

InfoGuides

PPAO Publications

Annual Statistics & Trends

Annual Statistics and Trends for 2012

Annual Statistics and Trends for 2013

Annual Statistics and Trends for 2014

Annual Statistics and Trends for 2015

Annual Statistics and Trends for 2016

Annual Statistics and Trends for 2017

Annual Statistics and Trends for 2018

About the PPAO

Mental Health Resources

Annual Statistics and Trends for 2018

Psychiatric Patient Advocate Office
Emergency Health Services Division
Ministry of Health

Annual Statistics and Trends for 2018

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.

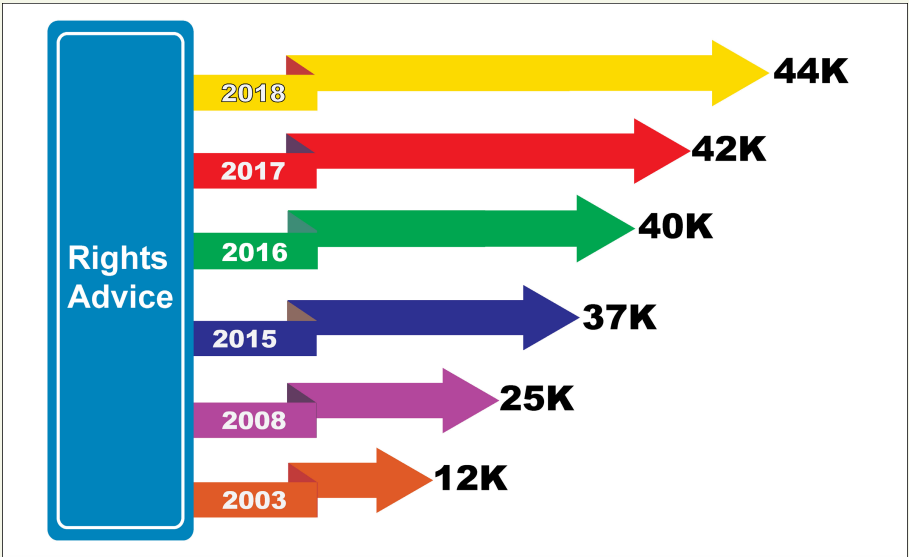
The Rights Adviser's role is to:

- 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.

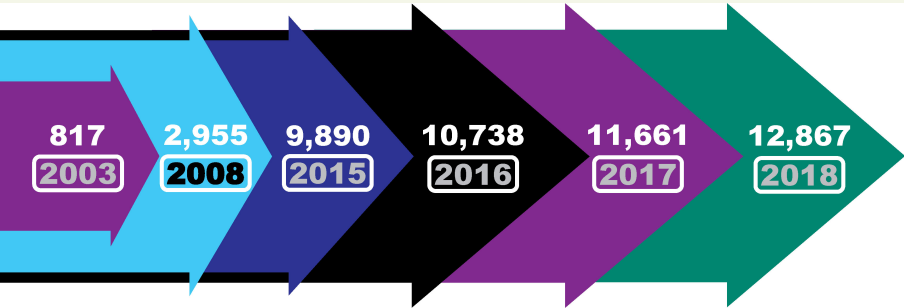
The PPAO provides rights advice in person within 24 hours, 98% of the time. The PPAO continues to provide the same level of service using the same number of resources, in spite of increasing volumes.

Rights Advice Activity in 2018



Year	2003	2008	2015	2016	2017	2018
Total	11,949	24,905	37,152	39,563	41,742	44,472

Community Treatment Orders in 2018



Year	2003	2008	2015	2016	2017	2018
Total	817	2,955	9,890	10,738	11,661	12,867

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 quality of their lives.

The role of the Patient Advocate is to listen and review the issue(s) with the client while providing information on options and actions to meet the client’s desired goal/outcome(s). 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; legislation and policies; and the nature of the client’s instructions. This process supports clients in making informed decisions and providing instruction to the Patient Advocate.

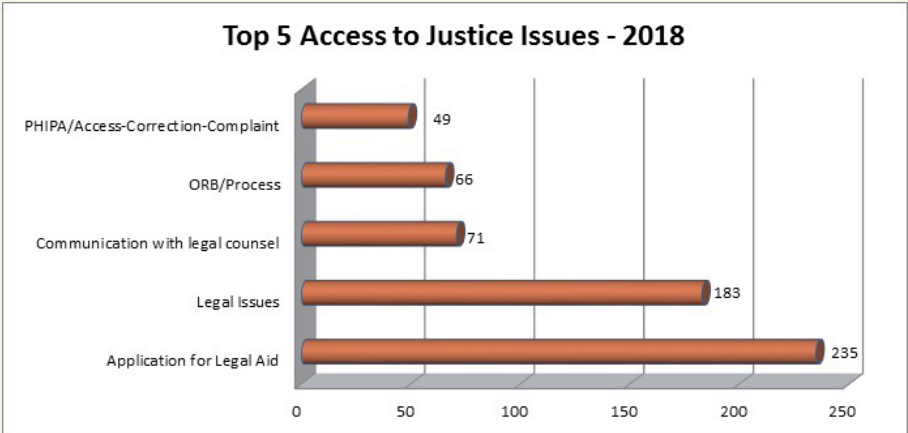
• Clients who accessed PPAO services:	945
• Number of reported issues:	2,457
• Number of closed issues:	1,927
• Average time to resolve an issue:	6.5 days

Advocacy Issues

- [Access to Justice](#)

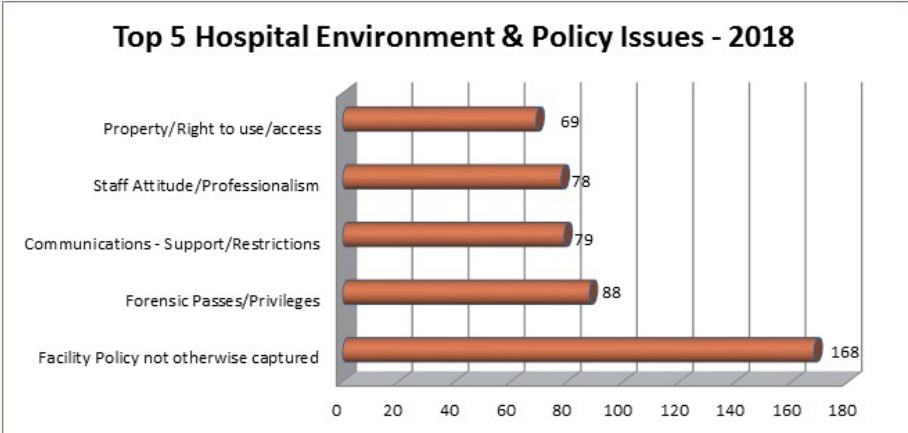


PPAO supports clients in accessing and navigating the legal system such as courts, tribunals and regulatory colleges. The Access to Justice issue category captures assistance and support provided to clients with the mechanisms that uphold the law and protect procedural justice. This includes court matters, tribunals, regulated colleges, control of their personal health information and access to and communication with their legal counsel.



- Hospital Environment and Policy**

PPAO works to ensure that the client voice is heard on concerns regarding hospital environment, policy and practice.



- Restraints**

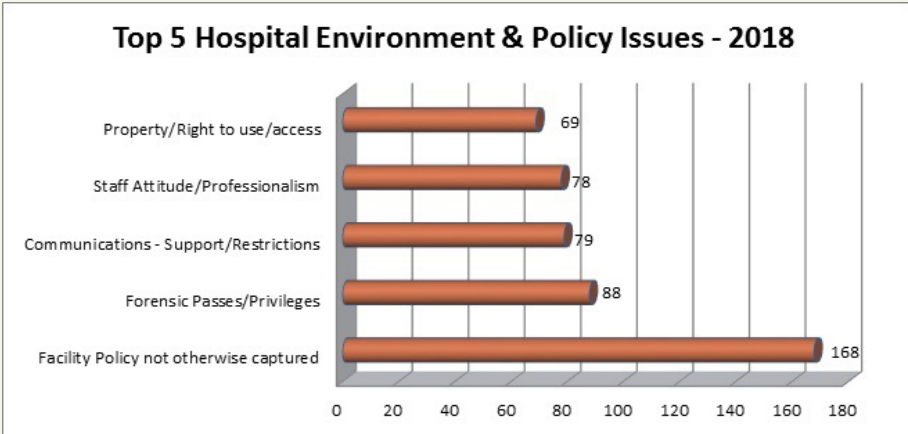
PPAO supports clients who experience restraint events.



This category tracks and reports PPAO follow-up with and on behalf of clients experiencing mechanical, environmental and/or chemical restraint; and reports when the support provided by the Advocate occurs as a result of our office receiving automatic notification of the restraint event or as referral from another source.



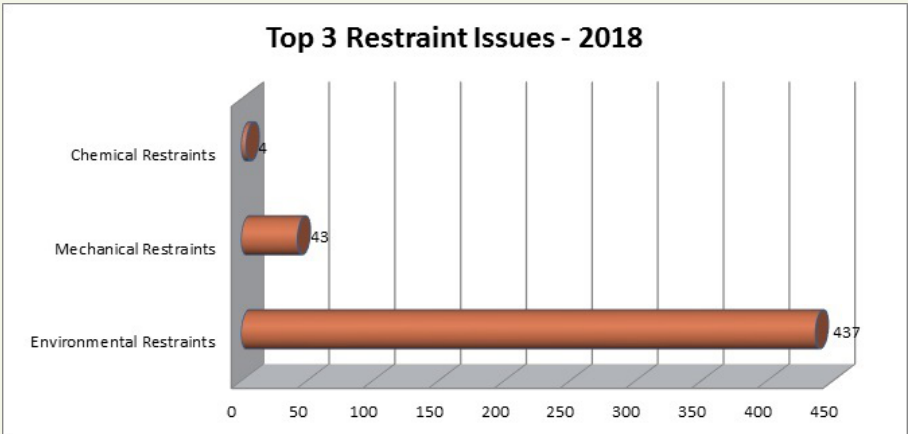
The Hospital Environment and Policy category tracks when a client issue is directly related to the conditions at the facility and/or the application of facility policy. Issues in this category include complaints and barriers identified by clients around the facility's environment, staff attitude and professionalism, resources as well as application of policies that impact client liberties and rights such as passes and access to fresh air/the outdoors.



• **Restraints**



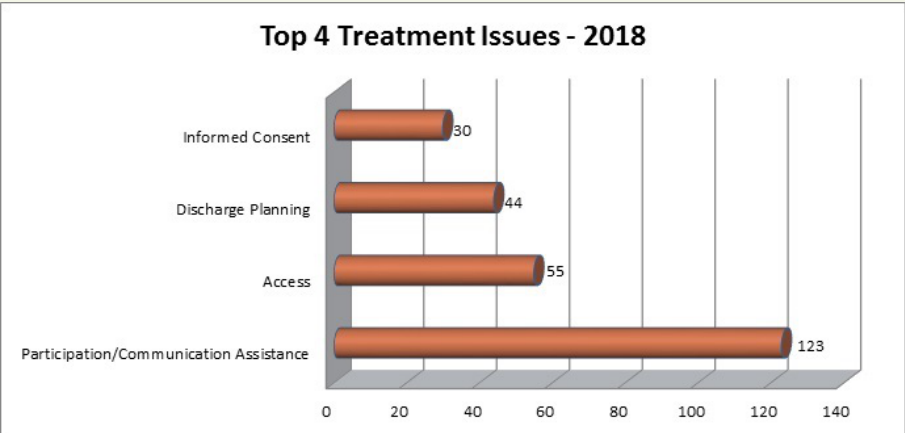
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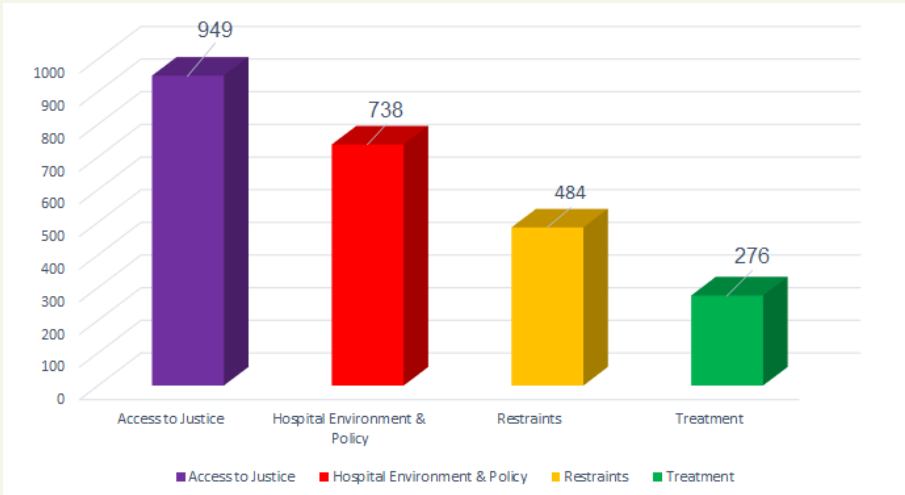
• **Treatment Issues**



PPAO supports clients to know their options and exercise their rights regarding medical and psychiatric treatment. When an Advocate assists a client on an issue directly regarding their clinical treatment either psychiatric or medical, the issue will be recorded in this category and will include client identified concerns around matters such as informed consent, client participation in plans of care and access to treatment of client choice.



Advocacy Issues Addressed in 2018



Advocacy Issue Addressed	Total Count	Percentage
• Access to Justice	949	38.87%
• Hospital Environment & Policy	738	30.16%
• Restraints	484	19.70%
• Treatment	276	11.27%
Total	2,457	100%

The top 4 Advocacy Issues in 2018 were:

- 1. Access to Fresh Air
- 2. Safety and Security
- 3. Choice in Clinicians/Service Providers
- 4. Lack of Suitable Housing causing delay in discharge

Education

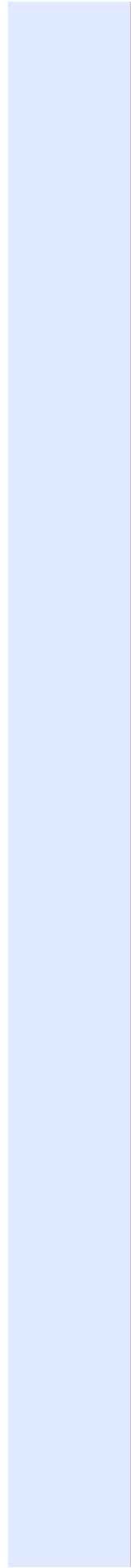
The PPAO provides education to the public, clients, health care providers, families, social service agencies and other stakeholders about patients' rights and entitlements.

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

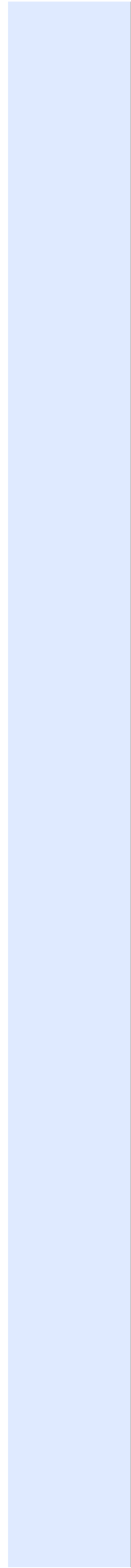
Some of the educational sessions conducted by our staff in 2018:

Education Session	Location
Georgian College Student Nurses – PPAO and Forms under <i>MHA</i> (6 sessions)	Waypoint Centre, Penetanguishene
Georgian College Students - Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	Waypoint Centre, Penetanguishene
Introduction to Psychiatric Patient Advocate Office, Rights Advice (8 sessions)	Parkwood Institute, London
Social Work Students - Role of a Rights Adviser	Parkwood Institute, London
Occupational Therapy Students - Role of a Rights Adviser	Parkwood Institute, London
Family Education - Role of a Rights Adviser	Parkwood Institute, London
Family and Staff - Role of a Rights Adviser	St. Thomas Elgin General, St. Thomas
Nursing Students - Introduction to PPAO, Rights Advice and Advocacy (4 sessions)	Providence Care Hospital, Kingston
Nursing Students - Introduction to PPAO, Rights Advice and Advocacy (2 sessions)	Kingston General Hospital, Kingston
Providence Care, Peer Support Group - Patient's Rights and Introduction to PPAO (2 sessions)	Providence Care Hospital, Kingston
Rights Advice, Advocacy and Applications for Legal Aid for Hospital Clients	Legal Aid Ontario, Napanee Office, Lunch & Learn
Client Council - Advocacy and PPAO	Addictions and Mental Health Services, Kingston
New Hire Orientation - Introduction to PPAO, Rights Advice and Advocacy (4 sessions)	Providence Care Hospital, Kingston
Peer Support Group - Introduction to PPAO, Rights Advice and Advocacy (3 sessions)	Kingston General Hospital, Kingston
Peer Support - Rights Advice, Advocacy and the PPAO	South Eastern Ontario, Staff Meeting, Kingston
Security Staff - Introduction to PPAO, Rights Advice and Advocacy (1 session)	Kingston General Hospital, Kingston
Social Work Staff - Introduction to PPAO, Rights Advice and Advocacy (1 session)	Providence Care Hospital, Kingston
Mental Health Week – Recovery and Peer Support	Providence Care Hospital, Kingston
PPAO Advocacy and Rights Advice Services	Community Services Fair, Portsmouth Olympic Harbour, Kingston
Clinical Orientation for New Staff - Introduction to PPAO, Rights Advice and Advocacy (8 sessions)	Ontario Shores, Whitby
Social Workers - Introduction to PPAO, Rights Advice and Advocacy (2 sessions)	Ontario Shores, Whitby
Durham college nursing students - Introduction to PPAO, Rights Advice and Advocacy (1 session)	Ontario Shores, Whitby
CTO Coordinator - Introduction to PPAO, Rights Advice and Advocacy (2 sessions)	Ontario Shores, Whitby
York University Nursing Students - Introduction to PPAO,	

Rights Advice and Advocacy (1 session)	• Ontario Shores, Whitby
• University of Ontario Institute of Technology Nursing Students - Introduction to PPAO, Rights Advice and Advocacy (1 session)	• Ontario Shores, Whitby
• EDU nursing staff - - Introduction to PPAO, Rights Advice and Advocacy (1 session)	• Ontario Shores, Whitby
• Corporate Welcome (3 sessions)	• Brockville Mental Health Centre, Brockville
• Overview of PPAO and Consent and Capacity Education - St Lawrence College, Professional Accountability Class (1 session)	• St Lawrence College, Brockville Campus
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• St. Joseph's Care Group (East Wing)
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• Thunder Bay Regional Health Sciences Centre (Forensics Unit)
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• Community Clothing Assistance Thunder Bay
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• John Howard Society, Thunder Bay
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• Amethyst House High Support Housing (St. Joseph's Care Group)
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• Alpha Court Community Thunder Bay (Mental Health and Addiction Services)
• Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy	• Kinna-aweya Legal Clinic, Thunder Bay
• Advocacy Services – Patient Community (1 session)	• Centre for Addiction and Mental Health, Toronto
• York University Nursing Students - Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy (3 sessions)	• Centre for Addiction and Mental Health, Toronto
• Staff Orientation – Introduction to Psychiatric Patient Advocate Office, Rights Advice and Advocacy (12 sessions)	• Centre for Addiction and Mental Health, Toronto
• Quality Care Committee - Report/Statistics on Advocacy and Rights Advice (1 session)	• Centre for Addiction and Mental Health, Toronto
• Certificate Course in Mental Health Law, Continuing Education/Osgoode Hall Law School – Faculty Member, Oct 2018	• Osgoode Hall Law School, Toronto
• Introduction to the Mental Health Act	• Staff of SickKids (4 locations)
• Introduction to the Mental Health Act	• Staff of Cambridge Memorial Hospital
• Community Treatment Orders	• Staff of Centre for Addictions and Mental Health
• Criteria for Forms 1, 2, 3	• Canadian Mental Health Association, Toronto
• Introduction to Psychiatric Patient Advocate Office	• Staff of the Claims Services



	Branch (Lunch and Learn)



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