

Rani Srivastava RN, PhD; Gabriella Golea RN, MN, CPMHNCC; Margaret Gehrs RN, MScN, CPMHNCC; Jane Paterson MSW, RSW

## About CAMH

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centres in its field.

CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization / World Health Organization Collaborating Centre.

CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental health and addiction issues.

CAMH has over 2,800 staff, 388 physicians and over 25,000 unique clients.

## Our Vision: Transforming Lives

**Our Purpose:** At CAMH, We Care, Discover, Learn and Build – to Transform Lives.

**Our Values:** Courage, Respect, Excellence.

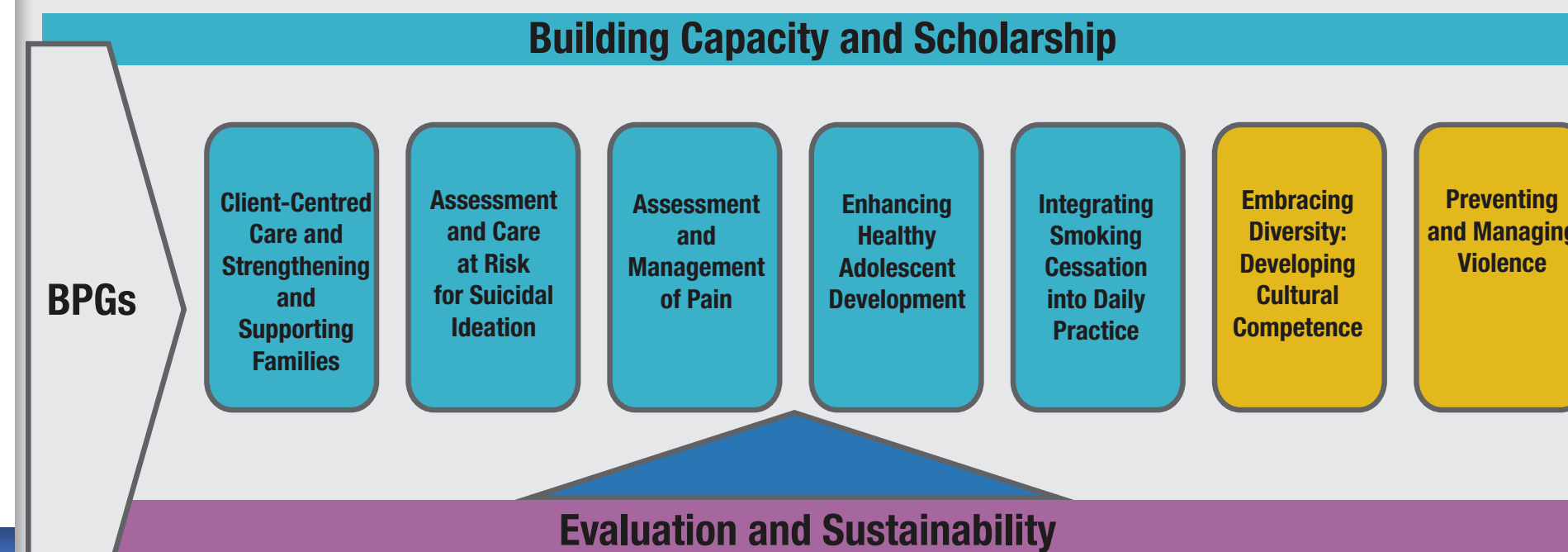
### Six Strategic Directions:

- Improving access to integrated care
- Delivering excellent care
- Building an environment that supports recovery
- Igniting discovery and innovation
- Knowledge exchange and education of clinicians of today and tomorrow
- Driving social change.

## Acknowledgments

CAMH Best Practice Spotlight Organization (BPSO) Workgroup leads, BPSO Workgroup members and Champions.

## Best Practice Guidelines

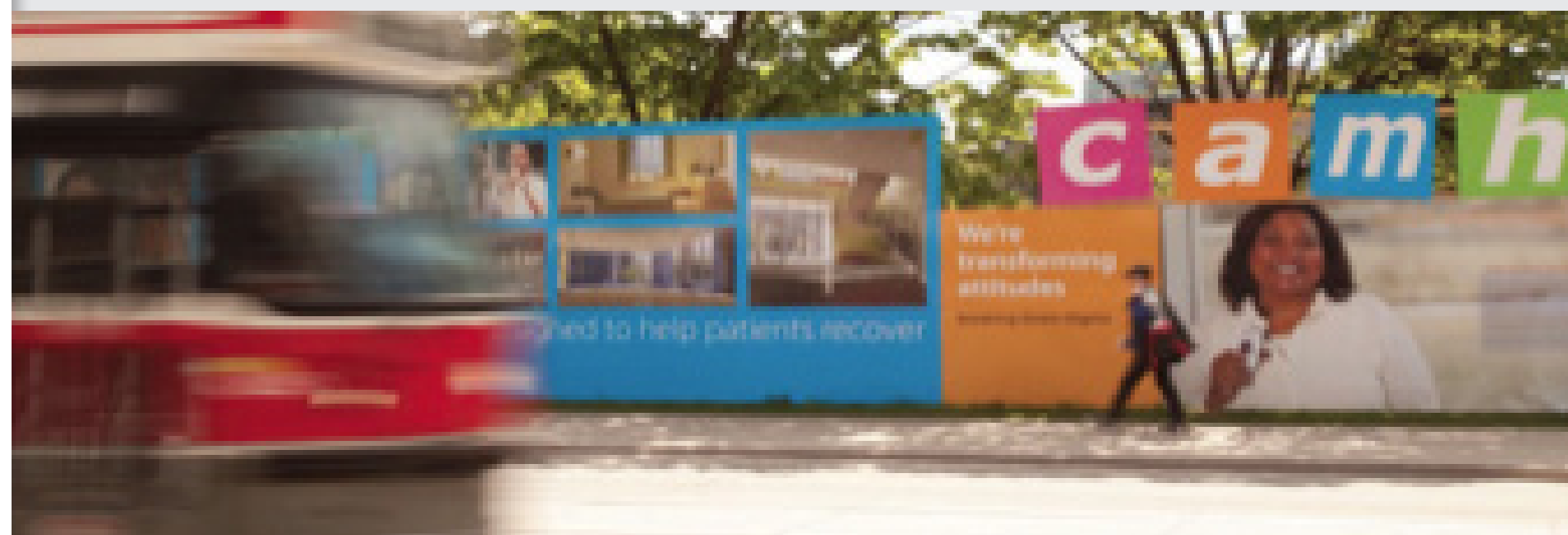


## Outcomes to Date

- Strengthened Practice leadership
- Leveraged new Clinical Information System (I-CARE)
- Aligned/integrated with other CAMH initiatives and goals
- Enhanced leadership and scholarship among advanced practice nurses and clinicians
- Improved quality of care through new standardized assessment tools and protocols.

## Critical Elements of Success

- Integrated communication and change management plan
- Project management support and co-ordination
- Building on previous work
- Linking with quality improvement.



## Six Core Strategies

### 1. Leadership

- Senior management engagement and collaboration across portfolios (Phase 1)
- Workgroup leadership for clinical best practice guidelines (BPG) – advanced practice nurse or clinician; for organizational BPG – co-leads from corporate departments (e.g. HR)
- Linked to quality structures and aligned with other key organizational initiatives.

### 2. Use Data to Inform Practice

- Implementation and evaluation of 8 BPGs – clinical, client and organizational
- Data tracked on Balanced Scorecard and Unit Dashboards
- Quality improvement projects in Phase 2.

### 3. Workforce Development

- Champions model: 82 interprofessional direct care staff; train-the-trainer approach
- Education as the foundation (Phase 2) – added implementation science and quality improvement concepts (Phase 3)
- Workgroups with broad membership interprofessional.

### 4. Tools and Resources

- Education modules for each BPG
- Clinical screening and assessment tools
- Quick reference cards
- Practice tips posters.

### 5. Evaluation and Learning

- BPSO champions model evaluation
- Educational evaluation and outcome evaluation for each BPG
- Organizational capacity: leadership/academic scholarship
- Linkages with quality improvement initiatives.

### 6. Client and Family Involvement

- Clients and families on each BPG work team
- Client representation in BPSO Advisory Committee and Quality Improvement Committees.