

# CTN Creates a New Model for the Delivery of Children's Care

(CTN) The Children's Treatment Network of Simcoe-York

*"In any situation where there are multiple needs and multiple service providers, that's where GoldCare's application would have benefit; the ability for everyone to work on a single plan of care... Intuitively, it's absolutely the right thing to do but it doesn't happen easily. It's a pretty exciting initiative for us."*

~ **Bob Morton**

Chief Executive Officer  
Children's Treatment Centre of  
Simcoe-York



April 2007

# Creative Thinking Helps Improve Service Delivery for Families and Frontline Workers from Multiple Services

## OVERVIEW

Children's Treatment Network of Simcoe York (CTN) was designed to meet the needs of children aged 0-19 with multiple disabilities and their families. When needs can be met by a single agency and service, coordination of care is relatively simple. However, in the case of a child with multiple needs, linking them with services across multiple systems (health, education, social, financial, recreation, transportation and housing) can be time-consuming and complex causing inefficiencies and frustrations for families and service organizations alike.

## VISION

Children's Treatment Network developed an innovative model that would allow for the planning, coordination and monitoring of a "Single Plan of Care" for each child across multiple service providers. When they first approached the Ministry of Children and Youth Services, CTN requested funding but suggested that rather than "build another silo, or another program or another institution" they would "use it as a lever to help frontline users to collaborate and work together to meet the needs of these children and families," said Bob Morton, CEO, Children's Treatment Network.

Creating this coordinated model required acquisition of a computer system that would facilitate communications, planning, and care delivery

across multiple organizations. Having looked at this marketplace for solutions, it became obvious that there wasn't anything that was readily adaptable to this vision.

"We know we're on the edge of the e-health strategy discussion around interoperable health records... But we're different in that we span more than just the healthcare system. We have partners who are in social and community services, recreation services and in education. So the same principle applies in that we are integrating information into this record from a team of people who are serving an individual child."

– Sandy Thurston, Director of Planning and Evaluation, Children's Treatment Network

## WHY GOLDCARE?

With the help of Healthtech, Canada's leading Healthcare information systems consulting firm, Children's Treatment Network began defining their service delivery protocols, clinical standards and practice models, policy and procedures as well as ensuring compliance with legislation around security and privacy. This new integrated and collaborative model required a software development company with a similar vision to assist them in realizing their goals. Conducting a thorough scan of the marketplace with the consultants prior

to short-listing vendors, CTN's Sandy Thurston concluded that "GoldCare simply had the most elements and the apparent adaptability to best fit CTN's goals."

"When you're doing an RFP for any service, you're comparing track record, current product, references, price, a whole host of things... Campana was able to present a case that said they had something that we could start to use and they showed a willingness and an ability to work with us to build upon the GoldCare product, something that would serve our needs... Campana presented the best option available."

– Bob Morton, CEO, Children's Treatment Network

## BENEFITS

Current literature on service integration suggests that outcomes for children and families will be improved by adopting a coordinated, Single Plan of Care process that first and foremost promotes the interests of children and families, supports a holistic approach, coordinates support across all service sectors, minimizes duplication of assessments and services, identifies service gaps, and results in improved efficiency for families and community service partners.

Michelle Biehler, Director of Access at CTN, also identified another benefit of this approach:

“Anytime there’s a team of people involved from multiple agencies, it’s beneficial. But even people working for the same agency don’t always have the opportunity to share each other’s notes and plans. Our goal is to have a single plan that each service provider can review and contribute to. It’s like having a hospital bedside chart in the community.”

## CHALLENGES

One of the many challenges with this initiative was having Campana understand CTN’s clinical needs and translate those needs into a technological solution. With little time to do that, this “put pressure on us as well as Campana to deliver,” said Bob Morton. From awarding of the contract to completion of Phase I, the project was accomplished in a few short months.

“What allowed us to make the translation as quickly as it has happened was GoldCare’s core functionality that we could adapt and that core functionality was based on Campana’s years of experience.”

– Sandy Thurston, Director of Planning and Evaluation, CTN

## SOLUTIONS

Currently service navigators, service coordinators, therapists and clinicians from 36 Network Partners are piloting the software application and will begin the development of integrated care plans for 30 high needs children and their families to start.

These past hard months of teamwork are about to pay off for CTN. “I think, for me, the highlight of our work with many of our partners and Campana was when the partners saw that the

technology was truly going to support the collaborative process that they had always envisioned,” said Sandy Thurston.

## KEY FEATURES

### Electronic Record/Single Plan of Care Software

This is the clinical software that allows multi-disciplinary teams across multiple organizations to conduct a team assessment, develop an integrated plan of care, share confidential information, view clinical notes and monitor each child and family’s progress.

### Document Manager

Document Manager offers an electronic filing system for discipline-specific reports, summaries, and clinical notes and allows for printed and hand written materials to be scanned and filed. In addition to folders that are viewable by each client’s whole team, Document Manager provides all disciplines with the option of filing items in a locked, password-protected folder.

### Clinical Notes Software

Clinical Notes software facilitates the sharing of information by having team members document in the same place, providing a chronological listing of the latest notes entered by date and author.

### Security and Privacy

As health records are private, the ability of all Network members to access and transmit confidential health information securely and safely is a critical element in the Single Plan of Care. As a result, GoldCare ensured levels of security were in place, including network and access security, firewalls, risk assessment and privacy audit activity, and defined procedures for dealing with security.

“Campana’s Case Management application provided CTN with a security model that could be modified to meet the Network’s unique requirements and enable it to comply with the privacy legislation.”

– Sandy Thurston, Director of Planning and Access, CTN

## FUTURE

Later phases of development are planned to rollout the software to more Network Partners as well as expand clinical tools, operational features, streamline connectivity, and to build interfaces with network partner systems. The goal is to have approximately 500 children registered on the electronic client record software application - [singleplanofcare.com](http://singleplanofcare.com) - by summer end, 2007.





Campana Systems is an international leader in information solutions for the health care industry. Since 1988, we have been enabling our clients to achieve their ongoing business objectives using our in-depth industry knowledge and trusted technology solutions.



A trusted business partner to hundreds of organizations, GoldCare offers comprehensive care and management solutions in a single application.

*My GoldCare* incorporates Case Management into our clinical and administrative tools, providing an intuitive custom desktop that improves workflow while meeting your security and privacy needs.

For more information contact your GoldCare sales representative at 1.800.463.2688.



Children's Treatment Network  
of Simcoe York  
1-866-377-0286

Down the road, Children's Treatment Network has identified about 4,500 children with multiple needs in Simcoe County and York Region. Factoring in this number of children and the range of workers they will require, CTN anticipates that there will be hundreds of clinicians using this system.

"The next phases are critical - developing the management tools to provide workload and financial data. We're really working from the principle that the clinical point of information has to inform the management of the system and eventually inform planning of the system. As opposed to clinical information informing the clinical work and having a whole



other dataset that informs management. These have to be linked. And that's the next big step."

- Bob Morton, CEO, CTN

For more information, visit us at [www.campana.com/goldcare](http://www.campana.com/goldcare) or contact us at 1.800.463.2688

*"CTN, Healthtech and Campana, are excited about the development of these software tools that will enable the 36 + Network members to integrate their planning and deliver coordinated care to young clients with multiple disabilities. Single Plan of Care software is pivotal to achieving this innovative, multi-organization/sector and multi-discipline approach to serving children and families."*

- **Sandy Thurston,**  
Director of Planning and Evaluation,  
Children's Treatment Network