

# ESTABLISHING A STANDARDIZED DISCHARGE PROCESS FOR OUTPATIENT CLOZAPINE CLINIC PATIENTS

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## DESCRIPTION

Humber River Health's (HRH) outpatient Clozapine Clinic strives to support the growing needs and wellness of patients who require clozapine services. As the clinic continues to accept acute patients, a lack of a standardized discharge process resulted in a growing number of stable patients who remain reliant on the clinic's services. To support the care needs of stable patients who require clozapine services, HRH initiated a standardized discharge process to transition stable patient care to community practitioners. Aligned with Accreditation Canada's Required Organizational Practice for Transitions in Care, all pertinent information is communicated to the receiving provider through this process. By promoting interprofessional collaboration between clinicians in the acute care and community care sectors, a network of support is established for stable patients requiring clozapine services.

## OBJECTIVE

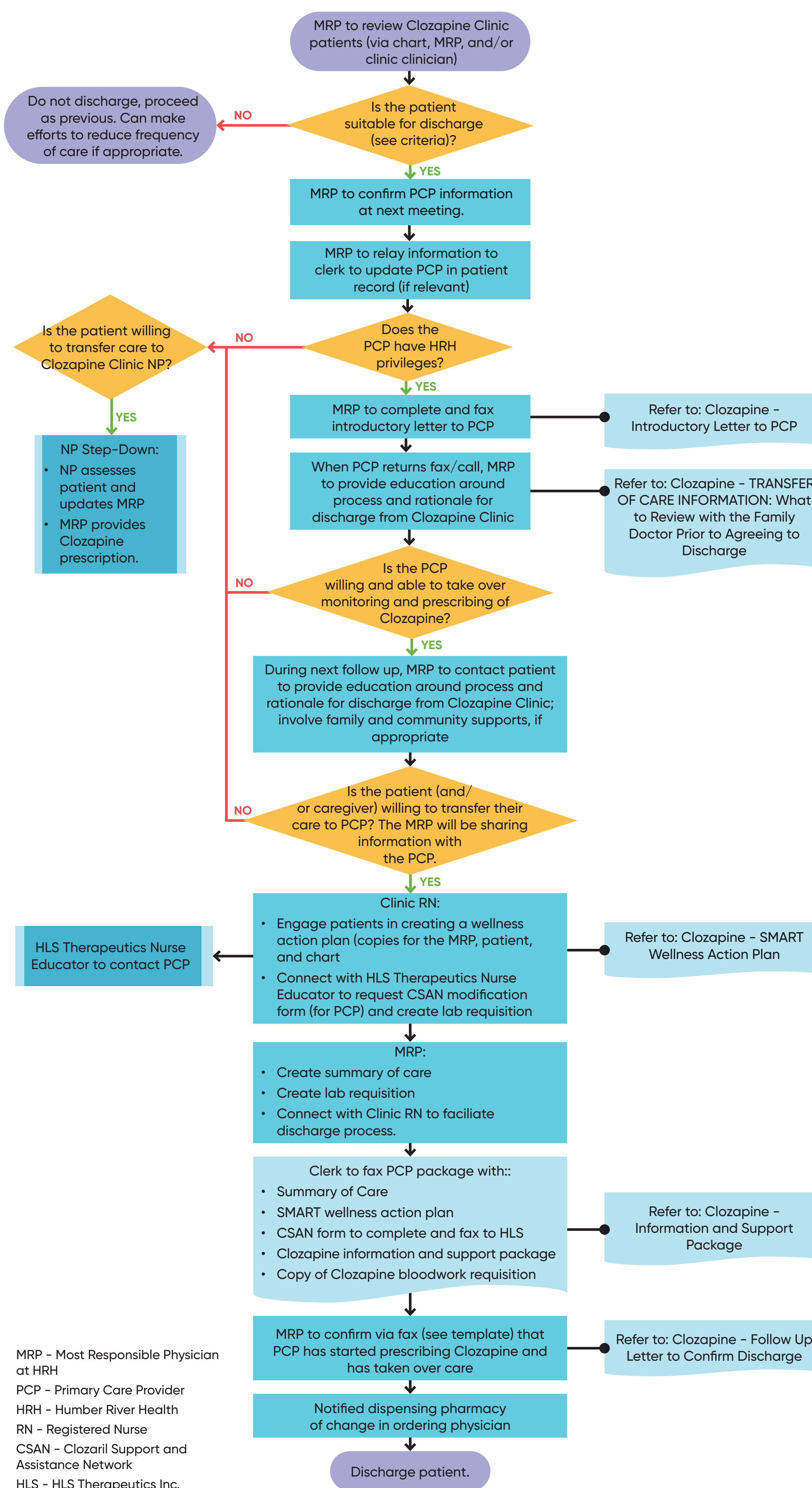
To optimize patient flow and care by establishing a standardized discharge process.

## ACTIONS TAKEN

- Physician lead built initial outflow process map, which was shared with the outpatient mental health clinical team and Medical Quality Improvement Committee.
- The Quality and Patient Safety team was consulted to identify barriers to discharge.
- Regular meetings were held to finalize process map and build associated templates.
- Senior leadership stakeholders were consulted for validation and feedback.
- Discharge process piloted for select physician users.

## SUMMARY OF RESULTS

By collaborating with various stakeholders, a refined discharge process was updated to include six templates to promote the standardization of information provided to community practitioners. After piloting a standardized Clozapine Discharge Process, one patient has been successfully discharged. Five patients have been progressing through the discharge process from the outpatient clinic. The creation of this discharge process also improved collaboration between interprofessional and community stakeholders when supporting patient transition into community care.



## LESSONS LEARNED

Implementing standardized processes to facilitate appropriate care transitions streamlined patient care transitions from acute care to community care.

Figure 1. Clozapine Clinic Discharge Process Map.

**Signs I should look for and what I might do...**

When I am feeling well, I am (E.g. Sleeping an adequate amount, calm, sociable):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

These are the signs when I am feeling unwell (E.g. racing thoughts, overwhelmed, stressed, heart racing, sweaty palms, avoiding people/activities):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The things I need to do or avoid to help myself and stay well (E.g. take medication, use coping skills, call a friend or crisis line, take a bath, listen to music):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If the above skills are not working, please call a crisis line at 1-833-456-4566 or text 45645. If you cannot keep yourself safe, go to your closest Emergency Department or call 911.

Clozapine blood work: I understand that Clozapine requires monthly monitoring of my bloodwork, and that the pharmacy may refuse dispensing it if my blood work is not up to date.

Clozapine dispensing: I understand that Clozapine is a special drug that must be supplied by a hospital pharmacy. My Clozapine dispensing pharmacy is:

Figure 2. Clozapine SMART Wellness Action Plan, used for patient education to support the discharge process.

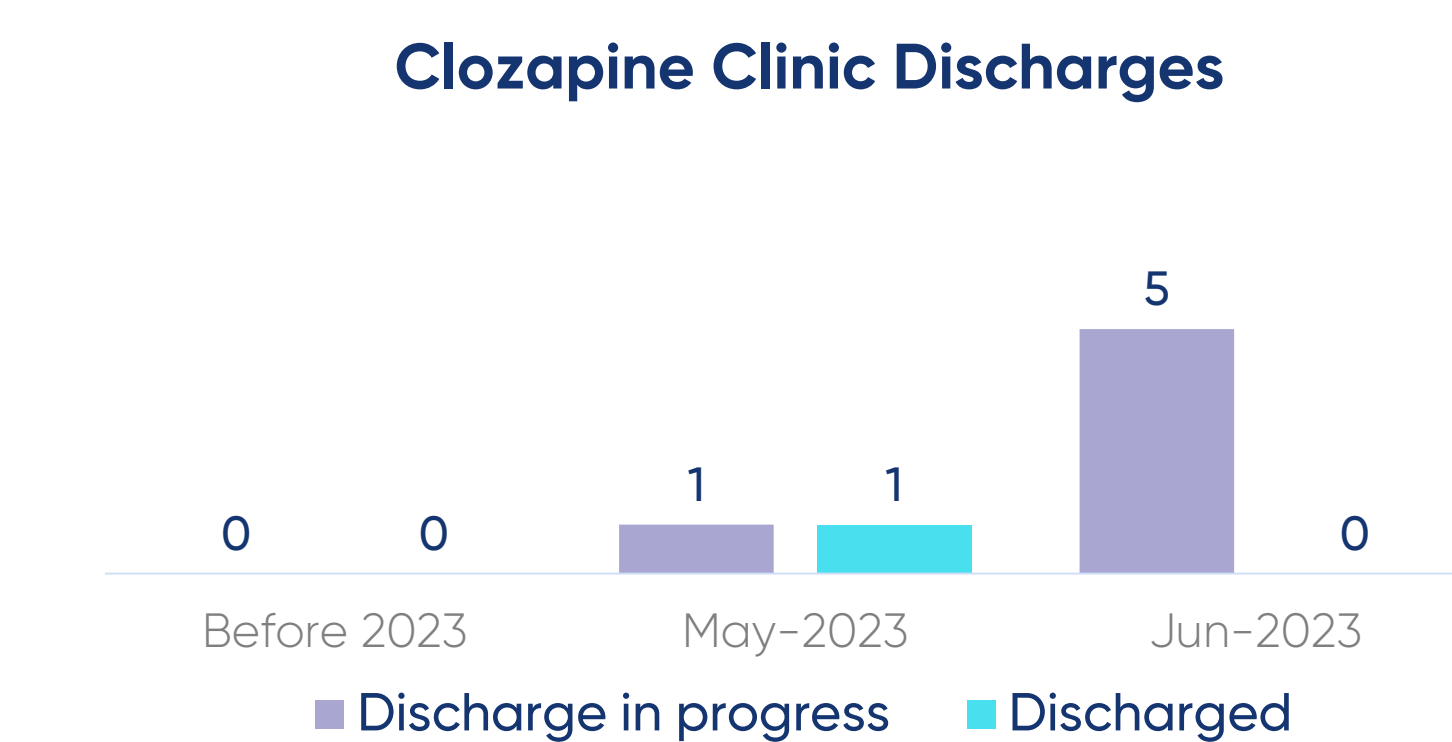


Figure 3. Discharges since implementation of the new discharge process.