



Scoring Tool for Assessing Residential Treatment (START): Implementing Critical Success Factors in Mental Health Residential Treatment for Children and Youth

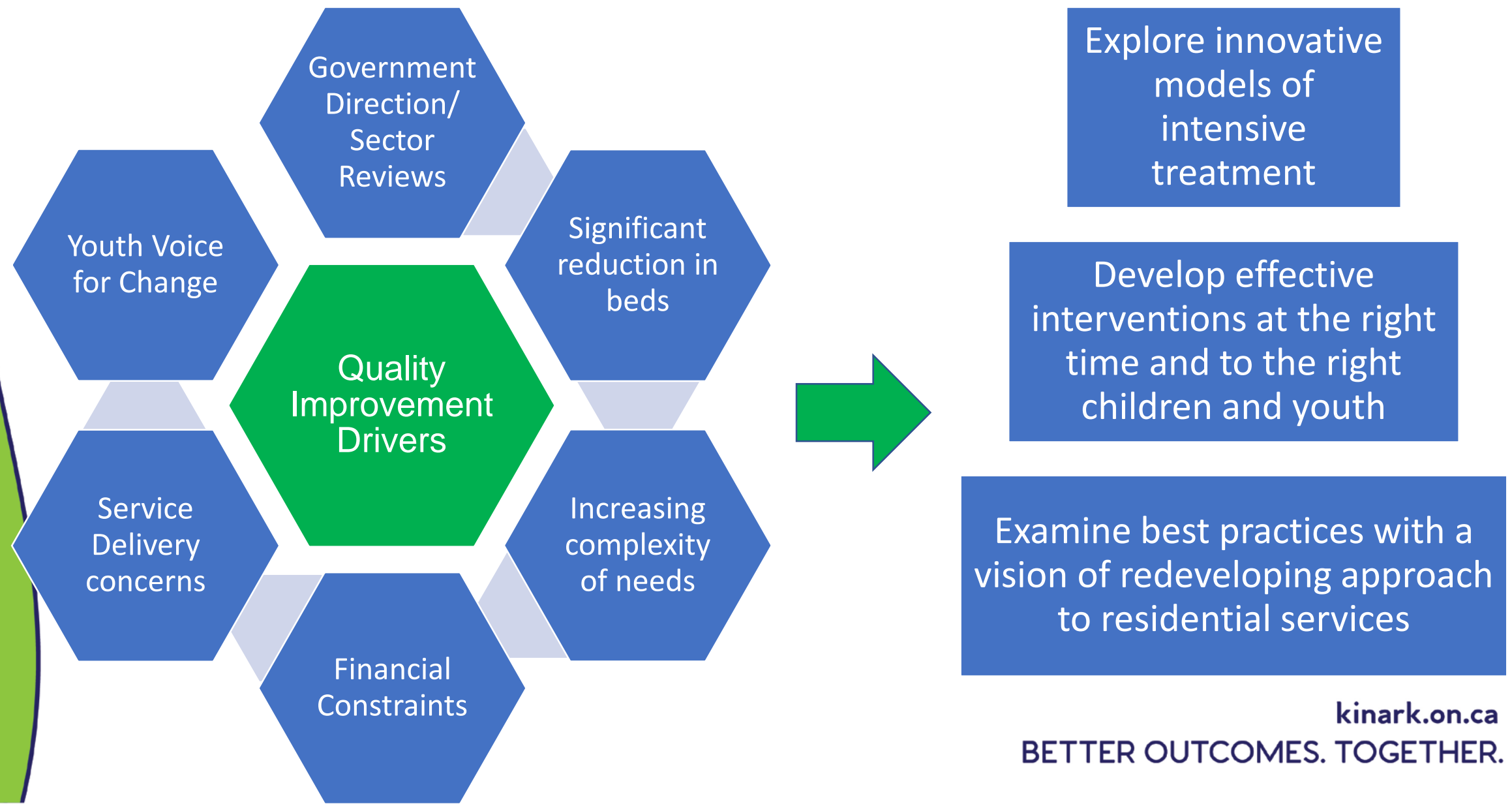
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CMHO Conference, November 26, 2018

Agenda

1. Discuss Kinark's commitment to strengthening residential treatment
2. Update on using the START to strengthen residential treatment at Kinark and in our Lead Agency regions
3. Provide update on the START development and key learnings from initial assessments
4. Discussion about potential use of the START to strengthen residential treatment in the sector

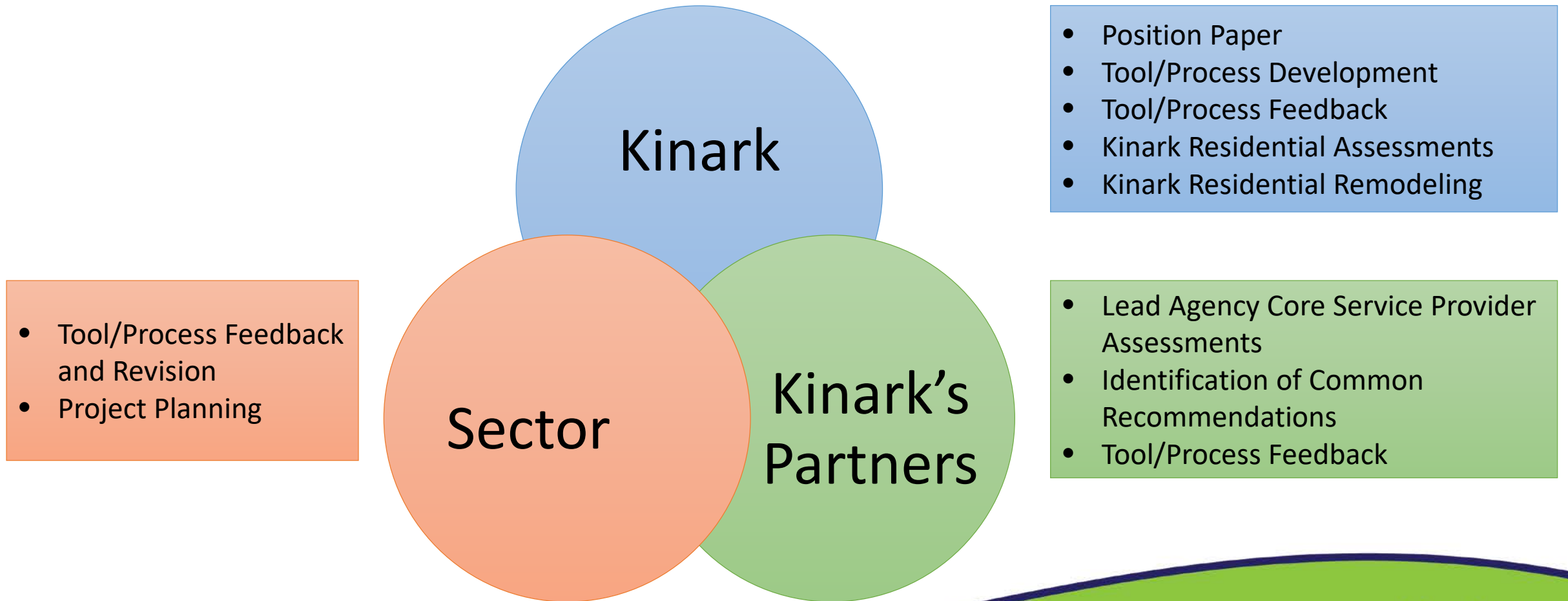
Strengthening Residential Treatment: Why?



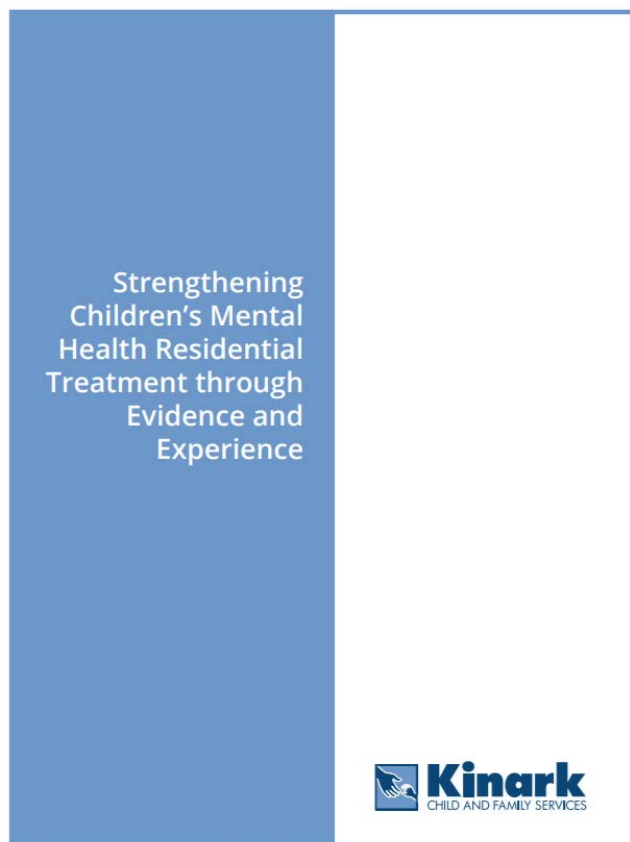
Alignment with Kinark's Priorities



Strengthening Residential Treatment: Focus



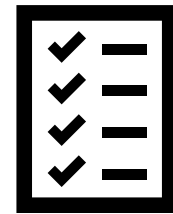
“Strengthening Children’s Mental Health Residential Treatment through Evidence and Experience”



- Released 2015
- Available at:
- www.kinark.on.ca/news-and-events/position-paper/



START: Scoring Tool for Assessing Residential Treatment



A Place to START

- Interest and excitement from stakeholders during policy paper consultations
- The nine critical success factors are a compelling **call to action**
- Bring the Critical Success Factors to life, make it measurable
 - Standardized tool to gauge alignment between Critical Success Factors and service delivery
- Develop partnerships with programs to assess quality for continuous improvement

START: Scoring Tool for Developing Residential Treatment

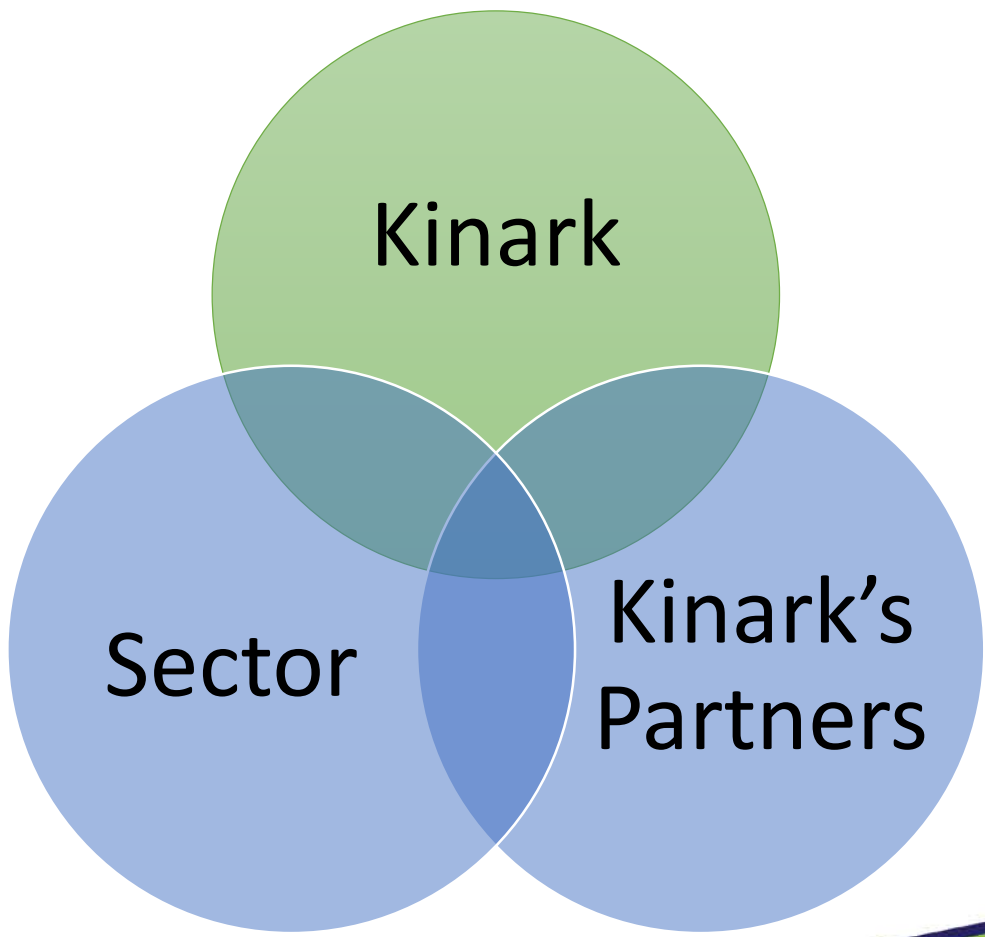
Tool

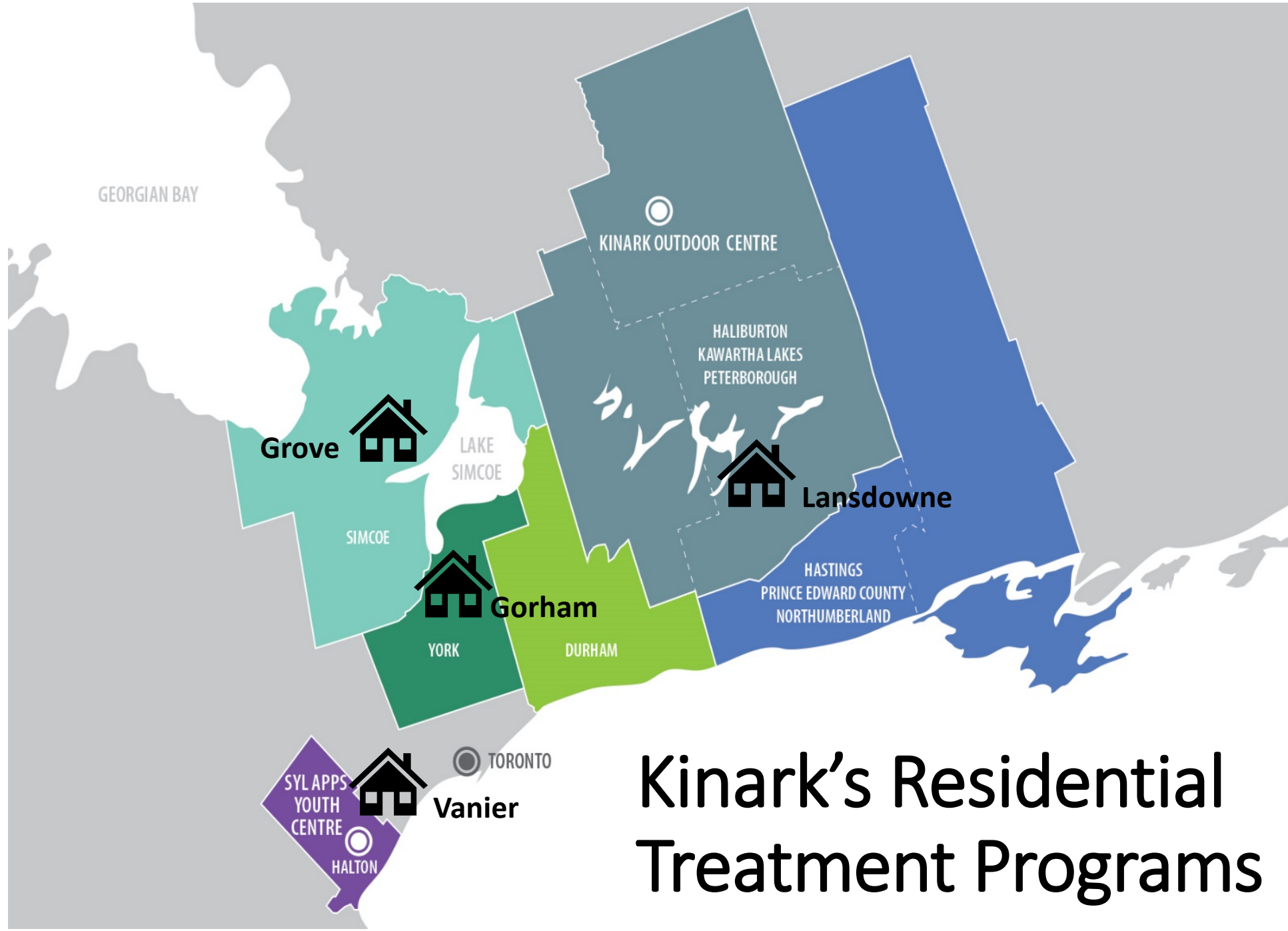
- 200+item standardized tool measuring a residential treatment program's alignment with the nine critical success factors

Assessment Process

- Multi-rater, multi-source
- Mixed-methods approach
 - Interview, Focus Group, Questionnaire, Observation, File Review, Document review

Strengthening Residential Treatment: Focus





Kinark's Residential Treatment Programs

Current Status

Activities	
Recruitment of Assessment Team Members	✓
Engagement of Program Managers and Residential Staff	✓
Assessment of Kinark Residential Treatment Programs	✓
Development of four Program Reports	✓
Dissemination to Managers	✓
Dissemination to Frontline Staff	✓
Development of Common Recommendations Report	✓

Method to Develop Common Organizational Recommendations

- Developed worksheet to determine scope of each START recommendation from individual program reports (local, agency, system)
- Determined whether recommendation applies across programs
- Common recommendations were determined when they applied to at least 3 out of 4 programs
- Total Recommendations- 84 (approx. 9 per critical success factor)
 - Local- 36
 - Agency- 45
 - System- 3

Organizational Recommendation Highlights

Eligibility and Suitability

- Develop clear eligibility, suitability and exclusionary criteria in consultation with community partners and stakeholders
- Discharge targets with clinical rationale, plans and dates

Family-centered care

- Orient parents and caregivers to commitment, engagement and participation
- Train CYW's to observe in-home behaviours and for family skill building work during family home or program visits

Strong and Cohesive Team

- Develop a plan to improve the clinical oversight of the overarching treatment model
- Develop a training plan for therapists and CYW's

Minimize Physical Interventions

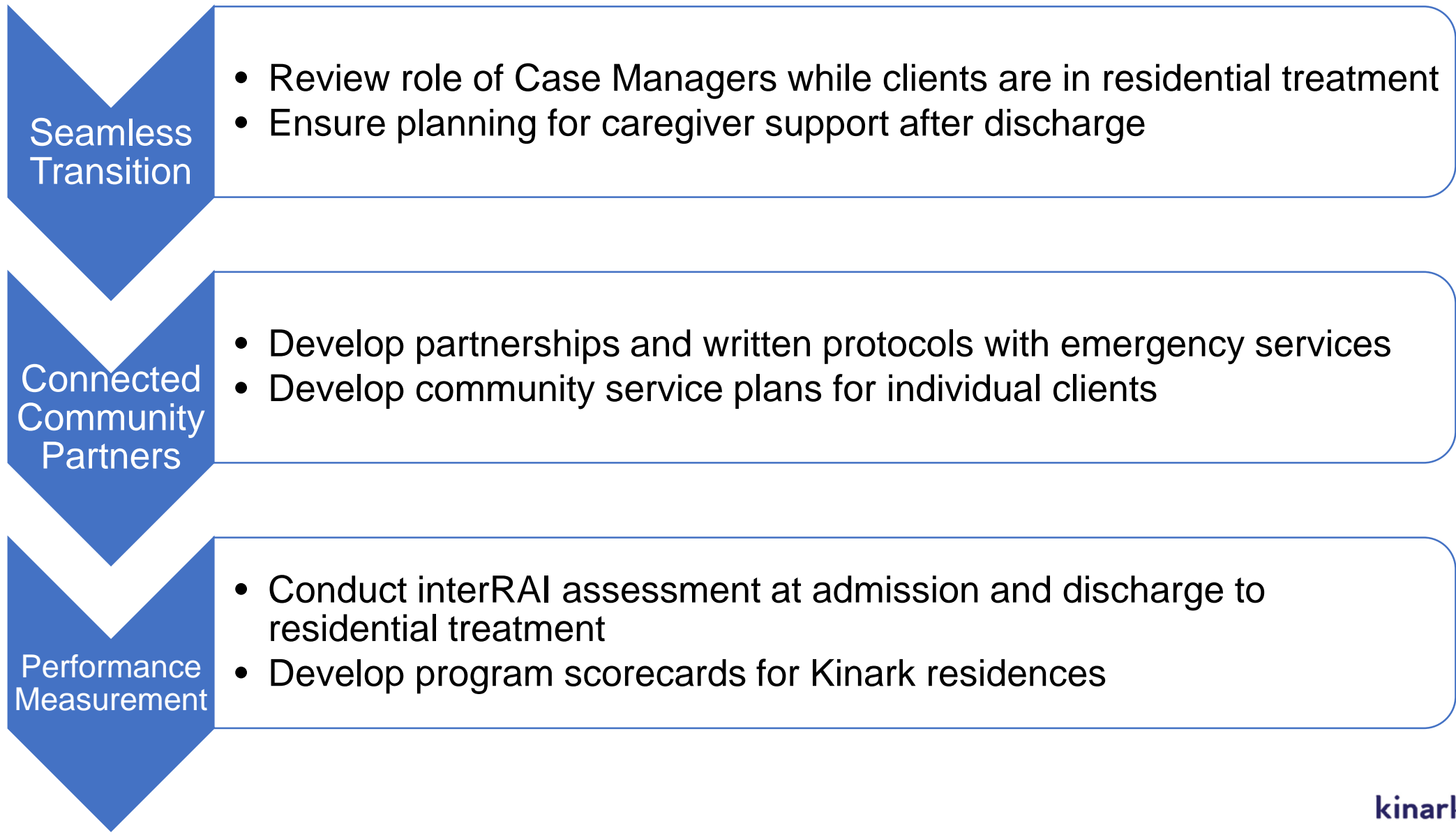
- Improve process for debriefing after restraints
- Develop detailed Incident/ Serious Occurrence analysis and discuss with residential team

Cultural and Linguistic

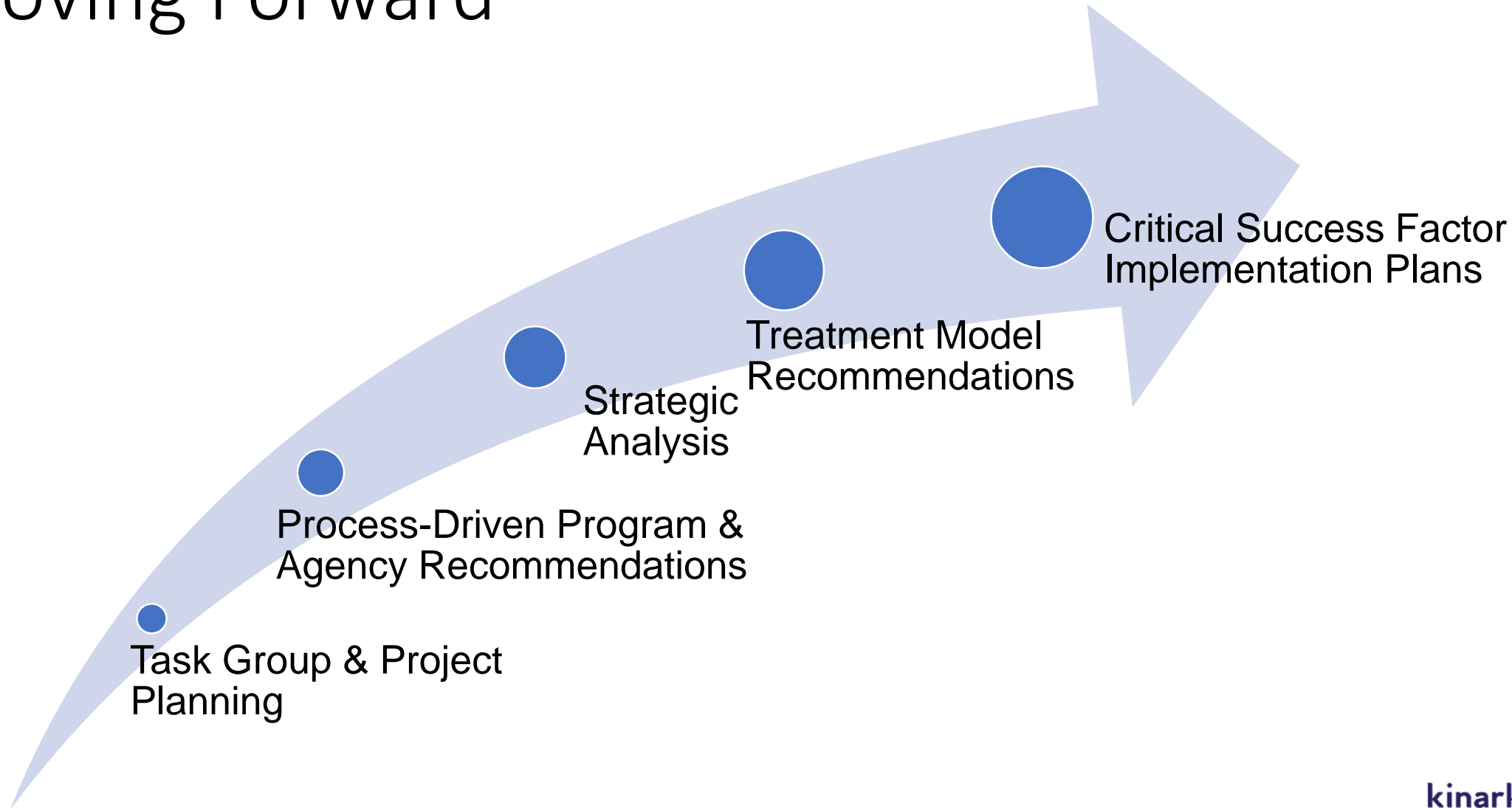
- Improve diversity and inclusion programming, which is not dependent on the current client mix
- Access resources to enhance the living environment

Individualized and Appropriate Programming

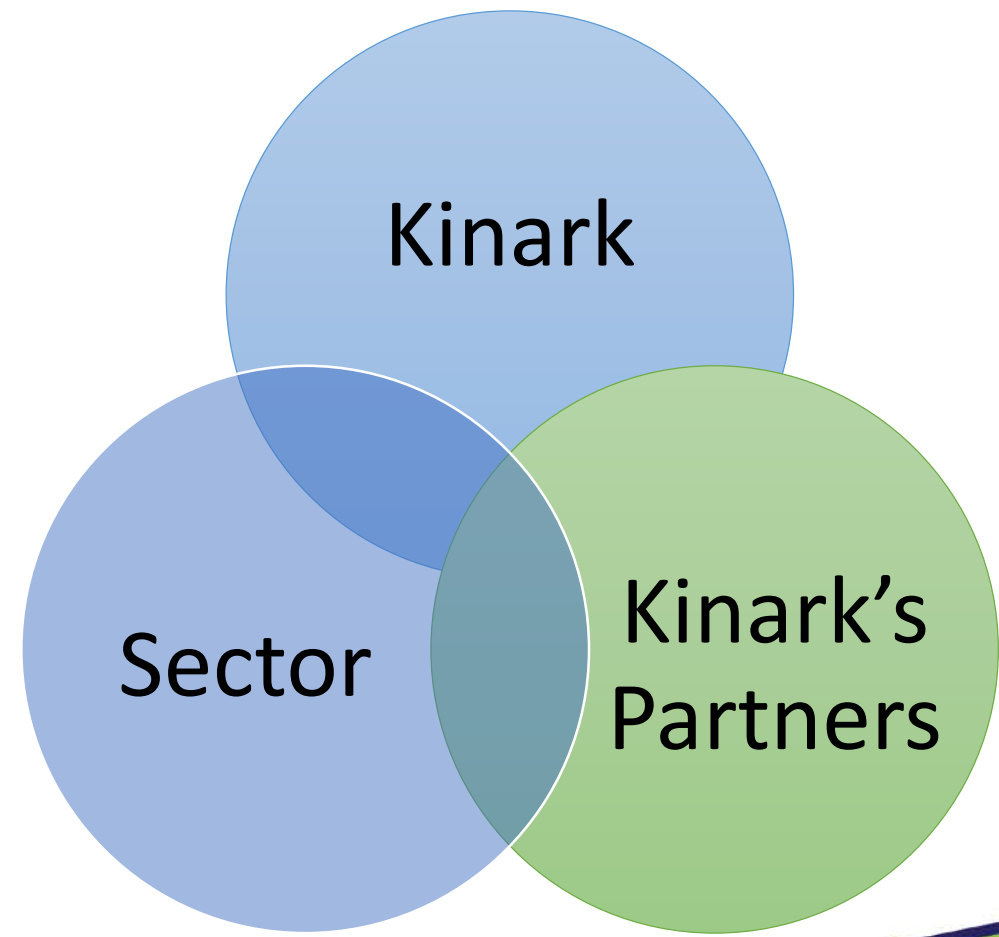
- Consider program clinical intervention models aligned with client profile needs
- Develop treatment targets collaboratively between residential staff and therapists
- Enhance the youth voice in program development

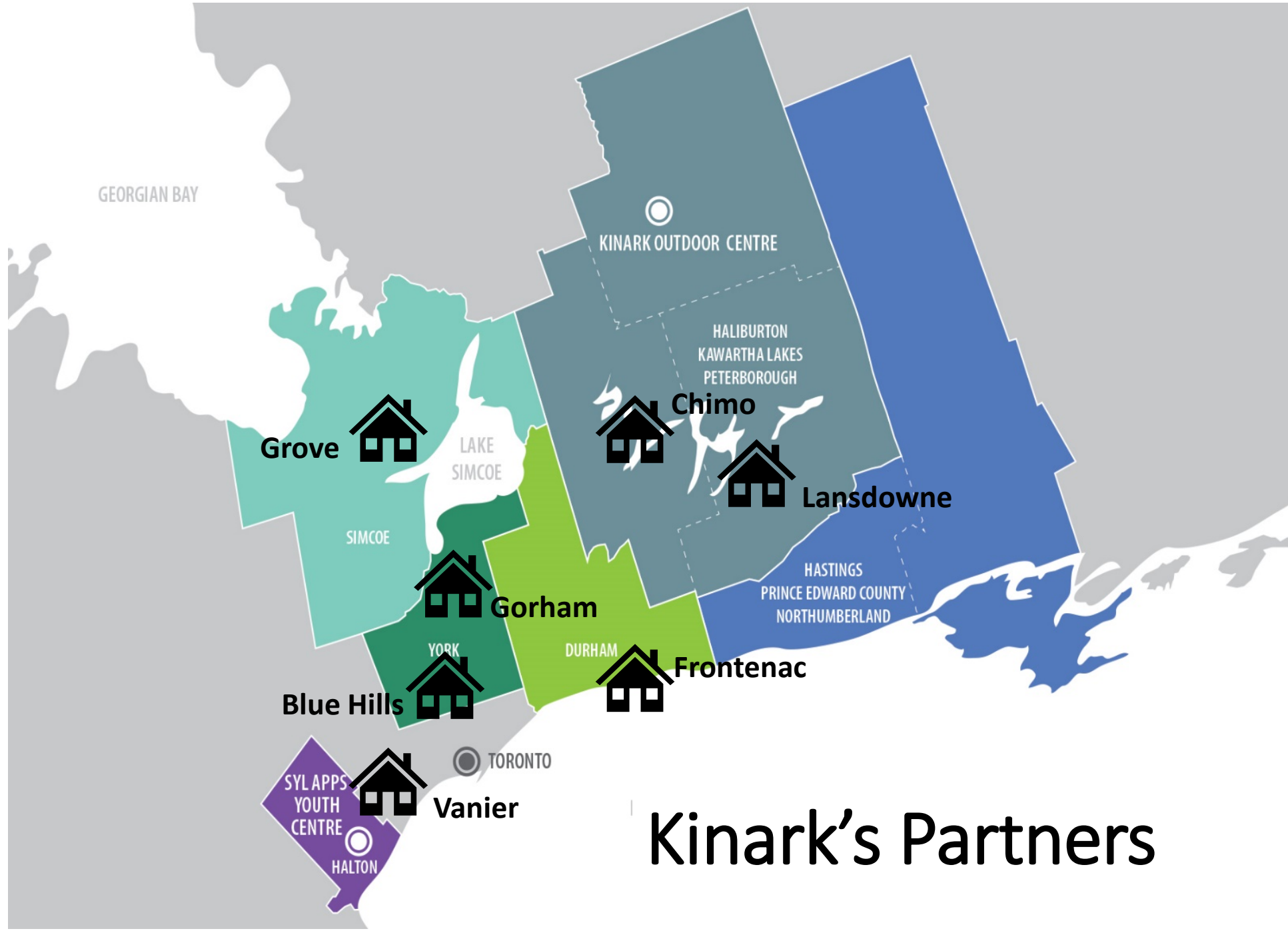


Moving Forward



Strengthening Residential Treatment: Focus





Kinark's Partners

Engagement of Kinark's Partners (3 Service Area)

Why?

- Understand the strengths and opportunities of each residential program to better understand system capacity and define critical pathways based on client profiles and treatment models
- Peer to peer quality evaluation design - to demonstrate, support and build capacity for program evaluation across service providers
- Opportunity to utilize a standardized tool across 3 service areas to develop relevant recommendations associated with like resources

Engagement of Kinark's Partners (3 Service Area)

Outputs

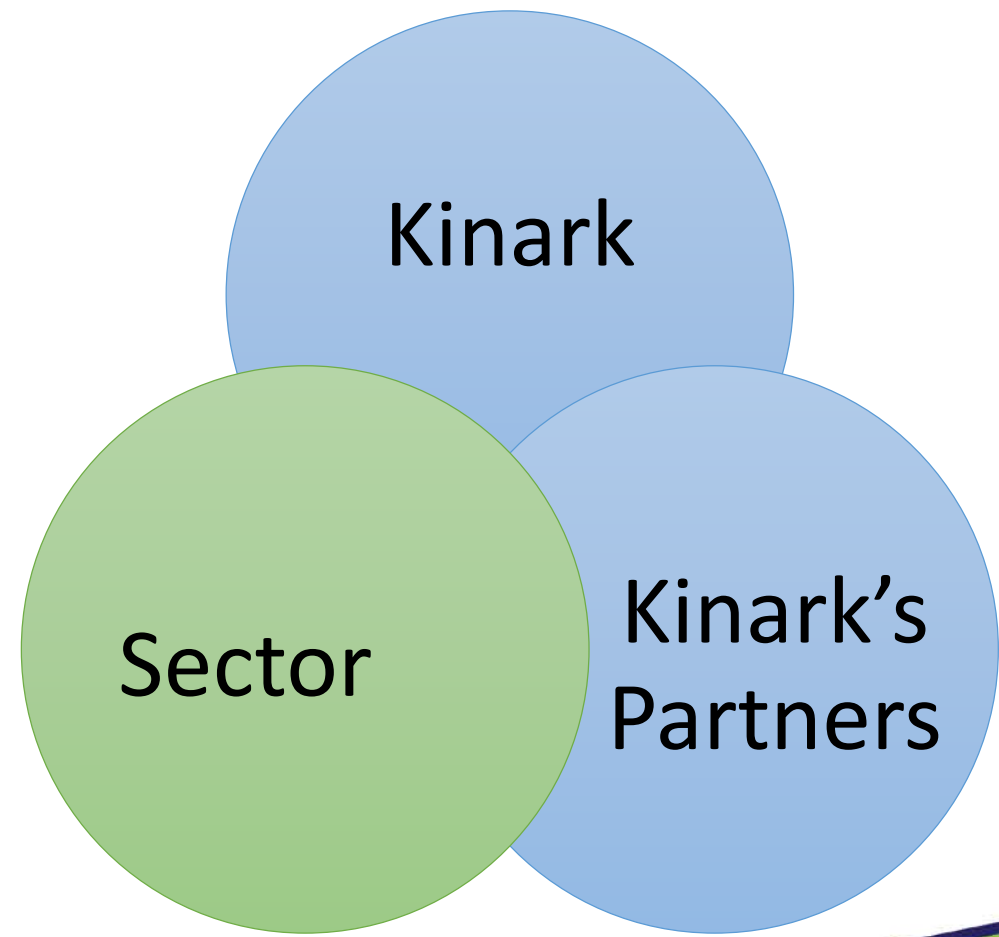
- Individual organizational assessment report
- 3 service area residential report looking at the common recommendations across the 7 resources
- Prioritizing recommendations that focus on the service area impact/provincial impact in defining residential treatment services and endorsing the 9 critical success factors outlined in the paper – highlighting into our Core Service Delivery Plan across all 3 service areas

Engagement of Kinark's Partners (3 Service Area)

Community Recommendations

- Determined if common to at least 4 of the 7 resources evaluated
- Some recommendations were common to all 7 resources:
 - Child/family engagement
 - Defined role and responsibilities of the CYW position

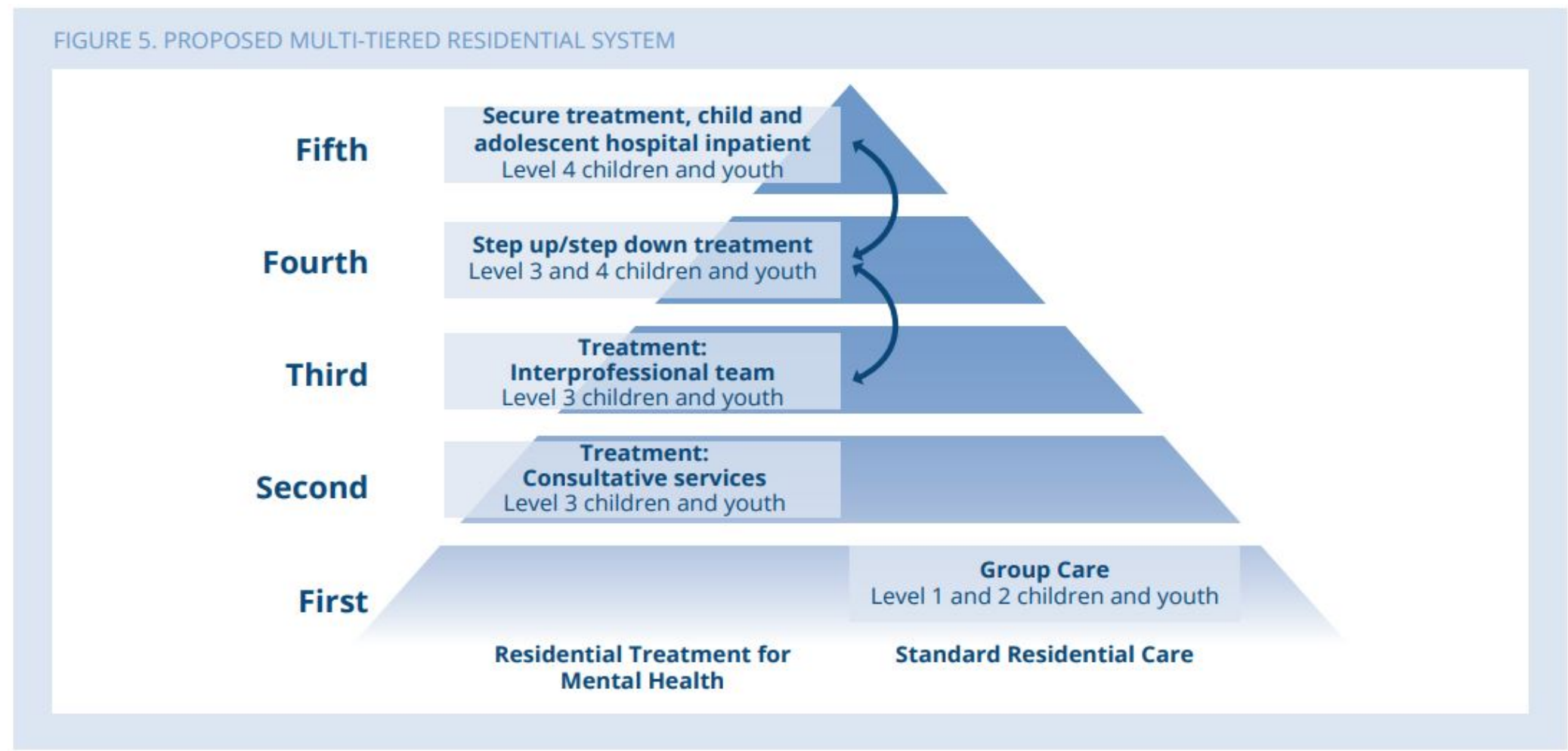
Strengthening Residential Treatment: Focus



Broader Sector Use of the START



Strategic Vision: Multi-tiered Residential System



Quality Improvement of Tool: Feedback Sources

- Youth
- Families
- Assessors
- Kinark's Partners
- Academic Experts

Quality Improvement of Tool: Key Learnings

- Development of Guiding Principles
 - Diversity, Equity and Inclusion; Youth Guided underpin all aspects of treatment
- Diversity, Equity and Inclusion section strengthened
- Valuing of the CYW role, expanding on residential care component

Quality Improvement of Tool: Key Learnings

- **Youth Feedback:** Youth guided programming/treatment, authentic involvement in decision making, feedback loop
- **Family Feedback:** Difficulty connecting to communities (e.g., school board), difficulty with transitions, need for follow-up, rationale needed for ineligibility decisions, stressed the value of peer support
- **Partner Feedback:** Transparency in scoring, recognition of barriers (e.g., funding, system scope) in recommendations

Work to Date

Position Paper Released

START Initial Development

START Application @ Kinark Residences

START Testing & Refinement

START Application @ Kinark's Partners

Next Steps

Position Paper Released

START Initial Development

START Application @ Kinark Residences

START Testing & Refinement

START Application @ Kinark's Partners

Consultations with Service & Academic Experts

START Version 1.0

Assessment of Impact on Service and Client Outcomes

Discussion

1. Benefits: How could START benefit the sector?
2. Concerns: What concerns do you have about START's influence on residential treatment services?
3. Suggestions: Do you have suggestions for broader sector use for the START?
4. Do you have any further comments or advice?

Further Information

- If you would like to receive more information about the START, please contact:
- Larry Shaw, Director of Operational Support
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