CSU VIRTUAL ADMISSIONS

A CSU virtual admission is a service whereby the individual is “virtually” receiving CSU’s standard services while remaining in their own home. At this time CSU is not accepting individuals for Standard Admission that screen positive for COVID-19, or individuals that have a fever or symptoms of flu, cold, or respiratory illness.

A virtual CSU admission allows us to:
- Accommodate COVID positive screens or confirmed cases
- Better manage social distancing practices
- Greater potential for extended stays
- Greater capacity (not limited by physical beds)
- Smoother transition to home environment

Service Standards

Individuals participating in Virtual Admission will receive the same or similar standard of care as a Standard CSU admission.

1. **Medication Reminders** - phone/text reminder as mutually agreed upon

2. **CBTm Skills Based Classes:**
   1. Platform: ZOOM
   2. Material: CBTm – delivered in 7 sessions
   3. Frequency: Daily, 1030 am-1130am
   4. Voluntary (individual can choose to decline)

3. **Daily 1:1 reassessment**
   1. Platform: Phone or ZOOM
   2. Structure: Same as current standard, including MSE (if using video/ZOOM), full SRA, impression on progress, next steps/plans
   3. Frequency: Daily – at predetermined time range (e.g. 1-4pm)

b. **Access to Clinical staff 24 hours per day**
   1. Staff initiate contact once on Day shift and once on Evening shift.
   2. Individual provided with the CSU phone number so they can also initiate contact as needed (including overnight).
   3. Types of calls from individuals may include:
      a. Feeling unsafe (increased SI)
      b. Medication questions
      c. Group material questions
      d. Information re: resources
      e. Additional clinical support/debrief for client or their families
4. **Discharge** - occurs when Individual meets the following criteria (same as Standard Admission):

1. Discharge has been planned and discussed, or individual chooses not to participate further
2. Individual plans for safety of self and others (e.g. completes My Safe Plan or similar)
3. Goals for CSU stay have been met
4. Individual has received the appropriate follow up resources and is aware of how to re-access service as needed.

5. **Documentation**

1. Location: CSU paper charts, noting that the individual is participating in a Virtual Stay.
2. Frequency – at minimum, once on day shift, once on evening
3. Documentation types:
   a. 1:1 reassessment (iii)
   b. Check ins
   c. Any initiated contact from client or provider, or family member
   d. Resources, plans and goals
   e. Medication reminders
   f. Discharge summary

6. **Information Continuity**: Discharge summary, BPMH, My Safe Plan, and any other relevant items are communicated back to primary care provider as per *Ensuring Informational Continuity Guideline* (WRHA, 2016)
Processes: Standard vs Virtual Admission

Both CRC and CSU are incorporating the option for virtual services, while keeping “standard” Crisis Response Services support for individuals which virtual service is not appropriate. With these new options, there are four possible referral to admission scenarios that could occur:

1. In person CRC assessment → Standard CSU stay
2. Virtual CRC assessment → Standard CSU stay
3. In person CRC assessment → Virtual CSU stay
4. Virtual CRC assessment → Virtual CSU stay

All CSU admissions must follow CSU Short Stay Guideline criteria. The different situations above have extra criteria and steps to consider:

1. In Person CRC → Standard CSU
   a. Confirm COVID -ve
      CRC (referral source) will document and provide in CSU referral package:
      - COVID –ve screening details as per most up-to-date SH tool
      - Confirmation that client is afebrile, and does not have cold, flu or respiratory symptoms
        - If the above cannot be confirmed, consider Virtual CSU stay or alternate plan
      On receipt of the referral, CSU staff will:
        - Confirm with referral source that they have screened the individual with the most current tool by addressing each question
   b. CSU and referral source confirm that the goal of CSU admission is achievable:
      - The following reasons on their own will not be suitable reasons for a standard CSU admission at this time:
        - Unstable housing – individual cannot leave the unit d/t COVID to seek and confirm housing. SI as presenting crisis with homelessness is still an appropriate referral.
        - Detox facilitation/referral – individual cannot leave the unit to complete medical forms
        - Respite or Caregiver relief
          - Virtual admissions can be considered for the three above scenarios
        - Observation for diagnostic clarification – if this is the goal of admission, a psychiatric assessment is required to proceed
      - Referral source must review the process changes with the individual to ensure they understand the COVID-19 related changes:
        - No passes, no visitors
        - Must comply with hand hygiene and social distancing practices
• If individual is not in agreement to abide by COVID-19 practices consider Virtual admission.

• CSU is expected to assist the referral source in problem-solving alternate solutions if the individual is not continuing with a Standard CSU stay.

**c. CSU Intake**

- An additional COVID screen occurs at time of arrival to unit
- Use the most current Shared Health tool by accessing the website. Do not alter tools.
- Screen the individual using the intercom on the outer door of the 3rd floor reception prior to their entry
  - If the individual screens positive, provide mask and hand sanitizer/PPE and bring to an area isolated from others.
  - While individual is in the building the following locations can be considered for isolation purposes:
    - Reception area (evenings, nights and weekends)
    - CSU Interview room (not preferable, days M-F only when reception is occupied).
- Determine if they were in contact between assessment and intake, or prior to CRC contact.
  - If the possibility exists that the individual was a +ve screen while at CRC, inform the CRC Psychiatry team. They will contact IPC and ID to discuss the case.
- Determine if individual is safe to go home and proceed with Virtual Admission (go to section 3)
- Individuals who are not able to be discharged safely will be isolated until Inter-facility Transport can transport to CRC for psychiatric assessment
  - Individual cannot use the bathroom while waiting. If needed, the bathroom that was used must be cleaned prior to allowing any other clients access.
- Confirm individual’s arrival at CRC.
2. Virtual CRC → Standard CSU

CRC PROCESS:

a. A virtual assessment meets requirements for admission to Standard or Virtual CSU (videoconference preferred).
b. Complete all steps in Section 1a and 1b.
c. After the assessment is complete and it is determined mutually that CSU is the most appropriate disposition:
   • Script: “Thank you for meeting with me. As part of our standard process, I will discuss our conversation with our team. I will call you back at (approximate time) to let you know next steps. If you take medication, can you have them ready for when I call you back?”
   • Help the individual plan for safety while they are waiting.
d. Discuss with CTL. Submit referral via fax.
e. Call individual back when the acceptance is received and Nurse/PA is available to review medications.
   • If individual is not an appropriate referral, CSU will assist referral source in problem solving alternative outcomes, or escalate as appropriate.
f. Provide a warm hand over during the call/video to the Nurse/Psych team to complete the Best Possible Medication History (BPMH)
   • BPMH will be completed virtually by a CRC Nurse/PA
   • The psychiatry team will sign off and it will be faxed to CSU.
   • If there is a medication issue on arrival to CSU, CRC Psychiatry team will be consulted to assist
   • Advise the individual that they will receive a call back from the Clinician to review further details
g. Clinician contacts individual to notify of admission time and assists in arranging transportation.
h. Clinician advises the individual that they will be screened for COVID-19 again on arrival.
i. Clinician closes file after individual’s arrival is confirmed.

CSU PROCESS: Continue with Section 1c (page 4)
3. In Person CRC ➔ Virtual CSU

A. CRC PROCESS:
   a. CRC Clinician reviews that individuals must meet all of the following criteria to be considered for Virtual admission:
      • Stable or non-triggering home environment, preferably with a reliable support person in house
      • Participates with safety planning at time of assessment and referral
      • Would benefit from next day follow up
      • Is voluntary
      • Can access virtual technology (see more detail below)

   b. CRC Clinician provides a description of Virtual CSU:

   Based on your mental health assessment, I’d like to explore a stay in the Virtual CSU with you. The Virtual CSU provides support in your home. The CSU team will meet with you virtually twice daily for 3-5 days and provide support such as counselling and medication reminders. If this interests you, can I ask you a few questions to determine if this will be possible?
   i) Do you have a computer, laptop or smart phone? Can you access Zoom?
   ii) Do you have an email address?
      • If the individual does not have capability for Virtual services, consider Standard CSU admission (Section 1)

   c. CRC Clinician reviews with CTL.

   d. Clinician submits MHA via fax with referral form, including phone and email contact.

   e. CSU provides acceptance and an approximate Virtual Intake time.
      • If individual is not an appropriate referral, CSU will assist referral source in problem solving alternative outcomes, or escalate as appropriate.

   f. When acceptance is received, clinician meets with individual again and provides an approximate virtual intake time.
      • Review plan for safety until CSU Virtual intake.

   g. Provide a warm hand over to the Nurse/Psych team to complete the Best Possible Medication History (BPMH)
      • BPMH will be completed virtually by a CRC Nurse/PA
      • The psychiatry team will sign off and it will be faxed to CSU.
      • If there is a medication issue on arrival to Virtual CSU, CRC Psychiatry team will be consulted to assist

   h. Close Momentum file after it is confirmed that the CSU Virtual intake has occurred.
B. **CSU PROCESS:**
   a. CSU will create a paper chart as per usual process
   b. Put the individual’s name on the white board with “V” beside to indicate a virtual stay.
   c. CSU Nurse or CUP will call the individual as soon as possible after acceptance of referral.
   d. Confirm individual’s identity – full name plus at least one other identifier.
   e. Briefly assess their status (voluntary, agreeable) and confirm that they are currently safe.
   f. Use the following script on your initial call:

   “You are admitted to the Virtual CSU. This means you will have access to the same clinical supports that CSU offers on site, from your home. You will receive email invitations to your planned meetings with staff. These include 1:1 support sessions and a virtual group. The emails will have the subject line: “Appointment” and “Group”. These are on-line meetings using ZOOM software. You will need to prepare at least 5-10 minutes in advance. Although any online interaction has the possibility that your privacy may be breached, we will be using all possible efforts to protect your personal information. We are using a safe videoconferencing software, which is fully encrypted. We will not be sharing any personally identifying information (eg. PHIN) over the platform, and the meeting is not recorded. When you click the link, you will be prompted to download a plug-in which takes about 30-60 seconds. Following that, you will join the appointment with CSU staff.”

g. Confirm their email.
   h. Ensure that they have a phone available as back-up in the case of any technical difficulties.
   i. Confirm that they have the number for the unit (204-940-3633 x2) and that they can and should call at any time, 24 hours/day, if they are suicidal or if they have any concerns.
   j. **Send out the email appointments:**
**Email content:** Cut and paste the following into the email to the individual, sent from one of the CSU gmail accounts:

```
“Your upcoming appointment is scheduled for ______________ with ______________ by videoconference.
Clicking this link will take you to your appointment. [insert zoom link from the google calendar for matching appointment]
Please plan to get set up at least 5-10 minutes prior to the appointment start to ensure your technical requirements are set up. Keep a phone available as back-up in the case of technical issues with the videoconference platform.

Please note the following considerations and guidelines:
- We are using Zoom videoconferencing software. This platform is fully encrypted. Details are available at: zoom.us
- To protect your privacy, we will not exchange any of your personally identifying health information (eg. PHIN, date of birth) over the videoconference platform. Neither your name nor personal email is shared with Zoom.
- The video appointment will not be recorded in any way.
- Please arrange a private space where you can have your appointment. If you have small children, try to arrange a plan for childcare or have them in a separate room if safe to do so.

Technical Requirements:
- Download a plug-in or app, accessible through an appointment invitation or the app store
- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers, microphone, webcam
- Operating systems:
  - macOS X with macOS 10.7 or later
  - Windows 10, 8 or 8.1, 7, Vista, XP
- Supported Browsers:
  - Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
  - Mac: Safari 7+, Firefox 27+, Chrome 30+
  - Linux: Firefox 27+, Chrome 30+
- Bandwidth:
  - 600kbps (up/down) for high quality video
  - 1.2 Mbps (up/down) for 720p HD video
  - Receiving 1080p HD video requires 1.8 Mbps (up/down)
  - Sending 1080p HD video requires 1.8 Mbps (up/down)

You may contact us at 204-940-3633 x2 if you have any questions before your visit.”
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1. Conduct the videoconference. Confirm individual’s identity and at least one other identifier.
2. Document in a Progress Note in CSU paper charts.
3. Arrange with the individual the approximate time for the assessment the following day and document the time, and pass on to the next day team by putting the time on the white board.
4. Inform the individual that they will receive another email with a zoom link the following day, and that the team may call to confirm the time as occasionally it may change.

**Discharge and Follow-up**
- Refer to Discharge in “Service Standards” – point v (page 1).
- If individual appears to not be improving or if there are clinical concerns:
  - Consult CTL
  - Consider psychiatric assessment
- If the person is improving and could likely be discharged within an additional 1-2 days, they can remain in Virtual CSU beyond the usual 3-5 day stay after consulting the CTL.
- Follow up plan and an SRA should be completed in the final discharge note. Review the individual’s Safe Plan.

**4. Virtual CRC → Virtual CSU**

**CRC PROCESS:**
- a. Clinician completes MHA by phone or videoconference (videoconference preferred)
- b. Clinician ensures individual meets all of the following criteria to be considered for Virtual admission:
  - Stable or non-triggering home environment, preferably with a reliable support person in house
  - Participates with safety planning at time of assessment and referral
  - Would benefit from next day follow up
  - Is voluntary
  - Can access virtual technology (see more detail below)
- c. Clinician provides a description of Virtual CSU:

*Based on your mental health assessment, I’d like to explore a stay in the Virtual CSU with you. The Virtual CSU provides support in your home. The CSU team will meet with you virtually on a twice daily for 3-5 days and provide support such as counselling and medication reminders. If this interests you, can I ask you a few questions to determine if this will be possible?*

  i) Do you have a computer, laptop or smart phone? Can you access Zoom? *(Technical details required are in Section 3)*
  ii) Do you have an email address?
  - If the individual does not have capability for Virtual services, consider Standard CSU admission (Section 1)

- d. **After the assessment is complete and it is determined mutually that Virtual CSU is the most appropriate disposition**
• Script: “Thank you for meeting with me. As part of our standard process, I will discuss our conversation with our team. I will call you back at (approximate time) to let you know next steps. If you take medication, can you have them ready for when I call you back?”
• Help the individual plan for safety while they are waiting.

e. Discuss with CTL.
   • CTL requests Nurse accesses e-Chart and reviews medications
   • CTL presents case to Psychiatry team to review appropriateness of referral. Psychiatry documents in a Progress Note participation in reviewing the referral.
   • If referral is taken overnight, the morning psychiatry team will review the referral.

f. Submit referral via fax and request a call back time from CSU.

g. CSU calls back to confirm acceptance and admission time
   • If individual is not accepted, CSU will assist referral source in problem solving alternative outcomes, or escalate as appropriate.

h. Clinician calls individual back when the acceptance is received and Nurse/PA available to review medications.

i. Clinician provides a warm hand over to the Nurse/Psych team to complete the Best Possible Medication History (BPMH)
   • BPMH will be completed virtually by a CRC Nurse/PA
   • The psychiatry team will sign off and it will be faxed to CSU.
   • If there is a medication issue on arrival to Virtual CSU, CRC Psychiatry team will be consulted to assist
   • Advise the individual that they will receive a call back from the Clinician to review further details
   • Review plan for safety.

j. Clinician calls individual back and provides an overview of CSU Intake process for Virtual CSU:

   CSU staff are going to call you to complete your Intake: they will ask you to provide 2 ways to confirm your identity – your full name and date of birth, for example, then they will confirm that you are wanting be in the Virtual ROU. The staff will also go over your goals and medications. During this phone call, you will be able to ask them questions about the process during this call.

k. Close Momentum file after it is confirmed that the CSU Virtual intake has occurred.

CSU PROCESS:
Continue with Section 3B – CSU PROCESS (page 6)