

# Partnering with Youth to Co-Design a Learning Health System for Aire Ouverte, Québec’s Integrated Youth Service

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## Background

- Many youth in Québec face mental health challenges but struggle to access proper support
- Aire ouverte (AO) was implemented to address this gap for youth aged 12-25 by offering integrated, walk-in, free, and confidential services, including support for:
  - Mental health
  - Physical health
  - Sexual health
  - Employment/Education
  - Legal needs

### Learning Health System (LHS) Framework:

- Aire ouverte services are aligned with a LHS framework, which aims to continuously collect and use data to improve care delivery.
- The AO data in the LHS will include an intake questionnaire and some experience indicators completed by youth at various points as they move through services

## Research question

What should the **Intake Questionnaire** and **Experience Indicators** for Aire ouverte services include?

## Methods

### Co-Design Approach:

- Collaborated with 9 youth from various Aire ouverte sites across Québec.

### Data Collection:

- Youth consultations on Intake Questionnaire and Experience Indicators
- Literature scan to prioritize relevant questions
- Existing Aire ouverte data reviewed for alignment

## Results

### Findings from youth consultations on Intake Questionnaires:



1) Intake questionnaires should take no more than 2 minutes to complete by the service users



2) Intake questionnaires should be clinician-introduced at the end of the consultation

### Findings for Experience Indicators:

	Quebec CIUSSS	ACCESS Open Minds	CSQ-B	OPOC
Experience of overall services				
Quality of service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Services provided were as comprehensive as possible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Privacy respect	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Would return for services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience with provider				
Participation in decision making of one's own care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Good communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Treated with respect	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to ask all questions one could have	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 1: Comparison of experience indicators questionnaires

## Discussion



- Ongoing youth engagement** is essential to identify meaningful indicators and to enhance the quality of youth services in Québec

- Youth demonstrated interest in remaining engaged in **future research** involving Aire ouverte services



- Results from this study will allow for **evidence-based selection of questions** to include in future Aire ouverte questionnaires

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2. Larsen, D. L., Attkisson, C. C., Hargreaves, W. A., & Nguyen, T. D., 1979, "Assessment of Client/Patient Satisfaction: Development of a General Scale", Evaluation and program planning, 2(3), 197-207.  
3. Simmons, M. B., Parker, A. G., Hetrick, S. E., Telford, N., Bailey, A., Rickwood, D., 2013, "Development of a satisfaction scale for young people attending youth mental health services", Early Intervention in Psychiatry, 8(4), 382-386.

