

June - July, 2024

BC MENTAL HEALTH ACT INFOBITS

Bi-monthly MHA news, tips and resources



The Office of the
Ombudsperson
B.C.'s Independent Voice for Fairness

COMMITTED TO CHANGE

The 2019 Office of the BC Ombudsperson Report on involuntary admissions in the province prompted the monthly MHA audits carried out today.

The audits monitor MHA forms documenting involuntary admissions under the MHA. The focus areas are legalities of admissions, treatment and protection of patients' rights.



The MHA Audits take place each month at all the designated facilities. Their purpose is to review the forms documenting involuntary admissions. Most units have nominated Auditors to review the charts. The audits gather information about the MHA forms in clinical charts randomly selected for each facility.

The audits take place in Psychiatric, Medical/Surgical, Emergency and Pediatric units. They collect information according to MOH's established criteria on:

- MHA form **PRESENCE** in charts,
- MHA form **COMPLETION**, and
- MHA form **QUALITY**

What happens during the Audits?



- MHA Auditors review charts and fill out audit surveys;
- MHA Resource Team receives, analyzes and arranges the findings as per MHA's reporting requirements;
- Reports sent to MOH and shared with Executive Committee, facility & unit leadership.

BC Office of the Ombudsperson recommendations include:

WE RECOMMEND

- 1 Regular auditing, annual performance targets, improved records management, and increased public reporting
- 2 Provincial standards and guidance with mandatory training
- 3 Independent rights advice service

Image source: OoO Committed To Change Iconographic

TO LEARN MORE:



[Committed To Change Report](#)

[Island Health MHA Process Requirements](#)

[MHA Process Resources](#)



Why We Audit?

MHA forms are not just paperwork. They document that an involuntary admission was warranted and lawful, the treatment is personalized and appropriate, and the patient's rights were protected during all proceedings. BC Ombudsperson's report found significant discrepancies and irregularities in the way the involuntary admissions are documented that could leave health authorities liable under legal challenges or patients not accessing treatment they require. The criteria below were developed to evaluate the MHA forms.



What Are Form PRESENCE, COMPLETION & QUALITY?

Presence of the legally required MHA forms in patients' charts proves that attempts were made to document the involuntary admission for both medical and legal purposes. Any missing forms suggest lapses of due process and oversight in units or facilities.

Completion & Quality requirements are determined by MOH. Completion criteria look for the necessary contacts, dates and authorizations of the forms, that enable the steps of the involuntary admission process. Quality criteria monitor whether the forms were filled in compliance with the MHA's timelines, the information provided is sufficient, relevant & satisfies criteria of involuntary admission. Both sets of criteria query whether the information is legible & easy to understand.

Results - Then & Now

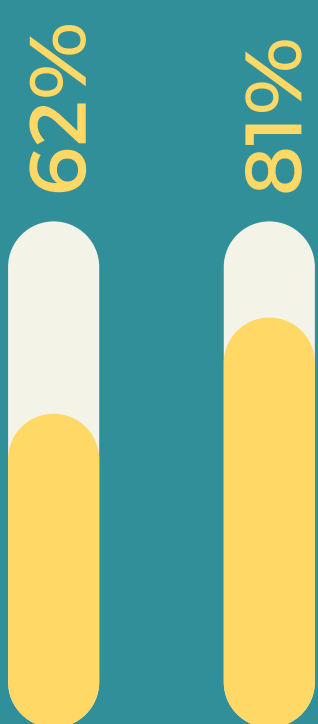


Form Presence



2020 2023

Form Completion



2020 2023

Form Quality



2020 2023

TO MEET THE BC OMBUDSPERSON'S RECOMMENDATIONS ISLAND HEALTH IMPLEMENTED:

- MHA Audits & reporting
- Mandatory MHA baseline training
- Process standards
- MHA Process Support Team assisting with form standards and patients' access to the Independent Rights Advise Service

Source: Island Health Audit Summary reports, 2020 Q4 (earliest available**) & 2023 Q3 (latest available)
**Contains Quality assessment

Our most progress was achieved in: **Forms 4, Medical Certificates and Forms 5, Consent to Treatment.**

Most work required in: **Forms 13, Notification of Rights; Forms 15 & 16, Nomination and Notification Of the Near Relative.**

The newly formed MHA Process Support Team works on supporting the completion and quality of Medical Certificates, the Near Relative process & the the Independent Rights Advice Service ensuring that involuntary patients have access to their rights while they are under the MHA. We hope to soon be able to report on whether progress has been made in those areas.

NEW!

MHA Infobits has gone bi-monthly - find issues with more extended content on the third week of every other month

[MHA Intranet Page](#)

QUESTIONS AND SUPPORTS?

Email: MHASupport@IslandHealth.ca

- Have BC MHA-related questions? Have an idea for a future newsletter topic? Reach out to: MHASupport@islandhealth.ca
- Resources, practice support tools & past INFOBITS issues - [click here](#)

MHA Resource Team