Thriving Minds
Introduction and Updates

June 2025

Background

The Partnership between the Hospital for Sick Children, The Centre for Addiction and Mental Health (CAMH) and the Gary Hurvitz Centre for Community Mental Health (GH-CCMH) is designed to take advantage of the expertise in research, education and clinical care within these institutions to transform mental health care for children and youth.

In 2023, a new initiative was launched to address current challenges in child and youth mental health and to provide a single mental health service across multiple sites.

In June 2024, the organizations signed a memorandum of understanding demonstrating the commitment to the partnership, branded as *ThrivingMinds*

Vision

Work toward service coordination such that **patients, families, and caregivers seamlessly experience the child and youth mental health system across all of the involved organizations**.

KEY PARTNERS

- Develop a stakeholder engagement and co-design strategy that meaningfully involves patients, families and caregivers, and those from underserved populations

DATA & EVALUATION

- Establish common data points, data collection mechanisms and methodologies
- Identify and align on a minimal data set, key performance indicators, and other metrics
- Design and implement a shared dashboard for shared data & analytics review

RESEARCH

- Create and leverage opportunities for research collaboration

EDUCATION

- Identify educational opportunities for keystakeholders of the Partnerhsip such as physicians and professional practice

Patient, Family & Caregiver
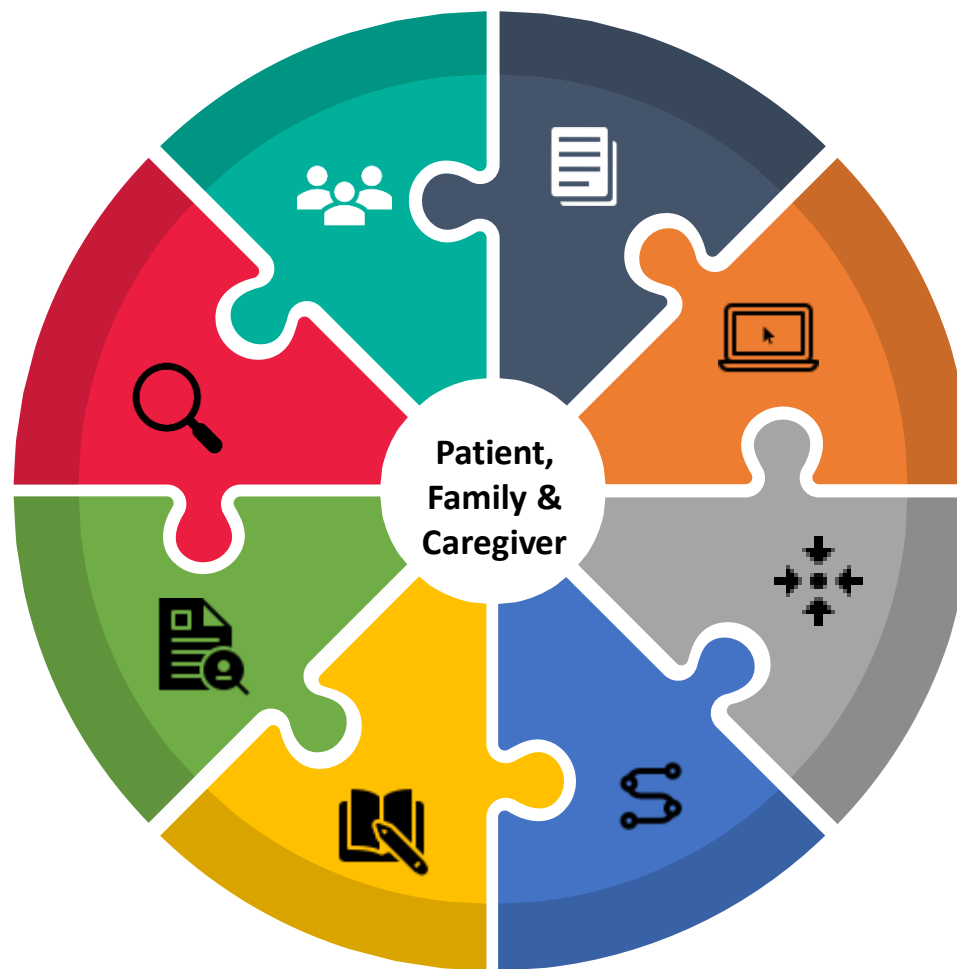
SERVICE MAPPING

- Construct a comprehensive inventory of services across SickKids, the Centre for Community Mental Health (GH-CCMH) and CAMH

INFORMATION HUB

- Develop an information hub where patients, families, and caregivers can access credible resources before needing to access services

COORDINATED ACCESS

- Develop a shared intake point for SickKids, CAMH, and GH-CCMH to reduce complexity and eliminate duplication

CLINICAL PATHWAYS

- Identify, optimize and create transition and collaborative care pathways between organizations

Aims and Objectives

The overarching goal for Thriving Minds is to provide a single mental service across multiple sites that can be accessed seamlessly by patients and families and where they will have access to excellent evidence-based care

|	
Enhance Clarity in Communication	• Develop and implement strategies to communicate service offerings clearly to all key partners.
Establish Standardized Practices	• Create and implement standards for data management and clinical practices across all organizations.
Optimize Care Delivery	• Ensure that care is provided in the right place and at the right time for all children and youth.
Improve Inter-Organizational Communication	• Enhance communication and connectivity between organizations to foster collaboration and efficiency.
Co-Design Access Solutions	• Collaborate with youth, families and caregivers to identify and eliminate barriers to access through co-designed solutions.

Program Accomplishments

Program accomplishments over the last year:

✓ Activated a governance structure that incorporates youth mentors, youth engagement specialists, patients, families, and caregivers at every level

✓ Onboarded dedicated project resources

✓ Implemented the communication strategy and plan including project overview presentations to various teams and other key partners

✓ Identified 66 in-kind resources across the organizations to support the successful implementation of project deliverables

✓ Development of the ThrivingMinds brand with the Youth Advisory

✓ Facilitated an Engagement Event in November with 80 program team members

Governance Structure
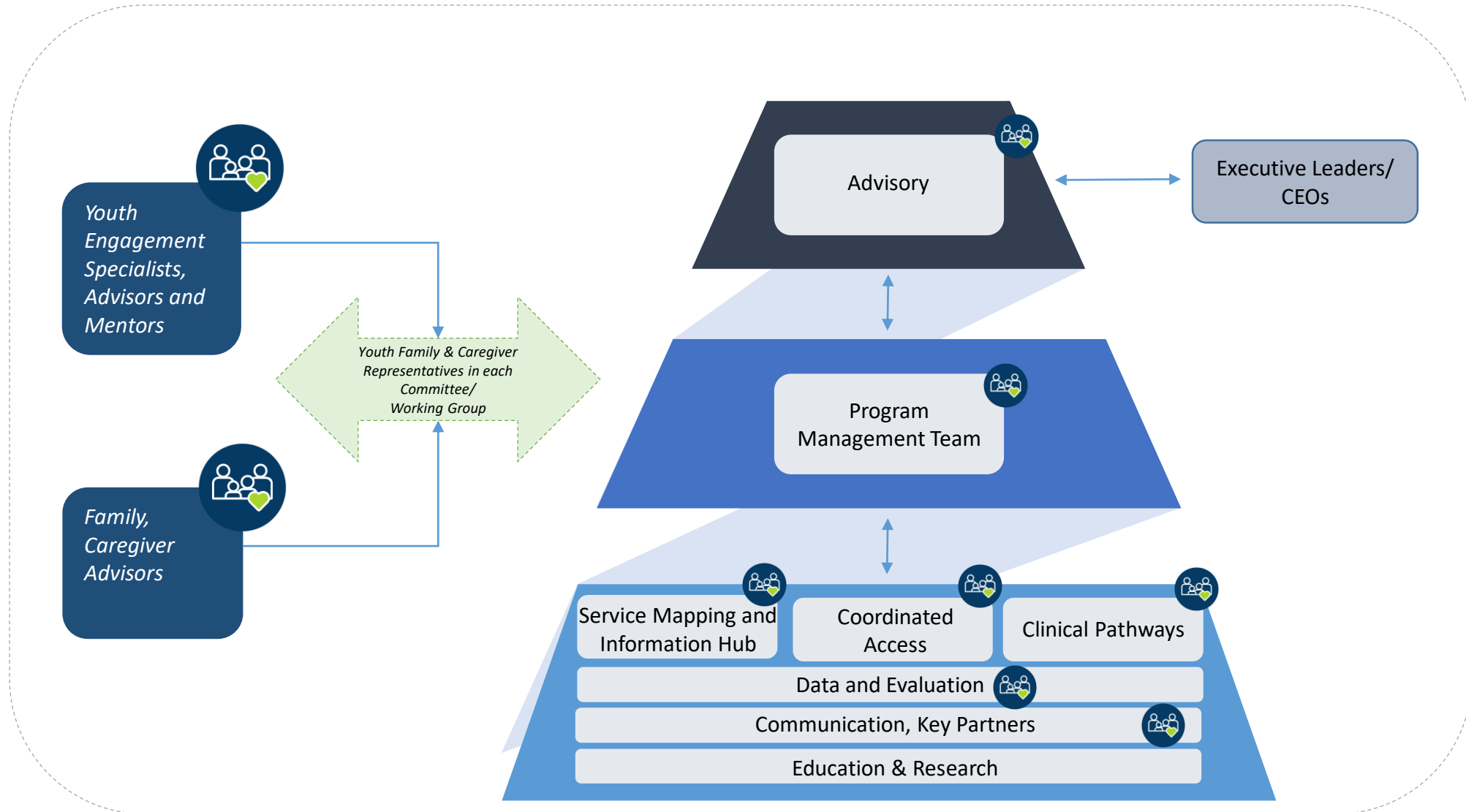
Project Accomplishments

Project accomplishments over the last year:

1) **Service Mapping and Information Hub (Website)**
   - ✓ Service Mapped all outpatient psychiatry services across the organizations
   - ✓ Opportunity Canvas completed for the Information Hub which highlights the value proposition, hub opportunities, who is impacted and potential challenges
   - ✓ Completed the content audit and design of the Info Hub with clinical staff, youth/families and caregivers
   - ▪ Next Steps: Site development and testing

2) **Coordinated Access**
   - ✓ Reviewed model options and conducted external/internal consultations, focus group and mapping sessions
   - ▪ Next Steps: Development of the Navigation Pilot model for Coordinated Access, defining processes and recruitment of key resources

3) **Clinical Pathways**
   - ✓ Selected Substance Use as the first focus area to map the current state, address gaps, standardize processes and implement a new ideal state pathway
   - ✓ Conducted Patient Journey Mapping sessions for Substance Use with clinical team members, PFAC and Youth Engagement Specialists
   - ▪ Next Steps: Standardize tools and processes for the ideal state Substance Use pathway, Confirm criteria of presentations at SickKids, CAMH and the community

Service Mapping

Indicates programs in two locations on this map

** Indicates programs only in scope for the Information Hub

● SICKKIDS
● CAMH
● CCMH

General Consult Only
- FAST Assessment Clinic ●
- PAT-CY Psychological Assessment Team for Children and Youth ●
- Psychiatric Services ●
- Individual and Family Services (Single Session Consultations) ● ↔

Specialized Consult Only
- Neurodivergent (DAGSY NF1) ● ↔
- Tics and Tourettes ● ↔
- Psychoeducation Testing ●
- Youth Justice Assessment Clinic ●
- Psychiatric Consultation Service (ASD and Mental Health Service) ●
- Adolescent Medicine Consultation Clinic ●
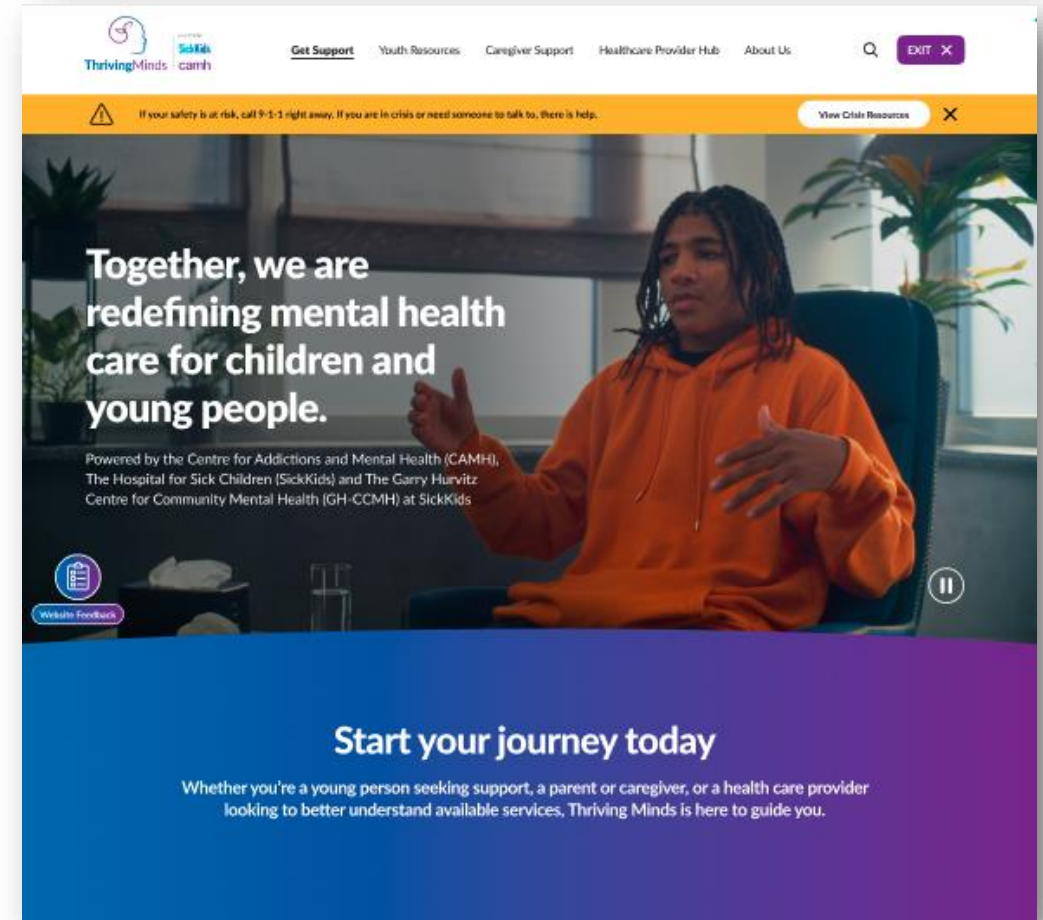
Time - Limited

Care lasts <3 months

Non - Urgent

Care lasts >3 months

Continuing

Care recieved in more than 2 weeks

Children and Youth Health Outpatient Services

Navigation Services
- UTN University of Toronto Navigation ●

Consult Only
- Urgent Care Clinic ●
- Acute Care Psychiatry Service ●
- Adolescent Medicine Consultation Service ●

Time - Limited

Care recieved in less than 2 weeks

Urgent

Consult & Treatment
- Youth Urgent Care Clinic ●
- Young Families Program** ●

Continuing

Patients seen >10hrs/week

High-Frequency

Patients seen <10hrs/week

Low-Frequency

General Care
(Behaviour, Mood & Anxiety, Psychosis)
- Psychiatry Day Treatment Program ●
- Intensive Services for Youth (Community Treatment) ●
- Intensive Services for Youth (Day Treatment) ●
- Intensive Services for Children (In-Home Treatment) ●
- Intensive Services for Children (Day Treatment) ●

Addiction & Concurrent Disorders Care
- Substance Use Day Treatment ●
- REACH ●
- Youth Day Hospital ●

Eating Disorder Care
- Eating Disorder Day Hospital ●

Individual
- Complex Psychopharmacology ●
- Adolescent Medicine Consultation Clinic** ●

Group & Individual

Behaviour, Mood & Anxiety, Psychosis Care
- Neurodivergent ● ↔
- Mood and Anxiety Disorders ●
- Mood and Anxiety Clinic ●
- Better Behaviours Service ●
- Slaight Centre Early Intervention Service ●

Specialized Care
- Integrated Physical and Mental Health Clinic ●
- Somatic Symptom and Related Disorders (SSRD) Pathway ●
- Eating Disorders Clinic (Adol Med) ●
- Tics and Tourettes ● ↔
- Transgender Youth Clinic** ●

Addiction & Concurrent Disorder Care
- Substance Use Outpatient ●
- Youth Addiction and Concurrent Disorders Services ●
- Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY) ●

General Care
- Individual and Family Services (Bridging Service) ● ↔
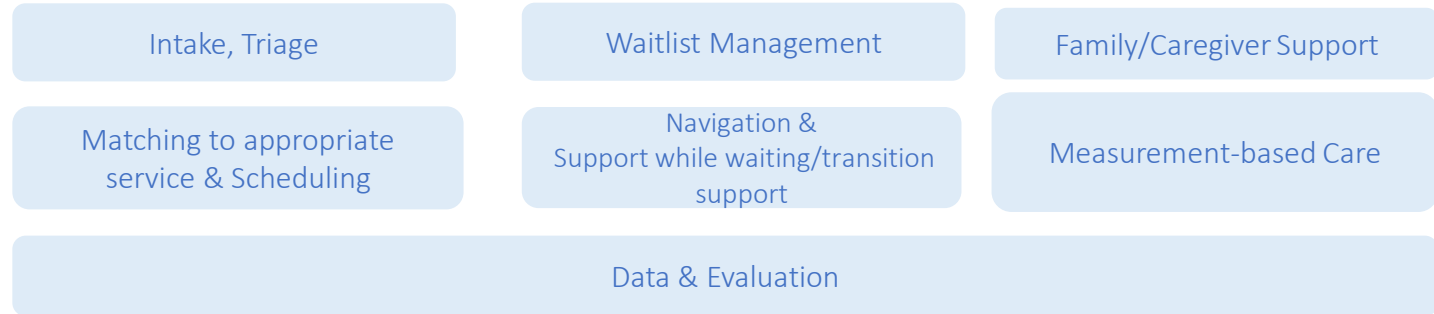- Prevention and Early Intervention ●

Information Hub Development

➢ The content audit and design phase of the Information Hub has been completed

➢ Site development is ongoing, testing with youth, families/caregivers and working group members over the next month
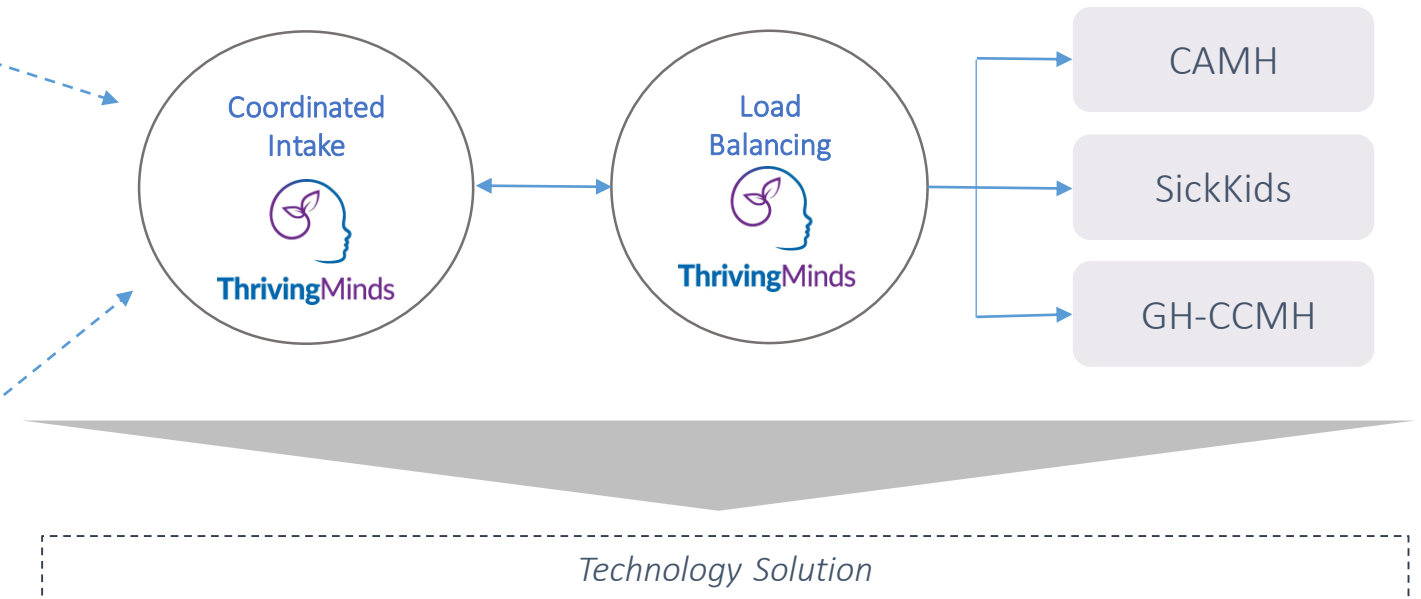
⭐ Launch: July 2025 ⭐

# Coordinated Access: Envisioning a Path Forward

Intake, Triage

Matching to appropriate service & Scheduling

Waitlist Management

Navigation & Support while waiting/transition support

Family/Caregiver Support

Measurement-based Care

Data & Evaluation

Internal (within the organization)

All Referrals

OceanMD
A WELL Health Company

EMR

Epic

Cerner

External (outside the organization)

Coordinated Intake
ThrivingMinds

Load Balancing
ThrivingMinds

CAMH

SickKids

GH-CCMH

Technology Solution

Coordinated Access: Navigation Pilot

The Navigation Pilot will feature a Resource Team that will work collaboratively to direct and help navigate youth, families/caregivers and providers in accessing the right program/service at every stage of the patient's journey.
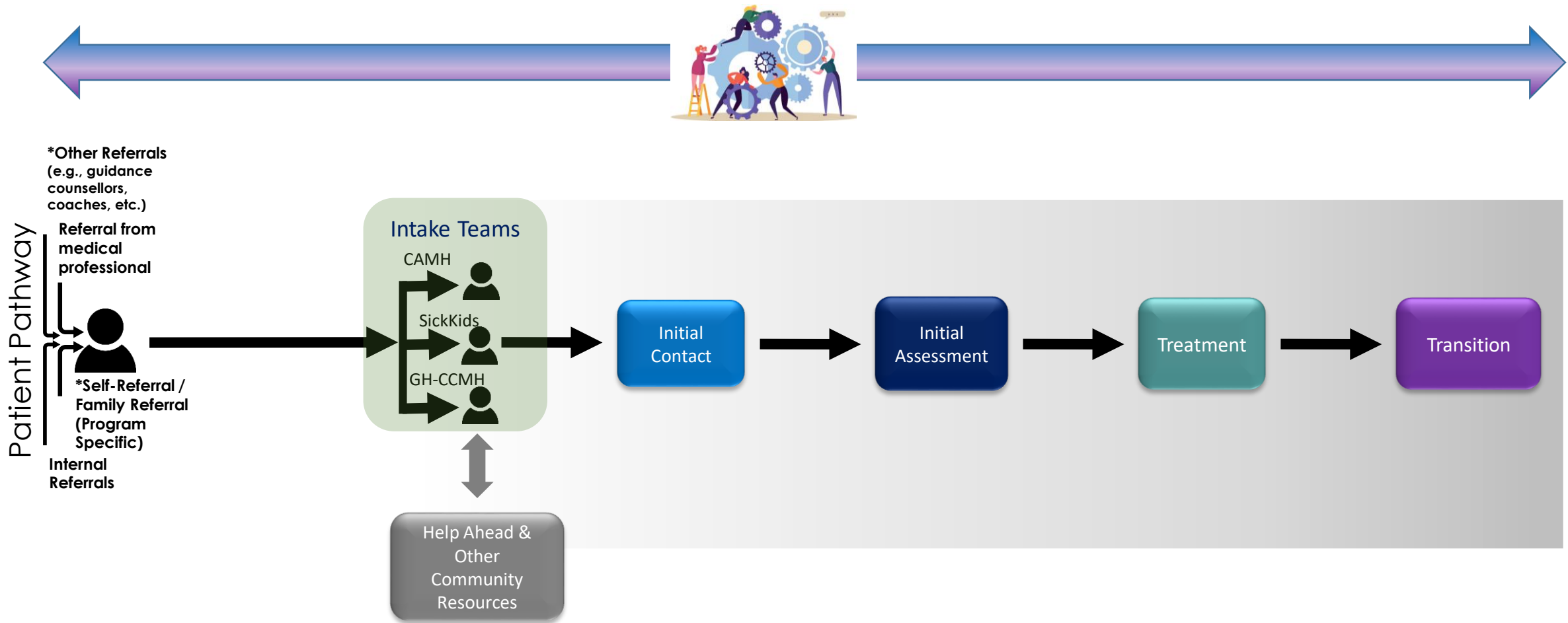
Clinical Pathways Substance Use

Processes are being developed to support the following areas:

➢ Navigation

➢ Support while waiting

➢ Education

➢ Collaborative huddles/rounding

➢ Defining referral Criteria

➢ Optimizing technology to facilitate seamless referral processes
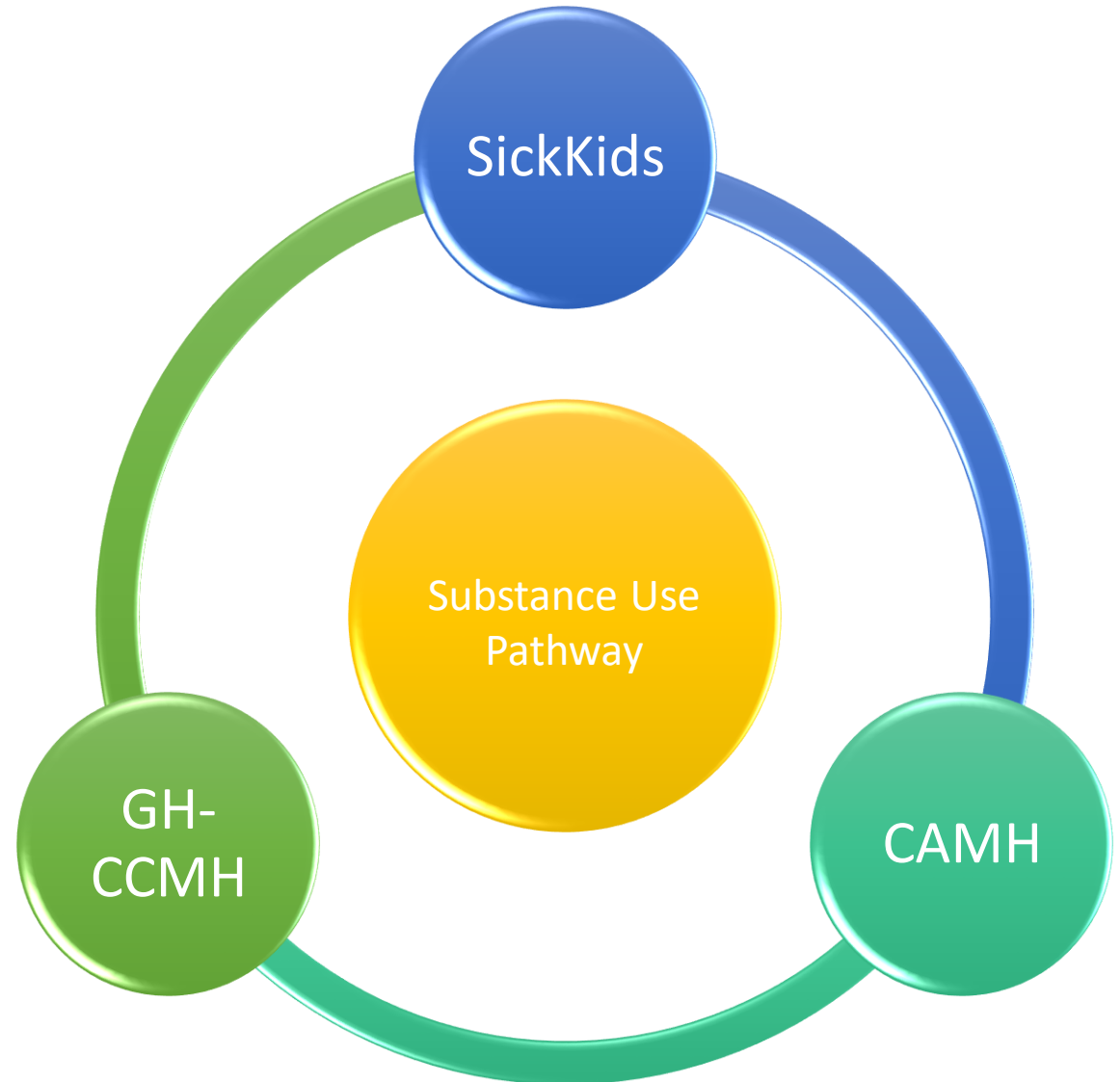
Education, Evaluation and Engagement

Education Pillar

➢ Over 100+ educational programs available for providers

➢ Mapping was categorized based on program descriptions and titles (e.g., General Mental Health, Eating Disorders, Anxiety, etc.)
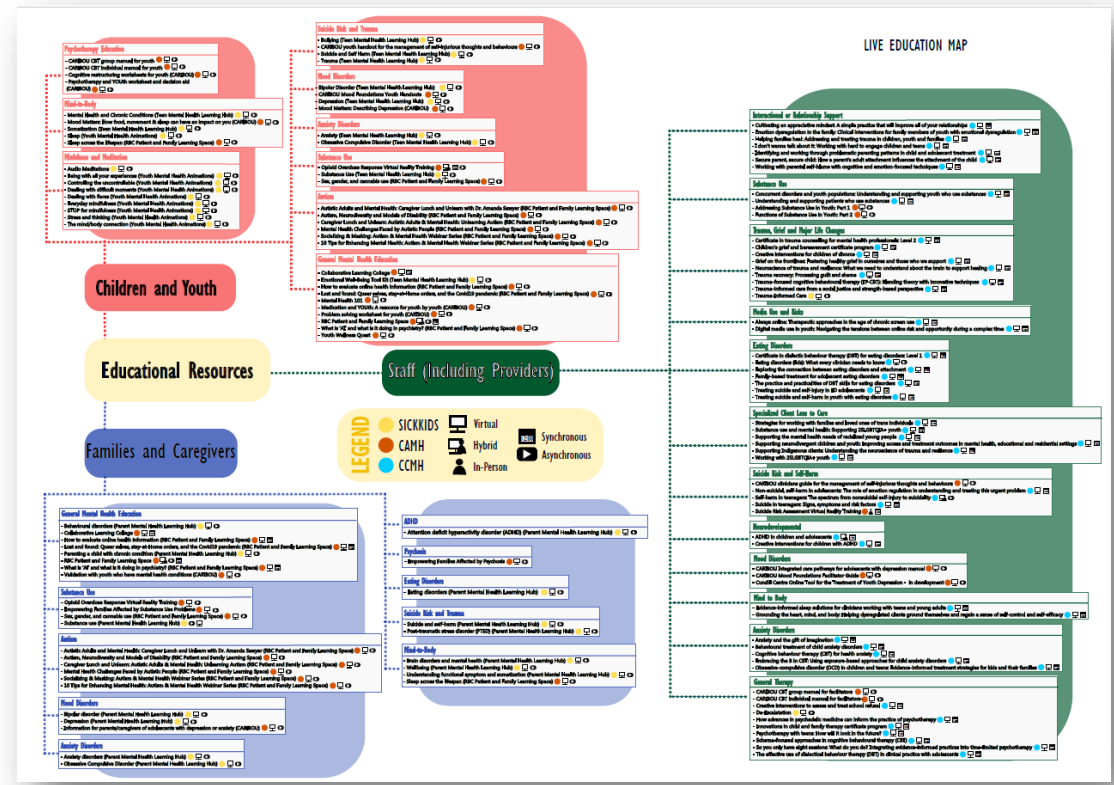
Evaluation Framework

The framework will:

➢ Specify evaluation questions tied to program objectives

➢ Identify key performance indicators and metrics

➢ Identify protocols for regular monitoring and reporting

➢ Establish a clear framework with timelines, key milestones and recommendations

➢ Develop a sustainability plan around evaluation

Key Principles

- Health Equity
- Inclusivity, engagement and collaboration across key stakeholders
- Measureable and actionable indicators
- Leveraging the expertise and resources of partner organizations
- Ongoing feedback, monitoring, and improvement
- Transparency and accountability
- Sustainability

Engagement Framework

What We Heard

Fostering Trust

- Transparency around engagement levels and managing expectations of partners.
- Accountability mechanisms and feedback processes in place to mitigate impacts of power imbalances

Equity, Diversity and Inclusion

- Accessible recruitment strategies and engagement opportunities to uplift and empower marginalized and underrepresented communities
- Accommodations provided to ensure partners are supported in their advisory work

Capacity Building

- Emphasis on training advisors and equipping them with the necessary competencies and skills to engage meaningfully and productively on Thriving Minds initiatives.

Closing the Loop

- Commitment to tracking progress and ensuring advisors are informed of their impact
- Embedding engagement as an ongoing, well-supported practice to maximize sustainability

Community Engagement Plan

- Stakeholder mapping

  - youth mental health community organizations in the GTA

  - community health providers

  - school boards

- Collaboration ongoing with Communications to align on key messages

- Outreach and engagement sessions

  - pre and post launch (July/August)

  - in-person