



What Can We Learn from Health Care?

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Context



Child and family services (regardless of the system) have unique challenges and qualities

There is a lot of knowledge in this room, from change and improvement experiences already undertaken within and across your organizations

In my experience there has already been a lot of exchange among systems providing services to children and families; so I will focus on other services and populations

Some health care sectors are more relevant to the services provided by your organizations than others; home care, community support and primary care

Some conditions are more relevant to the service provided by your organizations than others; end of life , 2 chronic disease management and dementia

Additional Context from Group

- Less breadth and depth of evidence
- Mandated versus non-mandated services
- Entitlement to health services
- Mental health is not on the political radar; therefore not funded the same
- No funding for technology
- General population impacted by health; but not by children's mental health
- Difference in funding mechanisms; volume of service delivered in health versus program

Challenges for Child and Youth Mental Health Services*

- Timeliness of services
- Early identification of children and youth at risk
- Collaboration across sectors and into adulthood
- Consistency in service provision
- Evidence-based practice
- Social inclusion of children and youth with illness
- Accountability

* "A Shared Responsibility", MCYS.

Challenges in Health Care



- Waiting times
 - o Emergency department
 - o Surgical procedures
 - o Cancer Care
 - o Placement
 - o Treatment services
- Multiple points of access
 - o Primary Care
 - o Community care
 - o Mental Health Services
 - o Chronic Diseases
- Regional disparity
- Coordinated continuum of care
 - o Chronic Diseases
 - o Aging at Home
 - o Mental Health Services
- Human Resource Shortages
 - o Family Physicians
 - o Nurses
 - o Allied Professionals
 - o Community providers
- Rising costs of care

Policy Framework for Child and Youth Mental Health



Goals:

- Sector that is coordinated, collaborative and integrated at all community and government levels
- Access to a flexible continuum of time and appropriate services and supports
- Provision of effective services and supports
- Sector that is accountable and well-managed

Response to Challenges in Health Care



Changes in:

- Organizations
- System
- Technology
- Practice
- Human Resources

Relevance to Goals:

- Integrated
- Access
- Effective
- Accountable

Organizational Changes



- Administrative integration
 - o Coordination, to collaboration, to integration, to shared leadership
 - o Shared and purchased services
- Governance integration
 - o Voluntary, pressured and forced
- Relationships
 - o Formation of Local Health Integration Networks (LHINS)
 - o Funding mechanisms
 - o Accountability agreements
 - o Public reporting

Relevance to Goals:

- Integrated
- Effective
- Accountable

System Changes



Within Sectors or Disease-Based

- Long Term Care
 - o Placement in LTC Homes
- Cancer Care
 - o Cancer Care Ontario
 - o End of Life Funding
- Community care
 - o Formation of CCACs
 - o Alignment of CCACs
- Primary Care
 - o Family Health Teams
 - o Nurse Practitioner and Allied Services
- Diabetes
 - o Collaboration and integration

Relevance to Goals:

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- Access
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Technology Changes



- Infrastructure Investment
 - o Organization
 - o Sector
 - o System
- Information Systems
 - o eReferral
 - o Health Partner Gateway
 - o Privacy and security
 - o CIS for Sectors
- Information Sources
 - o Outputs versus outcomes
 - o Population knowledge
 - o InterRAI
 - o HealthyOntario.com

Relevance to Goals:

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Practice Changes



- Local and provincial collaborations
 - o FLO Projects
 - o End of Life
 - o Children with Disabilities
- Central Access and Coordination
 - o LTC Home Placement
 - o Critical Care Beds
 - o Rehabilitation Beds
 - o CritiCall
 - o MedsCheck
- Evidence-based Practice
 - o Research Chair for Home and Community Care
 - o National and international research
 - o Standards and oversight in LTC Homes

Relevance to Goals:

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Human Resource Changes



- Human Resource Planning
 - o HealthForce Ontario
 - o Family Health Teams
- Organizational Development
 - o Quality Frameworks
 - o Workplace Wellness
 - o Sector-wide and functional training
- Maximizing Resources
 - o Primary Care
 - o Downward substitution
 - o Standardization of systems and models
 - CIS
 - Cancer care
 - Surgical wait times

Relevance to Goals:

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Impact of Health Care Change



On Child and Youth Mental Health Services

- Reduced points of access and linkage
- More responsive to opportunities for collaboration and partnerships

Questions



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