

PROJECT SUMMARIES



Improving access to counselling and therapy services (12 months)

Project lead: Reach Out Centre for Kids (ROCK)

What's the issue?

ROCK has implemented a new service model with a single point of access for services. However, they are now experiencing longer wait times than desired when processing referrals and initiating counselling and therapy services. This wait could lead to new clients with increased and more complex needs.

What's the QI project?

ROCK will reduce inconsistencies in counselling and therapy services pathways, such as variations in referral practices and waitlist management. The project aims to streamline processes and improve efficiency.

What impact is anticipated?

Reducing wait times will improve the accessibility of services for children and young people. It's expected that there will be less referral reprocessing caused by outdated information, clients will be more engaged with services and receive services in a more timely manner.



Improving care pathways for children and young people who are victims of internet child exploitation (12 months)

Project lead: Boost Child & Youth Advocacy Centre (CYAC)

What's the issue?

Due to inefficiencies in care pathways, clients participating in the internet child exploitation (ICE) counselling program tend not to use the entirety of their allotted funding. The funding is granted to victims of ICE and impacted family members to help them recover from their experiences. The underutilization of these funds is an area of concern.



What's the QI project?

Boost CYAC will reduce care pathway inefficiencies by streamlining the client tracking and invoicing processes, as well as increasing communication between ICE service providers, clients and the ICE program.

What impact is anticipated?

These improvements will allow program staff to address barriers (e.g. service provider/client was not a good fit) that prevent clients from using the entirety of their funds. It will also enable Boost CYAC to identify service gaps and opportunities to provide individualized care to clients in all programs.



Integration across the lifespan: Improving the transition to adult services (12 months)

Project lead: Open Doors for Lanark Children and Youth***What's the issue?***

A major challenge identified by young people in the Lanark community is the transition from child and youth mental health services to adult mental health services. Significant developmental differences and the lack of preparation for the adult mental healthcare system contribute to this challenge. Unfortunately, poor transition management frequently results in young people disengaging from services.

What's the QI project?

Open Doors for Lanark Children and Youth will work with the local adult mental health agency (Lanark County Mental Health) to identify and reduce barriers between child and youth mental health services and adult mental health services.

What impact is anticipated?

Improved pathways between youth and adult services will increase the number of young people successfully engaging with new service providers in the adult system. This will also lead to improved client experience and reduce the strain on primary care providers (e.g. family doctors).



Reducing waitlist by improving brief service pathways (12 months)

Project lead: Peterborough Youth Services

What's the issue?

Long waitlist times are a significant issue for clients seeking mental health services, resulting in frustration and clinically significant deterioration. To improve waitlist times, Peterborough Youth Services has created two brief service stream options. However, waitlists have continued to grow despite these improvements, so a quality improvement lens is required to investigate the effectiveness of programs and ensure timely access to services.

What's the QI project?

Peterborough Youth Services will review the impact of their newly designed brief service model to identify opportunities for improvement that will further reduce waitlist times.

What impact is anticipated?

This project aims to improve waitlist times and provide clients with more timely access to services. It's expected that reduced waitlist times will result in positive client experiences and improved treatment outcomes.



Improving concurrent mental health and addictions services for young people in KFL&A (6 months)

Project lead: Maltby Centre

What's the issue?

There is a lack of service coordination between addictions and mental health services for young people in the Kingston, Frontenac, Lennox and Addington region. In the past year, very few young people with substance use concerns were identified and served by Maltby Centre, suggesting that this population is under-reported and underserved.

What's the QI project?

Maltby Centre will partner with Youth Diversion, an agency offering addiction services for young people to enhance and standardize processes around assessment measures and service coordination. These improvements will ensure that young people with addictions concerns are identified and given access to concurrent mental health and addictions services.

What impact is anticipated?

Young people with addictions and mental health concerns will have access to more equitable and timely mental health services. Improvements in service coordination will lead to better outcomes in both mental health and substance use.



Beyond brief: Improving client service matching and pathways to mental health services (12 months)

Project lead: TheFamilyHelpNetwork.ca (Hands)***What's the issue?***

Hands offers a walk-in brief services model that simultaneously provides brief counselling services and serves as the front door for other services. These competing demands often lead to the inappropriate matching of clients to services, resulting in high attrition rates, longer waitlists, no-shows and client frustration.

What's the QI project?

Hands will use a quality improvement lens to work on the triaging process and matching clients to appropriate services. The hope is that a clearer and more standardized process will improve the efficiency of this process.

What impact is anticipated?

An improved matching process will lead to decreased client frustration and increased positive experiences accessing mental health services. It's anticipated that clients will be able to access services more quickly and that repeat presentations will decrease. Strain on staff and external service providers is also expected to decrease.