

INFORMATION REPORT

TO: Mayor and Members Board of Health	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: February 28, 2011	
SUBJECT/REPORT NO: Child and Adolescent Services Situational Assessment BOH10027(a) (City Wide)	
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SIGNATURE:	

Council Direction:

This report is a follow up to the report of September 27, 2010 (BOH10027) which described the process and the findings of a Situational Assessment completed for Child and Adolescent Services.

Information:

Child and Adolescent Services (C&A), Public Health Services is an outpatient children's mental health program that is 100% funded by The Ministry of Children and Youth Services, The Youth Justice Sector, and The Ministry of the Attorney General. C&A is mandated to deliver high quality, evidenced based clinical services to children aged 2-18 years of age.

This report provides information on a work plan that will guide Child and Adolescent Services through the process of responding to the recommendations of the Situational Assessment.

Situational Assessment (SA):

There were three key questions identified that would assist C&A in future planning and decision making as outlined in the report of September 27, 2010 (BOH10027):

1. What are the core¹ services for C&A to retain?
2. What are the recommended changes to current C&A services?
3. What are the services offered by similar children's mental health treatment programs in other communities?

The SA was able to provide data to address questions 2 & 3. However, it was not able to answer #1 because issues related to changes to services and resources are systemic in nature and require a broader conversation within the local children's services system planning table.

Summary of Key Findings:

- Clients reported being satisfied with the services they receive. Areas of concern noted by clients included the location of the service, access to services and the lengthy wait lists.
- Community stakeholders reported satisfaction with the services and specifically commented on the knowledge, dedication and flexibility of staff and the ability of C&A to address a wide range of treatment needs of their clients. Suggestions for improvement included increased communication and collaboration.
- Staff identified strengths in the staff and working environment as well as the ability of C&A to meet the treatment needs of clients by offering a high quality of service. Staff also made suggestions for improvements to their work environment.

Based on consultation with The Ministry of Children and Youth Services area office program supervisor, all recommendations that pertain to system wide issues will be addressed through the newly-formed Hamilton Children's Services System Planning Table in 2011.

The following table provides information on the questions and recommendations from the SA and the associated key activities and time frames.

¹ "Core" services refer to current clinical assessment and treatment programs offered by C&A and approved by The Ministry of Children and Youth Services.

Situational Assessment Work Plan:

KEY QUESTIONS	RECOMMENDATIONS	KEY ACTIVITIES	TIME FRAME
What are the core services C&A should retain?	Determine what core service C&A should retain through the Children's Services System Planning Table. Examine ways to improve access to Child Psychiatry in Hamilton and to address the general lack of resources available to the community.	The Ministry of Children and Youth Services advises that all issues related to resources and reductions or changes to services must go through the Children's Services System Community Planning process. This includes issues related to child psychiatry and examining any duplication of services.	Time frame to be announced by The Children's Services System Committee Planning Table.
What are the services offered by similar children's mental health treatment programs in other communities?	Ensure there is no duplication of services within the children's services system.	Same as above	Same as above
What are the recommended changes to current C&A services?	The recommendation by the community is that C&A establish clearer communication policies and also provide a detailed description of programs and services.	C&A work group will examine and develop a communication strategy supported by the development of a policy and procedure related to the sharing of client information. (in compliance with PHIPPA Legislation). Ensure dialogue with key community stakeholders.	Start March 2011 with target completion by October 2011.
What are the recommended changes to current C&A services?	It is recommended by the community that issues of accessibility be examined including location and hours of service as well as waiting list times.	C&A work group will assess the surveys and comments of the community and will meet to determine potential solutions. Ensure dialogue with key community stakeholders.	Start March 2011 with target completion by November 2011.

KEY QUESTIONS	RECOMMENDATIONS	KEY ACTIVITIES	TIME FRAME
What are the core services C&A should retain? What are the recommended changes to current C&A services?	It was recommended by staff that C&A continue its support of learning opportunities, knowledge exchange or training with the community and staff needs for clinical supervision.	C&A work group will assess the impact of any changes to current practice related to learning opportunities and knowledge exchange activities.	Start March 2011 with target completion by December 2011.

Next Steps:

Internal recommendations which include issues raised by staff and recommendations related to communication and relationships with our community partners will be addressed through the creation of staff work groups and marketing and communication strategies.

Results of activities outlined in the Work Plan will be documented and a feedback loop will be maintained with staff and our community partners. Any proposed changes to programs or service levels will come back to the Board of Health.