

Recommendations to Enhance Care at St. Joseph's West 5th Campus

Following the tragic death of Michael Brewer at its West 5th campus, St. Joseph's Healthcare Hamilton conducted comprehensive internal and external reviews to identify any opportunities for enhancement or improvements in policies, practices and processes. The following recommendations were developed as a result of those reviews, and have been provided to the Regional Coroner with a commitment to action.

1. To develop an audit process, based on current evidence based practice that will monitor the compliance for documenting risk assessments in the patient's health record. This process will also identify actions required once any variation from the documentation standard is identified.
2. To continue with staff training and education to maintain evidence based 'aggression and violence risk assessment' competencies.
3. Canadian Nurses Association (CNA) certification in Mental Health Nursing will be required for all new recruits in the Forensic Service. CNA certification in Psychiatric and Mental Health Nursing is valuable because this credential indicates that a Registered Nurse is qualified, competent and current in his or her specialty area of nursing practice. Furthermore, CAN certification is a national recognition of professional competency. In order to achieve this certification, a nurse must meet specific Psychiatric and Mental Health Nursing practice criteria and exam-based testing requirements.
4. Mandatory annual Code White training for staff. The Code White policy provides the standard response required for staff to obtain assistance to manage episodes involving violent persons. A Code White by definition is an emergency procedure that provides an immediate response to assist with a situation in which there is violence or threat of violence to self or others, where the available resources are not sufficient to manage the situation safely.
5. To revise the Code White policy to include response times based on best practice and the monitoring of response times.
6. To undertake a review of the 'patient privilege/pass' process to ensure that it is evidence based and in keeping with the standard for Ontario mental health facilities.
7. To undertake a review of the patient, visitor and staff smoking policy, including location and access.
8. To undertake a review for the optimal utilization of video surveillance in the existing West 5th building. As noted in recommendation #11 below, the utilization of video surveillance in the new building will be throughout, which is not currently the case in the existing building.

9. To review the number of security professionals required for the West 5th campus to meet optimal patient, staff and visitor safety requirements.
10. To review the training program required for the security professionals on the West 5th campus, with a goal of optimizing the security response to code calls, including security professionals' response to violent or threatening situations.
11. The Margaret and Charles Juravinski Centre for Integrated Health Care (the new West 5th building to be opened February , 2014) has been designed with a focus on patient, visitor and staff safety. As such, the therapeutic environment is designed to have:
 - a. Single rooms, which will assist in the reduction of potential conflict between individuals
 - b. Widespread video surveillance
 - c. Enclosed courtyards, which will provide secure monitored access for patients
 - d. Graduated levels of physical/environmental security, ensuring patients are assessed and monitored as their privilege levels change.