St Lawrence Valley Correctional & Treatment Centre
Informed Consent/Health Care Consent Act, Nurses and Managers in the Secure Treatment Unit	St Lawrence Valley Correctional & Treatment Centre
Rights Advice and Mental Health Legislation Education	Brockville General Hospital
New Staff Orientation	Centre for Addiction and Mental Health Services, Toronto
Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy – 6 sessions	Centre for Addiction and Mental Health Services, Toronto
Introduction to Psychiatric Patient Advocate Office, Roles of the Rights Adviser and Patient Advocate within the mental health legal system and 'Alternative' Careers in Law	Osgoode Hall Law School's Community and Legal Aid Services Programme (CLASP) - [the Student Legal Clinic]
Patient Ombudsman	Waypoint Centre for Mental Health Care, Penetanguishene
Annual Care Connections Forum	Rama
Legal Aid Community Clinic Initiative	Barrie
Board Presentation – Patient / Family Council	Waypoint Centre for Mental Health Care, Penetanguishene
Peer Support	Waypoint Centre for Mental Health Care, Penetanguishene

- Patient relations office

- Waypoint Centre for Mental Health Care, Penetanguishene

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