Objectives:

- Training & implementation of screening and outcome measuring tools mandated in 2000 across 107 organizations has laid the groundwork for describing the mental health problems of children and youth who seek service, evidence-based triaging of wait-listed clients, and determining treatment response.

- In order to ensure quality, children’s mental health service providers must move beyond outcome measurement and close the data loop. They must engage in continuous quality improvement and engage in data-based decision-making.

- The next step for Ontario is to demonstrate the utility of a process-based CQI tool that serves to ensure that service data is used to improve service quality.

Pillars of Ontario’s System of Care for CMH

- Evidence Based Practices
- Access to Service
- Intake Screening (BCFPI)
- Performance Improvement
- Training for Practice Change
- BENCHMARKING
- Outcome Management (CAFAS)
- Learning Organizations
- Benchmarking Indicator Development

Seeding a Plan

- Emergent collaboration with Esteam and considerable community involvement.

- Esteam presented their TOTAL: Quality approach at a children’s mental health conference held for over 150 participants in Toronto in December 2004 - significant interest is generated from CMH and government leaders.

- Web cast demonstration of the TOTAL: Quality is broadcast in early February 2005 to an audience of 11 service provider organizations.

Next Steps

- Evaluate the extent to which decision-making for service delivery is empirically supported by the TOTAL: Quality CQI process.

- Examine whether TOTAL: Quality facilitates compliance with accreditation standards.

- Survey the CQI practices of children’s mental health organizations across Ontario.
Challenges

- Funding: province-wide vs. one-off
- Integration with existing accreditation standards
- Development of provincial CMH standards
- Development of national standards for pediatric health
- Government’s perceived return on investment
- Development of CMH Policy Framework

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