

Clinical Services Year-End Report 2020–2021

Prepared for the Operational Priority Committee of the Board

This report is a summary of the trends in our clinical data for the 2020–2021 fiscal year. We explain the information for all of TVCC with explanations about specific programs as needed.

This report reflects services that we offered through a full year of the pandemic, during varying levels of shut-down and stay-at-home orders. The shift to virtual services happened just before the start of this fiscal year so the data are significantly different from previous reports and are not likely to be comparable in future years.

As well as shifting to primarily virtual services, we also had significant changes to our services. We brought all of our School Therapy Services (STS) in-house, not renewing our contracts with external providers as they ended; the government continues to change autism services (the Ontario Autism Program, OAP) dramatically; and we prepared for the end of our contract with the Vision Loss Rehabilitation Ontario VLRO (formerly CNIB) to provide services to children who are blind or have low-vision. We also began a TVCC-wide review of our youth services.

Volume of Service

	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21
Client Care Hours	264,579	258,995	233,287	198,155	177,500	148,275
Client Contacts	99,849	115,238	92,748	88,941	90,816	75,385
Clients Served	7,947	8,805	9,472	10,434	11,181	10,934

The drop in volume of service is largely due to the pandemic and the ongoing disruption in autism services. TVCC clinicians stayed connected with all our clients – as seen in the steady number of clients served – but did not provide quite as many visits (virtually or otherwise) or client care hours.

Referrals

	2016–17	2017–18	2018–19	2019–20	2020–21
Centre Referrals	4207	4998	5968	5072	4605
Discharges	1599	3308	2667	3353	757

The significant increase in referrals in 2018–2019 was due to Interim Therapy Contract Services being transferred to us from the Local Health Integration Network (LHIN). We had a decrease in referrals this year, and many other organizations reported this as well. It's likely due to children being in school and child care less (so fewer opportunities for teachers to identify delays), and also to some families being hesitant or unable to pursue health-care services because of covid.

The wide variation in the number of discharges from year-to-year is a result of workflow within our records department, and it took time to adapt those processes to working from home. Our formal processing of discharges has no direct effect on clients and their families, so it is not prioritized.

Locations

% of Visits by Location	2016-17	2017-18	2018-19	2019-20	2020-21
779 Base Line Rd E	21%	19%	25%	26%	8%
School / Daycare	22	22	20	21	7
Regional Sites	21	18	16	18	2
Home	14	15	13	10	0.5
Virtual (incl: telephone, email and video-conferencing)	10	11	12	10	75
Hospital	7	9	9	9	7
Community	5	6	6	6	0.5

Not surprisingly, 75% of our visits were through virtual means.

Waiting Lists

The following charts include the wait list data as it is collected by Empowered Kids Ontario (EKO).

Waiting for Assessments

This table shows the proportion of clients having an initial assessment this period, who had that assessment within 90 days of referral. The higher the percentage, the better. The provincial

benchmark is 80%, so numbers under that target are in red. The waits for Occupational Therapy and Speech-Language Pathology assessments continue to be longer than acceptable. With no base budget increase in recent years, we are managing increased costs through ‘gapping’ to avoid layoffs, where we leave positions open temporarily when there are natural vacancies – increased wait times is the result. We no longer report on the waiting list for autism services because the ministry now manages the list.

Percentage Assessed Within 90 days of Referral

	2016-17	2017-18	2018-19	2019-20	2020-21
Physiotherapy	84%	81%	85%	86%	93%
Occupational Therapy	69	65	70	68	65
Speech Pathology	71	83	75	78	70
Social Work	97	98	96	92	99
Therapeutic Recreation	73	81	78	86	84

Waiting for Service Delivery

This chart lists the percentage of clients who were picked up to start intervention during this period, who had that intervention start within 60 days of their assessment. The provincial target is 80%. Speech continues to be the area of concern here, with the same budget issues affecting the wait times. We are exploring the reason for the drop in Social Work to determine if it’s a change in service or in how information is reported in GoldCare.

Percentage with Service Initiated Within 60 days of Assessment

	2016-17	2017-18	2018-19	2019-20	2020-21
Physiotherapy	98%	97%	96%	93%	90%
Occupational Therapy	92	89	91	89	83
Speech Pathology	71	67	67	72	67
Social Work	92	92	86	84	76
Therapeutic Recreation	94	93	90	93	97

Looking Ahead

We received new base funding from the Ministry this year so we expect to be able to serve more clients and decrease wait times for Speech, Occupational Therapy and Physiotherapy.

We are also working with Empower Kids Ontario (EKO) to explore the client information systems are on the market and whether or not changing to a new system would better meet our needs. EKO hired a procurement company to coordinate a request for proposals and they are in the evaluation phase of this project. Although many children's treatment centres currently use GoldCare as their common client information system, it is possible centres may choose different software based on their needs. The request for proposals is a multi-award, meaning that children's treatment centres can determine which vendor best suits their needs.

Finally, as many of you are aware, Karen Lowry is retiring in January 2022. We anticipate a new Director of Quality Management joining our team and working together with the Operational Priorities Committee.

Karen Lowry & Kristel Pallant