

READ ME

There are 3 process maps included within this document:

1. **Accessing Psychiatrist:** Identifying client flow from identifying the need through to referral, assessment, treatment, and ongoing monitoring
2. **Accessing Specialized Groups:** Identifying client flow from identifying goal with client through to referral, intake/assessment and attending group
3. **Accessing Long-Term Therapy:** Identifying client flow from identifying goal with client through to referral, intake/assessment and attending therapy

These 3 processes were identified as high priority processes specific to youth, under the theme of 'Accessing Clinical Services'

Each process has a high-level process map, e.g. 1. Accessing Psychiatrist (page 2) and sub-process maps for each of the steps in the high-level process map, e.g. 1A. Identify Need (page 3)

Each high-level process map includes a legend listing acronyms and symbols used in subsequent maps

Sub-process maps include swim lanes which group steps by role, which is listed on the left-hand side

Process maps include process steps (green rectangle), decision points (blue triangle), client experience (yellow rectangle), and variation across organization (orange rectangle)

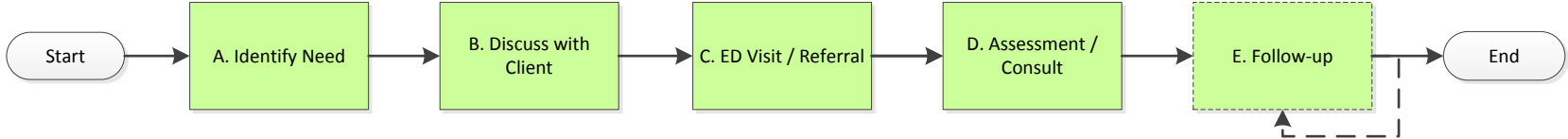
Each process step is numbered, optional steps have dashed lines

Process improvements – waste, gaps, and opportunities - have been documented in a separate PDF file – which should be reviewed whilst referencing these process maps

These maps were developed collaboratively by youth with lived experience, front-line clinicians, administrators, and others who support at risk youth (aged 16 to 24) with a diagnosis of Severe Mental Illness and / or symptomatic signs of mental illness who are struggling with substance abuse and experiencing housing instability and are clients of intensive case managers in the Ottawa area in Sept. 2015.

Intensive Case Management - Supporting Better Impacts with Clients

1. Accessing Psychiatrist for Assessment, Treatment, and Ongoing Monitoring
High-Level Process Map



Acronyms

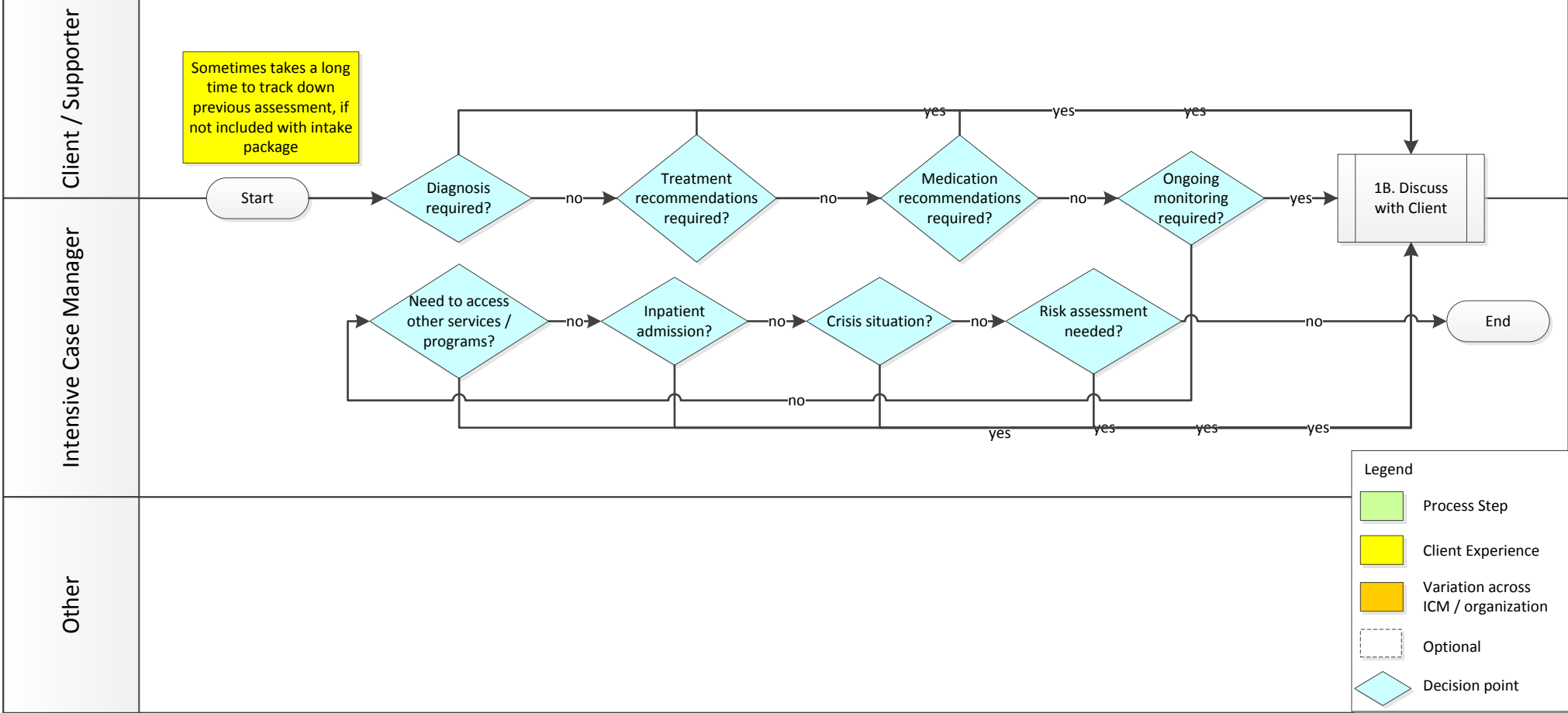
- DSYTC – Dave Smith Youth Treatment Centre
- ED - Emergency Department
- ICM - Intensive Case Manager
- MH - Mental Health
- OP - Outpatient
- SUCD - Substance Use and Concurrent Disorders
- TOH - The Ottawa Hospital
- UCC - Urgent Care Clinic
- YMHC - Youth Mental Health Court

Legend

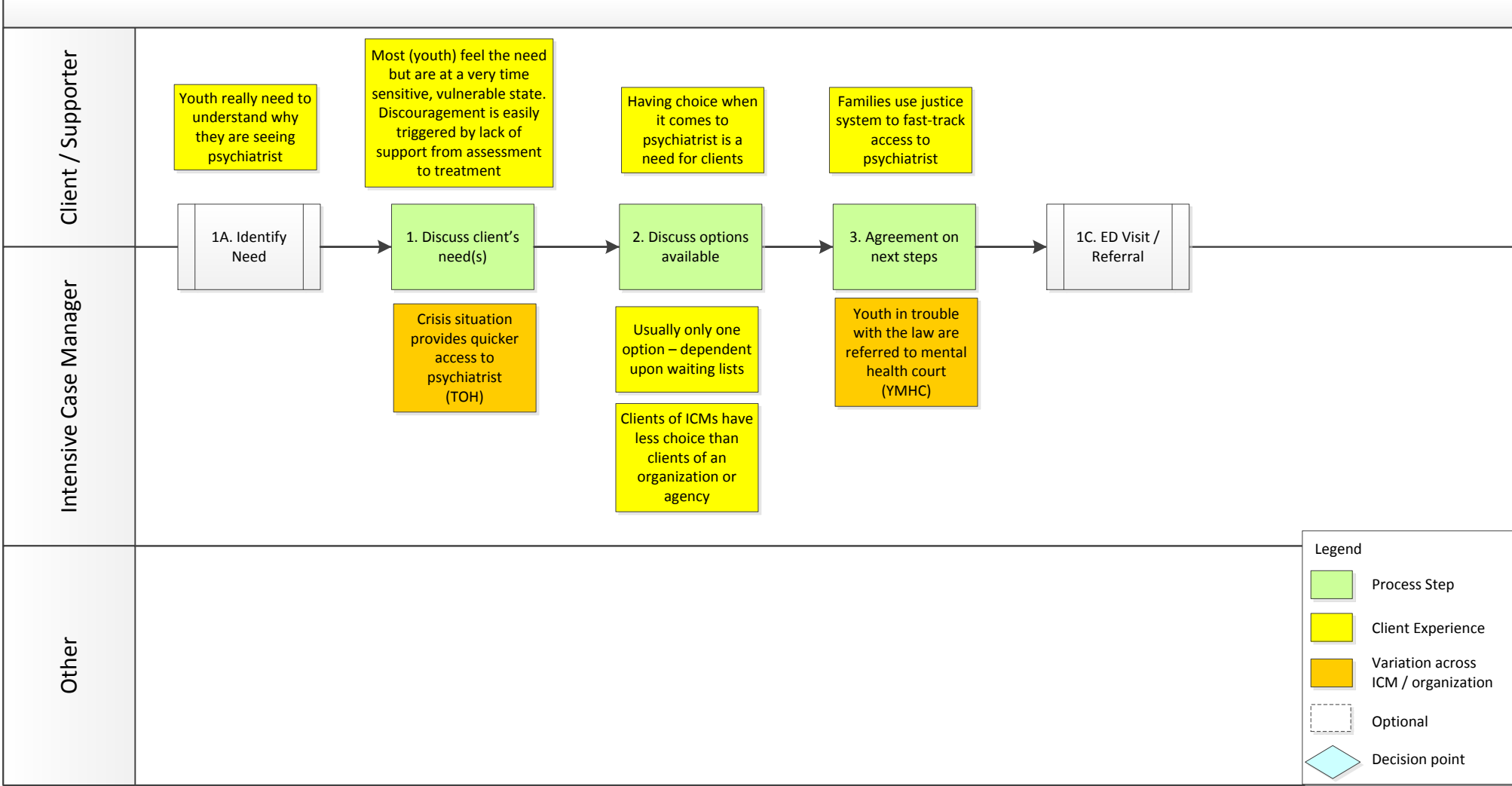
- Process Step
- Client Experience
- Variation across ICM / organization
- Optional
- Decision point

Intensive Case Management - Supporting Better Impacts with Clients

1. ACCESSING PSYCHIATRIST FOR ASSESSMENT, TREATMENT AND ONGOING MONITORING : A. Identify Need

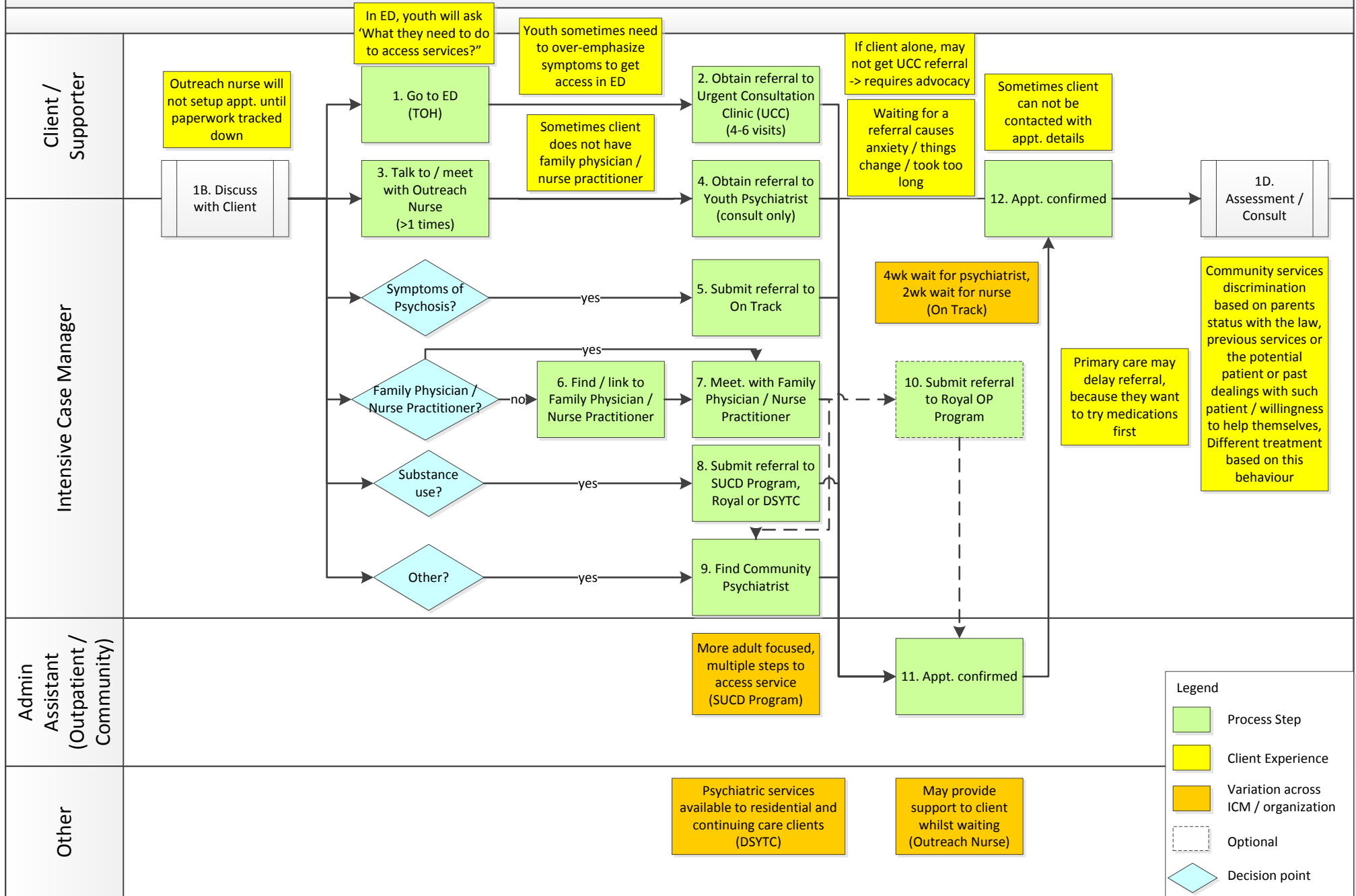


1. ACCESSING PSYCHIATRIST FOR ASSESSMENT, TREATMENT AND ONGOING MONITORING : B. Discuss with Client

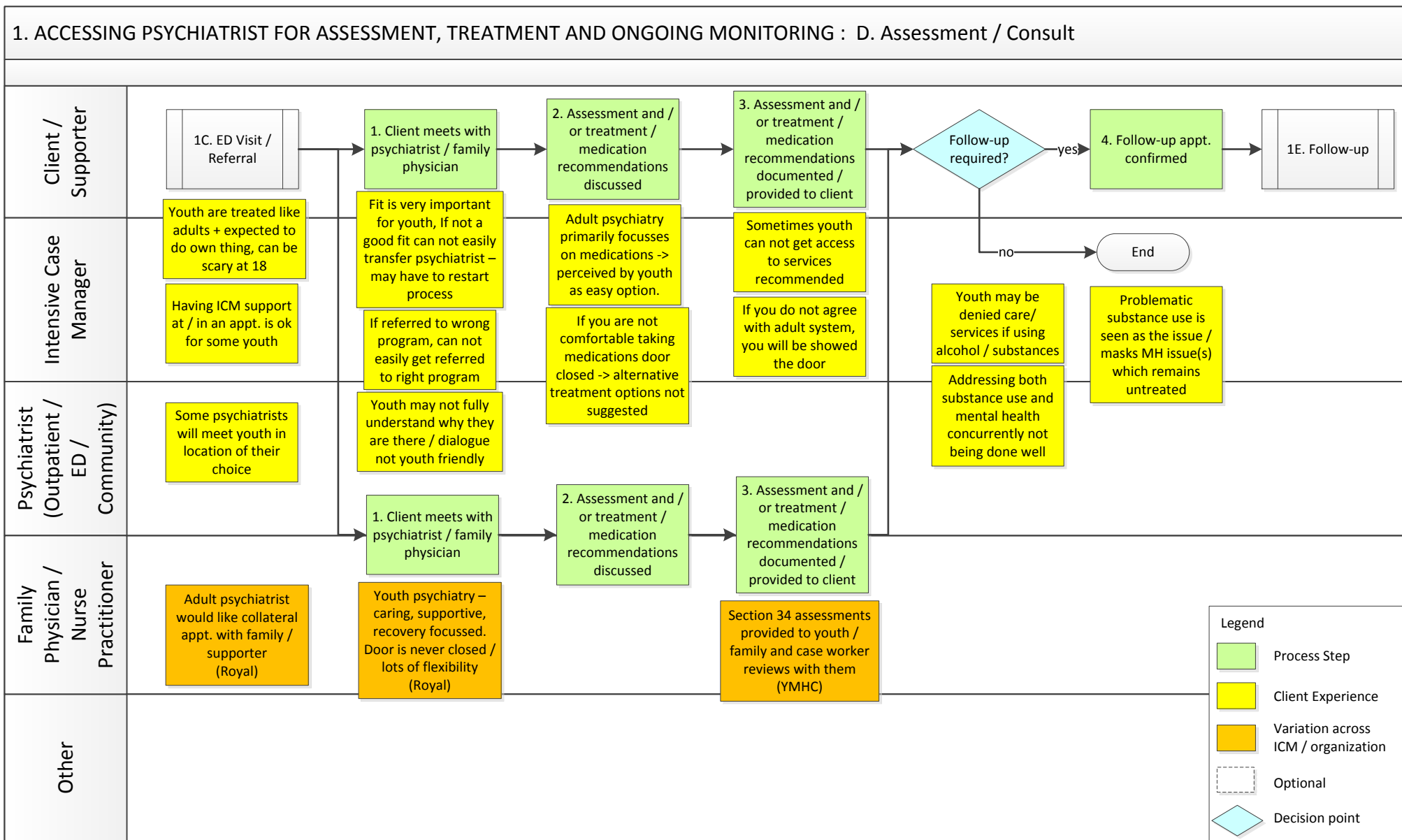


Intensive Case Management - Supporting Better Impacts with Clients

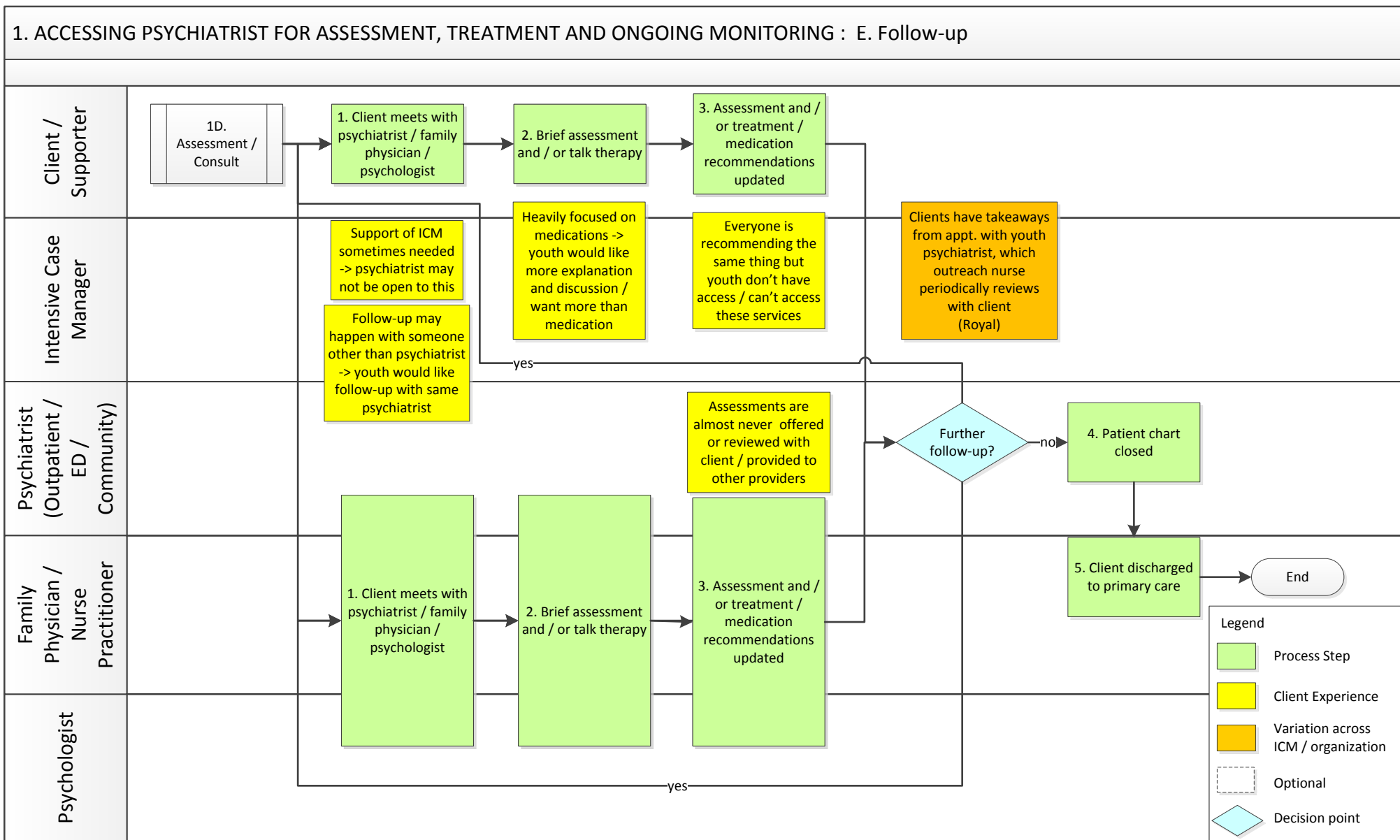
1. ACCESSING PSYCHIATRIST FOR ASSESSMENT, TREATMENT AND ONGOING MONITORING : C. ED Visit / Referral



Intensive Case Management - Supporting Better Impacts with Clients

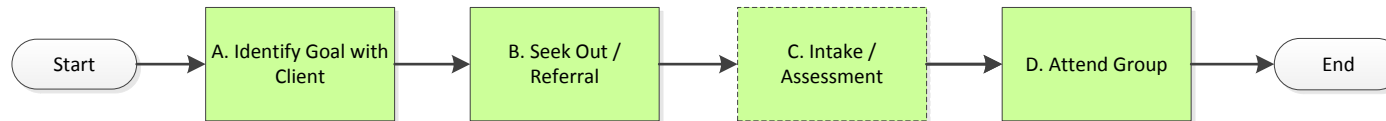


Intensive Case Management - Supporting Better Impacts with Clients



Intensive Case Management - Supporting Better Impacts with Clients

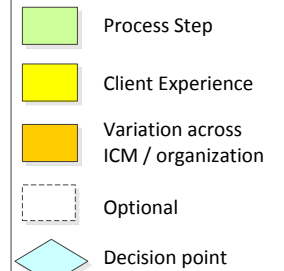
2. Accessing Specialized Groups, such as DBT High-Level Process Map



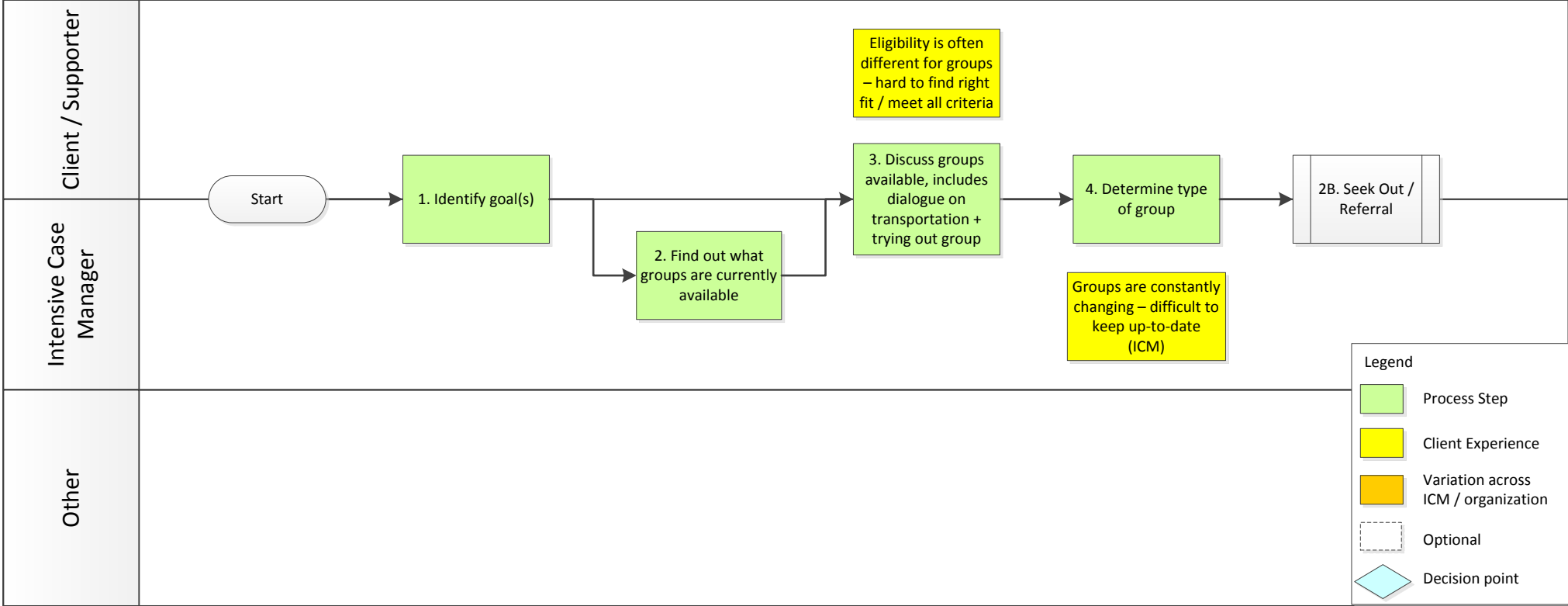
Acronyms

CD - Concurrent Disorders
 CHC - Community Health Centre
 CHEO - Children's Hospital of Eastern Ontario
 CMHA - Canadian Mental Health Association
 DBT - Dialectical Behaviour Therapy
 ICM - Intensive Case Manager
 MF - Maison Fraternité
 OOARS - Ottawa Addictions Access and Referral Services
 OCD - Obsessive-Compulsive Disorder
 PTSD - Post-Traumatic Stress Disorder
 SHCHC - Sandy Hill Community Health Centre
 SMART - Self Management and Recovery Training
 TAY - Transitional Aged Youth
 TOH - The Ottawa Hospital
 WRAP - Wellness Recovery Action Plan
 YMHC - Youth Mental Health Court
 YSB - Youth Services Bureau

Legend

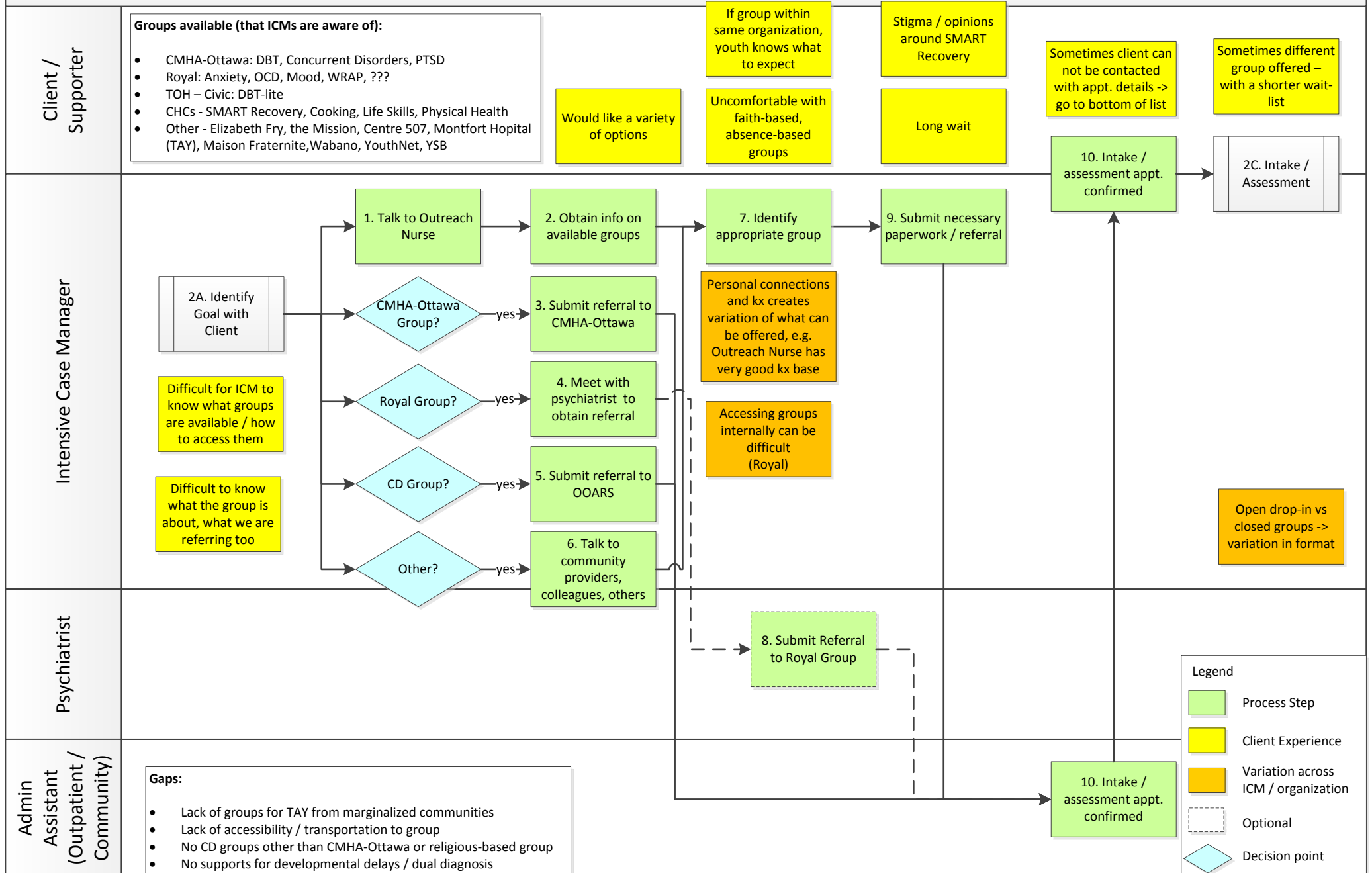


2. ACCESSING SPECIALIZED GROUPS : A. Identify Goal with Client



Intensive Case Management - Supporting Better Impacts with Clients

2. ACCESSING SPECIALIZED GROUPS : B. Seek Out / Referral



Intensive Case Management - Supporting Better Impacts with Clients

2. ACCESSING SPECIALIZED GROUPS : B. Seek Out / Referral – Groups Available

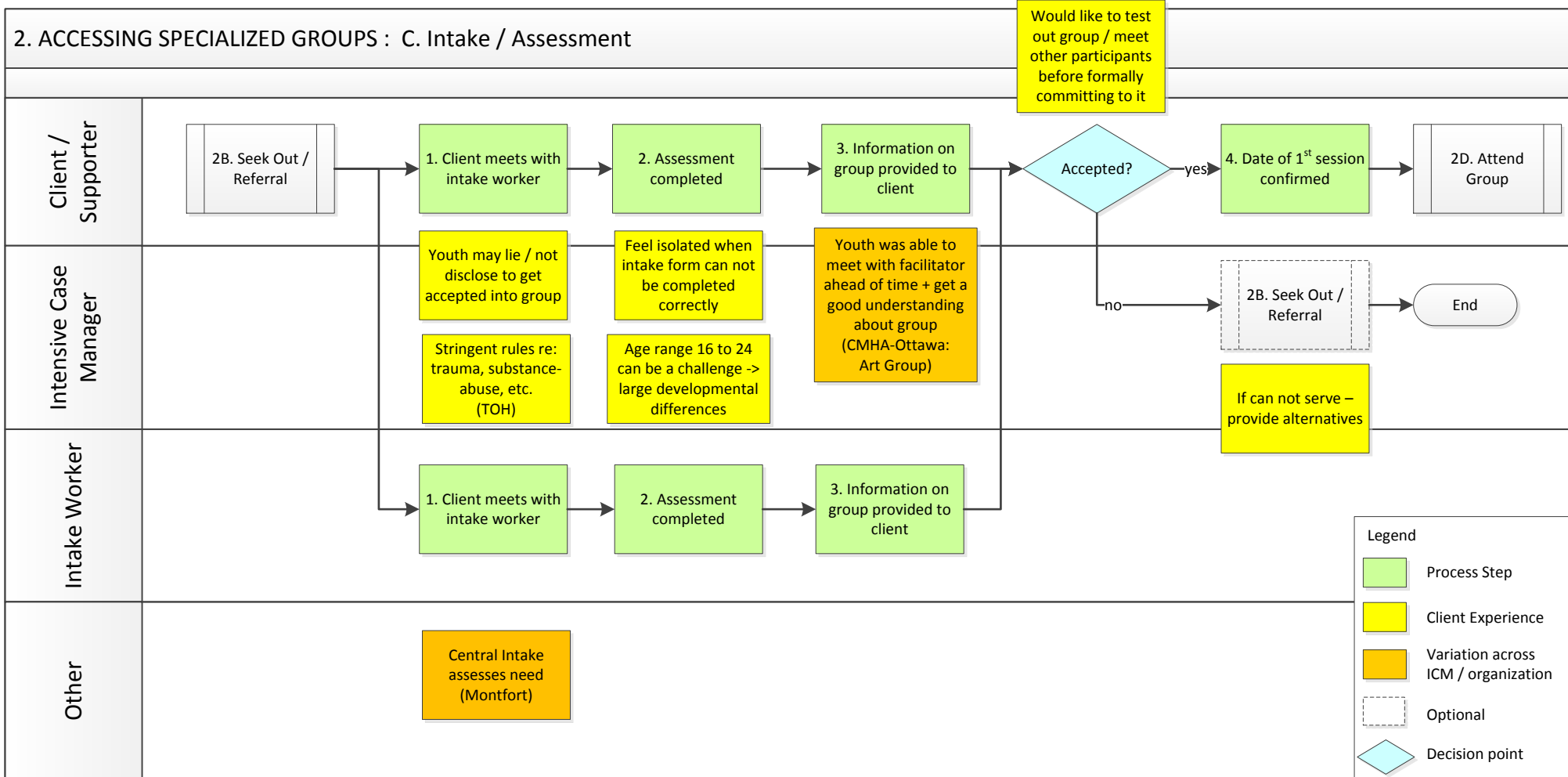
Concurrent Disorders	OOARS performs intake / assessment for referrals to CD groups	Quick access / working well	School-based clients can be referred directly to addiction specific programming*
Dialectical Behaviour Therapy	DBT groups provided at CHEO, CMHA-Ottawa (multiple), Royal, SHCHC, TOH	DBT groups can be very different	Often need to be seeing / have counsellor / psychologist to attend DBT group To access DBT need Outreach Worker (2yr wait) for 6-9 months service -> group should be taken 2x -> longer than can access service (CMHA-Ottawa)
Legal / Court	Work closely with partners to provide access to youth-specific groups (YMHC)	Provides groups for women in conflict with the law / can adapt based on need (Elizabeth Fry)	
Aboriginal	Sisters in Recovery -> youth paired with senior (Wabano)	Circles established to meet needs -> adaptable / removing the box (Wabano)	
Francophone	Receives referrals from CHEO (Montfort)	Good fit / high attendance	Open groups are helpful / provide good support Francophone school-based clients can be referred directly to MF CD groups* (MF)

Legend

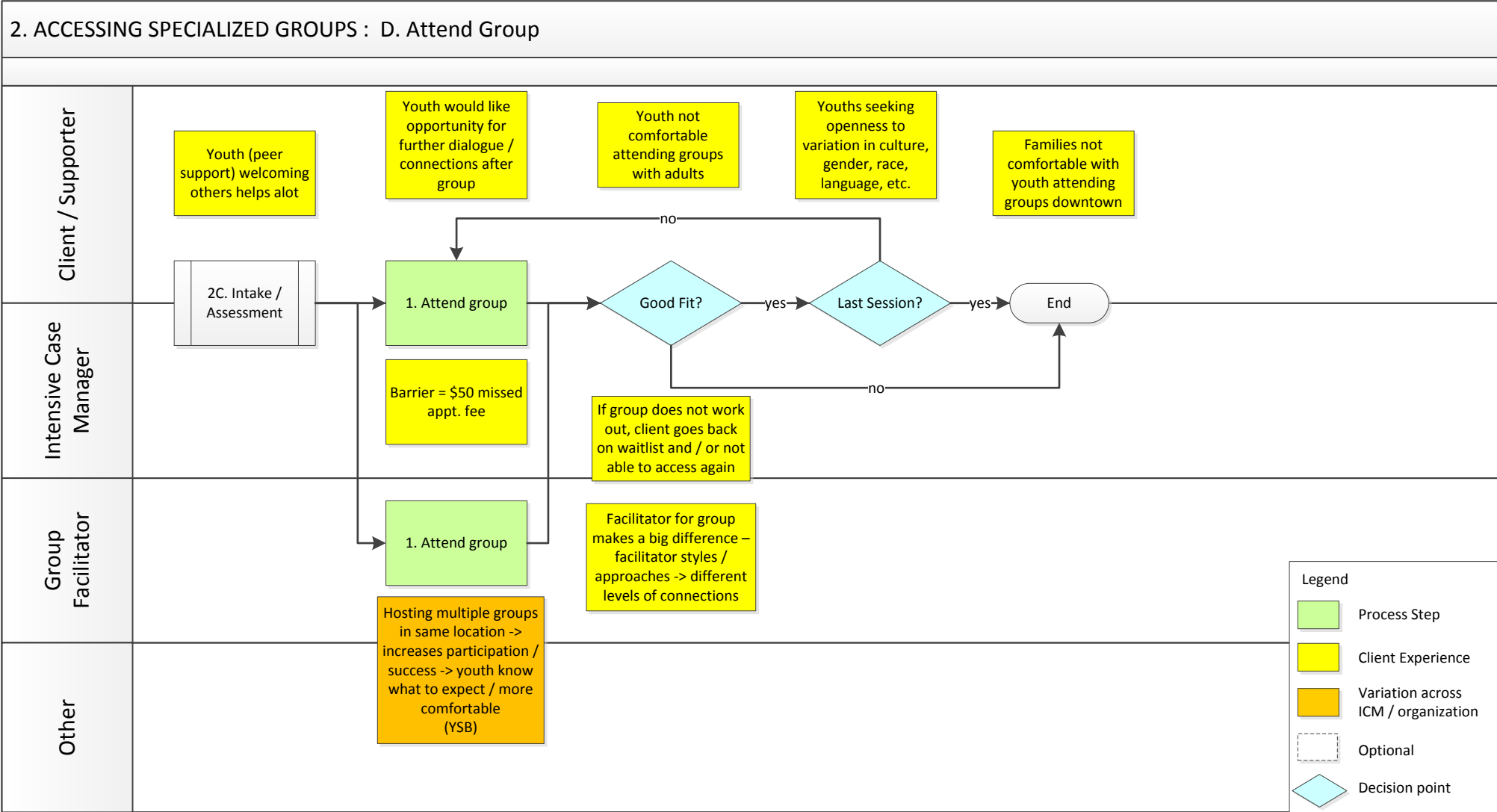
- Process Step
- Client Experience
- Variation across ICM / organization
- Optional
- Decision point

* Note: revised Feb. 17th 2016 with input from Maison Fraternité

Intensive Case Management - Supporting Better Impacts with Clients

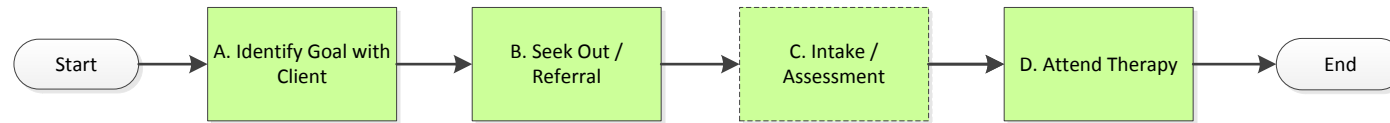


Intensive Case Management - Supporting Better Impacts with Clients



Intensive Case Management - Supporting Better Impacts with Clients

3. Accessing Long-Term Therapy High-Level Process Map



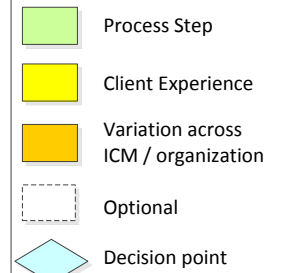
Definition (as defined by youth)

Long-term – service which can be accessed as long as needed, with no cap on number of sessions

Acronyms

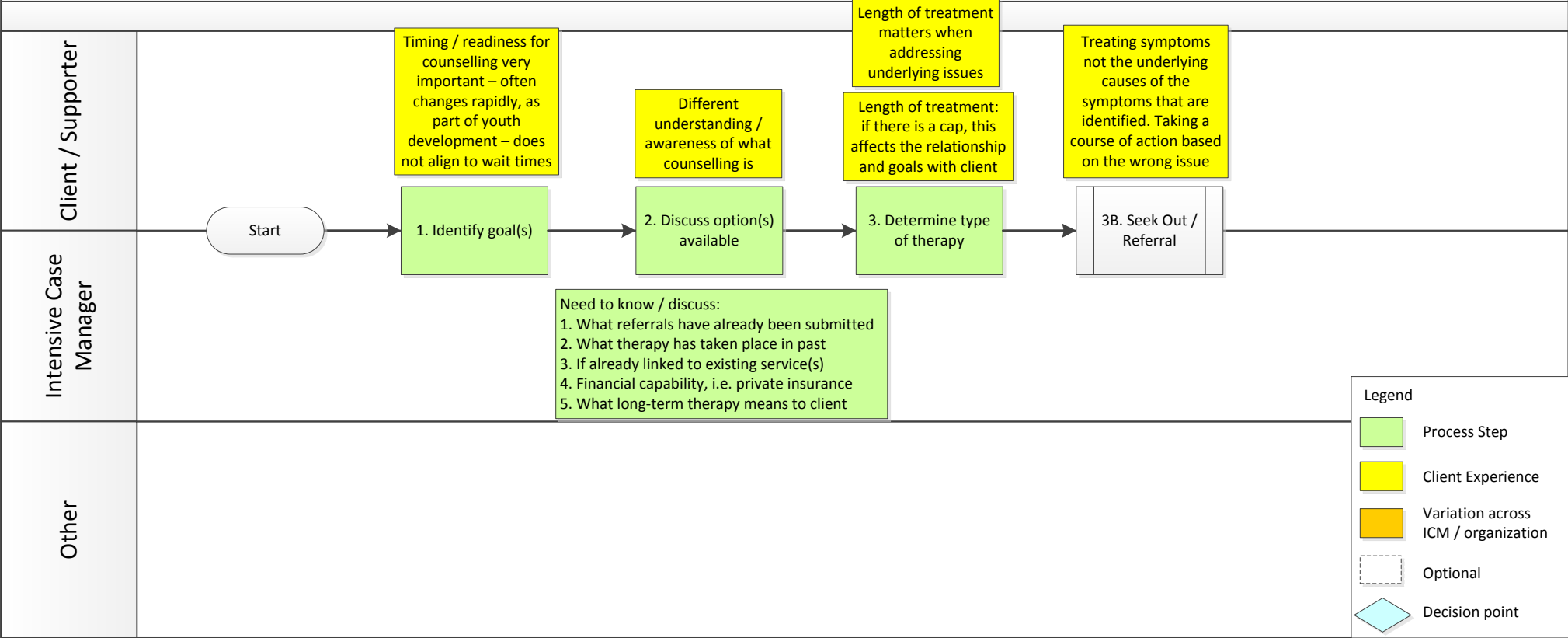
CHC - Community Health Centre
 CMHA – Canadian Mental Health Association
 DSYTC – Dave Smith Youth Treatment Centre
 FEPP - First Episode Psychosis Program (On Track)
 FP - Family Physician
 FSO - Family Services Ottawa
 ICM - Intensive Case Manager
 INAC - Indian and Northern Affairs Canada
 UOHS – University of Ottawa Health Services
 YMHC – Youth Mental Health Court
 YSB - Youth Services Bureau

Legend



Intensive Case Management - Supporting Better Impacts with Clients

3. ACCESSING LONG-TERM THERAPY : A. Identify Goal with Client








Intensive Case Management - Supporting Better Impacts with Clients

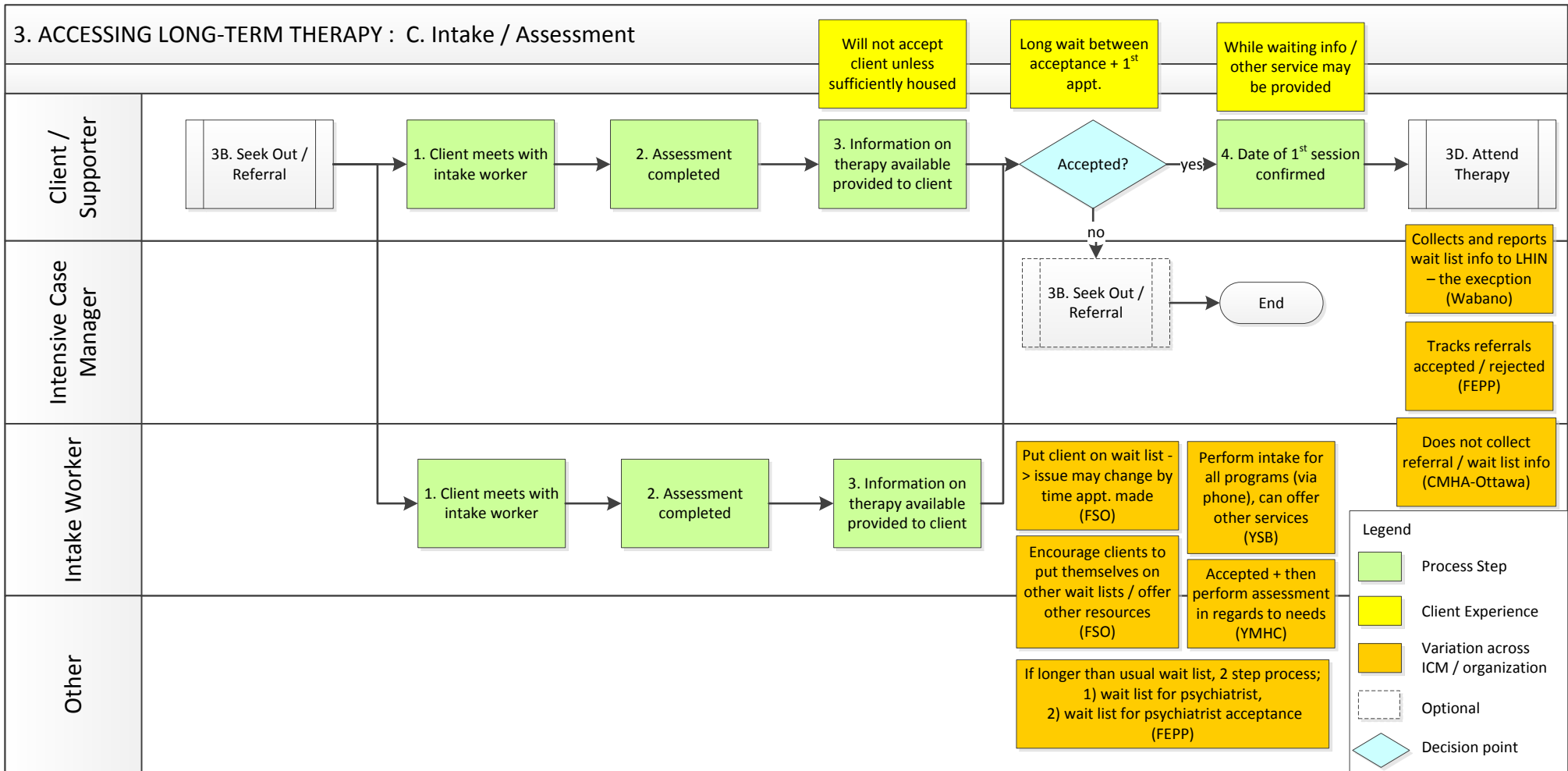
3. ACCESSING LONG-TERM THERAPY : B. Seek Out / Referral – Therapy Available

Substance Abuse	Self-referral / also accepts referrals from community providers (DSYTC)	Residential treatment provides up to 13wks of therapy, outpatients referred to partners, i.e. Rideauwood / Wabano (DSYTC)	Wait list is based on date of approval – not risk / priority (DSYTC)	<p>Long-term therapy available:</p> <ul style="list-style-type: none"> • Algonquin College Counselling, Carleton University Counselling – must be a student • Catholic Family Service Ottawa / Family Services Ottawa (no cap) / Jewish Family Services – The Counselling Group / St. Paul U Counselling Centre / other private practice – offer a sliding scale fee for clients • Centre for Treatment of Sexual Abuse and Childhood Trauma- trauma • CHCs – unsure if long-term • Elizabeth Fry Society of Ottawa – women / female youth in conflict with the law • Minwaashin Lodge, Wabano (no cap) – Aboriginal • Ottawa Community Immigration Services Organization – immigrant / refuge • Rideauwood Addiction & Family Services – substance-abuse • Sandy Hill CHC Addiction Services – substance-abuse [15 sessions] • University of Ottawa Health Services – must be rostered with FHT family physician • Youth Services Bureau of Ottawa- youth & families [5-7 sessions]
Private / Sliding Scale	Self-referral / client calls. No cap on services (FSO)			
Student	Youth needs to be rostered with FP at UOHS to access counselling – all uOttawa students have access (UOHS)	Short-term therapy / guidance counsellors / assessment + reach out to community partners (High Schools)	Internally may make exceptions to cap (UOHS)	
Aboriginal	No cap on services, form circles as needed (Wabano)	Transition youth from DSYTC program(s) back into circle (Wabano)		
Legal / Court	Look at where youth are at in cycle of change – maybe more readiness past court mandated services (Elizabeth Fry)	Therapy tailored to needs of clients, e.g. anger management individual and group format (Elizabeth Fry)	Expedites access to Elizabeth Fry services / programs (YMHC)	
Other	Assign co-ordinator to client who oversees access to all services (YSB)			Prioritize clients by need – serve at risk youth 1 st -> some clients may never get access (YSB)

Legend

-  Process Step
-  Client Experience
-  Variation across ICM / organization
-  Optional
-  Decision point

Intensive Case Management - Supporting Better Impacts with Clients



Intensive Case Management - Supporting Better Impacts with Clients

