Sea to Sky CYMHSU Collaborative Patient Journey Map

Psychiatrist

'Everyone has their own agenda. There isn't a support network around D and pieces of one are not connected. It is like two parents, one is saying this, and the other parent is saying that. Everyone should be working toward the same goal and it is not the case right now."

have the right diagnosis.

Why does a child need

a certain diagnosis?

Bipolar disorder is not

the right diagnosis?"

"It's been a long journey

with D, and I feel like we are

finally getting to a spot where

we're managing well. But to have

skipped a few of the steps would have been awesome."

Navigating

was confusing

supports

are disconnected

"I started drinking a lot, but I kind of stopped that because my life has more control to it I don't have really see the need to feel not sober because I am happy.'

Youth Centre

> Families unsure where to connect.

School success inconsistent, dependent on a champion at school. Parents voiced anxiety about upcoming school year.

School

Therapists

"In school I was always alone, I really remember hating recess."

Private counselling offered more privacy and control for families who had the means. Youth felt private counsellors aligned more with parent than the youth they were supporting, creating trust concerns.

"And then, after that, I went to my doctors because I was having suicidal thoughts and it was pretty bad, and my mom got scared, and my doctor suggested I come down here (MCFD)."

MCFD CYMHSU

It seemed that families with insider knowledge into had more advantage

Families appreciated their

family doctor's support and

But families did not feel their doctors had the knowledge to assist them in navigating

Family

Doctor

FAMILIES AND YOUTH

"In a fog" - exhausted, alone

the CYMHSU system.

acknowledgment of their abilities.

Community Services

> "You know you go online and you look for what you find.... You talk to people you know and you talk to the doctors. I did notice pamphlets in the doctor's office, but didn't pick up anything with the (local Ministry) mental health services."

No respite, unable to leave child or adolescent with others.

"All the way along the road it is, 'You're a bad parent, you don't want to do your job. You suck. You try this! This place is crazy!"

let a lot of things slip that I could have done

better because I'm a single

parent ... I am so tired.

It is a lot of work."

RCMP

In the early years parents observed: Emotional disregulation, difficulties sleeping, eating, toileting, socializing, and tactile defensiveness.

for everyone else?

Because we had this

gut feeling that this is

really, really hard."

Media

diagnosis, services and supports to manage crisis.

Parents are

need to get

"left in a fog"

daycare staff as well."

Hospital

'It wasn't just me who was getting ignored by doctors, it was the

Lack of information

Families coping with serious mental health + behavioural challenges had very

little support.

"I mentioned to doctor after doctor 'She is not eating, not sleeping, something is not right.' And they said 'have you tried a bed time routine?' No that hadn't occurred to me I thought I'd give her a box of Oreos and let her watch TV until 10 pm!'

Youth forced into service by crisis did not seek out support

> the Sea to Sky Local Action Team as part of the Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative, Doctors of BC and the BC government.



Counsellors

just kind of felt out of it,

supports and services

Friends

and Family

Daycare

Lack of information

about resources

to source the right supports