

SEAMLESS ACCESS TO CARE

RESPONDING TO COMMUNITY NEEDS



Owen Sound Family Health Team

OWEN SOUND FAMILY HEALTH TEAM – KEYSTONE DIVISION

The partnership between the OSFHT and Keystone Child, Youth & Family Services began in 2007 with the aim of increasing communication between Family Physicians and the children's mental health services and creating a seamless and fully accessible system of care.



THE SEAMLESS ACCESS TO CARE MODEL

Owen Sound Family Health Team (OSFHT) patients can be referred by their FHT Physician/Nurse Practitioner or refer themselves to Counseling Services to the OSFHT – Keystone Division. They are offered general counseling; clinic appointments; psychological assessments and consultations; risk assessments; and access to educational workshops and groups.

specialized program, Pediatric Consultations, Residential Program, Eating Disorders Program, Therapeutic Recreation Program, TAPP-C, Urgent/Emergency assessment and access to the Court Diversion Program.

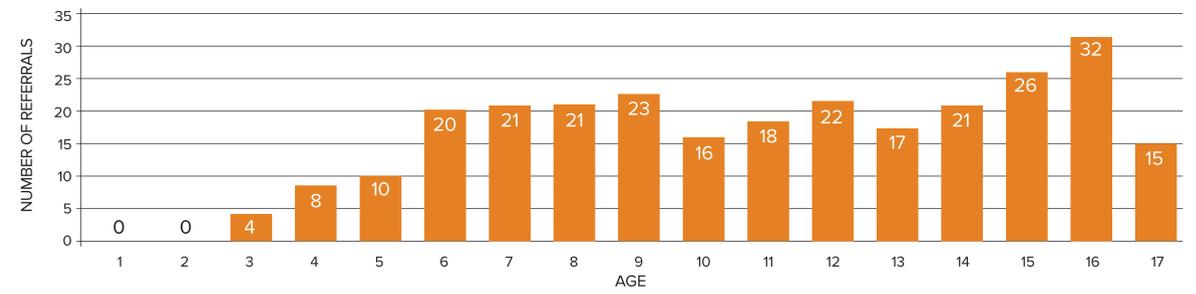
Access to these additional services increases the quality and effectiveness of patient care by the ability to comprehensively treat mental health issues for children and youth. Through the OSFHT partnership with Keystone Child Youth and Family Services, OSFHT Physicians/Nurse Practitioners have seamless access to extensive services for their patients that would not normally be available to FHT social workers and health promoters.

OSFHT is in partnership with Keystone Child, Youth & Family Services, the local Children's Mental Health Centre for Grey and Bruce Counties. An example of some of the services that can be accessed from there include Child & Youth Worker support, Tele-psychiatry assessments and consultations with the Ontario Telepsychiatry Program, Birth to Six

WHO COMES TO THE OSFHT – KEYSTONE DIVISION?

Between the period of April 1, 2013 and March 31, 2014, there were 274 new client admissions to the OSFHT - Keystone Division. Keystone accepts patients between the ages of 0 to 17 and their families.

AGE DISTRIBUTION OF NEW REFERRALS APRIL 1, 2013 - MARCH 31, 2014



PATIENT SATISFACTION – WORKSHOP SERIES: 2013-2014

The OSFHT – Keystone Division runs several workshop series throughout the year to support parents in areas of common concern. Workshops are the third most common service accessed by patients. The following are comments from Patient Satisfaction Surveys, completed at the end of a workshop series.

"Top notch workshop. You conducted the workshop professionally and clearly understood all areas and aspects of the workshop. Well done." (Introduction to ADHD Workshop – Spring 2013)

"This helped us both – clarity, perspective, and to ease our own guilt." (Parenting Through Separation & Divorce Workshop – Winter 2013)

"Keystone has given not just me, but my daughter tools she/we can use to function daily in the world around us. Everyone could benefit from a little help – first step is admitting you need it." (Parenting Your Anxious Child Workshop – Winter 2013)

"I enjoyed meeting other parents that share the same struggles/issues." (School and Your ADHD Child – Winter 2014)



WHAT SERVICES ARE PATIENTS ACCESSING?

The services available to clients coming to the OSFHT – Keystone Division are extensive due to the fully integrated partnership with Keystone Child, Youth & Family Services. This unique partnership allows all OSFHT patients access to the five trained Children's Mental Health specialists on-site, as well as seamless access to the full continuum of Children's Mental Health services provided at Keystone. Approximately 1/3 of OSFHT patients accessed the services at Keystone Child, Youth & Family Services. The OSFHT – Keystone Division access to these valuable services allows for patient treatment to be specialized and individualized, increasing capacity for patient care. Adding to the success of this unique partnership is the integration of the OSFHT – Keystone Division staff to the EMR, which allows for direct communication with Physicians and Nurse Practitioners.

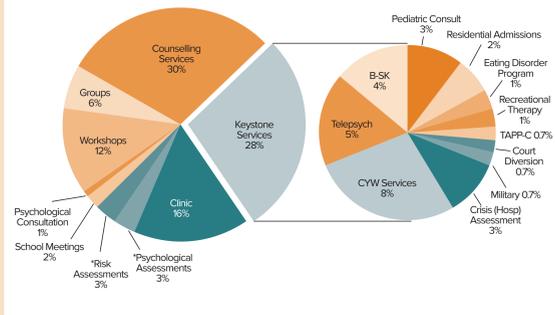
SERVICES OFFERED BY OSFHT – KEYSTONE DIVISION

Clinic Appointments
Counselling Services
Psychological Assessments
Psychological Consultations
Risk Assessments
School Meetings
Workshops
Groups

ADDITIONAL SERVICES OFFERED THROUGH KEYSTONE CHILD, YOUTH & FAMILY SERVICES

CYW Services
Telepsychiatry Services
Birth to Six Programming
Pediatric Consultations
Crisis (Hospital) Assessments
Court Diversion
TAPP-C
Eating Disorder Program
Residential Admissions
Recreational Therapy

SERVICES ACCESSED BY NEW REFERRALS APRIL 1, 2013 - MARCH 31, 2014



KEYSTONE CHILD, YOUTH & FAMILY SERVICES (KCYFS) – AVAILABLE SERVICES FOR OSFHT CLIENTS

Child & Youth Worker (CYW) Services

Many OSFHT patients access CYW Services through Keystone Child, Youth & Family Services. The CYW support may be in the form of home or school observations and parenting home support. CYW Services also can involve additional 1:1 support for mental health and social needs for children and youth in the home, school, and community.

Tele-psychiatry

KCYFS provides child psychiatric consultations and assessments through the Ontario Telepsychiatry Program via the OTN Network. With no Child and Adolescent Psychiatrist in our community, this is a value added service. Monthly team telepsychiatry consults and trainings are available to OSFHT – Keystone Division to which OSFHT Health Care Providers are welcome to attend.

Birth to Six Services

This is a specialized team at KCYFS comprised of professionals trained specifically to deal with children ages 0-6. Patients with the OSFHT – Keystone Division have direct access to this specialized treatment team.

Pediatric Consultations

KCYFS has clinic appointments reserved with a local Pediatrician. Clinicians, school personal or other service providers accompany patients to the consultations, for a multi-disciplinary approach. OSFHT – Keystone Division clinicians, through the partnership, have access to these appointment opportunities for their patients.

Crisis (Hospital) Assessments

KCYFS has a partnership and formal protocol with the local Regional Schedule 1 Hospital (Grey Bruce Health Services) to provide Risk Assessments seven days a week for those children and youth admitted to the hospital.

Court Diversion

KCYFS in partnership with the Ministry of Child & Youth Services - Youth Justice Division offers counseling and support for children and youth who are involved with the legal system.

The Arson Prevention Program for Children (TAPP-C)

These assessments are specialized in assessing and treating fire involvement with children and youth. The specialized treatment is in partnership with local fire departments.

Eating Disorder Program

The KCYFS team provides services to children and youth, diagnosed with or showing symptoms of an eating disorder. This specialized, highly trained team of clinicians, dieticians and local Pediatricians are connected to The Eating Disorder Program at London Health Sciences. They also receive ongoing training regarding eating disorders via telepsychiatry which OSFHT – Keystone Division clinicians can attend.

Residential Admissions

This is a co-ed crisis, assessment and stabilization group home for high-risk youth aged 12-17 and includes a Section 23 Classroom. OSFHT – Keystone Division clinicians have access to the residential program for their patients.

Therapeutic Recreation Program

This is a specialized program for children and youth who are unable to attend regular community recreation programs.

HOW ARE PATIENTS CONNECTED WITH OSFHT – KEYSTONE DIVISION?

The OSFHT Physicians/Nurse Practitioners have a direct referral process to OSFHT Keystone Division. A parent or a community agency may also refer their child if they have an OSFHT Physician/Nurse Practitioner. During 2013-2014, 52% of all new referrals came directly from OSFHT Physicians/Nurse Practitioners. New referrals came directly from a custodial parent 42% of the time, either via a phone call or a walk-in referral to our office.

REFERRAL SOURCES FOR NEW REFERRALS APRIL 1, 2013 - MARCH 31, 2014



WHY ARE PATIENTS SEEKING SERVICE?

Patient are referred to OSFHT – Keystone Division for various reasons. The referrals fall into one of the following categories:

- Anxiety/Stress
- ADHD
- Behaviour/Anger/ODD
- Depression/Low Mood
- Medical Concerns (Eating/FASD)
- Social/Family Issues
- School Concerns
- Psychological Testing
- Suicide Talk/Attempt/Threat
- Separation/Divorce
- Self-Harm
- Trauma/Grief
- Other: Including ASD and Psychosis

REASON FOR REFERRAL – NEW REFERRALS APRIL 1, 2013 - MARCH 31, 2014

In 2013-2014, Anxiety /Stress and Behaviour/Anger/ODD were the most common reasons for referrals, with 21% and 18% respectively.

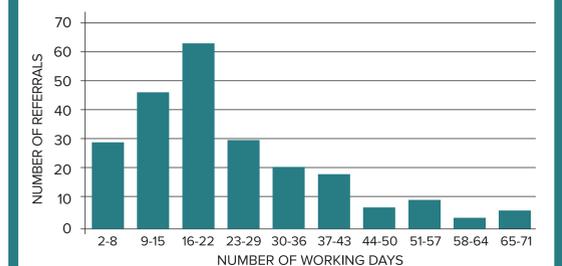


WAIT TIMES – OSFHT NEW REFERRALS

APRIL 1, 2013 - MARCH 31, 2014

The following data represents the number of working days (excluding holidays) between the time of referral and first date of service (ie – first appointment). The average wait time for a new referral at the OSFHT – Keystone Division during this time period was 23 working days. During this time period, there were 274 new referrals. It is important to note that urgent referrals that require an immediate response are seen by Keystone's urgent/emergency services if the OSFHT – Keystone Division workers are unable to respond.

WAIT TIMES - WORKING DAYS FROM REFERRAL DATE TO FIRST DATE OF SERVICE



FOR MORE INFORMATION

Phil Dodd, Executive Director
Keystone Child, Youth & Family Services
phildodd@keystonebrucegrey.com

Paul Faguy, Executive Director
Owen Sound Family Health Team
pfaguy@osfht.ca