



# Waypoint Centre for Mental Health Care Improves Transitions With SBAR Tool

*Waypoint Centre For Mental Health Care, a comprehensive tertiary mental health care teaching and academic hospital, is using the electronic SBAR communication tool to positively impact care quality and decrease adverse events during care transitions.*

## A Need For Transition

Efficient and standardized communication tools play a key role in ensuring a seamless transfer of care process, and in keeping patients safe. In previous years, the Waypoint Centre for Mental Health Care struggled with care transitions. They relied on paper Kardex at shift changes — a slow process that could take up to 40+ minutes for each hand-off. This was extremely frustrating for staff and patients alike. Limitations of their paper solutions included:

 The paper record not following the patient between settings

 Patient frustration with extended time of transfer between programs

 Auditing showing minimal uptake

 Tension during transitions between care teams using paper documentation (stemming from incorrect data entry and teams not using standardized language).

With patient and staff safety goals in mind, Waypoint assessed a need for a more efficient and effective transfer of care process that incorporated better staff education on risk factors.

## SNAPSHOT

### Opportunity

To improve care quality, save time, and reduce the risk of incidents during care transitions, Waypoint Centre for Mental Health Care moved to an electronic transfer of care process.

### Solution

MEDITECH's Electronic Health Record and SBAR tool.

### Benefits

- Immediate uptake of workflow and intervention adoption, with no paper used during shift change across 14 inpatient units and support units
- NO adverse events associated with poor transfer of care since using SBAR
- Improved clinician and patient satisfaction, with physicians accessing real-time information to see daily snapshots of patient activity

### Profile

Waypoint Centre For Mental Health Care is a comprehensive tertiary mental health care research and academic hospital that provides mental health services for adults and provincial high security forensic mental health services. Located in Penetanguishene, Ontario, the organization has 1,200 employees, 301 beds, and about 27,000 outpatient visits.

# Planning for EHR Implementation

After deciding that MEDITECH's fully-integrated EHR would be the best solution to fulfill their needs and gaining insights from a trusted partnership with **Ontario Shores Centre for Mental Health Sciences**, Waypoint outlined several key goals in preparation for implementation:



Document transfer of care, risk identification, and a risk management plan using real-time information



Standardize processes and language



Ensure efficient and high quality communication



Design a simple and effective solution to support adoption.

## Choosing the SBAR Format

**S** = SITUATION

**B** = BACKGROUND

**A** = ASSESSMENT

**R** = RECOMMENDATION

Waypoint determined that an SBAR format (recommended by the **U.S. Joint Commission** for use with care transitions) would be the most effective workflow for overcoming their care transition challenges.

By definition, SBAR is an easy to use, structured form of communication that enables information to be transferred accurately between individuals. The SBAR format proved to be a natural fit for Waypoint and helped to support a culture of patient safety across the organization, as well as set clear expectations among interprofessional team members.

Waypoint combined the ITCT (Information Transfer at Care Transitions), the Kardex, and chit sheet into an electronic SBAR intervention. By collaborating with partners that already had experienced success with MEDITECH, they ensured they could close gaps related to patient transitions. The SBAR intervention was designed to fulfill the following requirements:

- Be interprofessional
- Pull risk assessment for up-to-date identification and to reduce duplication
- Have high reliability (simplified and succinct template focused on key elements)
- Meet Accreditation Canada standards.

SBAR also pulls information documented on other interventions, including the most recent mental status of patients and risk factors. This improves safety while reducing duplication of documentation.

“Clinicians, clinical information and IT managers, and other staff agreed MEDITECH had the mental health functional tools, support, and experience required to meet our unique needs. The ability to integrate and support various ministry and healthcare reporting requirements were also factors in the final decision.”

Lorraine Smith  
Vice President of Corporate Services  
Waypoint Centre for Mental Health

## Implementation Approach

MEDITECH's launch at Waypoint was completed in three phases in each of the three clinical divisions; Regional Programs, Provincial Programs, and Outpatient Services. Training stressed the importance of standardization, concise communication, and accountability related to documentation and standards of care. Waypoint placed a priority on making the process as efficient as the intervention. One way they achieved this was by developing a Status Board that pulls the information from the SBAR intervention and enables teams to review the SBAR information together. This was critical to the success of the workflow and adoption of the tool. Additionally, the Forensic Security Office also pulled SBAR information onto their own dashboard to monitor patient safety efforts across the organization.

## Time Savings and Zero Adverse Events

Waypoint went LIVE with MEDITECH and SBAR in February of 2017 — using no paper during shift changes across 14 inpatient units, from day one. Staff was initially concerned about how long it would take to document online, but soon found the new electronic process took between 10-15 minutes, compared to the 40+ minutes for paper documentation.

MEDITECH's EHR is now considered a key source of information by the interprofessional team, and physicians rely on it to see a daily snapshot of patient activity. Staff process information more efficiently by having real-time, constant access to reliable documentation and patient records, with shift summaries including actions to be taken. Other positive results from Waypoint's successful implementation include:



Significant reduction in the length of shift reports



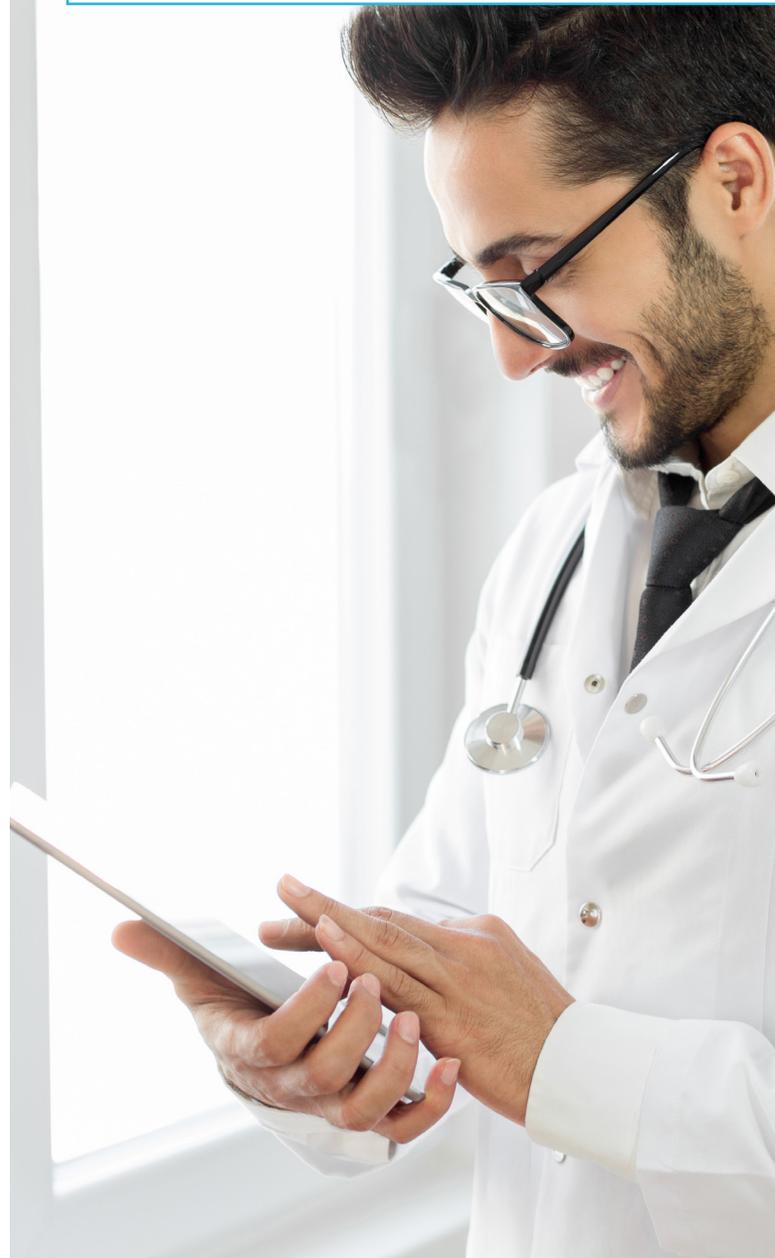
Improved patient satisfaction, since patients no longer have to wait for reports to be completed



Improved clinician satisfaction

“Thanks to a great team and the commitment of our front-line staff, we have had a smooth transition. It only took days for staff to recognize the benefits of a paperless system, including more efficient readmission and documentation processes.”

**Jeannie Borg**  
Director of Clinical Informatics / Central Intake / Patient Flow  
Waypoint Centre For Mental Health





## Next Steps

Waypoint now looks to extend MEDITECH's EHR to the outpatient settings. The organization also plans to expand its strong partnership (which now includes the Royal Ottawa Hospital) and shared database with Ontario Shores, to further enhance and standardize clinical care. From there, they can advance research using the shared MEDITECH system as well as submit for accreditation Canada as leading practice.

“Utilizing an electronic SBAR has ensured safe hand off at care transitions for patients and staff. It has also improved care quality and the staff’s real-time knowledge of their patients’ needs.”

**Linda Adams**  
Vice President Quality & Professional Practice, CNE  
Waypoint Centre For Mental Health

“Our partnership with Ontario Shores and the support from MEDITECH was instrumental in the transition we had to the new system. We can’t thank them enough.

Waypoint is excited about the many opportunities that this EHR brings to the field of mental health research. Using this technology will help improve patient outcomes, ensure our healthcare professionals have the most up-to-date and accurate information all in one place, and improve communication among doctors, nurses, allied health professionals and the rest of the care team; all helping us to deliver safer care.”

**Carol Lambie**  
President and CEO  
Waypoint Centre For Mental Health



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