



System of Care, birth to 6

in Guelph-Wellington County

Objective: To build the Growing Great Kids System of Care

- a coordinated continuum of community-based services and supports that are integrated to meet the needs of children birth to age six.

Why is service integration important?

- Many agencies contribute to the continuum of care for the families we serve.
- Service integration is needed in order to help families and agencies see and experience the continuum as a *system* of care rather than a collection of services.

Our partners

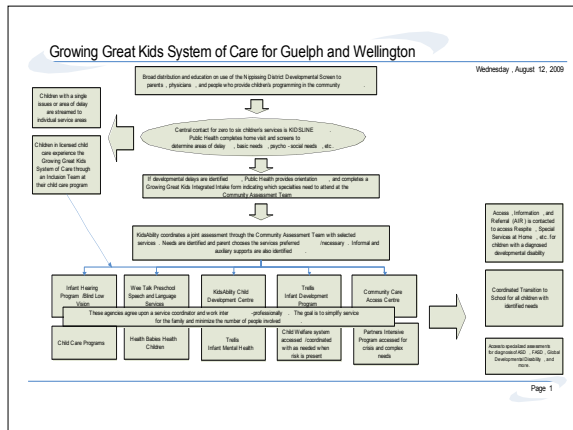
- OEYC
- Child Care Services
- Family and Children's Services
- Public Library
- Children's Treatment Centre
- Mental Health/Developmental Services
- Public Health
- Preschool Speech and Language Services

Central Principles

- A common process for obtaining supports and services
- All children can access some type of support
- All parents are provided with a tool to monitor their children's development
- Everyone knows who to call for help

Central Principles

- Families get what they need efficiently
- Holistic service
- Families can make informed choices.
- Coordinated assessment -- coordinated service plan
- Plans are based on the family's needs.
- The right service at the right time by the right provider.



The Nipissing District Developmental Screen

Objective

- All parents and caregivers of children zero to six can monitor children's development using a reliable standardized tool

Strategies

- Broad distribution of the NDDS to:
- Parents thru HBHC
 - Physicians
 - OEYC's
 - Child care orientation packages
 - Libraries
 - Parent/child programs
 - Two checks on an NDDS is a reason for a call to KidsLINE

KidsLINE

Objective

- Everyone knows who to call for help and advice about children zero to six

Strategies

- Marketing of the NDDS screen and the KidsLINE resource including:
 - Orientation to physicians
 - Orientation to agencies
 - Public awareness campaign
- Re-direction of all referrals to KidsLINE from individual agencies

KidsLINE

Objective

- Callers get what they need as efficiently as possible

Strategies

- Live answer or call-back within 2 hours
- Trained Public Health Nurses
- General issues dealt with over the phone
- Screen for concerns that would merit a home visit
- Direct referrals made when needed ex. Speech
- Children in licensed child care are re-directed to a parallel system - Growing Great Kids in Child Care

Home Visit

Objective

- To ensure that families concerns are addressed holistically and from a determinants of health perspective

Strategies

- Trained PHN meets with family and explores all of their needs
- Developmental and psycho-social assessments are completed (including risk) ASQ, ASQ-SE
- Families are oriented to the community assessment team (CAT) and invited to participate
- A consent process is followed
- Barriers are addressed
- Determinants of health are addressed

Community Assessment Team

Objective

- Children receive one assessment at one location by one team in order to develop one service plan that meets the family's needs

Strategies

- Play-based inter-professional assessment
- Inter-professional team approach to service planning
- Family can choose how many people are involved
- Review dates are set for the team to check back
- Referrals are made, as needed

Inter-professional Practice

Objective

- Efficient and coordinated care meets the family's stated needs

Strategies

- Inter-professional approach
- Regular review dates
- Consent to exchange info is in place
- Transition to school is coordinated
- Best practices from all disciplines are shared
- Referrals are made, as needed

How did we do it?

- 2006 Established collaboration and good will amongst service providers
- 2007 Developed service system map
- Apr 07 Front-line forum - world café discussion affirmed our direction
- Jan 08 Developed detailed work plan
- Mar 08 Gathered resources for implementation
- Oct 08 Trained front-line providers
- Oct 08 Public Launch of Nipissing
- Jan 09 Obtained funding from Health Force Ontario with PIPER, McMaster University
- Jan 09 Launched system of care

Challenges

- Mandate of individual organizations - developing flexibility
- Developing TRUST - building relationships takes time
- Inter-professional practice - what does it really mean? What are the roles?
- Role development for service coordination
- Measuring wait times
- Different reporting requirements for different services

Opportunities

- Increased access to the full range of services for families
- Fewer appointments for families
- Smoother transition to school
- Reduced duplication of services
- Increased consistency
- Better safety nets for families
- Better treatment outcomes for children

The Most Valuable Opportunity

- Shifting paradigms to move out of silos and see ourselves as one system serving many children and families

Current Status of Project

- Extending the system of care for children and youth 6-18 years of age!
- Inter-professional Practice training on-going thru learning groups, shifting mind-set on working together, trial and error

The logo features the word "GROWING" in a bold, green, sans-serif font. Above the letter "O" is a stylized sun icon with rays. Below "GROWING" is the phrase "great kids" in a smaller, lowercase, green, sans-serif font.