

# Royal Jubilee Hospital Psychiatric Emergency Services (PES) Service Mandate

*(updated June 2021)*

## MISSION:

Using an interdisciplinary team approach and in partnership with the continuum of community services, our mission is to provide high quality, safe care and support for adults ages 17 and older requiring urgent and emergent psychiatric and substance use care.



## VALUES & PRINCIPLES:

- We believe in the inherent worth of all individuals and as a result are dedicated to **providing an environment and interventions founded on mutual respect and a therapeutic alliance** between the patient and the health professionals, working together to foster recovery and optimal health for each individual.
- We strive to provide care in the **least restrictive manner possible, in alignment with legislative requirements, and compatible with evidence on effective, culturally safe and trauma informed psychiatric emergency care**. Care is individualized to safely transition to community care for ongoing needs, and provide timely admissions to inpatient care, empowering people to participate in their health care needs.
- We believe the needs of the patient and their families are best met through an **interdisciplinary team approach** wherein each professional brings to the team expertise of a unique nature and that patient care is enhanced when the **patients and their families and/or significant other(s) play an active role** in the treatment process.
- We believe that **communication amongst everyone involved** in patient care is crucial to providing effective and efficient care.
- We believe the **ongoing professional growth and wellness of staff and physicians** is essential to the provision of high quality care.

## PSYCHIATRIC EMERGENCY SERVICES UNIT DESCRIPTION:

- The emergency department is a **common entry point** to the health care system for individuals experiencing mental health and/or substance use concerns and is a **resource to access compassionate, timely care in a crisis situation**.
- The PES unit's primary goal is to **provide thorough and rapid assessment, and initiation of treatment**, including inpatient admission, medication initiation, referral to community partners, and information on community resources. For those not requiring inpatient care, PES is a conduit for active connection to the community MHSU system for ongoing care.
- It is recognized that many patients present to PES with a **diverse range of care needs**. As a collaborative team, **PES staff and physicians work to assess, stabilize, plan and care for each patient using a bio-psycho-social-spiritual approach**. Care and treatment is consistent with evidence-based and best practice guidelines through a **trauma-informed, culturally safe and recovery-orientated model**, engaging family and other care providers whenever possible.

# Key Timelines

Immediate improvements	90 day improvements	Medium/Longer term improvements
Streamline Patient Care Quality Office and inclusion of Patient Voices	Relocate Short Stay service	Create quiet zone in PES
Discharge Follow-up via Hub (Integrated Mobile Crisis Response Team - IMCRT) <ul style="list-style-type: none"> <li>- Discharge Tool</li> <li>- Follow-up within 24-72 hrs</li> </ul>	Expand Addictions Medicine Consult Service (AMCS)	Develop emergency service for complex, behavioural, stimulant using patients
Deploy Peer Support Workers in Psychiatric Emergency Services (PES)	Develop care pathway out of PES for Emerging Adults	Develop Community Crisis Response Centre
Improve Staff Education & Wellness Supports	Strengthen Care Transition Support	Create patient flow improvements between Emergency Department/PES/Acute psychiatry
Enhance leadership	Strengthen Staffing/physician model – full scope team based care	
	Begin Patient Oriented Research	

