**PPNO List Serv Query Summary**

# Alfonso Rosalia Markham Stouffville Hospital ralfonso@msh.on.ca

Last Name First Name Institution Info email

Contact for further information:

This request is specific to the Mental Health and Addictions population - Does your facility have any policies/procedures/protocols/guidelines regarding the banning of patients from in-patient or outpatient services for staff safety reasons?  To clarify, patients would still be able to access emergency services within the organization however, there would be plans to immediately transfer the patient to another facility if inpatient or outpatient care are required.  Examples for potential bans may include repeated incidents of assault on staff or hospital property, repeated active/ongoing verbal threats.

1. If so, can you please share with me?

2. If not, have you had to implement a patient ban and if so, what was your process?

Date of Summary:

Abbreviated Question (as it will appear on search results page)

Policy/Procedure  Practice  Program Info  Committee Structure info  Role  Students

Model/Structure  Care Delivery  Collaboration  Regulation/Legislation  Pt. Safety

Quality/Outcome/Indicator  PP Culture/Leadership  Other:

| Responder Info | Question | Additional Information |
| --- | --- | --- |
| **Holly Raymond**  **Clinical Director General Psychiatry & Addiction Service**  **St. Joseph’s Healthcare Hamilton West 5th Campus**  100 West 5th Street Administration, Room B303  Hamilton, ON L8N 3K7  T:905.522.1155 ext. 36267 / C: 905-807-5653  E: [hraymond@stjoes.ca](mailto:hraymond@stjoes.ca) |  |  |
| **Martina Nuttall****RN BScN CPMHN(c)**  **Clinical Nurse Specialist**  **Mental Health Programs**  **Thunder Bay Regional Health Sciences Centre**  Phone: (807)684-6962  Pager: (807)626-8924 | We don't have a policy for this at Thunder Bay Regional Health Sciences Centre. However, if the patient is a specific safety concerns for a certain staff, we would initiate a safety plan through occ health for this staff which could include having the staff work in a different department, carrying a personal alarm and security escorts around the building and to the parking lot. In certain circumstances we have made arrangements to transfer the patient to Kenora but that is not the typical practice. |  |
| **Susan Murphy RN BScN CPMHN( C )**  **Practice Specialist**  **Mental Health Program**  **Behavioral Supports Transition Unit**  **Quinte Health Care**  265 Dundas St E.  Belleville, ON  Office: 613 969 7400 ext 2111  Email: [smurphy@qhc.on.ca](mailto:smurphy@qhc.on.ca) | We have situations where we have issued Trespass Notices to specific individuals who have been problematic, but this tends to be caused by behavior such as loitering in non-clinical areas (particularly when they are not attending the hospital to receive care.)  The Trespass Notice still allows the person to attend the ER for personal medical treatment, or for scheduled out-patient appointments (for scheduled appointments they must notify Security ahead of the appointment with the date, time and location of the appointment.)  I regard a Trespass Notice as a last resort.  I am not aware of any patient being “banned” based on behavior exhibited while receiving treatment at QHC.  We have experienced some issues with MH outpatients loitering before or after appointments, approaching people in the parking lots, etc.  However, rather than issuing Trespass Notices in these instances, we have worked with the patient’s Physician and community support workers to help establish boundaries for appropriate behavior at the hospital.  I find this to be a more effective and patient-centred response when working with an individual who may not have the capacity to understand a Trespass Notice.  Hope this helps,  Thank you, |  |

\*Imbedding Attachments: When in a document, with the cursor in the place where you wish to insert another document as an icon, Go to Insert, choose "Object" (not 'file') choose "Create from File" browse for the file name from your directory, once found, check off "Display as Icon" select "OK” The document Icon now appears in this document where your cursor was positioned. Save the document you are working in and the imbedded icon with the document they relate to attached will also be saved to this document.