MHA Form Implementation Training Q&A – September, 2023

Note: Questions have been edited for length and clarity

Q&A from Sept 14th demo

1. **Q: Will the links to the MHA Forms found in the mPage section be removed after the September 20 MHA Forms Go-Live?**

   A: Yes. After Go-Live, the MHA Forms links will be removed because they will link to the outdated Dynamic Documentation. Users will need to go to the PDF Forms section in order to access the new forms.

2. **Q: If a provider needs to go back and modify a form that's already been reviewed, can they modify just that section?**

   A: Providers will not be able to click and modify specific sections of the form after it has already been reviewed. They will need to clear the entire form and re-do the form from the beginning.

3. **Q: The form has a checkmark for patient receives the copy. We don't physically give a copy to the patient unless they are requesting it. Do you have to have that box checked off before giving it to the second person?**

   A: No, it is not required. You do not have to check that box for it to sign off on the form.

4. **Q: How can providers address the time discrepancy of when they put in the order, and when the delegate signs off on that form? The discrepancies about the expiration time point can cause confusion about appropriate next steps.**

   A: CST is aware of this discrepancy. The hope is that the second signature can be completed at a time close to the time of the second signature. Clinical Informatics will flag this issue and bring it to CST for discussion about workflow.

5. **Q: Is the document not legal until the second person signs it? There have been previous legal cases about treatment being started without the form being completed yet.**

   A: Yes, the Ministry requires obtaining the second signature for the form to be legal. However, if earlier action is needed to make sure the patient is safe and that others are safe, those actions should take precedence and the form can be completed at a later time.

6. **Q: It can be confusing to identify who the designate is. What prompts the designate to do their paperwork?**

   A: Unfortunately, Cerner will only provide the alert when users open a patient's chart who has an incomplete MHA Form 4.1 or 4.2, including users who are not the director/designate whose signature is required. It is not possible to customize the alert to identify who is on duty on a given day.

Form completion will heavily rely on collaboration and communication between teams about who the director delegates are for each unit, and streamlining the form completion process. Each area who uses the MHA Forms should have an operational workflow that identifies the director's designate on duty.

7. **Q: What are the expectations for documenting the decertifying comments?**

   A (from colleagues): There should be no change in the standard about what needs to be documented. There is no separate documentation that's needed about decertification.

Q&A From Chat, from Sept 14th demo

8. **Q: What are the steps if a designate thinks you have not "sufficiently" completed a Form 4.1?**

   A: The designate would be going back to the physician/NP, and pointing to specific areas that they are not "sufficiently" completed. And then if there is still a difference of opinion, the escalation algorithm can also be used.

9. **Q: Is it possible to share a list of who are the designates for each area**

   A: This will have to be listed out by specific units. For Mental Health Programs inpatient units - it can sometimes be the charge nurse which changes quite frequently. Please connect with your leaders about the designates for your specific area.

10. **Q: What is the process for handling Form 4.1s completed in community where there is no designate and where the patient is now in hospital?**

    A: For Form 4.1s completed in the community, Section 2 would be signed by the Director/Director's Delegate at the designated site.

11. **Q: Can delegates put orders in? As a nurse I don't think I am able to order a Form 4?**

    A: This is a change that would need to be addressed at a higher level. So it will still remain the examining professional who inputs in the Powerform order. The Delegation Matrix (draft) outlines which disciplines are able to complete forms.

Q&A From September 18 Session with ED Group

12. **Q: Who can sign the second signature?**

    A: In the ED, the Director's delegate could refer to nursing leadership, the charge nurse, or mental health nurse.

13. **Q: Can you modify the form through the Documents window?**

    A: No, the form cannot be modified from Documentation. You can modify it from PDF Forms before the second signature is completed, but not after.

14. **Q: In the delegation matrix, what is the difference between reviewing authority and being a director delegate?**

A: These are synonymous; the reviewing authority can also be the director delegate.

15. **Q: Should we start at the PDF, or enter the PowerPlan first?**

    A: We would advise completing the form first as it is the Ministry requirement. Then, order and initiate the PowerPlan at the time of signing so that users (e.g. the social worker or the nurse) can get the alert to complete the supplementary work. The PowerPlan completion will start the CST Cerner counter for the expiry reminder.