

# Moving on mental health: a system that makes sense for children, youth and families through quick access and early intervention.

## Client & Community Perspective

### Strategic Direction I: timely access

1. Quick access to treatment service
  - 1.1 Our goal is for all families to be seen within 30 days of receiving referral to Pathstone and treatment to follow within the subsequent 30 days
  - 1.2 Family and youth/children to experience 'quick access' to treatment service. This will be the primary focus for all organizational and team decisions
  - 1.3 Family and children/youth are assessed and directed to the right program at the initial point of contact
  - 1.4 Families will attend an Initial Session within 30 days of referral (when appropriate)
  - 1.5 Psycho-educational Clinics will be established as an essential treatment option, and will be developed and monitored through family engagement
  - 1.6 "Hear & Now" Walk In clinic will remain nimble to ensure families have access to immediate service. Walk in services to be expanded – Monday to Friday
  - 1.7 Develop action plans for early intervention and prevention for the treatment of mental health and addictions for our youth and families
2. Informing and follow up
  - 2.1 Clinicians will keep family physicians/community partners who refer to Pathstone informed of clients' treatment plan and transitional discharge (in adherence with PHIPA guidelines)
  - 2.2 Transitions between programs to clients/families are informative and clearly understood
  - 2.3 Programming changes are shared with community partners
3. Collaborate with partners on care pathways
  - 3.1 Streamline intake process from central point of access to Pathstone to ensure it is a seamless pathway for families
  - 3.2 Early intervention in collaboration with community partners
4. Serving our indigenous community
  - 4.1 Develop an indigenous strategy to support our indigenous clinicians at Pathstone
  - 4.2 Develop an indigenous designated safe space to serve our indigenous clients, elders and traditional teachings
  - 4.3 Collaborate and coordinate meetings with our indigenous community partners to enhance service pathways for children, youth and families (no duplication of services)
5. Francophone community
  - 5.1 Collaborate and support our francophone community by developing clear care pathways to francophone services
  - 5.2 Ensure that Pathstone hires francophone clinicians and administration to support our francophone clients
6. Transitional youth
  - 6.1 Support the Niagara Youth Hub Initiative by attending meetings and providing clinical resources
  - 6.2 Review and develop concurrent/addiction psycho educational programming for our children, youth and families at Pathstone

### Strategic Direction II: engage families

7. Psycho-educational clinics
  - 7.1 Psycho-educational clinics will be established as an essential treatment option and will be developed and monitored through family engagement
8. Increase family confidence in self-management
  - 8.1 Through the Initial Session (I-Session) families will be provided with an information package that will accurately manage expectations and positive outcomes
9. Reduce barriers to engagement
  - 9.1 Pathstone will build upon its capacity to serve the entire Niagara Region and will increase satellite office space
  - 9.2 Increase opportunities to utilize virtual technology such as Personal Ontario Telemedicine Network to reach out and support our youth
10. Family and youth engagement
  - 10.1 Pathstone Board of Directors will have a family and youth representative
  - 10.2 A family engagement strategy will be developed for Niagara core service providers
  - 10.3 Family representatives will play a direct role in the decision making and evaluation of Pathstone strategic directions
  - 10.4 Increase awareness of community mental health services and focus
  - 10.5 Coordinated and well-defined transitional discharge/summary plans that are community based
  - 10.6 Families to provide input into service changes
  - 10.7 Increase family and parent focus group opportunities
  - 10.8 Appreciate potential parental trauma in parents when providing programming

### Strategic Direction III: collaborate

11. Moving on mental health-lead agency: successful implementation of transformation leading system change in our community
  - 11.1 Develop an updated Children Youth Mental Health (CYMH) plan in partnership with other CYMH core service providers and broader sector partners (Core Services Delivery Report & Community Mental Health Plan)
  - 11.2 Continue to work with core service providers and broader sector partners to implement local core service and community mental health priorities
  - 11.3 Engage youth and families in the identification of local needs and the development of local priorities
  - 11.4 Participate in the Lead Agency Consortium and Community Practice Group
  - 11.5 Develop a 'feedback loop' process that includes the ability for core service providers, broader sector partners and youth/family representatives to provide confidential input and suggestions on ways to further enhance community process
  - 11.6 Ensure that our community partners are included in programming evaluations

## Internal Operating Perspective

### Strategic Direction IV: preferred workplace

12. Increase staff engagement through enhanced communication strategies
  - 12.1 Conduct Guarding Minds Wellness Survey (GMWS) each year
  - 12.2 Implement a positive action plan to address GMWS organizational concerns (2018)
  - 12.3 Enhance Communication pathways that keep the organization informed of new developments
  - 12.4 Continue with the implementation of collaborative problem-solving model, and encourage staff to have the 'hard conversations' to resolve challenges that create barriers to a healthy organization
  - 12.5 Recognition and appreciation program for all staff to be expanded (e.g. through star award, Pathstone Connects, and general recognition from managers and staff via face-to-face/emails/cards)
  - 12.6 Develop both process and channels for staff to share their ideas
13. Become a trauma informed agency
  - 13.1 This Treatment Improvement Protocol (TIP) endorses a trauma-informed model of care; this model emphasizes the need for behavioral health practitioners and organizations to recognize the prevalence and pervasive impact of trauma on the lives of the people they serve and develop trauma-sensitive or trauma-responsive services
  - 13.2 Lay the ground work and rationale for implementation and provision of trauma-informed services
  - 13.3 Monitor trauma informed practices in agency
14. Inclusive alliance
  - 14.1 To identify issues related to diversity, inclusivity, and equity in accordance with Pathstone's Policies & Procedures Manuals, Canadian Centre for Accreditation Standards, and the Ministry of Children & Youth Services (resources for our Inclusive Alliance Committee)
  - 14.2 To recommend methods for promoting and facilitating socially responsible wellness practices within the workplace (i.e. Wellness policy)
  - 14.3 To facilitate the sharing of information related to access and support for all persons in accordance with the Ontario Human Rights Code with a focus on Race, Culture, Ethnicity, Language, Sexual Orientation, Gender, Gender Identity, Gender Expression, Ability, Socio-Economic Status, Age, and Mental Health Status
  - 14.4 To determine concerns related to this Mandate with the Employee/Employer Relations Committee for socially responsible wellness practices within the workplace

### Strategic Direction V: grow revenue

15. Diversify funding base
  - 15.1 Social enterprise opportunities pursued on an ongoing basis as appropriate
  - 15.2 New funding sources identified and proposals submitted for additional funding on an ongoing basis when appropriate
  - 15.3 Develop research and projects with partners that support programming development as well as research findings
16. Improve operational efficiencies and effectiveness to support quality services
  - 16.1 A process review is conducted and changes implemented to enhance access, to ensure client services are efficient and effective
  - 16.2 An organizational management structure review to ensure operational efficiency and to best integrate the Lead Agency roles
  - 16.3 Client Management Information system is fully in place and our agency is electronically driven

## Innovation & Learning Perspective

### Strategic Direction VI: foster innovation

17. Develop a strategy for innovative research and service delivery
  - 17.1 Research and innovation in partnership with Brock University that will include but not limited to: Neuro-psychological and Therapeutic recreational departments
  - 17.2 Develop and implement educational programs and workshops for professionals and student interns
18. All treatment programs are evidence based and remain current
  - 18.1 Establish an Evidence Based Committee to ensure treatment programs remain current and leading edge
19. Implement peer support models
  - 19.1 To develop a family support peer model program based on evidence based peer support model

EARLY INTERVENTION

QUICK ACCESS



## OUR SERVICE PRINCIPLES

Pathstone Mental Health believes that to enhance the mental health and wellbeing of children, youth, and families we must: promote family/youth centred principles and approaches; build on strengths and expand capabilities; strive for diversity competence; reflect evidence-based research and best practices; embrace collaborative relationships to achieve an integrated service delivery system; ensure integrity and accountability.