

PROJECT SUMMARIES



Improving the equity, efficiency, effectiveness and transparency of prioritization and triage processes at the Lynwood Charlton Centre Lead Agency

Lynwood Charlton Centre

As the lead agency for the diverse Hamilton area, the team at Lynwood Charlton Centre is advancing work on recommendations from an extensive system-level report they produced that found several access challenges across their community. Access pathways into their own services could be more efficient, equitable and transparent (especially as the demand for services increases). As a result, the team is embarking on a project to improve pathways into their services by focusing on the prioritization and triage processes to better provide high-quality services throughout their community.



Improving intake and triage processes at Open Doors for Lanark Children and Youth

Open Doors for Lanark Children and Youth

Building on the work to examine key activities from first point of contact to discharge, Open Doors for Lanark Children and Youth wants to address process bottlenecks following referral for their primarily rural population. The team will focus on improving the intake/triage processes. Enhancing the match between client needs and services received will allow for reduced wait times, a more efficient use of the broader service system and improved service experience for children, youth and caregivers.



Improving pathways for Section 23 classrooms in KFL&A

Maltby Centre

The Maltby Centre, in collaboration with their partners in education, is working to improve pathways for children, youth and families seeking placements in mental health treatment classrooms in Kingston, Frontenac, Lennox and Addington. Their quality improvement project aims to streamline the current intake process to ensure efficient transitions for students into personalized programming designed to address students' individual academic, social and emotional needs.



A quality improvement project for children's mental health intake *Aisling Discoveries Child and Family Centre (now Strides Toronto)*

In early 2020, Aisling Discoveries Child and Family Centre and East Metro Youth Services came together to create Strides Toronto. Their goal was to bring the strengths of two organizations to provide a robust set of services, programs and supports for families, children and youth. The quality improvement project aims to streamline intake practices to ensure a clear pathway into a multitude of mental health services. Staff from each legacy agency will work together to identify a process that is both client-centred and efficient.



Improving care pathways (access) into mental health services for youth in Chatham-Kent *Chatham-Kent*

The team at Chatham-Kent Children's Services (CKCS) recognizes the impact concurrent mental health supports can have on young people alongside their involvement with the youth justice system. However, a variety of factors within the current intake process can impede timely access to care. An improvement team from CKCS, in collaboration with their partners from youth justice, is embarking on a quality improvement project that will ensure timely access to mental health supports for youth justice involved youth. Their project aims to improve intake pathways and decrease the time young people spend waiting to access specialized counselling within their Youth Criminal Justice Act (YCJA) programming.



Creating efficacious care pathways to mental health services for children or youth who engage in high risk behaviours to self or others *Pathstone*

As the lead agency in the Niagara region, the team at Pathstone Mental Health saw a distinct need with their violence threat risk assessment (VTRA) protocol. They noticed inconsistencies in practice and the absence of formal methods to measure and assess the appropriateness of the referrals the agency receives as part of this protocol. The team is looking to collaborate with community partners to improve this process for high-risk youth, to ensure these clients are better identified at the outset and promote more positive mental health and outcomes.



Streamlining the intake process at the Youthdale Treatment Centre

Youthdale

The team at Youthdale is looking to improve access to their programs to ensure appropriate services are provided to clients, families, teams and referring organizations in a timely, efficient, effective and coordinated manner. In a recent review, the leadership team identified that current intake processes could be improved by removing hurdles and minimizing handoffs to improve client and caregiver experience. By reviewing their current state, the group will look to eliminate unnecessary and non-value added steps and streamline intake processes to best meet clients' needs.

Improving access at Crossroads Children's Mental Health Centre

Crossroads Children's Mental Health Centre

Crossroads Children's Mental Health Centre (Crossroads is highly aware of the detrimental impact of barriers to access and poor care coordination on children's mental health outcomes. While participating in numerous co-development initiatives with families, Crossroads listened to their issues and decided to improve admission processes. This will result in faster access to services, improved client experiences, better service coordination and seamless transitions.



Improving wait times in two of CDI's flagship programs

Child Development Institute (CDI)

The length of time and the number of young people and their families waiting for Ontario publicly provided child and youth mental healthcare is at an all-time high (Children's Mental Health Ontario, 2020). In response to this trend, the Child Development Institute (CDI) will be looking at identifying the different factors that contribute to the lengthening waitlists in their region, to reduce wait times for youth and families seeking mental health services. The team will focus on two of their flagship programs, with plans to scale up solutions across the organization.



Live-in service system navigation in the London-Middlesex and surrounding areas

Vanier Children's Services

Vanier Children's Services (Vanier) believes that equitable access, efficient processes and continuity of care are crucial for the intensive live-in services clients. Vanier has identified that the issue of pathways into and out of intensive live-in treatment requires immediate attention. As a result, they will work on improving pathways for children and youth intensive live-in services in London-Middlesex and the surrounding area. This will result in better support for clients and their families, better service outcomes and instill greater confidence in the processes.