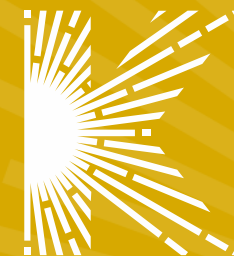


# **CAPITALIZE FOR KIDS**

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## **IMPACT PROJECT UPDATES**

March 2021



**Capitalize  
for KIDS**

# ELECTRONIC HEALTH RECORD ENHANCEMENTS



PROJECT TIMELINE | March 2019 to June 2021

Carizon and Lutherwood had implemented an electronic health record (EHR) but had not realized the full benefits, which included reduced administrative burdens (and clinician burnout) and improved data access and consistency

## SOLUTION

- Detailed mapping of the intake process at Carizon and Lutherwood to identify pain points and opportunities to improve processes
  - 20+ opportunities identified, focused on:
    - Reduced paper usage; reduced clicks/steps; more direct data input into EHR; improved training



## RESULTS / OUTCOMES

- Eliminated all paper forms from intake processes
  - Priority due to COVID-19 lockdowns
- Converted five forms from attachments to EHR forms
  - EHR forms reduce admin time by five to 10 mins per form
- Improved staff confidence in using EHR system

## PROJECT UPDATES (Q1 2021)

- Measuring impact of solutions designed and implemented to date
- Expand solutions across other processes and programs (e.g., discharge process)

# APPOINTMENT REMINDER SYSTEM IMPLEMENTATION



PROJECT TIMELINE | July 2020 – June 2021

A high rate of client absences for scheduled appointments (CTYS estimates an 11% to 15% no-show rate) and manual processes to remind clients of appointments are causing significant inefficiencies in the usage of staff time

## SOLUTION

- An appointment reminder system that automatically sends SMS, email and/or phone reminders to clients
  - The selected solution vendor is YellowSchedule
    - The monthly licence fee is \$13 per user (24 users across all programs)



## RESULTS / OUTCOMES

- Solution impact is being measured and is expected to result in:
  - Reduction in no-show rate by ~30% and commensurate improvement in client outcomes
  - Reduction in admin time used to send appointment reminders
  - Increase in number of staff hours reallocated due to cancellation notice

## PROJECT UPDATES (Q1 2021)

- A pilot of the selected solution, YellowSchedule, is planned for April 2021
  - Full launch of solution and measurement of impact to follow pilot



# APPOINTMENT REMINDER SYSTEM IMPLEMENTATION

BENEFICIARY |  Centre francophone

PARTNER |  Strides  
TORONTO | Helping children, youth  
and families thrive

PROJECT TIMELINE | March 2021 – October 2021

A high rate of client absences for scheduled appointments (Centre Francophone estimates a 6% to 10% no-show rate) and manual processes to remind clients of appointments are causing significant inefficiencies in the usage of staff time

## SOLUTION

- An appointment reminder system that automatically sends SMS, email and/or phone reminders to clients in both English and French
  - The selected solution vendor is YellowSchedule
    - The monthly licence fee is \$13 per user (seven users within the mental health program)



## RESULTS / OUTCOMES

- Solution impact is being measured and is expected to result in:
  - Reduction in no-show rate by ~30% and commensurate improvement in client outcomes
  - Reduction in admin time used to send appointment reminders
  - Increase in number of staff hours reallocated due to cancellation notice

## PROJECT UPDATES (Q1 2021)

- YellowSchedule is developing French SMS/Email reminder capability
  - Preparing for a pilot launch ahead of target implementation of June 1, 2021

# APPOINTMENT REMINDER SYSTEM IMPLEMENTATION

## BENEFICIARY



## PARTNER



## PROJECT TIMELINE

June 2020 – July 2021

A high rate of client absences for scheduled appointments (CAST estimates a 16% to 20% no-show rate) and manual processes to remind clients of appointments are causing significant inefficiencies in the usage of staff time

## SOLUTION

- An appointment reminder system that automatically sends SMS, email and/or phone reminders to clients
  - The selected vendor, Cliniconex, is fully integrated with CAST's electronic health record
    - Cost of platform is per use (\$0.30 per reminder) and is approximately \$100 per month



## RESULTS / OUTCOMES

- Solution impact is being measured and is expected to result in:
  - Reduction in no-show rate by ~30% and commensurate improvement in client outcomes
  - Reduction in admin time used to send appointment reminders
  - Increase in number of staff hours reallocated due to cancellation notice

## PROJECT UPDATES (Q1 2021)

- Cliniconex solution has been fully implemented and used by CAST staff since February 2021
  - Monitoring functioning and integration of solution with CAST's electronic health record
  - Impact measurement and comparison with baseline to be conducted later in 2021

# PARTNERSHIP PROCESS OPTIMIZATION

BENEFICIARY



PARTNER | **siapartners**

PROJECT TIMELINE | May to November 2020

CTN needed a framework and processes to increase confidence in strategic decision making regarding its partnership portfolio, which had grown and evolved substantially since the network was founded 15 years ago

## SOLUTION

- Created criteria and designed process for **choosing** new partners and making network expansion decisions
- Articulated a set of reciprocal expectations to define the benefits and expectations of partnership with CTN during **onboarding**
- Developed a detailed framework and dashboard tool for **monitoring** and **evaluating** partner performance
  - Completed pilot evaluation using framework and tool



## RESULTS / OUTCOMES

- Project deliverables set the foundation for the continuous quality improvement roadmap that CTN will undertake, including:
  - Revising network governance structure
  - Updating partnership agreements and contracts
  - Focusing data collection processes and setting key benchmarks
- Pilot evaluation of partner performance provided important information regarding areas of strength and challenges to focus on

## PROJECT UPDATES (Q1 2021)

- **Project complete:** deliverables were presented to CTN leadership team and board
- C4K to participate in periodic check-ins as CTN plans and executes implementation



# CLIENT JOURNEY ANALYSIS

BENEFICIARY |  EveryMind  
MENTAL HEALTH SERVICES FOR YOU WITH YOU

PARTNER |  RBC

PROJECT TIMELINE | November 2020 – July 2021

Opaqueness in the client journey is limiting EveryMind's ability to address issues in client experience and internal processes e.g., potential clients not taking up service at EveryMind; client engagement before service starts; admin process for scheduling

## SOLUTION

- Conducting a client journey to compile data on the client experience between the waitlist and their first session to answer key questions
  - Are there specific client pain points that can be addressed?
  - How can clients be better engaged before service?
  - What factors encourage/discourage clients from taking service?
  - How can clients be engaged to optimize staff resources?
  - How should appointment times be chosen?



## RESULTS / OUTCOMES

- Completing the journey mapping analysis will result in recommendations to address the key questions
  - Solutions to address and alleviate specific pain points
  - Blueprint to optimize appointment scheduling, improve client engagement, increase client take-up, and optimize clinician and administrative resources

## PROJECT UPDATES (Q1 2021)

- RBC onboarded as the consulting partner – data requests under way
  - Data analysis targeted to start in May 2021

# INCREASING DATA QUALITY AND EFFICIENCY

BENEFICIARY | **RIGHT  
TOPLAY**

PARTNER | **siapartners**

PROJECT TIMELINE | May 2019 – January 2022

Right To Play Canada (“RTP”) needs accurate and real-time data to improve program quality and reduce the administrative burden on its Community Mentors who run the Promoting Life-skills in Aboriginal Youth (“PLAY”) programs across Canada

## SOLUTION

- Procured and implementing a mobile data collection tool that integrates with RTP’s data analysis and visualization platform
  - Selected vendor, SurveyCTO, licensed for \$3,100 per year
- Enabling data collection by Community Mentors in Indigenous communities by supplying tablets that use the SurveyCTO mobile app
  - Two Samsung tablets purchased for pilot - \$350 each

## RESULTS / OUTCOMES

- Improved ability for RTP to make PLAY program quality decisions
  - Community Mentors providing quality data in real time
  - Fully integrated and automated dashboards
- Reduced admin burden for Community Mentors and RTP staff
  - Fewer steps for Community Mentors to input program data
  - Eliminated need for manual data analysis by RTP staff

## PROJECT UPDATES (Q1 2021)

- Pilot testing of SurveyCTO began in February 2021 (11 participants)
  - Post-pilot interviews in April/May to gather feedback on the SurveyCTO app/processes and tablet effectiveness



# APPOINTMENT REMINDER SYSTEM IMPLEMENTATION

**BENEFICIARY** | **SickKids**  
Centre for  
Community  
Mental Health

**PARTNER** | **Strides**  
TORONTO | Helping children, youth  
and families thrive

**PROJECT TIMELINE** | July 2020 – June 2021

A high rate of client absences for appointments – SickKids Centre for Community Mental Health (“SickKids CCMH”) estimates an 11% to 15% no-show rate – and manual processes to remind clients of appointments is causing significant inefficiencies in the usage of staff time

## SOLUTION

- An appointment reminder system that automatically sends SMS, email and/or phone reminders to clients
  - The selected vendor will depend on the selection of an electronic health record (EHR) system
    - Appointment reminder system will be an integrated feature of the new EHR system

## RESULTS / OUTCOMES

- Solution impact is being measured and is expected to result in:
  - Reduction in no-show rate by ~30% and commensurate improvement in client outcomes
  - Reduction in admin time used to send appointment reminders
  - Increase in number of staff hours reallocated due to cancellation notice
  - Increase in process efficiency from the new EHR system

## PROJECT UPDATES (Q1 2021)

- SickKids CCMH is finalizing its decision on the new EHR system with support from Capitalize for Kids
  - Appointment reminder solution will be configured once the new EHR system is set up

# ELECTRONIC HEALTH RECORD IMPLEMENTATION

BENEFICIARY | **YouthLink**

PROJECT TIMELINE | November 2020 – December 2021

YouthLink had multiple data systems and processes – which were leading to data inaccuracies and excessive administrative time from manual, paper-based processes – that needed to be integrated into a single system

## SOLUTION

- Procured an electronic health record (EHR) system to combine all data and data processes into a single, central database
  - EMHware selected as the vendor after an RFP process
    - Year 1: \$27,750; Year 2: \$17,750
- Supporting implementation and EMHware to facilitate transfer of data, system configuration, and change management for staff

## RESULTS / OUTCOMES

- The expected impacts of implementing the EHR system are:
  - Increased ease of data entry and improved data accuracy to aid in decision making
  - Reduced staff hours and fatigue/stress from admin work
    - Eliminated manual processes and calculations
    - Digitizing paper processes

## PROJECT UPDATES (Q1 2021)

- Implementation of EMHware has begun – staff are piloting in a test environment and providing feedback
  - Setting up data fields, reports, and security settings; data transfer