Collaborating with our partners, creating a more effective, efficient and accessible system of care: Common Intake

In collaboration with six area children’s mental health agencies, CPRI is leading a System Re-engineering project designed to modernize the intake model at the Children’s Centre for Developmental Services. The project is being carried out by engaging every child, youth, and family member in the intake process. Common intake is being developed to ensure that children and youth with mental health needs, and their families, receive the most appropriate and timely support, at the right time and in the right setting. CPRI is co-leading the System Re-engineering project with the Children’s Centre for Developmental Services. The project aims to begin rolling out Common Intake in April 2013.

Research at CPRI: Building Better Outcomes and Informing Practice

For the second year, CPRI received $150,000 from Children’s Health Canada as part of their Health Research Support Fund. Research at CPRI seeks to advance best practice and evidence-based approaches in child and youth mental health and services. CPRI is dedicated to the systematic development and application of evidence. With a focus on collaboration, interRAI, best practice guidelines, and improving health outcomes, CPRI is committed to ensuring that the latest research informs the delivery of care. The Applied Research Division of CPRI has made a significant contribution to the success of the organization through its efforts to translate research into practice.

Spotlight on Service

Read John’s Story – Managing symptoms and social isolation can be difficult for young people with special needs. John is a young man whose severe insect phobia prevented him from going outside. From May to October, he would only leave the house to go directly to the bus stop. The children’s mental health agency he was receiving services from had never seen such behavior before. The intervention team, led by a psychologist, developed strategies to help John learn to deal with his phobia and go back outside. Today, a year later, John enjoys going outside and is proud of himself for overcoming his fear.

Outcomes and Informing Practice

Research at CPRI: Building Better Outcomes and Informing Practice

CPRI’s Systematic Review of Long-Term Outcomes indicates that continuity of care and integrating care supports for children and youth with mental health needs.

Other Notable Achievements

Youth Engagement Steering Committee

Nurse Practitioner role introduced to the Brake Shop model programming. Expertise during implementation of Brake Shop at a local school board to support skill development, resource sharing, and to provide feedback and ideas as they develop a transitional career and life skills programming.

Medication Reconciliation implemented

Enhanced individualized treatment & management plans developed

Transition planning – Individualized crisis plan completed

 Services collaborates nationally,
Ongoing Commitment to Service Delivery Improvements

Financial Information

Commitment to Education and Capacity Building

MEET OUR CHIEF
OF TREATMENT

Facility/Client Information System (FCIS)

Individualized Planning, Education and Training Statement.

CPRI has committed to reducing the use of intrusive measures.

This year CPRI has also voluntarily begun a new quality improvement journey through the National Quality Forum.

We recognize that our journey has just begun.

We are very grateful for our many partners in service improvement, including all those who believed in CPRI’s ability to make a difference.

Looking Ahead to Future Gains

Facilities, Anne Stark

Message from the Director of Children’s Services

This year CPRI has also voluntarily begun a new quality improvement journey through the National Quality Forum. The service system is being called to achieve a new term goal of attaining certification for Organizational Excellence.

Quality Improvement and Achievement of Efficient and Effective Care.

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We are very grateful for our many partners in service improvement, including all those who believed in CPRI’s ability to make a difference.

We want to ensure that we capture our performance and progress we have made as we continue to improve our services.

We have committed to renewing this tool in the year ahead, to further align our measurements with our commitment to evidence-based and accountable care.

Our goal is to enable our patients to lead healthier, more productive lives.

We strive for excellence through all that we do—through learning and innovation, effectiveness, collaboration, systems planning and accountability.

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CELEBRATING PAST SUCCESSES, LOOKING AHEAD TO FUTURE GAINS

Message from the Director of Children’s Facilities, Annie Stark

We are very proud of all our early childhood initiatives for expanding the service options available through our agency. We have developed a service model to provide innovative programs and services that meet the needs of children and families. Our services are designed to support the development of children and families in a safe and nurturing environment.

This year CPRI has also voluntarily begun a new quality improvement journey through the National Quality Improvement Alliance. We have recognized the importance of aligning our measurements with our commitment to quality and our overall performance. Our scorecard allows us to measure our outcomes, progress we have made as we continue to improve our services. Although we are immensely proud of the many challenges and exciting times ahead. The landscape of youth mental and developmental healthcare will always be changing.

We recognize that our journey has just begun. The service system is on the brink of great change, and we are committed to continuing our efforts to improve our services.

With much pride and confidence I delight in the ongoing service improvements resulting from the work to ensure our collective feedback informs the opportunity to meet regularly to share ideas and co-lead of the Professional Practice Council in our service protocols and information management in both our programs and community partnerships.

We strive for excellence through all that we do through learning and innovation, alignment, cooperation, systems planning and accountability.

MEET OUR CHIEF OF TREATMENT

Dr. Ajit Ninan, HonsBSc, MD, FRCPC

Dr. Ninan has been Chief of Treatment at CPRI since 2008, where he continues to lead the organization’s strategic vision for the delivery of high-quality, evidence-based and accountable child and youth mental health and developmental services.

Our Numbers

<table>
<thead>
<tr>
<th>Services</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Services</td>
<td>46%</td>
</tr>
<tr>
<td>Administration</td>
<td>46%</td>
</tr>
<tr>
<td>Telepsychiatry</td>
<td>1%</td>
</tr>
<tr>
<td>Operations (includes Utilities</td>
<td>2%</td>
</tr>
<tr>
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Ongoing Commitment to Service Delivery Improvements

Facility: Client Information System (FCIS)

CPRI has successfully implemented a new “Facility Client Information System” (FCIS) in collaboration with Thistletown Regional Centre (TRC). The new database, successfully implemented across the facility in November 2010, provides a web-based client information management system to support efficient clinical, administrative and research efforts.

CPRI has committed to setting the reduction of intrusive measures as a top priority. At CPRI we understand that intrusive measures are measures that are used to control, change or manipulate the behavior or environment of a person.

Individualized Planning: Reduction of Intrusive Measures

CPRI is proud to offer a comprehensive Individualized Planning: Reduction of Intrusive Measures framework that is implemented across all our programs and services.

We have had success in reducing intrusive measures as a top priority. At CPRI we understand that intrusive measures are measures that are used to control, change or manipulate the behavior or environment of a person.

Our Medication Monitoring project builds on previous work invested in creating medication management protocols and information management in both our programs and community partnerships.

Financial Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenditure (2010-2011)</th>
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<tbody>
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<td>Clinical Services</td>
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<tr>
<td>Administration</td>
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</tr>
<tr>
<td>Total</td>
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</tr>
</tbody>
</table>

Conclusion:

The Reducing Intrusive Measures (RIM) Initiative represents a shift in workplace culture which is expected to shape the future of service delivery in our field.

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CPRI is also committed to building the capacity of our staff and community partners to ensure that we can continue to provide high-quality services.

We have seen success in reducing intrusive measures as a top priority. At CPRI we understand that intrusive measures are measures that are used to control, change or manipulate the behavior or environment of a person.

CPRI is a leader in providing highly specialized care to children and youth with mental health and developmental disorders.

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COMMITMENT TO EDUCATION AND CAPACITY BUILDING

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MEET OUR CHIEF OF TREATMENT

Dr. Ajit Ninan, HonsBSc, MD, FRCPC

Dr. Ajit Ninan has held the position of Chief of Treatment at CPRI for the past two years, providing leadership and oversight to the clinical, administrative, and research activities of the organization. He has played a key role in shaping CPRI’s strategic direction and ensuring the delivery of high-quality, evidence-based, and family-centered care to children and youth. Dr. Ninan has a deep commitment to the well-being of children and families and is dedicated to advancing the field of child and youth mental health through research and innovation.

ONGOING COMMITMENT TO SERVICE DELIVERY IMPROVEMENTS

Our commitment to excellence reiterates our commitment to continual improvement and achievement of efficient and effective service outcomes for children and youth. We are happy to report on our past year and the achievements spotlighted in this year’s annual report, our long-term goal of attaining certification for Organizational Excellence reiterates our commitment to continual process improvement, and we are working hard to educate and engage our staff in this ongoing service improvement journey.

MEET OUR CHIEF OF TREATMENT

Dr. Ajit Ninan, HonsBSc, MD, FRCPC

We strive for excellence through all that we do through learning and innovation, analysis, cooperation, systems planning and accountability.

FINANCIAL INFORMATION

Total Expenditures by Category: 2011-2012

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenditures</th>
<th>% of Total Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Services</td>
<td>$4,810,713</td>
<td>45%</td>
</tr>
<tr>
<td>Telepsychiatry</td>
<td>$644,410</td>
<td>7%</td>
</tr>
<tr>
<td>Videoconferencing &amp; Presentations</td>
<td>$14,446</td>
<td>1%</td>
</tr>
<tr>
<td>Administration</td>
<td>$1,083,600</td>
<td>10%</td>
</tr>
<tr>
<td>Applied Research &amp; Education</td>
<td>$1,054,000</td>
<td>10%</td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>$10,642,569</td>
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CPRI – EXPENDITURES BY CATEGORY

CPRI’s commitment to providing high-quality, evidence-based, and family-centered care to children and youth has been reflected in our financial data. We have consistently increased our investment in clinical services, telepsychiatry, and videoconferencing and presentations, demonstrating our commitment to providing comprehensive and accessible care. Our investment in administration and applied research and education reflects our dedication to learning and innovation, ensuring the best possible outcomes for children and youth. We remain committed to transparency and accountability in our financial management, allowing us to report our financial data accurately and in a manner that is accessible to all stakeholders.
MEET OUR CHIEF OF TREATMENT

Our Personal and Family Services Program is a pivotal part of our comprehensive service delivery. Our philosophy is centered around the core principles of child and family centered care, community and culture, and the promotion of stability and growth. We are committed to providing high-quality, accessible, child-focused services that are responsive to the needs of children and families. We prioritize the development of robust collaborative partnerships to support the well-being and outcomes for children and families.

MEET OUR CHIEF OF CLINICAL SERVICES

Our Clinical Services Program is dedicated to delivering comprehensive, outcomes-driven care to children and families. Our team is committed to ensuring that children and families receive the best possible care, and that resources are allocated according to need. We aim to deliver services that are child-centered, family-focused, and evidence-based.

FINANCIAL INFORMATION

We strive for excellence through all that we do through learning and innovation, collaboration, systems planning and accountability.

Looking ahead to future gains,

The service system is on the brink of great change, and in the pages ahead you will see examples of the many ways that we’re committed to seeking better ways to deliver care. The landscape of children’s mental health is changing and we are looking forward to the challenging and exciting times ahead. The future of treatment and direction of child and youth services is changing, and we are excited to be part of this transformation.

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Managing anxiety and mood disorders can be difficult. For children and youth with intellectual disabilities, this highly specialized treatment service is producing great results. We are a unique service that provides a comprehensive approach for children and youth with intellectual disabilities, their families, and children with mental health needs, including anxiety and mood disorders.

Emotional Disorders Treatment Service

The multidisciplinary and family centered approach explores the special considerations parents may have when parenting a child with an intellectual disability. Together we develop a comprehensive, individualized treatment plan that is based on the child’s cognitive function and emotional needs.

An individualized parent training program is an important issue to help parents manage and understand the child’s behavior. This strategy is rarely seen in other programs and is designed to help families achieve the best possible outcomes at home and in their community. Managing them when you are a young person with an intellectual disability can be extraordinary. The Emotional Disorders Treatment Service has shown great success in helping children manage their anxiety and mood disorders. Using individualized adaptations of evidence-based cognitive behaviour strategies with children and youth with intellectual disabilities, this highly specialized treatment service is producing great results.

Spotlight on Service

Individualized parent training

An important issue in helping parents manage and understand the child’s behavior is the development of an individualized parent training program. This strategy is rarely seen in other programs and is designed to help families achieve the best possible outcomes at home and in their community.

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For the Emotional Disorders Treatment Service an individualized plan is developed based on the child or youth’s symptoms as well as overall family need. Implementing the project is based on agreements reached by involving every child, youth and family members in the decision-making. The project helps children and youth and their families to reach their targeted goals. For emotional and behavioral disorders, this highly specialized treatment based on cognitive behavior strategies with children and youth in Ontario. Emotional Disorders Treatment Service presents early in 2012. Providers in the London area. It is expected that the child, youth and family receive the most appropriate services."
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For the Emotional Disorders Treatment Service an agency team of service providers committed to the development and implementation of an integrated and Intake Committee. This committee is a multi-agency team of service providers and the London Child and Youth Network

In collaboration with several children’s mental health CARE: COMMON INTAKE EFFICIENT AND ACCESSIBLE SYSTEM OF TO CREATE A MORE EFFECTIVE, PREVENTIVE AND ACCESSIBLE SYSTEM OF

RESEARCH AT CPRI : BUILDING BETTER OUTCOMES AND INFORMING PRACTICE

The interRAI Child and Youth Mental Health (ChYMH) researchers comprised of 50 members from 36 countries. A primary focus of the Applied Research and Education interRAI assessment instruments. This international effort is being supported with a significant investment, including 72 international partners and 59 university and departments across Canada. Our findings and practice are published in leading academic journals and presented to audiences at provincial, national and international conferences.

Our research has led to improved outcomes for children/youth involved with CAS through identification of placement characteristics that foster treatment and maintenance of positive treatment outcomes for children and youth with mental health needs. Our analysis of intensive services data demonstrates that reducing the risk of out-of-home placement and Intake template among the children’s mental health services for their unique needs, at the right time, by helping them understand how to make these complex choices.

OTHER NOTABLE ACHIEVEMENTS

- Nurse Practitioner role introduced to the child care system
- Chief of Treatment appointed at CPRI
- Literacy outreach program for intensive services successfully piloted
- Innovation Council established
- Brake Shop consults with Tourette Syndrome Foundation of Canada to provide feedback and ideas as they develop and implement the Brake Shop model programming.
- Expert panel developed for the development of a security parent course model © 2010 by the Manitoba Security Superintendent"