



Psychiatric Patient Advocate Office

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Annual Statistics and Trends for 2017

Psychiatric Patient Advocate Office

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

Annual Statistics and Trends for 2017

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 clients 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 to almost all Schedule 1 facilities in the province.

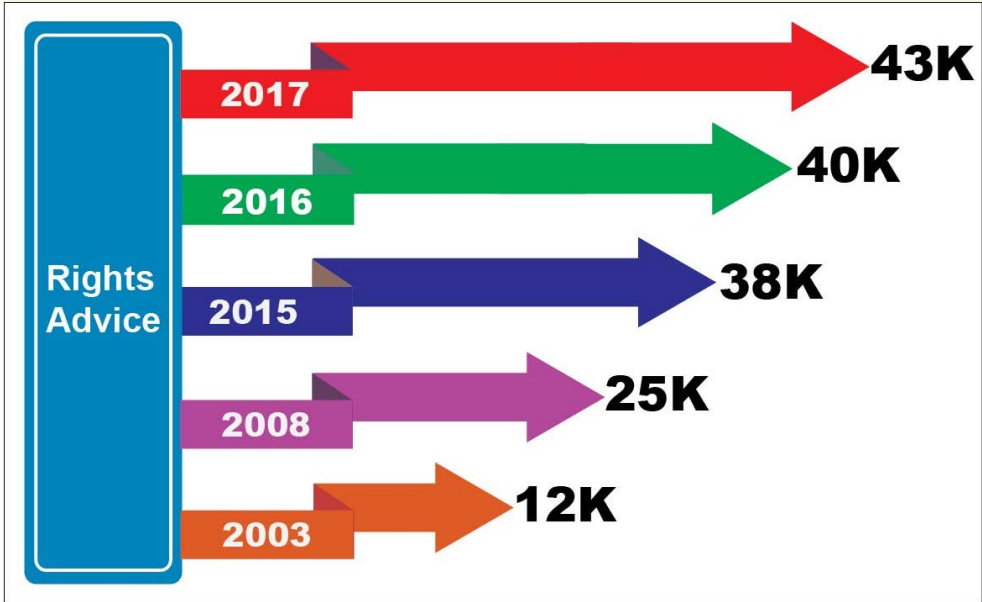
The Rights Adviser's role is to:

- 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.

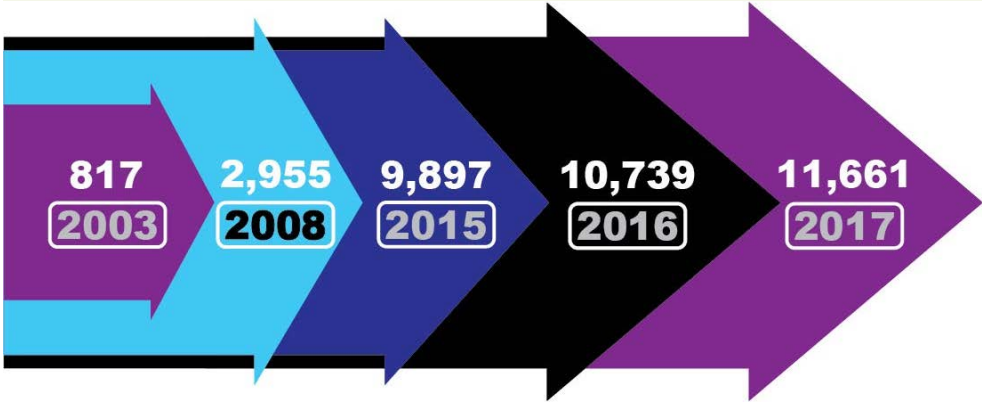
The PPAO provides rights advice in person within 24 hours, 98% of the time. The PPAO continues to provide the same level of service using the same number of resources, in spite of increasing volumes.

Rights Advice Activity in 2017



Year	2003	2008	2015	2016	2017
Total	11,949	24,905	37,584	41,786	43,462

Community Treatment Orders in 2017



Year	2003	2008	2015	2016	2017
Total	817	2,955	9,897	10,739	11,661

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

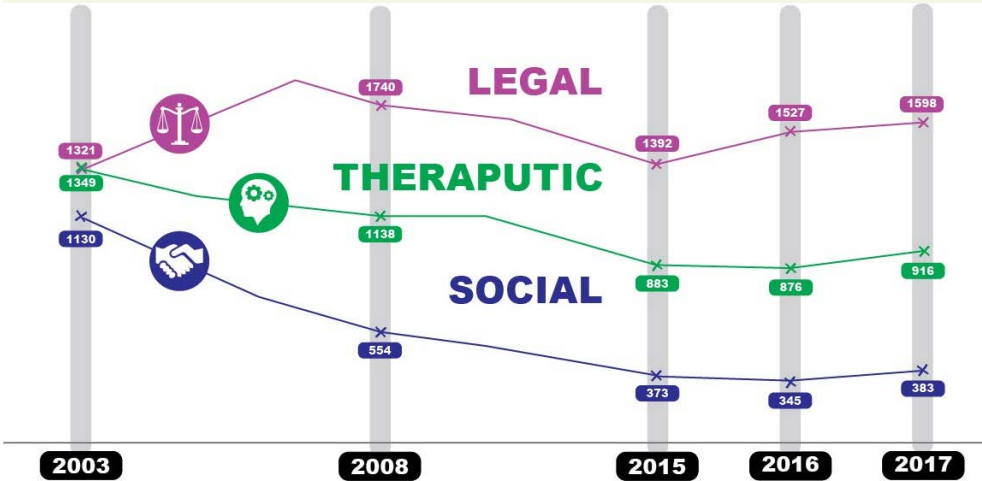
Social Issues can relate to the financial or personal property of individuals, hospital environments and privilege systems, access to meaningful recreational and vocational activities, accommodation of patients' sexuality or cultural sensitivity.



Therapeutic Issues

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

Advocacy Issues Addressed



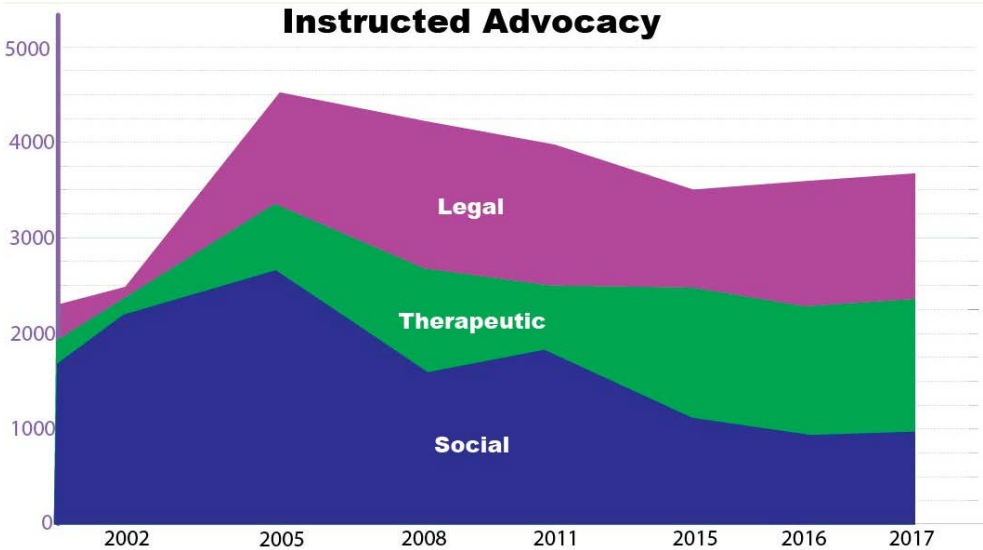
Advocacy Issue Addressed	Total Count	Percentage
Therapeutic	917	31.64%
Social	383	13.22%
Legal	1,598	55.14%
Total	2,898	100%

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.

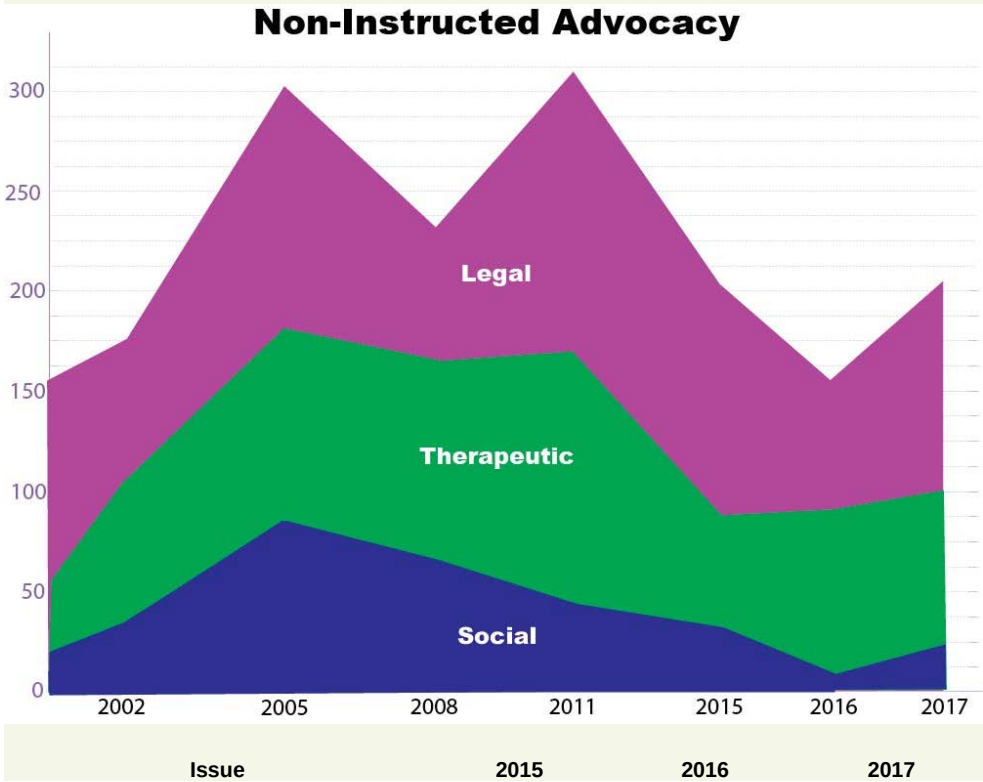
Individual instructed advocacy includes efforts aimed at supporting, empowering or acting on behalf of an individual. Sometimes viewed as "going to bat" for a person, individual advocacy helps clients who feel they have not been treated as they should have been. The advocate outlines options and the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



Issue	2015	2016	2017
Legal	3,455	3,592	3,648
Social	1,088	899	938
Therapeutic	2,483	2,277	2,318
Total	7,342	6,768	6,904

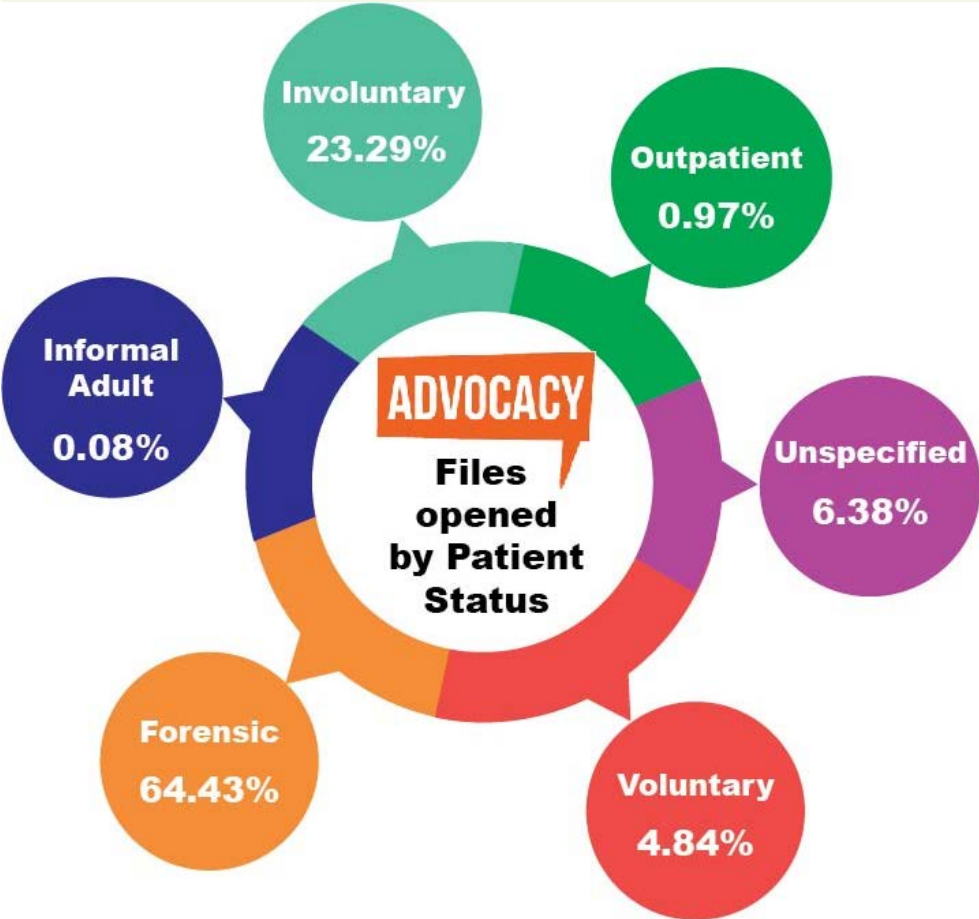
Non Instructed Advocacy:

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.



Legal	202	153	201
Social	27	13	23
Therapeutic	87	89	103
Total	316	255	327

Advocacy Files Opened by Patient Status in 2017



Advocacy File Opened	Total Count	Percentage
Informal Adult	2	0.08%
Forensic	1,596	64.43%
Involuntary	577	23.29%
Outpatient	24	0.97%
Unspecified	158	6.38%
Voluntary	120	4.84%
Total	2,477	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.ppao.gov.on.ca

Some of the educational sessions conducted by our staff in 2017:

Education Session	Location
• Introduction to Psychiatric Patient Advocate Office, Advocacy and Rights Advice Services to Mental Health Peer Support group	• 60 Queen Street, Kingston
• Rights Advice and the Mental Health Act	• Brantford General Hospital
• Overview of Psychiatric Patient Advocate Office, Rights Adviser and Patient Advocate Roles	• Brockville Mental Health Centre
• Rights Advice and the Rights Adviser role	• Brockville Mental Health Centre
• Community Treatment Orders and Relevant Legislation – 2 sessions	• Brockville Mental Health Centre
• Rights Advice and the Mental Health Act	• Cambridge Memorial Hospital
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Canadian Mental Health Association Conference - Toronto
• Rights Advice	• Canadian Mental Health Middlesex, London
• Introduction to Psychiatric Patient Advocate Office (4 sessions for nursing students of York University)	• Centre for Addiction and Mental Health
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy (6 sessions)	• Centre for Addiction and Mental Health
• Forensic Systems Group:	• Centre for Addiction and Mental Health
• Rights Advice and the Mental Health Act	• Cornwall Community Hospital
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Cultural Training Session - Orillia
• Information Booth at Community Services Fair for Mental Health Week	• Frontenac Mall, Kingston
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Health Quality Transform Conference - Toronto
• Introduction to Psychiatric Patient Advocate Office, Advocacy and Rights Advice Services to Nursing Students – (4 sessions)	• Kingston General Hospital
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Medical Assistance in Dying (MAID) Conference at University of Toronto
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Local Health Integrated Network - Orillia
• Training for Regional Training Coordinators Program managed by Emergency Health Program	• Ministry of Health & Long Term Care - Sudbury

Management and Delivery Branch	
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• North Simcoe Muskoka Local Health Integration Network Conference - Collingwood
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy – 12 sessions	• Ontario Shores Centre for Mental health Sciences
• Mental Health Act- Form 1	• Ontario Shores Centre for Mental health Sciences
• Community Treatment Order's- Forms/ Process – 2 sessions	• Ontario Shores Centre for Mental health Sciences
• Osgoode Certificate in Mental Health/ Perspectives Panel	• Osgoode Hall Law School
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy (4 sessions)	• Parkwood Institute, Mental Health, London
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Patient Experience Summit - Toronto
• Introduction to Psychiatric Patient Advocate Office, Advocacy and Rights Advice Services - (7 sessions)	• Providence Care Hospital, Kingston
• Psychiatric Patient Advocate Office, Advocacy and Rights Advice for Mental Health Clients	• Providence Care Hospital, Kingston
• Rights Advice and the Mental Health Act	• Regional Treatment Centre, Millhaven
• Rights Advice and the Mental Health Act	• Scarborough and Rouge Hospital – Centenary Site
• Rights Advice and the Mental Health Act	• Sick Kids, Toronto
• Consent and Capacity in Mental Health setting plus Overview of Psychiatric Patient Advocate Office	• St Lawrence College, Brockville
• Introduction to Psychiatric Patient Advocate Office, Advocacy and Rights Advice Services (11 sessions)	• St. Joseph's, Hamilton
• Overview of Psychiatric Patient Advocate Office, Rights Adviser and Patient Advocate Roles	• The Royal and Brockville Mental Health Centre
• Personal Health Information Protection Act (PHIPA) Lunch and Learn	• The Royal, Brockville
• Introduction to Psychiatric Patient Advocate Office, Advocacy and Rights Advice Services (30 sessions)	• Thunder Bay Regional Health Centre and Lakehead Psychiatric Hospital, Thunder Bay
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• TRANSLating legal issues - Barrie
• Electronic Health Record Consult: Role of Psychiatric Patient Advocate Office and Family Stakeholders	• Waypoint Centre – Penetanguishene

• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Waypoint Research Conference - Orillia
• Psychiatric Patient Advocate Office Mandate and Services Awareness Discussion	• Youth Drop-In at Hero Centre – Midland
• Rights Advice and the Mental Health Act	• Youthdale Treatment Centre, Toronto