

The Choice and Partnership Approach to Outpatient Care

Through the *Young Minds Partnership*, The Royal and the Children's Hospital of Eastern Ontario (CHEO) provide specialised psychiatric and mental health services for thousands of children and youth in Eastern Ontario, Nunavut and Western Québec. We are working together to help more children and youth, faster. One way we are doing this is with a new model for delivering outpatient mental health services called the **Choice and Partnership Approach (CAPA)**.

What is CAPA?

CAPA puts patients and families at the centre of their own care.

Using the CAPA approach, patients and service providers work together to choose the right care plan based on individual strengths and goals.

Our aim is to do the right things for each individual (have a clear working goal), with the right people (with the appropriate skills), at the right time (with minimal waiting).

How does it work?

1. To refer a child or youth (under 18 years old) for mental health services at The Royal or CHEO, a physician must contact centralized intake at 613.737.2496 or toll free 1.866.737.2496.
2. The referral is reviewed and if the client meets the criteria for specialized mental health services, a **Choice Appointment** will be booked for him/her to meet with a member of the mental health team. At this appointment we will:
 - Discuss the mental health problem that the client is concerned about
 - Explain the variety of services available to the client
 - Help the client make an informed choice about what to do next
3. During the Choice Appointment, the client will make a **Choice** about how they want to work towards their goal. Choices might involve: group or individual treatment, an assessment with a psychiatrist, or referral to community-based services.
4. After the Choice Appointment, the client and referring physician will receive a letter reviewing what was discussed and outlining the Choice that has been made.
5. If the Choice includes services at The Royal or CHEO, then a **Partnership Appointment** will be booked to continue treatment. If the client will be accessing community-based services to reach their goal, information will be provided to move forward with that step.
6. When treatment goals have been reached by clients of The Royal or CHEO, they will be discharged. The CAPA system is designed to be responsive and flexible so, should a child or youth need to access our services again after they have been discharged, they can be referred for another Choice Appointment to determine how needs have changed, and what options are available.