

CAPITALIZE FOR KIDS

IMPACT PROJECT UPDATES

September 2021



**Capitalize
for KIDS**

ELECTRONIC HEALTH RECORD ENHANCEMENTS



PROJECT TIMELINE | June 2021 to December 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 data requirements and flows throughout client journeys to identify opportunities to better use EHR functionalities and reduce clicks and data burden
 - Increased integration of forms into EHR
 - Rationalization of forms and processes to reduce data burden



RESULTS / OUTCOMES

- Expect to reduce administrative burden and improve data access by converting forms from attachments to EHR forms
 - EHR forms reduce admin time by five to 10 mins per form
- Expect to reduce data burden by increasing usage of auto-population and elimination of redundant data fields for forms
 - Rationalizing data requirements in treatment plans could reduce admin time by 10 mins or more per form

PROJECT UPDATES (Q3 2021)

- Creating solutions roadmap based on findings of data process mapping across client journey
- Setting baselines to estimate impact to data availability and data processing time

APPOINTMENT REMINDER SYSTEM IMPLEMENTATION



PROJECT TIMELINE | July 2020 – December 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 (Q3 2021)

- Pilot is underway (began mid-May and will continue until October)
 - Full implementation planned for Fall 2021
 - Full scaling of solution includes training & licenses provided for staff in all relevant programs

APPOINTMENT REMINDER SYSTEM IMPLEMENTATION



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 (Q3 2021)

- YellowSchedule has developed French SMS/Email reminder capability
 - Pilot began early June 2021, one mid-pilot check-in completed and one post-pilot meeting scheduled for Sept 2021
 - 100% positive feedback on custom intake forms created for clients to complete within YellowSchedule (saves staff time)

APPOINTMENT REMINDER SYSTEM IMPLEMENTATION

BENEFICIARY



PARTNER



PROJECT TIMELINE

June 2020 – October 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 (Q3 2021)

- Cliniconex solution has been fully implemented and used by CAST staff since February 2021
 - Identified issues and coordinated the resolution with CAST and Cliniconex
 - CAST will do manual data collection in Q4 to enable impact measurement

CLIENT JOURNEY ANALYSIS



PROJECT TIMELINE | November 2020 – October 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; admin process for scheduling

SOLUTION

- Analyze the client journey between the wait list 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 client journey 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 (Q3 2021)

- Quantitative data insights were presented on July 7
- The solution led to a 30% decline in take-up time and a 13.6% decline in unexplained absences, along with modest benefits to attendance rates and staff utilization
- Survey results are expected to come in early-October

INCREASING DATA QUALITY AND EFFICIENCY

BENEFICIARY | **RIGHT
TOPLAY**

PARTNER | **sia**partners

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 (via DevResults)
- 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 (Q3 2021)

- Feedback from pilot consolidated into actionable items to optimize SurveyCTO performance
- Coordinated meeting with RTP and Sia Partners to explore potential optimization of SurveyCTO prior to full implementation in ~70 Indigenous communities starting this program year with September training
- RTP implemented C4K’s recommendation to consolidate all data collection into SurveyCTO to reduce reporting burden

APPOINTMENT REMINDER SYSTEM IMPLEMENTATION

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

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

PROJECT TIMELINE | July 2020 – December 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 (Q3 2021)

- SickKids CCMH is finalizing its decision on the new EHR system, implementation expected in October
 - 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 (Q3 2021)

- EMHware “go live” August 23, 2021
- Training for YouthLink staff throughout week of August 23, 2021
- Customized training manuals created for YouthLink staff based on specific program processes and needs

“I’m impressed...when (staff) talk about how long certain things take them, this will really eliminate a lot of time that’s being wasted. They’ll have to be engaging with the young people instead of being locked up in the office.”
– Shannon Butler, Manager Residence Program, YouthLink

CLIENT INTAKE OPTIMIZATION



PROJECT TIMELINE | March 2021 to March 2022

FIREFLY identified inefficiencies in the client journey, causing delays between intake and their first session with a clinician – they are targeting to have 90% of clients engaged in care within five days of being introduced to the organization

SOLUTION

- Conduct analysis of tracking data to identify channels and points in the client journey that have the biggest wait times.



RESULTS / OUTCOMES

- Two channels were identified as requiring optimization (additional channel from medical and education referrals).
- 13-day delay identified in the internal processes where a self-check-in form was decided upon.
 - Working to iterate and optimize.

PROJECT UPDATES (Q3 2021)

- Inefficiencies in the client journey identified
- Solution proposed to allow for self-referral of clients to cut down on intake time
- Piloting solution for start of school year (highpoint of client intake)

DATA CAPABILITY ENHANCEMENTS

BENEFICIARY



PROJECT TIMELINE

July 2021 to November 2021

Child and Youth Mental Health agencies, like Open Doors and Rebound, collect a significant amount of data but have not yet developed the processes and tools to easily convert that data into valuable information to improve client experience and outcomes

SOLUTION

- Development of data dashboard tools to provide agency leadership, front-line, and other stakeholders with the necessary information to improve client experience and outcomes
 - Client experience metrics based on key considerations and pain points in the client journey
 - Service delivery metrics that connect internal decisions and processes with their impact on client experience



RESULTS / OUTCOMES

- Data dashboard tools will provide agency leadership with the information needed to determine where to prioritize efforts in improving client experience and outcomes
 - e.g. streamlining discharge process
- Subsequent projects will be based off the insights taken from the data dashboard tools

PROJECT UPDATES (Q3 2021)

- Completed client journey mapping to identify key considerations and pain points
- Compiling key client experience and service delivery metrics and pathways to collect required data

YOUTH WELLNESS HUB OPTIMIZATION

BENEFICIARY



youth wellness hubs
ONTARIO

PARTNER



PROJECT TIMELINE

July 2021 to December 2021

The full implementation of a Toronto East Youth Wellness site was interrupted by the COVID-19 pandemic and the hub partners have an opportunity to re-evaluate the optimal governance and operations of the site going forward

SOLUTION

- Review of current hub operations and organization
- Review of integrated youth hub best practices from other hub models operating across the world
- Recommendations for governance and operations framework based on learnings from other hub models



RESULTS / OUTCOMES

- Improved implementation of Toronto East Youth Wellness site
- Business framework for development of future Youth Wellness Hubs

PROJECT UPDATES (Q3 2021)

- Conducting interviews and discussions with other hub models operating across the world

BRIEF SERVICES ENVIRONMENTAL SCAN



PROJECT TIMELINE | August 2021 to September 2021

The Lead Agency Consortium is leading the launch of a Provincial Virtual Walk-in Clinic and requires an environmental scan of the Brief Services providers and models across the province that the Virtual Walk-in Clinic will connect clients into

SOLUTION

- Detailed survey of 31 lead agencies across Ontario regarding Brief Services capacity and delivery models in their service areas
 - Included surveys of core service providers in each service area
- Mapping of Brief Services capacity across the province
- Categorization of Brief Services delivery models in the province



RESULTS / OUTCOMES

- Environmental scan will be a key input into the overall service design of the Provincial Virtual Walk-in Clinic
- Initial surveys are a key part of engagement with the core service providers in each service area

PROJECT UPDATES (Q3 2021)

- Completing data compilation of Brief Service data
- Beginning drafting of the deliverable for the Lead Agency Consortium