

## FALL 2017 HOPES RISING UPDATE

### HOSPITAL UPDATE

Originally built in 1976, the 24 bed Mental Health unit at Queensway Carleton Hospital no longer meets the needs of its current patient population.

Over the past 5 years, QCH has seen a 46% increase of people arriving at the Emergency Department in a mental health crisis.

The increase in youth and young adults accessing emergency mental health services at QCH has risen over 20% in the last year.

In response to the changing needs of Mental Health Services at Queensway Carleton Hospital, an in-depth review was conducted, engaging both internal and external hospital stakeholders. Discussion led to the creation of strategic priorities providing a framework for targeted activities that will build regional best practices and support staff and patient needs at QCH in years to come.

**QCH leadership and staff are now positioned to better address the various issues that the Mental Health program is facing, including an increase in demand for services.**

Improvements in three core areas of Mental Health services are undergoing a phased approach that will result in enhanced programming and redefined therapeutic space at QCH.



*“As we break down the walls, we will continue to build collaborative partnerships within the community we serve.”*

~ Dr. Kathi Kovacs, Chief of Psychiatry, Queensway Carleton Hospital

### EMERGENCY SERVICES

Over the past year, QCH has established a Crisis Intervention Service in the Emergency Department to support patients arriving in the Emergency area with an acute need for psychiatric care. A nurse with specialized Mental Health training is stationed at the Emergency Department to treat and monitor patients in a critical situation. With an on-call psychiatrist available to provide consultation, the nurse can also connect the patient directly to appropriate community resources for follow-up treatment. This triage function has improved the flow of patients presenting in the emergency room and resulted in reducing the stress on admissions to the in-patient unit thereby alleviating some of the ongoing capacity concerns faced by this unit.

### INPATIENT SERVICES

The existing footprint of the mental health unit will double in size in order to meet the increased demand for access and the unique requirements for patients seeking treatment for mental health concerns. The renewed space will incorporate many of the design elements that have evolved from discussions between patient advocates, medical staff and planning experts. Patients and visiting families will benefit from flexible spaces that will provide privacy in a secure environment.



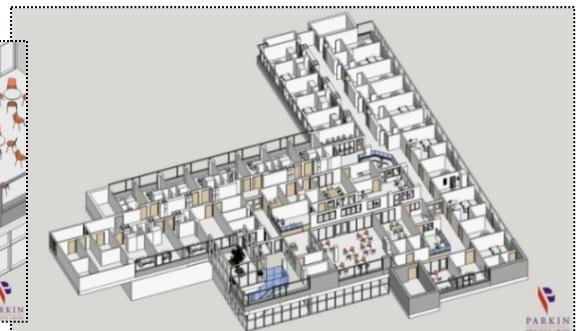
Preliminary drawings for the In-Patient Unit offer a visually appealing palette of light and openness lending to a restorative feel.

Private patient rooms with access to contemporary recreational space and communal dining areas are also part of the plans. These areas of socialization are integral to the services offered by the healthcare providers in the Mental Health Department.

The Unit is also being designed with the special needs of patients in extreme crisis in mind – The Psychiatric Intensive Care Unit (PICU) with its own nurses’ station – will offer safety and treatment for these vulnerable individuals.

### OUTPATIENT SERVICES

It is no secret that there is additional strain on our healthcare system for patients waiting to see a psychiatrist in our community. At QCH, the Mental Health Services program is piloting a program to expand their footprint into the community. Outpatient services will see new offerings of satellite locations, tele-health services and an expanded network of regional shared services for better access to psychiatric resources in the community.



Concept drawings of the QCH Mental Health Inpatient Unit which will be located on level 3 above the current existing unit one the main level. The main level will eventually be renovated into an outpatient unit, providing extensive mental health consultations and supports to former patients or referrals in the community.

# CAMPAIGN ACTIVITY

## MINISTRY ANNOUNCEMENT



*Pictured Left to Right: Hopes Rising patrons, Chris and Erin Phillips, QCH President & CEO Tom Schonberg, MPP Bob Chiarelli, Hopes Rising Campaign supporters, Sara and Kevin Cinq-Mars, QCH Foundation President, Melanie Adams, and Ontario Minister of Infrastructure, John Fraser.*

On March 24, 2017 the Ministry of Health and Long-Term Care announced the funding of \$10M towards the Mental Health Unit expansion and renovations.

The government support, in conjunction with the commitment by the community through donations, will be used to fully transform the mental health unit; renovating the two existing floors and constructing a new 7,000 square foot building.

## SARA CINQ-MARS, HOPES RISING CAMPAIGN CO-CHAIR



*“My hope for QCH is that people who are struggling with Mental Illness will walk through those doors and feel like they’ve arrived at the right place, that this is a safe place, it’s a positive place and a happy place – a place full of Hope.”*

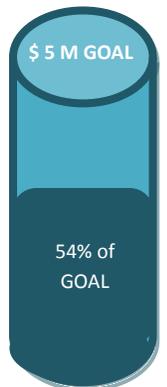
## HOW YOU ARE MAKING A DIFFERENCE - COMMUNITY INVOLVEMENT

Our community's support is instrumental to this project's success. Without the support and passion of our donors big and small, this project would not be possible.

## CAMPAIGN FUNDS RAISED TO DATE

**We're more than half way to our goal!**

Approaching the end of year 2 of a 5 year campaign, we are grateful to see the level of support already from our caring community for HOPES RISING! The community has donated \$2.7M towards the \$5M needed to complete the Hopes Rising Campaign.



## AMBASSADORS RAISING HOPE



Ten Ottawa City Councillors announced on September 27, 2017 that they have set a goal to raise \$500,000 in support of the Queensway Carleton Hospital Foundation's Hopes Rising Campaign for mental health services for adults of all ages in west Ottawa.

*“This is our opportunity to help those that need our help when they need it the most,”* said Kanata South Councillor Allan Hubley.



Ambassadors Raising Hope are helping us get one step closer towards the total funds needed for this extensive renovation of the mental health unit.

To support this initiative please visit [www.Ambassadors.qchfoundation.ca](http://www.Ambassadors.qchfoundation.ca)

- Jan Harder  
Ward 3 Barrhaven
- Allan Hubley  
Ward 23 Kanata South
- Mark Taylor  
Ward 7 Bay
- Marianne Wilkinson  
Ward 4 Kanata North
- Keith Egli  
Ward 9 Knoxdale-Merivale
- Shad Qadri  
Ward 6 Stittsville
- Rick Chiarelli  
Ward 8 College
- Michael Qaqish  
Ward 22 Gloucester South Nepean
- Scott Moffatt  
Ward 21 Rideau Goulbourn
- Eli El-Chantiry  
Ward 5 West Carleton-March

For more information on this project or any of our patient care initiatives, please contact Queensway Carleton Hospital Foundation  
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 Ottawa, ON K2H 8P4 [www.qchfoundation.ca](http://www.qchfoundation.ca)  
 Charitable Registration number: 137253571 RR001

