INCREASING THE UTILIZATION OF THE ROYAL COLUMBIAN HOSPITAL (RCH) CONSULT-LIAISON MEDICAL PSYCHOLOGY (CLMP) SERVICE

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AIM

To increase the number of acute care inpatients identified to benefit from intervention by the CL Medical Psychology Service by 100% by February 28, 2025 (within 6 months) at RCH.

INTRODUCTION

- The Royal Columbian Hospital (RCH) Consult-Liaison Psychiatry **(CLP)** service assesses and manages complex psychiatric disorders across critical care, general medical and surgical inpatient units in a multidisciplinary setting
- The Consult-Liaison Medical Psychology **(CLMP)** service provides brief, evidence-based psychotherapeutic interventions for patients with lower psychiatric acuity
- 47% of CLMP services in the United States are led by psychologists
- The RCH CLMP service is integrated into the CLP service, functioning within an interdisciplinary collaborative care model
- The RCH CLMP service improved mental health outcomes in 82% of patients and 86% of patients reported that CLMP involvement improved their patient experience
- Despite positive outcomes, the CLMP service is underutilized

METHODOLOGY

1. Collection of number of patients identified for CLMP weekly, from June 1/24 to August 31/24 (baseline utilization), and Sept 1/24 until February 28/25
2. Process map was developed to clarify the patient identification & referral process (Figure 1)
3. Driver diagram was established to identify drivers and change ideas that would support the project aim (Figure 2)
4. PDSA cycle (Figure 3) created to test change ideas
5. An anonymized survey accompanied by educational information on CLMP ("intervention") was built on the UBC Qualtrics platform and approved via ROMEO by the Fraser Health Privacy Office for an ethics waiver
6. The intervention was administered weekly by the psychiatry resident to referring clinicians between September 30/24 to November 25/24
7. Collected survey data was incorporated into PDSA cycle analysis and further educational interventions were undertaken

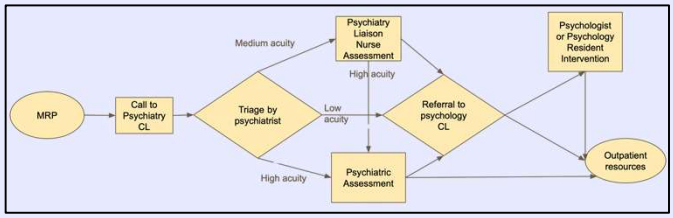

Figure 1. Process map of how patients are triaged by the CL Psychiatrist for services under the CL Psychiatry service, including the CLMP.

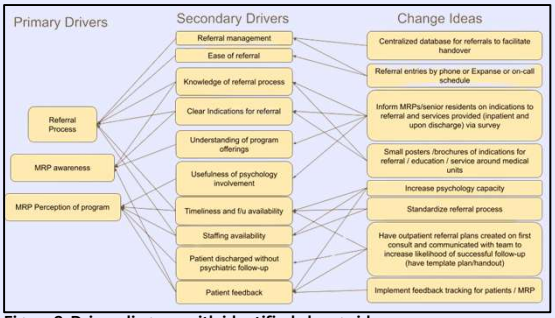

Figure 2. Driver diagram with identified change ideas.

RESULTS

- 60% (30/50) of clinician survey participants reported **low awareness** as a major barrier to CLMP utilization
- Clarity on referral criteria, referral process, and accessibility and availability of the service increased utilization
- 94% (15/16) of users of CLMP rated their experience as "Good" or "Excellent"
- The intervention increased the number of patients identified to benefit from CLMP by **200%**, based on a baseline median of 2 patients per week to a new median of 6 patients per week
- The increased patient identification was sustained for 3 months before data collection ended (December 2024 to February 2025)

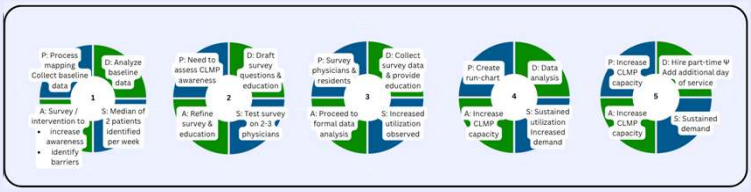

Figure 3. Plan-Do-Study-Act cycles.

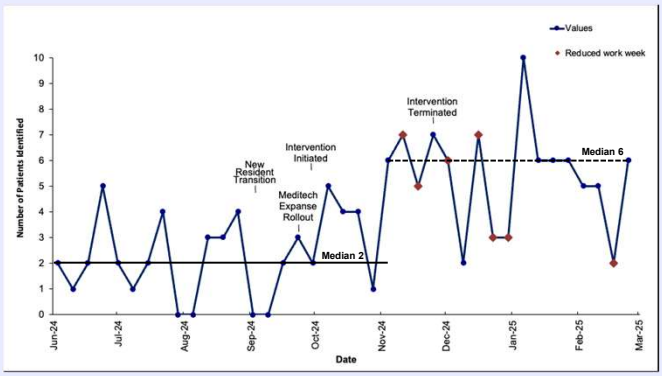

Figure 4: Number of patients identified for the Consult-Liaison Medical Psychology Service from June 1, 2024 to February 28, 2025. New Resident Transition denotes new psychology resident completing CLMP consults. "Intervention" represents the survey and education intervention. Reduced work week is a 4-day-week.

CONCLUSION & FUTURE STEPS

- Potential drop-off of referrals/patient identification may be related to CLMP consults not being seen in a timely manner
- An additional part-time psychologist was hired to increase CLMP capacity
- There is demand for CLMP at RCH and opportunity to increase the availability and accessibility of the service

REFERENCES

[1] LaGrotte, C. A., Bullock, A., Doremus, C., & Aricola, C. (2024). Understanding the Landscape of Consultation Liaison Psychologists in Academic Medical Centers. Journal of clinical psychology in medical settings, 31(4), 691–698. https://doi.org/10.1007/s10880-024-10018-4

[2] Kristjanson, K., Kwan, V., Brooks, G., LaMarre, A., Fulton, H., Park, A., Shakeri, A., Erickson, D. (2023, June 7-8). Evaluation of a New Consultation-Liaison Psychology Role at Royal Columbian Hospital [Poster presentation]. HQBC Quality Forum 2023 "Connect • Energize • Achieve" Vancouver, BC, Canada. https://bit.ly/4l8KaAL