

Serving the Districts of Muskoka, Nipissing and Parry Sound
Hands: What Matters - Child and Youth Mental Health
December 2018

Hands TheFamilyHelpNetwork.ca as Lead Agency
in collaboration with Core Service Providers:
Hands, CCCN, Simcoe Muskoka Family Connexions

Priority Highlights

Crisis: Helping Reduce Hallway Medicine

- Increased crisis response by the Core Service Providers
- Extended hours of a registered therapist available to 9:00 pm Monday to Friday
- Extended staff availability in community, school, home, and office for crisis response instead of the ED
- Availability of a registered therapist by phone to decrease impact of transportation and increase youth engagement

Crisis Model Outcomes Met

- CTAS scores have changed since model response changed (CTAS scores: 3-5 have reduced their attendance to the ED)
- Crises in the ED are now for the most urgent mental health needs
- Mental health crisis numbers have not increased in the Emergency Department in the Service Area
- Increase in crisis requests have been addressed in community, home, school and office by registered Child and Family Therapists

Increased Access to Services

- Doubled the number of Walk-In Clinics from 4 to 8 across the Service Area
- Added phone and video opportunities for therapy, where requested to accommodate transportation and time of day barriers
- Weekly availability for stakeholders to link clients /patients to mental health services e.g. hospitals, pediatricians, child welfare, etc.
- Once available or ready for service, there is a "Come On In" open for any child, youth and family

Reduced Wait Times

- Reduced need to be in crisis and instead seek help when needed; respecting family availability and bandwidth
- Responsivity reduces likelihood of symptoms compounding while waiting, reducing severity at time of intervention and overall service demand reduction

Moving on Mental Health

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**"We are all working
better together!"**
- Stakeholder



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