

Emergency Department Mental Health Clinic - North Bay Regional Health Centre

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

The Challenge

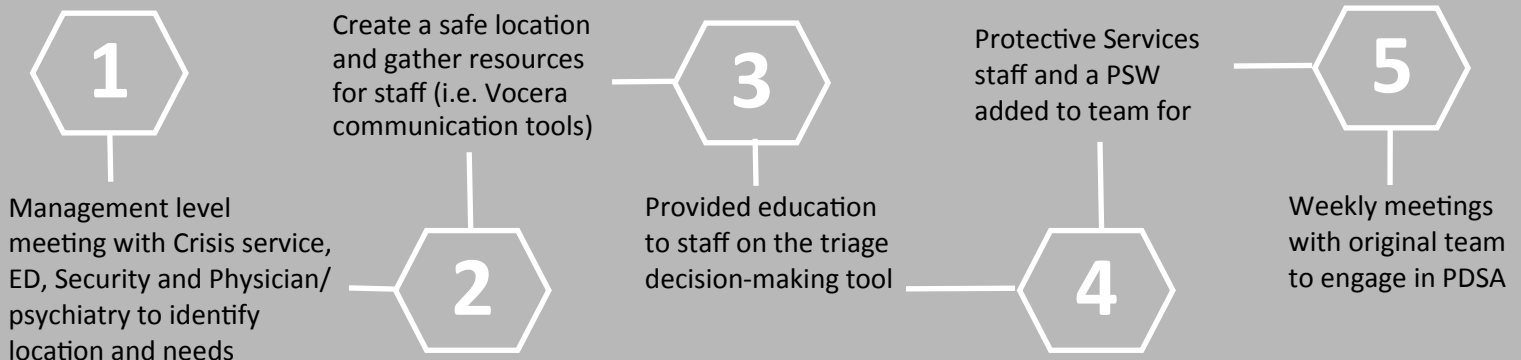
In order to safely accommodate patients presenting to the Emergency Department (ED) with COVID-19-like symptoms, North Bay Regional Health Centre divided the emergency department into respiratory (wet) and non-respiratory (dry) zones. The new wet zone contained the location where mental health patients had historically been assessed by the crisis team.



The Solution

- In response to anticipated demand for Emergency Department (ED) services related to the COVID-19 pandemic, North Bay Regional Health Centre looked at an innovative way to reduce Mental Health visits within the ED.
- The hospital adopted a tool to be used at triage to determine which patients were low risk and could be diverted out of the ED to be assessed by our crisis team at a different location.
- This innovation provided the following benefits for patients:
 - Enhanced privacy and confidentiality (out of the ED),
 - Reduced risk of cross-contamination,
 - Improved timeliness of assessments.
- Patients returning for psychiatry assessment could go directly to crisis area rather than ED.
- Staff experienced seamless transfer of accountability, increased communication and collaboration.
- Emergency Department staff benefited from PSW and Protective Services staff during downtime.

The Process



For more information on Emergency Department Mental Health Clinic - North Bay Regional Health Centre, contact: