

# Key Steps for the Integrated Plan of Care (IPC) process



## REFERRING SERVICE PROVIDER

1. Determine if client meets IPC process criteria



2. Complete draft of IPC-CANS



3. Consult your Agency Implementation Lead



4. Discuss IPC process with client and family



5. Ask priority population questions



6. Obtain consent for information sharing



7. Connect with IPC team members



8. Review the draft IPC-CANS



9. Decide to proceed with IPC process application



10. Complete and submit all necessary paperwork



11. Presentation



12. Inform client and family of decision and support in choosing IPC Lead



13. Confirm and connect with IPC Lead



## Identification

### 1. Determine if client meets IPC process criteria

- Is the client between 6 and 18 years of age?
- Is the client currently accessing two or more services from across sectors or has the client in the past received services from multiple service providers?
- Is the client experiencing minimal success with current services and the rationale for lack of progress or improvement is unclear and worrisome?
- Is the client presenting behavior that, if left unattended, place them, their family and/or community at serious risk?

If yes can be answered to all these questions, consider the inclusion criteria for the IPC process:

- The client is at serious risk of harm to self and/or others, exhibiting behaviors such as cutting, suicidal ideation, serious physical assault of another, etc.
  - The client is experiencing multiple intersecting complex needs that are severe and broad that lead to major challenges for the client to participate meaningfully in society. For more information about [complex needs](#), refer to Appendix B in guide.
  - Organization or service provider assesses that child, youth and/or their family needs exceed any one organization's scope and a collaborative response is required to respond to the needs of the child/youth.
2. **Complete draft of IPC-CANS** to determine strengths, level of risk and complexity of need based on their knowledge and experience with the client. Go to <http://coordinatedaccess.ca> or refer to Appendix C in the guide.
  3. **Consult your Agency Implementation Lead** to discuss potential client for the IPC process, including the draft IPC-CANS.
  4. **Discuss IPC process with client and family.** Use the client and family information sheet to help explain the IPC process.
  5. **Ask priority population questions.** See page 12 and 13 of the guide to learn which priority population questions to ask and next steps if client and family wish to be served by Francophone services and/or Aboriginal services.
  6. **Obtain consent for information sharing.** Confirm that information sharing consent was obtained during intake with potential IPC Care Team members. If this was not done during intake, obtain consent to share information.
  7. **Connect with potential Integrated Care Team members** through Agency Implementation Leads to discuss the benefit of IPC process for the client and gather information to inform the IPC-CANS and Coordinated Access application. Request agreement to participate in the Care Team and discuss capacity to take on IPC Lead role.
  8. **Review the draft IPC-CANS** to make any necessary additions or changes based on information gathering in previous step. Once completed, discuss the completed IPC – CANS with the client and their family in order to receive feedback and make changes. Give finalized copy to the client and/or family.
  9. **Decide to proceed with IPC process application.** Connect with the Agency Implementation Lead to decide whether or not to proceed with the Coordinated Access application for this client. Inform client and family of decision.

## Selection and Referral

10. **Complete and submit all necessary paperwork.** Ask the client and family to complete the Coordinated Access application and consent forms, and submit these along with the IPC-CANS to Coordinated Access Mental Health Case Resolution Committee.
11. **Make presentation.** Support and encourage the client and family to actively participate the presentation to the degree that they are comfortable with. For more information on what to include in the case presentation, contact Coordinated Access.
12. **Inform client and family and select IPC Lead.** When the letter from Coordinated Access arrives with the decision to go ahead, inform the client and family and support them in selecting an IPC Lead.
13. **Confirm and connect with identified IPC Lead.** Connect with Case Coordinator at Coordinated Access to inform of who the IPC Lead is and subsequently connect with the IPC Lead to start the process.