



iMPAct:

EXCEPTIONAL EXPERIENCES
IN MENTAL & PHYSICAL
HEALTH CARE

2018 MPA CONFERENCE

INSIGHTS REPORT



Table of Contents

| | |
|---------------------------------|----|
| A Message from the MPA Partners | 04 |
| The Medical Psychiatry Alliance | 05 |
| Conference Overview | 06 |
| What We Learned | 07 |
| Conclusion | 10 |

A Message from the MPA Partners

Dear Conference Attendees,

Thank you for participating in the fifth annual Medical Psychiatry Alliance (MPA) conference, *iMPAct: Exceptional Experiences in Mental and Physical Health Care*.

We brought together more than 300 patients, families, health care providers and members of the greater community to explore what it means to create an exceptional experience in mental and physical health care. Your participation made this a truly stimulating and thought-provoking day as we explored the topic of experience from a number of perspectives.

Throughout the day we gathered and analyzed thousands of your responses and we created this report to share the insights we uncovered.

On behalf of our MPA partners and colleagues, thank you for your valuable ideas and most importantly, for making an iMPAct on the future of exceptional experiences in mental and physical health.

Sincerely,
The MPA Partners

Conference Host



Michelle DiEmanuele

CEO and President
Trillium Health Partners

Conference Host



Dr. Trevor Young

Dean, Faculty of Medicine
University of Toronto



Dr. Ronald Cohn

CEO and President
The Hospital for Sick Children



Dr. Catherine Zahn

CEO and President
The Centre for Addiction and
Mental Health

What is the Medical Psychiatry Alliance (MPA)?

The **Medical Psychiatry Alliance (MPA)**, the first-of-its-kind in Canada, is a collaborative partnership between The Centre for Addiction and Mental Health (CAMH), The Hospital for Sick Children, Trillium Health Partners (THP) and the University of Toronto (UofT) in conjunction with the Ministry of Health and Long-Term Care (MOHLTC) and an extraordinarily generous donor. The MPA is dedicated to transforming the delivery of mental and physical health care for patients who live with physical and psychiatric illness or medically unexplained symptoms.

— The MPA has four goals:

- 1. Improve the quality of life and increase life expectancy for those with co-occurring mental and physical conditions, while reducing the burden on families, the health care system and society.**
- 2. Create a new model of clinical care to support patients with co-occurring mental and physical illnesses.**
- 3. Teach current and future health professionals how to prevent, diagnose, and treat mental and physical illness.**
- 4. Deepen our understanding of the interaction between body and brain regarding co-occurring mental and physical illnesses.**



To meet the challenge of working with people with co-morbidities and to effect system-wide change, the MPA has created an unprecedented network of excellence supported by a new approach to the education of health professionals and through innovations driven by research.

iMPAct: Exceptional Experiences in Mental & Physical Health Care

The fifth annual MPA conference took place in October 2018 and brought together more than 300 patients, families, health care providers and members of the greater community to explore what it means to create an exceptional experience in mental and physical health care.

A key feature of the conference were six interactive iMPAct Stations designed using a human-centred design approach. These stations lead participants on a journey to explore what the future of exceptional experiences might look like for patients, providers and the health care system.

Thousands of responses were gathered throughout the day, revealing shared priorities and shaping new ideas on how to create exceptional experiences in mental and physical health.

Creating iMPAct with Human-centred Design

Human-centred design is an innovative approach to problem-solving that prioritizes what is meaningful to the community, specifically addresses human needs, and creates an approach that is respectful and accessible. By putting people at the centre of the process, human-centred design builds understanding and empathy while providing opportunities for collaboration, interaction and connection.

Through this approach, the iMPAct Stations were designed to encourage objective analysis, personal reflection and interaction with others.



Everyone Wants to be Heard, Understood and Validated

Responses collected from the iMPAct Stations confirmed that universally, everyone participating in the interaction wants to be heard, understood and validated. Feedback highlighted a shared belief that everyone wants to be respected and treated as a whole person.

We heard that considering a person's needs, values, family situation, social circumstances and culture is essential. Although this may not be a new concept, participants reminded us that it is important to be included as equal partners in the health care experience. We should be free to voice our thoughts and concerns, be heard, feel supported and respected in our choices.



What Does it Mean to be Heard, Understood And Validated?



Heard: A person feels heard when they are able to freely speak and the person they are talking to is actively listening. Non-verbal signals are as important as words when interpreting what a person is saying.



Understood: Feeling understood requires empathy. Imagining yourself in another person's situation and considering their unique circumstances creates a better understanding of a person's perspective and the choices they make.



Validated: Accepting a person's thoughts, feelings, values, and behaviours validates a person's experience. It also means showing respect, compassion, and support even when there is a difference of opinion.

Five Ways to Create Exceptional Experiences in Mental and Physical Health Care

Many ideas were shared at the iMPAct Stations but five themes stood out and are highlighted on the following pages. Participants felt that by acting on these key areas, we would make the biggest impact in moving toward exceptional experiences in mental and physical health care for all.

Connect Mind and Body Through Conversations



Non Verbal Communication

Physical Environment

- Create a clean, orderly, and welcoming space

Body Language

- Listen attentively and make eye contact

Voice and Tone

- Use a kind, compassionate, respectful, and accepting tone

Verbal Communication

- Create a safe space for open communication
- Ask broad open-ended questions
- Get to know the patient — ask about their health concerns, meeting goals, condition since last visit and daily life

Make the Journey Easier



Coordinated and Integrated Care Planning

- Offer health services and supports in one place
- Match services to patient needs

Timely

- Reduce wait times
- Relevant information to participate in care

Equitable

- Plan services for population diversity and complexity

Advance the Quality of Care



Accountable

- Define clear roles and responsibilities

Measurable

- Define quality standards that are valid and reliable

Process Improvement

- Find opportunities to improve and change

Evidence-informed

- Provide care that is informed by evidence and guided by patient needs and goals

Collaborate to Integrate Care



Team Collaboration

- Share resources with everyone involved in care
- Create opportunities for meaningful collaboration
- Let patients drive their experience by setting personal targets and goals

Systems Partnerships

- Share resources and knowledge
- Build networks of care for better health outcomes

Shape a Healthier Tomorrow



Invest in people

- Help staff achieve personal and professional goals

Optimally allocate resources

- Be mindful of available resources
- Use funding wisely

Your participation at the 2018 MPA Conference, helped us to better understand what the future of exceptional experiences might look like for patients, providers and the health care system. Thank you for your valuable ideas and most importantly, for making an iMPAct on the future of exceptional experiences in mental and physical health.

Amplifying our iMPAct

The 2019 MPA Conference, *MPA Amplified: Spreading Education and Innovation*, will take our learnings to the next level and explore how we can enable exceptional experiences through education.

Join us to continue the conversation on Tuesday, October 8, 2019!

Thank you for participating!



Medical Psychiatry Alliance

iMPAct: Creating Exceptional Experiences
in Mental and Physical Healthcare