



Children's Treatment Network

Working Together To Build A Dream 2005 – 2010: The First 5 Years

Theresa and Darrell Sanders' goals for their daughter Jessica might seem like nothing out of the ordinary. They want to see Jessica walk, learn to speak clearly, dress and help care for herself. However, these are challenging goals for the seven-year-old who has developmental delays and multiple physical disabilities. This sunny little girl needs a range of therapies and rehabilitation supports to help her keep up with her twin brother Alex and her friends at school.

"Before Children's Treatment Network, it was a full time job to find services, schedule appointments and keep all the therapists up to speed," says Theresa. "Travelling, sometimes for hours, to appointments with specialists and therapy sessions was stressful and exhausting."



Where We Started

Families of 4,500 children with multiple special needs like Jessica, struggled to navigate fragmented healthcare, education and community service systems to obtain the range of rehabilitation services and supports needed for their children to develop and participate fully in daily living, school and play.

Dedicated children's services professionals serving kids with special needs did everything they could to coordinate efforts for overwhelmed families. However, significant service gaps and a siloed services environment were major barriers to providing the level of integrated care needed.

Families and Providers Create a Dream

In order to meet these challenges, parents and service providers in Simcoe and York came together to build a dream – a dream for a Network system that could provide comprehensive and coordinated care for kids and teens with multiple special needs.

They saw the opportunity to build on the strengths of existing healthcare, education, recreation and community services and create a new way of working together – with the child and family's needs at the centre of everyone's efforts.

"We are strongly committed to our partnership in Children's Treatment Network because we recognize that only through collaboration can we have seamless, consistent supports that meet the needs of every student. Only by working together can we turn barriers to learning into a ramp for success."

Bill Hogarth, former Director of Education for York Region District School Board

Network Goals

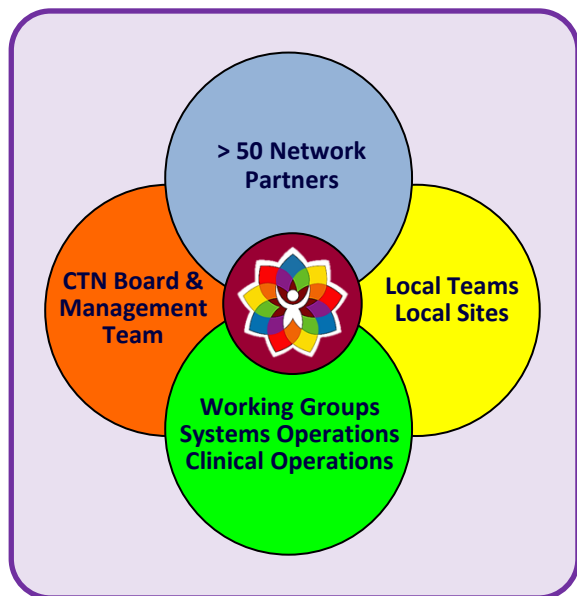
- Expand the services and supports already being provided and fill service gaps
- Provide parents and professionals with a single point of access to all the services available across the Network
- Link service providers from many agencies together so they can take a Single Plan of Care team approach to each child's care - at home, in school and throughout the community

Families and professionals developed the plans for Children's Treatment Network and advocated with the provincial government to fund this new integrated care model – the first of its kind in Canada.

Expanding Existing Services and Supports	<ul style="list-style-type: none"> ▪ Additional Rehabilitation, Clinical and Specialty Services ▪ Training / Professional Development ▪ Shared Sites throughout York & Simcoe ▪ Family Education and Support
Easy Access to Services and Supports	<ul style="list-style-type: none"> ▪ Toll free access line ▪ Network Service Navigation
Comprehensive Coordinated Care Focused on the Child & Family	<ul style="list-style-type: none"> ▪ Child & Family Teams ▪ Single Plan of Care Process ▪ Collaborative Practice ▪ Shared Electronic Record ▪ 10 Local Geographic teams plus Francophone team

Building the Dream – Where We Are Today

Collaboration between families and professionals powered progress toward breaking down silos, filling service gaps and building the new integrated Network system.



Collaboration At Work

Over 50 Network partners from all sectors serving kids with special needs joined together to help create the new system and the Single Plan of Care team approach.

Services are provided by front line professionals from these organizations who work collaboratively in 10 geographic Local Teams, so that families can be supported closer to home.

Working groups of experts from across all levels of Network partner organizations help design key elements of the new system that build on the strengths, assets and infrastructure already in place. Prototypes and pilot projects are used to test and refine new approaches for delivering integrated care.

The Network's Board of Directors and Management Team guide development of the new system and keep collaboration focused on achieving the goals.



New Tools and Supports for Integrated Care Created, Launched and Refined

- During our first 5 years of working together, access to services has been expanded significantly and new critically needed services were brought to the community.
- A prototype of the Single Plan of Care team approach was designed, launched and refined. New tools like common assessments and a shared electronic record allow professionals from multiple sectors to share clinical information, coordinate services and work collaboratively to monitor a child's progress through all the stages of their development.
- Over 500 children and families have transitioned to a Single Plan of Care. A large segment of this group participated in a research project to study the impact of the Network's integrated care approach.
- In response to research findings, Network partners refined the prototype approach so that service coordination levels are tailored to meet the needs of individual families. Refocusing Child & Family team resources will help speed transition to a Single Plan of Care for more children.
- Families and professionals are receiving training and education that provides them with more capacity to work interprofessionally, as equal partners of a Child & Family team focused on providing best outcomes for each child.
- 4,050 children now have a shared electronic record, enabling families and professionals to begin to share information and work together as a team.

"Training offered by the Network has enabled staff members to enhance their skills and do more for families in the community. As a result, communication between agencies has improved, and we have learned a great deal more about what each of us do in trying to support and provide resources to the families who share lives with us."

Margaret Gallow, CEO, Catulpa Community Support Services



Early Results And Impact

Although there is still much to be done to realize our shared dream of bringing a Single Plan of Care to every child with multiple special needs in Simcoe and York, the impact of the great progress made over the past five years is already being felt – by kids and families, by service providers and by the system as a whole through expanded services and more integrated care.

- Results of the research study conducted by McMaster University on the first 200 children to transition to the Single Plan of Care prototype indicates that the Network's integrated care approach is improving outcomes for children with multiple special needs and their families. Research findings also show a trend toward more efficient use of resources with an integrated care approach.
- In 2008, SickKids Foundation publicly endorsed the Network's Single Plan of Care approach with the Rotman Award for innovation in paediatric home and community care. In 2009, Network partners once again received national recognition for their innovation, strategic thinking, shared vision and collaborative leadership with an Institute of Public Administration of Canada (IPAC) / Deloitte Public Sector Leadership Award.

"This is fantastic for parents. The Network is one central source for support to coordinated services. It's terrific to see all these professionals coming together to help our kids."

Bev Pare, Parent

"Having a team that's working together and focused on Jessica is helping us meet the shared goals we set out faster. We feel truly blessed that this new Network system is helping everyone work together to help our daughter."

Theresa and Darrell Sanders, Parents

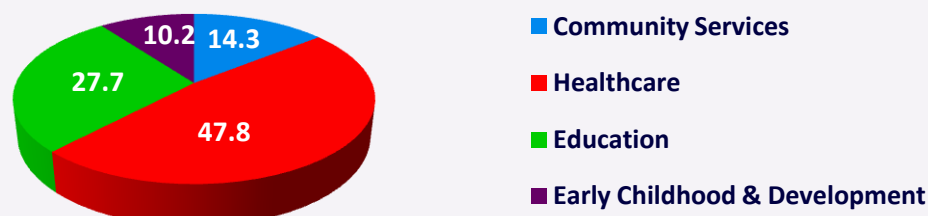
5-Year Highlights

Expanding Existing Services & Supports

Network funding to organizations across all sectors expands the range of services provided by Network partners so families have access to a continuum of rehabilitation and specialty services – at home, in school and throughout the community.

- 54 Network partners including hospitals, school boards, recreation, social and community service organizations provide a broad range of services to children with special needs. Network funding to 20 of these partners expands services and supports available to kids with multiple complex physical, developmental and/or communication needs.
- 86 additional professionals and physicians are dedicated to providing Network services.
- Over 3,897 children have received or are receiving additional rehab and clinical services including:
 - * Physiotherapy
 - * Occupational Therapy
 - * Clinical Nutrition
 - * Child & Family Counselling
 - * Service Coordination
 - * Inclusive Recreation
 - * Audiology
 - * Developmental Paediatrics
 - * Service Navigation
- 6 new Specialty Services provided locally reduce travel and wait times:
 - * Augmentative Communication
 - * Developmental Assessment
 - * Feeding
 - * Joint Management
 - * Neuropsychology
 - * Seating & Mobility
- 9 Local Sites including 2 Resource Centres, co-located with Network partners, offer additional access to services, equipment and professionals close to home.
- Videoconferencing through Ontario Telemedicine Network at 9 Local Sites allow families and professionals to meet remotely for assessments and professional development.
- Since 2006, hundreds of professionals expanded their capabilities by attending a wide range of Network funded clinical training and professional development sessions.
- Information Fairs, educational seminars and local support groups help families share knowledge and experience. The Network's Family Resource Site provides in-depth information and discussion forums online, at the click of a mouse.

**% of Total Network Funding Allocated to Partners
Across the Sectors**



5-Year Highlights

Easy Access to Services & Supports

Since the launch of the Network's toll free number in 2006, parents and professionals have one point of contact to connect with services and supports available across the Network.

- Experienced paediatric care clinicians at Network ACCESS facilitate referrals across the system and lay the groundwork for coordinated care planning. They conduct Child & Family Interviews and begin the process of documenting relevant information in the child's shared electronic record.
- ACCESS also provides continuous support to families and professionals by supplying information about the Single Plan of Care approach as well as the wide range of services and supports provided by the Network and its partners.

	Nov 2006	2007	2008	2009	2010
Number of Referrals Processed (Monthly Average)	20 (10)	741 (62)	958 (80)	1078 (90)	1284 (107)
Number of Child & Family Interviews Completed (Monthly Average)	N/A	214 (18)	221 (18)	380 (31)	342 (29)

Developing Multiple Points of Access to Coordinated Care

- Network partners in Simcoe County's early intervention programs and York Support Services Network have begun to integrate Network ACCESS tools, (Child & Family Interviews, shared electronic record) into their intake process.
- This will streamline access to the Network's coordinated care approach for families working with these agencies and optimize the efficiency of intake resources within the Network.



5-Year Highlights

Coordinated Care Focused on the Child & Family

A passionate commitment to provide more integrated care and improve outcomes for families produced the innovations needed to build the foundation for delivering a coordinated Single Plan of Care.



Created a prototype approach and tools, including common:

- * Assessments
 - * Shared electronic record
 - * Clinical guidelines
 - * Consent and privacy policy
- Over 900 professionals from 35 partner organizations are trained on Single Plan of Care approach and 860 are authorized to use the electronic record.
 - Interprofessional practice seminars and working sessions equip frontline staff with more capability to work with colleagues across all sectors.
 - 11 Local Team Facilitators help drive collaborative practice and knowledge sharing to professionals and families in local communities.
 - Shared electronic records opened for 4,050 children support professionals and families to begin coordinating their work together as a team
 - 948 professionals regularly use SharePoint, the Network's online collaboration and communication centre that provides professionals with 24/7 access to information, tools, and resources.

Launched, refined and tailored the prototype Single Plan of Care approach

- McMaster University research findings and experience gained working with the first group of 267 children who transitioned to the prototype Single Plan of Care/Child & Family team approach identified how to refine the approach and refocus resources so that team support and service coordination levels are tailored to meet the needs of individual families.
- 27 Network partners are involved in pilot projects to incorporate the Single Plan of Care approach within schools boards, early intervention planning and developmental services intake and assessment processes.
- Refinements to the shared electronic record make it more user friendly for Child & Family team members and captures data designed to help inform and improve the system.
- In 2010, over 200 more children transitioned to the tailored Single Plan of Care approach. Effectiveness of tailoring coordination and support levels will be evaluated prior to engaging all Network partners in full roll-out of the Single Plan of Care for children who would benefit from this approach.



Working Together to Bring the Dream to Life: The Next 5 Years

- Early in 2011, everyone across the Network – families, youth, frontline professionals and senior leaders of Network partner organizations – will help shape the Network's strategic direction and go-forward plans.
- Feedback from surveys will be combined with input from focus groups, workshops and strategy discussions. We'll be using everyone's perspective and insight to identify the priorities and strategic initiatives that need to be implemented over the next 5 years to realize our shared dream of bringing comprehensive, coordinated care to all kids with multiple special needs.



Network Partners

1 to 1 Rehab

Able Sail

Achimota Centre for Children with Autism
Barrie Area Native Advisory Circle (BANAC)
Blue Hills Child and Family Centre
Brain Injury Services, Muskoka Simcoe
Catulpa Community Support Services
Central Community Care Access Centre
C.H.I.L.D. – Children's Intervention Learning and Development Treatment Centre
Childsplay
Closing the Gap Healthcare Group
Comcare Health Services
Community Living Association for South Simcoe
Community Living Huronia
Creative Sounds Music Therapy
Deaf Access Simcoe Muskoka
E3 Community Services Inc.
Family Services York Region
Georgian Bay General Hospital
Health in Motion Rehabilitation
Helping Hands for FASD
Kerry's Place Autism Services
Kinark Child and Family Services
La Clé d'la Baie en Huronie
Learning Disabilities Association of Simcoe County
Markham Stouffville Hospital
Motion Specialties
New Path Youth and Family Services
North Simcoe Muskoka Community Care Access Centre
Ontario Early Years Centre - Simcoe North
Orillia Soldiers' Memorial Hospital
Outdoor Education Centre & King Day Camp (Seneca College)
Regional Municipality of York
Royal Victoria Hospital
Safehaven Project for Community Living
Seasons Centre for Grieving Children
Simcoe Community Services

Simcoe County District School Board
Simcoe Muskoka Catholic District School Board
Social Services Network (York Region)
Southlake Regional Health Centre
Spark Learning Centre
The Speech Clinic
VHA Rehab Solutions
York Catholic District School Board
York Central Hospital
York Paediatric Therapy Services Inc.
York Region Branch of Jewish Family & Child Services
York Region District School Board
York Support Services Network (YSSN)
YMCA of Simcoe Muskoka
Zareinu Education Centre

Children's Case Coordination of Simcoe York (Catulpa)
Children's Case Coordination of York Region (YSSN)

Provincial Partners

Canadian National Institute of the Blind
Canadian Hearing Society
CanChild Centre for Childhood Disability Research (McMaster University)
Child Health Network
eHealth Ontario
Expressive Communication Help Organization (ECHO)
Geneva Centre for Autism
Holland Bloorview Kids Rehabilitation Hospital (Bloorview Kids)
Ministry of Children and Youth Services
Ministry of Community and Social Services
Ministry of Education
Ministry of Health and Long Term Care
Ontario Association of Children's Rehabilitation Services (OACRS)
Ontario Association for Families of Children with Communication Disorders (OAFCCD)
Ontario Telemedicine Network (OTN)
Parents as Partners
SickKids (Hospital for Sick Children)

as of December 2010

Children's Treatment Network is funded by the Ministry of Children and Youth Services (MCYS), and works in close collaboration with Network Partners funded by MCYS and other ministries including the Ministry of Education, the Ministry of Health and Long Term Care, the Ministry of Community and Social Services as well as the County of Simcoe and Regional Municipality of York. Charitable Registration # 830649141RR0001



**Children's
Treatment Network**

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Working Together For Kids And Teens With Multiple Special Needs