

Youth Mental Health Services Primary Care Initiative

CENTRAL NEWFOUNDLAND REGIONAL HEALTH CARE AUTHORITY
in collaboration with
THE TOWN OF GRAND FALLS-WINDSOR



SECTION 1. PROJECT RELEVANCE AND NEED

Feedback was elicited during two community stakeholder meetings, in 2015 and 2016, indicating that access to timely and comprehensive services for youth with mental health needs in Grand Falls-Windsor was a major priority.

- a) While many resources and expertise exist in the community of Grand Falls-Windsor, silos of care currently act as a barrier to collaborative and continuous care. It was identified that increasing collaboration and communication between team members in health care, education and community Non-Government Organizations (NGOs) would provide the optimal environment for the delivery of health care to children and youth.

The purpose of a primary care model is to strategically build capacity for many of the currently unmet medical needs of youth with mental illness. The priority is to create a common single-point of access to health services for children and youth in Grand Falls-Windsor.

The goal is to ensure a "Stepped Care" approach to meeting the health needs of children and youth. This project focuses on developing a clear path to the integration of Children, Youth and their Families, Specialized Educational Services, Family Medicine, Mental Health and Addictions Services, Psychiatry and Pediatrics in order to ensure the delivery of comprehensive health care services.

The plan seeks to strengthen relationships and role clarity between health providers, educators, and community services to create new paths of patient flow to reduce parallel silos.

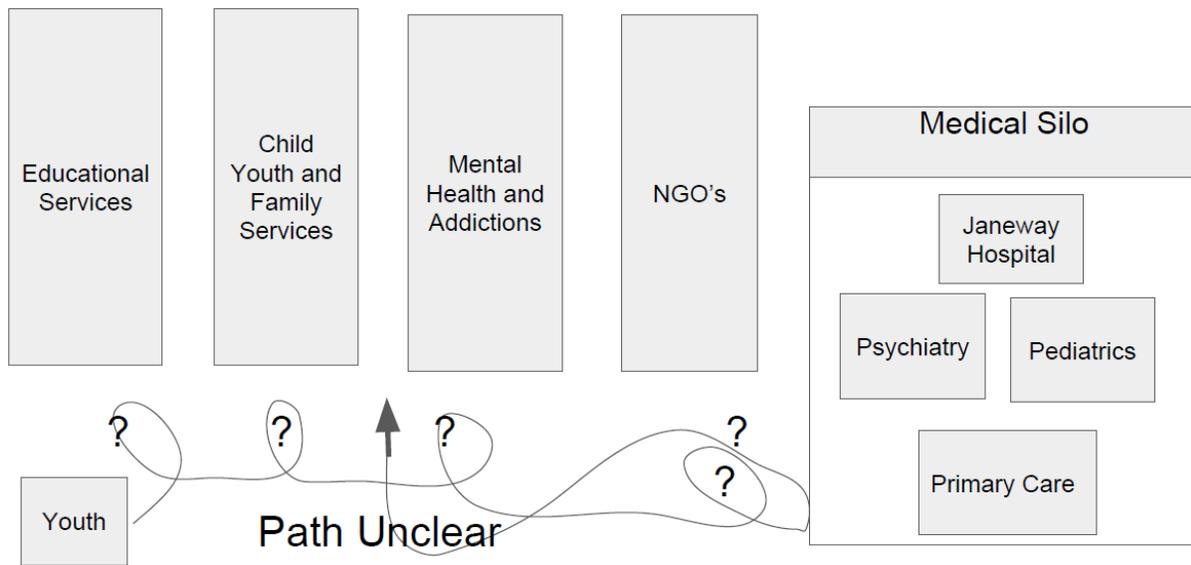
- b) Need for enhanced and collaborative Youth Mental Health Services Primary Care: Currently there is no clear path to the most appropriate service. There is a concern that youth with complex health needs are unable to access appropriate services in a timely manner.
- c) Supporting Evidence: Mental Health and Addiction services reports having provided 1465 contacts with youth up to age 18 years from January 1, 2013 to October 9, 2017*. This number indicates actual contact for this age group; however, does not reflect the number of youth who have been referred for services but failed to attend appointments. Nor does it include contacts made with Family physicians, Pediatrics or Psychiatry services. Guidance counselors within the schools in Grand Falls-Windsor have identified that approximately 500

children/youth require some level of mental health intervention. ***** Stat from BC

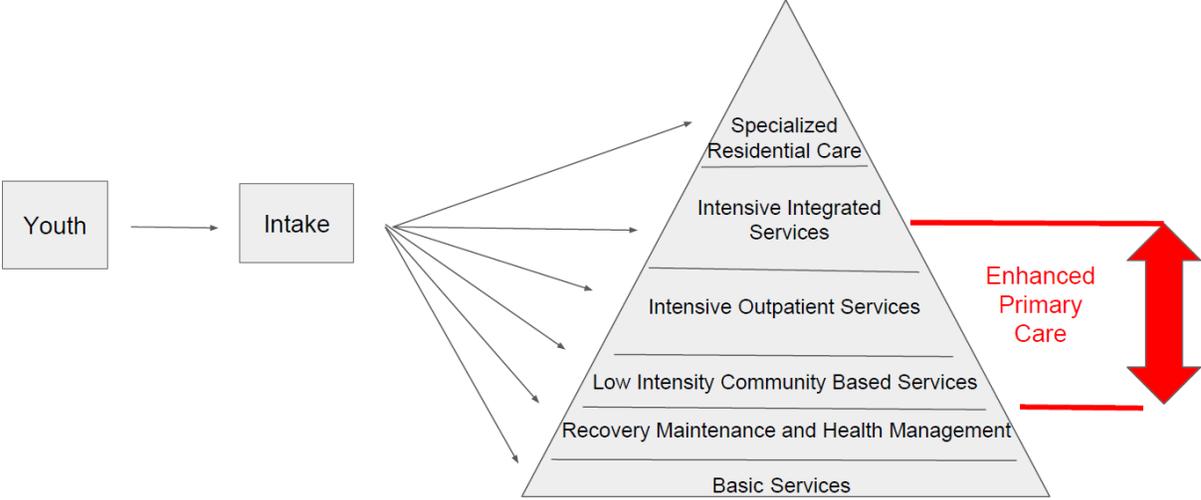
- d) Currently, no services exist within the Town of Grand Falls-Windsor similar to this initiative.

Children and youth may be referred to Mental Health and Addictions Services by representatives of the "silos" indicated; however, there is little ability for collaboration and communication between the various team members from health care, education and community NGO's.

Model - Current State - Siloed



Model - Desired Future State - Stepped Care



SECTION 2. PROJECT DESCRIPTION

STEPPED CARE MODEL

The project will introduce a new “step” into the system positioned above routine primary care and below medical specialist care.

Name of Step – “Enhanced and Integrated Primary Youth Mental Health Care”

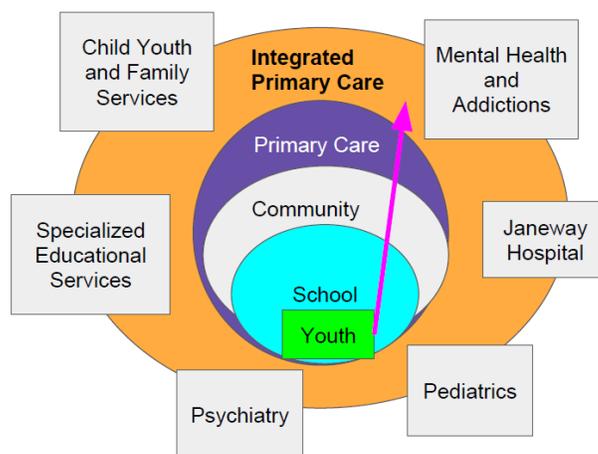
The need for mental health services will be identified at the school level and family consent will be obtained.

The Guidance Counsellor in consultation with the school service delivery team will identify that a collaborative care model is likely required. CALOCUS* assessments will be completed by Guidance Counsellors and referral information will be forwarded to a “Youth Mental Health Services Navigator” (new position). Intake assessment may be supplemented by Mental Health and Addictions Services - Telephone Triage Assessment.

The Youth Mental Health Services Navigator will table referrals with an Enhanced Care Primary Provider at weekly intake rounds. These rounds will be supported and attended by other providers intermittently including Pediatrics, Psychiatry, and school guidance counsellors/educational psychologist’s attendance. Such input will be at the discretion of the Intake Team.

Case will be directed to the most appropriate level of service in the Stepped Care.

Integrated Stepped Care Model A Clear Path



Integration: Strengthen relationships and role clarity between health care providers, educators and community services to create a new path of patient flow to break down existing “silos”.

SECTION 2 continued . . .

System Navigation: This is the “right door” for everyone. This will ensure people will be directed to the appropriate service or step.

Children and Adolescent Level of Care Utilization System (CALOCUS)

A tool to assess the current clinical needs of the individual in order to establish the required level of services found along the continuum of care.\

a) Objectives of the project:

- To create and efficiently operate effective cross-sectoral linkages that meet the mental health needs of children and youth across traditional government ministries/agencies/departments.
- To ensure timely and appropriate mental health interventions are provided to school age children.
- To ensure all providers are working to their maximum scope of practice.
- To reduce wait times for mental health services in the community.

- To provide increased access to a multidisciplinary team for assessment and treatment.
- To enhance the professional development of service providers in the area of Mental Health Assessment and Treatment.
- To establish and operate liaison/linkage programs between schools, primary health care providers and mental health services.
- To create common single-point-of-access patient and family databases using standardized assessments materials that can be accessed by health providers with appropriate consent to prevent unnecessary assessments*.

*Mental Health Commission of Canada
 Evergreen: A Child and Youth Mental Health Framework for Canada

Pathways : School Guidance -> Calocus (6 levels) completed by Team at School level -> Navigator

Section 3. Target Population

Within the boundaries of the School System K-12 in Grand Falls-Windsor

Location of Services:

Services will be provided in Grand Falls-Windsor.

Space will include:

- Medical examination room
- Team meeting room
- System Navigator Office
- Clerical Office
- Youth appropriate waiting area

- Tele Health space and equipment for schools and clinic spaces

The team will use existing space or space provided "in kind" by the town.

Tele health space and equipment is needed in schools to ensure appropriate consultation with all relevant school personnel. Teachers and guidance counsellors are a key referral source and resource in this project and are often unable to attend meetings outside of the school due to competing priorities within the school.

Resource Requirements

- Training for physicians and guidance counsellors and other team members in the CALOCUS
- Ongoing training for the Team and Primary Care Service Providers
- Communications
- One FTE System Navigator
- One FTE Clerical Support
- EMR Infrastructure, access and training
- Adequate compensation for non-salaried physicians
- Telehealth infrastructure for schools
- Evaluation funding

SECTION 3 continued . . .

Evaluation

- CALOCUS will be used to measure youth's treatment outcome (pre and post testing)
- Client/Family/Provider perception of care will be measured.
- Impact of program on access to services will be measured. (comparative data may not be available)
- Impact of program on the ability to provide comprehensive services to youth and families at the right time and at the appropriate level of care.

We will be partnering with NLCHI to complete the process and outcome evaluation of the project.

EXPECTED RESULTS

Children and Youth within the Grand Falls-Windsor area will access comprehensive Mental Health and Addictions Services and Health Services that are patient centered and individualized in a timely manner.

a) Partners

- Mental Health and Addictions Services
- Department of Education
- Psychiatry
- Pediatrics
- Family Medicine
- Child, Youth and Family Services
- Community of Grand Falls-Windsor
- Medical Staff Grand Falls-Windsor (Pediatrics, Family Medicine, Psychiatry)