



Children's Treatment Network  
OF SIMCOE YORK



# ***Leveraging the Electronic Client Record: Integrated Care for Children & Youth with Multiple Needs***

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***CNIA Conference***

***Informatics Everywhere: Celebrating the Diversity of Informatics  
Practice***



# Agenda

## Children's Treatment Network

- Origins
- Vision to Reality

## Electronic Client Record

- Components
- Challenges
- Research / Evaluation
- Anticipated Outcomes
- Next Steps



# CTN Origins

- 20 Children's Treatment Centres in Ontario
- Service gap existed in York Region and Simcoe County
  - Population 1.32 million
  - Area 6,600 km<sup>2</sup>
- A broad range of stakeholders collaboratively developed an implementation plan for a children's integrated rehabilitation service system for Simcoe York
- Funding and model approved in December 2004
- **CTN** – new entity to enhance local services and enable integrated care



# CTN Origins

Families told us that:

- They had to tell their story **MANY** times
- They had to travel long distances to access services
- They were responsible for maintaining the records of care
  - carried boxes of assessments, reports, records

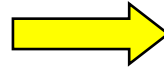




# Vision

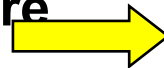
# Reality

**Single Point of Access**



**Access & Service Navigation**

**Integrated, Coordinated Care**

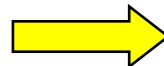


**Service Coordination**

**Child & Family Teams**

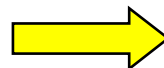
**Transdisciplinary Service Delivery**

**One plan focused on  
Child & Family**



**Single Plan of Care**

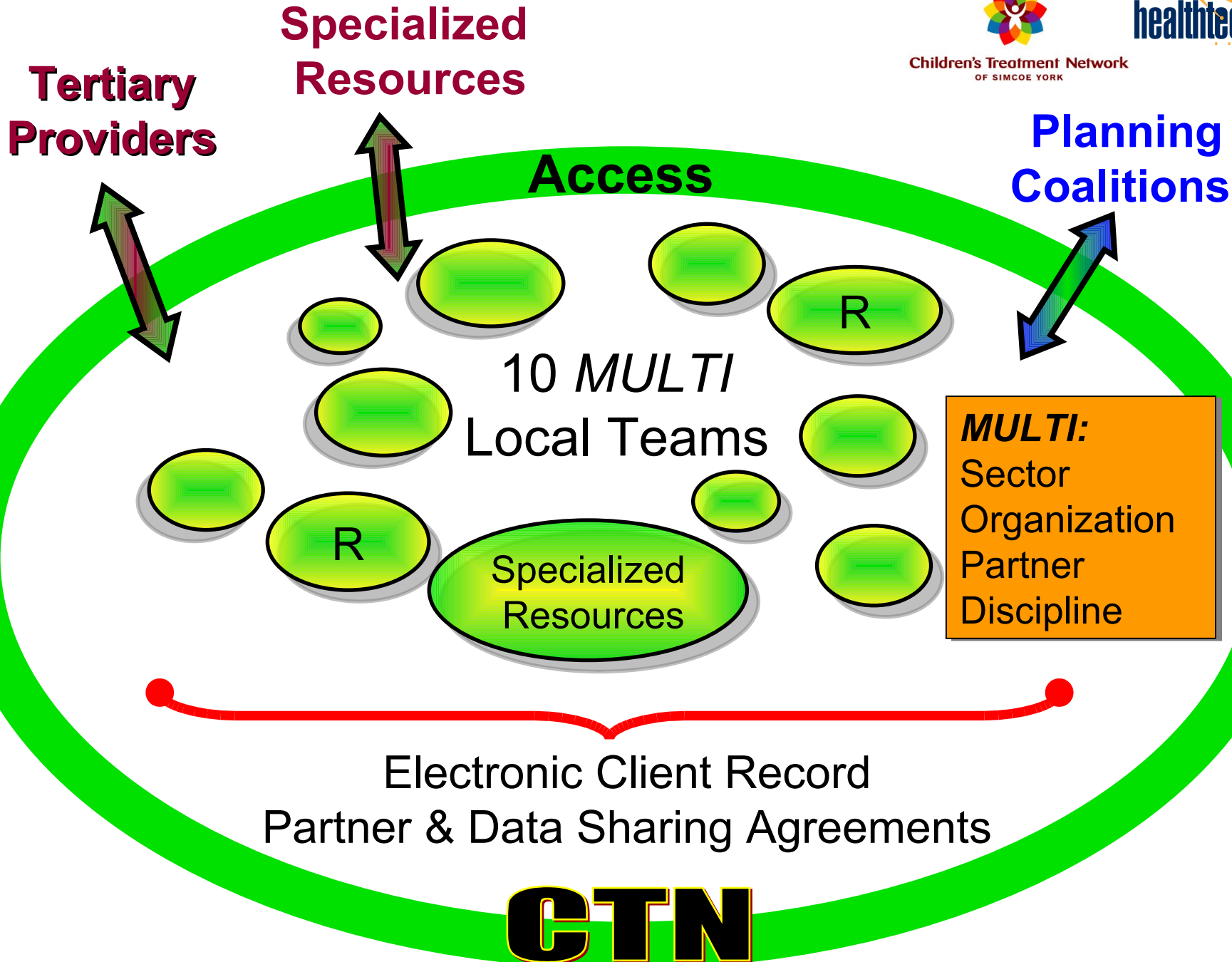
**Build Capacity**  
•Increased services  
•Network model



**10 Local Teams**

**SSHA Connectivity**

**Formal & Informal  
Agreements**





# CTN's Electronic Client Record (ECR)

## Much more than an Electronic Health Record

- CTN's ECR is utilized by CTN partners across multiple sectors
- Reference group of CTN partners developed a Request for Proposal (RFP) assisted by Healthtech Inc.
- Via RFP evaluation, **GoldCare**, a division of Campana Systems Inc., was chosen to assist CTN in ECR development
- A tailored configuration of GoldCare's Case Management modules currently used in the Community Care sector



# CTN's ECR

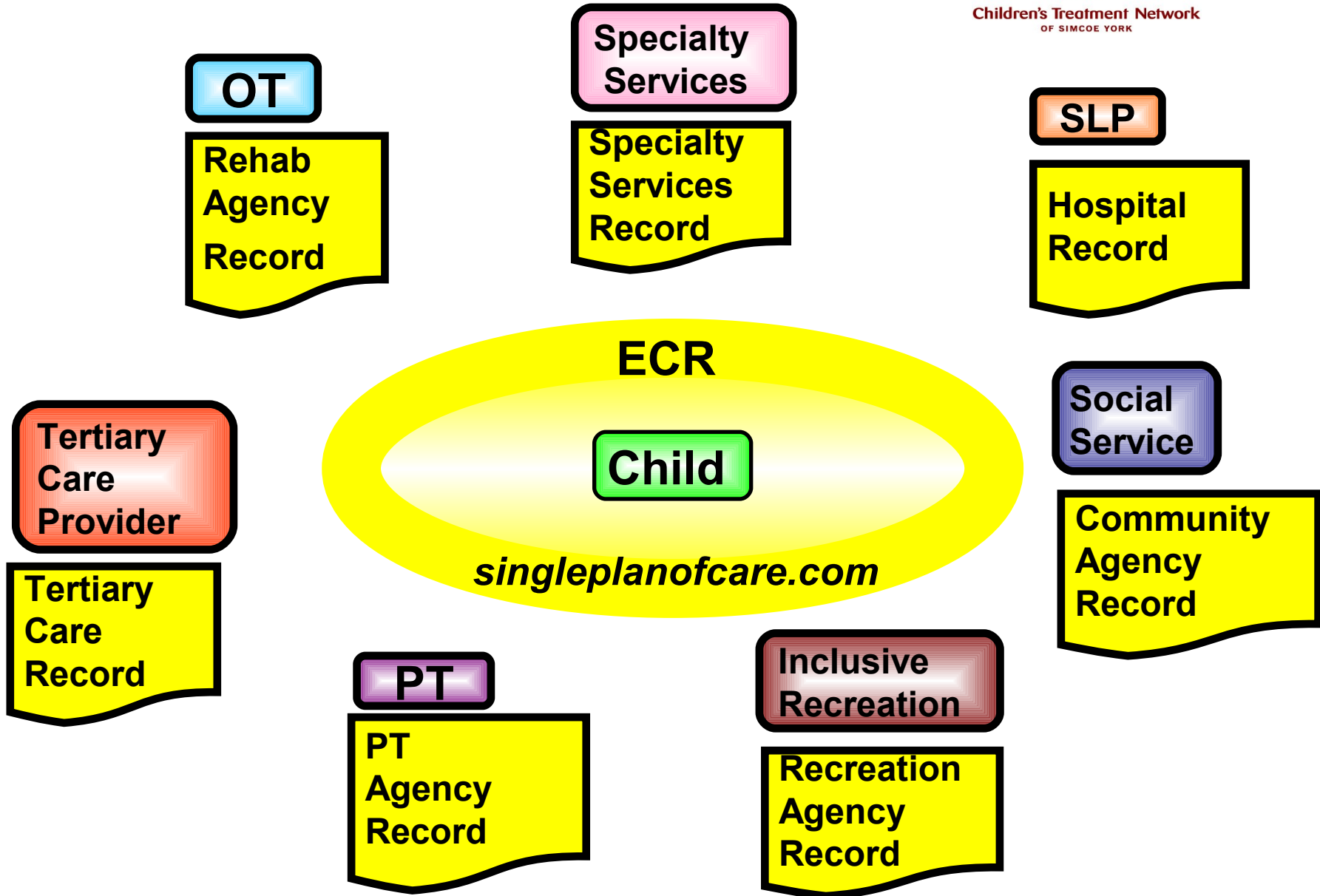
and MUCH  
MORE



# And 40 other partner agencies



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## CTN's ECR - *singleplanofcare.com*

- ASP hosted desk top and web based application
- A common repository of client information
- A framework for integrated assessment, planning and service delivery of a Single Plan of Care for children and youth with multiple disabilities
- Supports dynamic nature of care and service
  - Continuous service from early intervention through to age 19 as well as
  - Continuous connection with intermittent service as needed



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## Components

- *singleplanofcare.com* is 'open' and accessible to all Child and Family team members
- Provides templates for:
  - Assessments
  - Single Plan of Care development
  - Referral notes
  - Progress notes and Stages of Care
- Accommodates the inclusion of documents in searchable format
- Progressive consent and security framework enables access and restriction by user, client and time period



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## Facilitates Integrated Working

Enabling team members to:

- Easily share client information
- View other team members' assessments and documentation
- Develop a truly customized and multidisciplinary single plan of care based on goals determined by the child, family and the team
- Provides system wide information for planning and management at both partner and network levels



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## Challenges

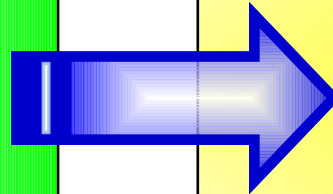
- Collaboration
  - Slowly, steadily, trust is growing between partners
  - Supported by governance, accountability and nurturing
- Privacy
  - Privacy Impact Assessment has been submitted to Information and Privacy Commission of Ontario
- Connectivity
  - Broad range of information systems
  - SSHA installation progressing
  - Web access in remote locations
- Education and Training
  - Change management to new integrated service model
  - Software training – managing volume and timing
  - Concurrent evolution of network and software development



# *singleplanofcare.com - Anticipated Outcomes*

## System Improvements

- ✓ Consistency of practice
- ✓ Partner collaboration
- ✓ Resource utilization
- ✓ Range of services delivered
- ✓ Capacity management



## Child & Family Benefits

- Family focused care
- Coordinated care
- Effective care
- Timely care
- Reduced travel time
- No file boxes!



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## Research/Evaluation

Research project in conjunction with Dr. Gina Browne, McMaster University, an evaluation of outcomes for:

- Child and Family
- Network Effectiveness
- Economics

**“The Comparative Effect and Expense of  
More and Less Integration of Services  
that Provide Treatment and Rehabilitation  
for Children with Multiple Disabilities:  
A Randomized Controlled Trial”**



# CTN's *singleplanofcare.com* Next Steps

## Integration and Adoption

- Education and Training
- Interfaces

## Reporting

- MIS / workload
- Planning and Decision Support

## Practice

- Wait list
- Assessment and referral tools
- Continuing software refinement based on user feedback



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# Children's Treatment Network

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