

Understanding the Ottawa Children's Treatment Centre Strategic Directions Mid-point Review

The Ottawa Children's Treatment Centre recently completed a mid-point review of their Strategic Directions. Families, staff and community partners all participated to provide their feedback on the priorities, opportunities and many successes of the Centre.

Everyone agreed that the Ottawa Children's Treatment Centre has identified the right pillars to move forward.

We will make a positive difference in the lives of our clients and families by:

EXCELLENCE	PARTNERSHIPS	COMMUNICATIONS	OUTCOMES
 <p>Excellence in service delivery</p> <p>Providing services that are anchored in current and emerging best practice and safety and responsive to client strengths and needs and in the right spaces and places.</p>	 <p>Strengthening existing connections and establishing further partnerships to enhance the capacity of our service delivery system</p>	 <p>Improving communications and undertaking activities that enhance understanding and increase support for OCTC's services and role.</p>	 <p>Providing services that reflect effective resource use</p>

It was also noted that:

- That OCTC has made progress in many areas (and work is on-going)
 - The intake process for families
 - The electronic documentation of care
 - Sharing information with staff – like Special Needs Strategy etc.
- The OCTC has great stories and successes that need to be shared
- The Special Needs Strategy will impact on the direction the sector takes
- Families feel fortunate to receive services from the Centre, but have concerns about the transitions between programs
- Partners recognize the expertise and quality services the OCTC provides
- The OCTC, like partners, are facing financial challenges.

“Being accepted into the OCTC School was like “winning the lottery”. It has changed our child’s life and knowing that we have to leave scares me because it doesn’t sound like anything else will compare.”

By the end of 2015, the OCTC will strive to complete the following:

Excellence in service delivery:

- Building on the success of electronic driven and faster intake systems already in place and applying to the Special Needs Strategy to further integrate
- Tweaking a common intake form for Rotary Home and Roger's House for further efficiencies
- Increasing remote access to Gold Care through on-going upgrades to be completed by year-end
- Optimize Gold Care use by continuing to boost utilization and access for staff and families

Partnerships:

- Building on the relationships established during SNS consultations to foster stronger, value-add partnerships
- Formalization of partnership with CHEO for select services is leading to greater efficiencies, cost-effectiveness and communications

Communications:

- Revising the Communications Plan to reflect achievable key priorities in focussed areas
- Continuously improving the website to provide timely and useful information to clients and partners

Outcomes:

- Continued development of evidence-based outcomes through work with OACRS and CRISP