

# COMPLIANCE DETERMINATION

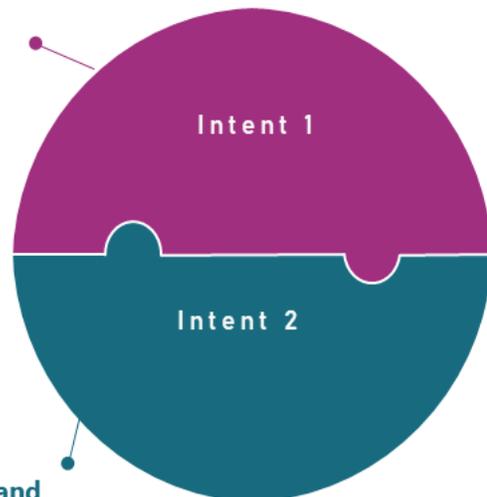
## Matthew – Recommendation 4

**Recommendation Summary:** Evaluate existing mental health access points and implement a child and youth-centred specialized access point that meets the needs of children and youth.

**Primary Public Body:** Manitoba Mental Health and Community Wellness

### 1. Evaluate admissions and services practices at the Health Sciences Centre for children and youth experiencing mental health crisis.

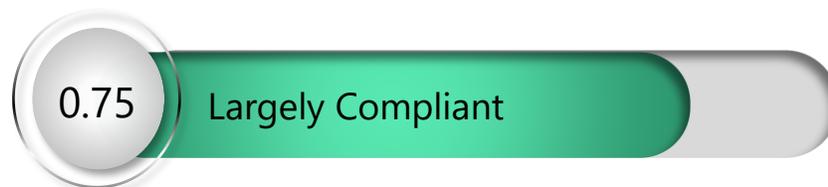
A Manager of Mental Health and Addictions Intake, Coordination and Crisis Services has been employed to improve admission services and practices for children and youth.



### 2. Develop and implement a separate child and youth-centred access point for children and youth in mental health crisis.

Stage One of the initiative to enhance child and adolescent mental health services at the Health Sciences Centre was implemented in 2021. Stage Two remains underway.

## COMPLIANCE DETERMINATION



## Recommendation Compliance Summary

In accordance with subsection 11(1) clause (d) of *The Advocate for Children and Youth Act* (ACYA), the Advocate retains the responsibility "to monitor the implementation of recommendations included in reports made under section 27 (investigation) or special reports made under section 31."

This form details the assessment of implementation of compliance made under the referenced subsection of the ACYA. MACY assesses implementation of compliance with recommendations once a year but receives updates from public bodies every six months.

1. Recommendation Information	
<b>Special Report Name:</b>	<b>The Slow Disappearance of Matthew: A Family's Fight for Youth Mental Health Care in the Wake of Bullying and Mental Illness</b>
<b>Date Released:</b>	2/27/2020
<b>Full Recommendation:</b> (including details)	<b>Recommendation Four:</b> Improve access points for children and youth experiencing a mental health crisis. The Manitoba Advocate for Children and Youth recommends that Manitoba Health, Seniors and Active Living, along with representatives from Shared Health, children's emergency staff and child and adolescent psychiatry – in accordance with their master plan overview of Health Sciences Centre – evaluate practices at the Health Sciences Centre – Children's Hospital Emergency Room, with the intent of developing and implementing a child and youth-centred, separate and specialized access point that meets the needs of children and youth who are experiencing a mental health crisis.
<b>Intent(s) of Recommendation:</b>	The intents of the recommendation are to: <ol style="list-style-type: none"> <li><b>1. Evaluate admissions and services practices at the Health Sciences Centre for children and youth experiencing mental health crisis.</b></li> <li><b>2. Develop and implement a separate child and youth-centred access point for children and youth in mental health crisis.</b></li> </ol>
<b>Issue:</b>	Mental Health and Addictions
<b>Public Body</b>	Manitoba Mental Health
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
	July 13, 2021
2. Compliance Determination	
<b>Largely Compliant 0.75</b>	Actions taken meet the majority of requirements for implementation, only negligible requirements remain.
<b>Self-Assessment</b>	Largely Compliant
<b>Previous Compliance Determination</b>	Largely Compliant
3. Rationale for Determination (How did you reach this compliance determination)	
<b>Intent 1: Evaluate admissions and services practices at the Health Sciences Centre for children and youth experiencing mental health crisis.</b>	
<b>2022</b>	
<ul style="list-style-type: none"> <li>• Manitoba Mental Health reported that a new mental health and addictions structure has been established, and a Manager of Mental Health and Addictions Intake, Coordination, and Crisis Services has been employed to improve admission services and practices for children and</li> </ul>	

youth.

## 2021

- Manitoba Health and Seniors Care (MHSC) has engaged Shared Health to review and expand mental health assessment and treatment services for children and youth at Health Sciences Centre (HSC) in Winnipeg. The review of the admission and services practices led to the development of the expansion of services plan (July 2021).

### **Intent 2: Develop and implement a separate child and youth-centred specialized access point for children and youth in mental health crisis.**

## 2022

- Manitoba Mental Health has reported that while Stage One of the initiative to enhance child and adolescent mental health services at the Health Sciences Centre was implemented in 2021, Stage Two is still underway.
- Improvements made under Stage One include increased capacity in the Child and Adolescent Rapid Assessment Clinic (CARAC) for additional children and youth to be able to receive rapid psychiatric assessment, and increased group therapy capacity and reduced wait times in the Intensive Child and Adolescent Treatment Centre (ICATS), Outpatient Mental Health Service (OMHS) and the Anxiety Disorders Services for Children and Youth (ADSCY).

## 2021

- Expansion of services is being implemented in a phased manner. MHSAL reported that Phase One was implemented in 2020, and included:
  - Improving quality of care in the Children's Hospital Emergency Department (CHED) by providing relief coverage for child and adolescent Psychiatric Emergency Nurses (PENS). PENS assess children and youth who present in the CHED and facilitate referral to appropriate outpatient resources.
  - Increased individual and group psychotherapy capacity in the Intensive Child and Adolescent Treatment Centre (ICATS), a 12-week multi-disciplinary crisis treatment resource.
  - Increased capacity in the Outpatient Mental Health Service (OMHS).
  - Improved access to group therapy and reduced wait times for the Anxiety Disorders Services for Children and Youth (ADSCY).
- MHSC reported that Phase Two will require additional office and treatment space in HSC. Shared Health has submitted a plan for renovations in the 2021/22 Regional Health Plan. Phase two includes:
  - Increased capacity in the Child and Adolescent Rapid Assessment Clinic (CARAC) for additional children and youth to be able to receive a rapid psychiatric assessment. This will improve flow from, and wait times in, the CHED. This will also improve capacity to provide urgent consultation to staff in rural and remote areas regarding direct care of patients, thus reducing transfers to CHED.
  - Further increased group therapy capacity and reduced wait times in ICATS.
  - Further increased capacity and reduced wait times in OMHS.
  - Further increased capacity and reduced wait times in ADSCY.
  - Shared health has advised that they are currently interviewing for positions to enable capacity enhancement in these areas. These services were implemented in April 2021 (July 2021).
- Additionally, the Community Emergency Department Violence Intervention Program (CEDVIP) assists youth and young adults aged 14-29 who present with violence-related injuries to the

HSC Adult and Child Emergency Departments. The CEDVIP team provides 24/7 on call coverage by seven Community Support Workers who meet youth at HSC and offer wrap around support in community. Program implementation began in March, 2020. Due to COVID, full implementation was delayed until May, 2020 (July 2021).

**Analysis Summary:** From the responses provided, there are clear steps being taken towards the implementation of this recommendation. In line with Intent 1, a mental health and addictions structure was established and a new position was created and filled to improve coordination of, and access to, mental health services. A copy of the initiative and the structure developed by Shared Health would help MACY to decide on its full implementation. Given there is no evidence of the full implementation of the initiative to enhance child and adolescent mental health services at HSC, this recommendation will remain largely compliant.