UNIVERSITY OF TORONTO

Student Mental Health
Mississauga, Scarborough, St. George





Using Data to Drive Student Mental Health Outcomes at UofT

Chris Bartha, MSW RSW
Senior Executive Director
Student Mental Health
Systems, Policy and Strategy

Best Practices Network

October 7, 2026



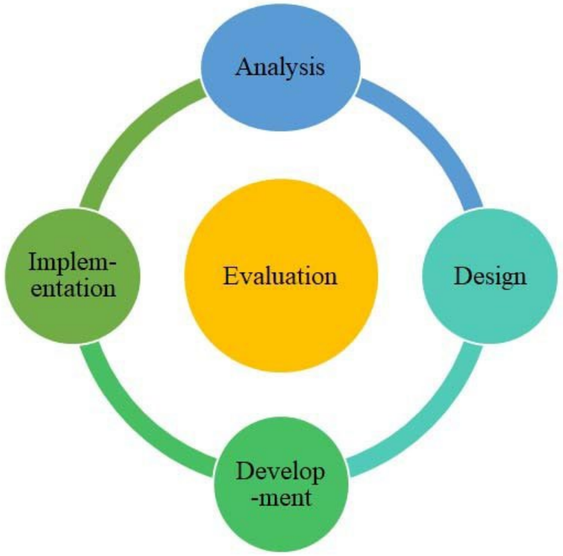
Learning Objective 1 – Toward an Administrative Data Set

A post-secondary approach to establish a mental health data set that supports analysis of strategic goals in student mental health



Learning Objective 2 – Evaluation Projects

Present results that measure clinical outcomes and student experience to demonstrate the impact of strategic initiatives.



About U of T

Canada's largest university

Three campuses – 3 health clinics
~100,000 students
30% international, 175 countries

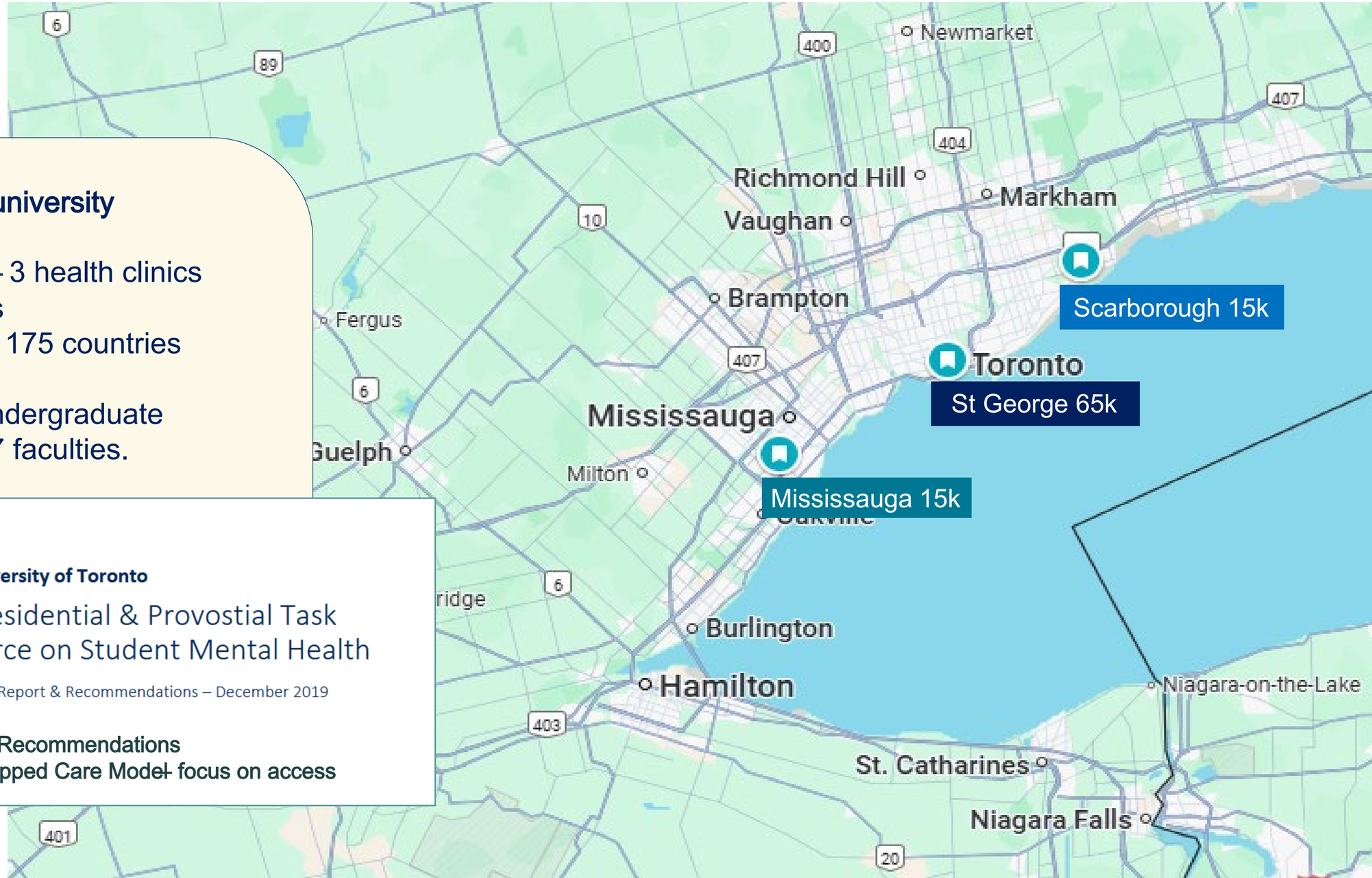
80% enrolled in undergraduate programs across 7 faculties.

University of Toronto

Presidential & Provostial Task Force on Student Mental Health

Final Report & Recommendations – December 2019

21 Recommendations
Stepped Care Model – focus on access



Tri-campus Mental Health Service Changes

1. 2022 three clinics adopted *One Electronic Health Record (Accuro) = One Institutional Data Set*



2. *"One at a Time" counselling (OAAT)*

Goals:
Eliminate Wait Times
Improve the Student Experience

Mental Health Commission of Canada 2021*

NEW Power BI Data Visualization: real time dashboards

May 1, 2024 - April 30, 2025

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Mental Health Administrative Data
Appointments

Last update:
01-05-2025

Select Campus/Site(s)
Multiple selections

Select Provider(s)
All

Select Appointment Type(s)
All

Select Date Range
5/1/2024 — 4/30/2025

52,361
Appointments

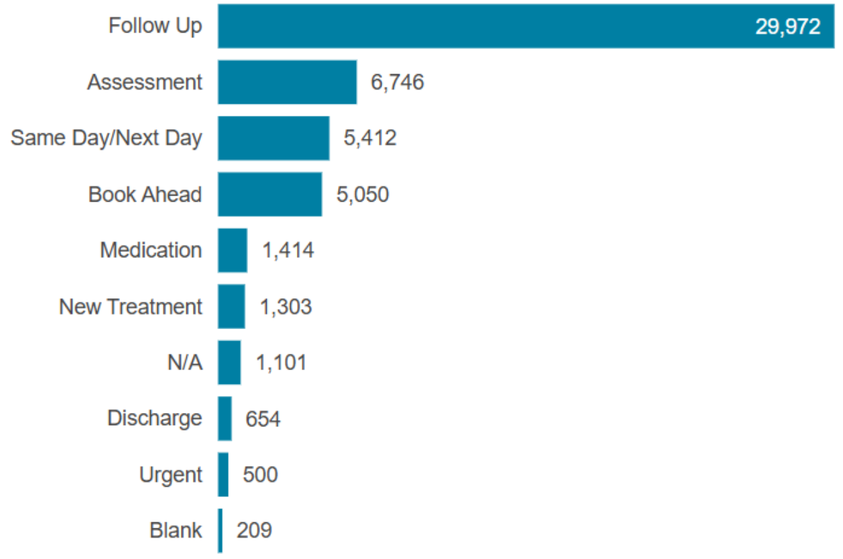
10,219
Students

Clear all filters

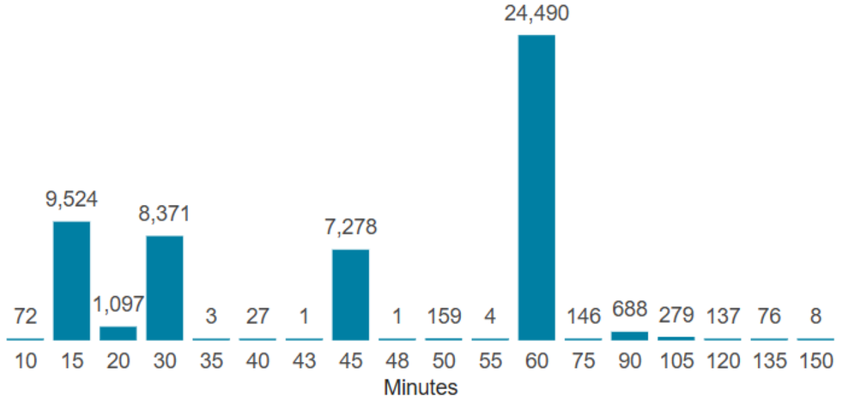
Appointment Types



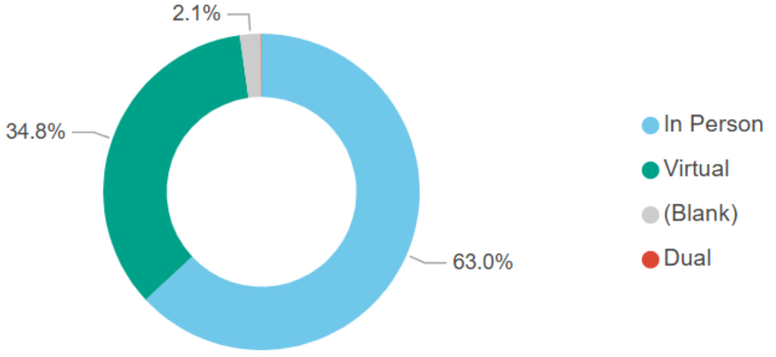
Appointment Reasons



Appointment Length



Appointment Modality



Strategic Priority: One at a Time Counselling - OAATs Results
May 1, 2024 - April 30, 2025

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Mental Health Administrative Data
OAATs Report

Last update:
01-09-2026

Select Campus/Site(s)
All

Select Provider(s)
All

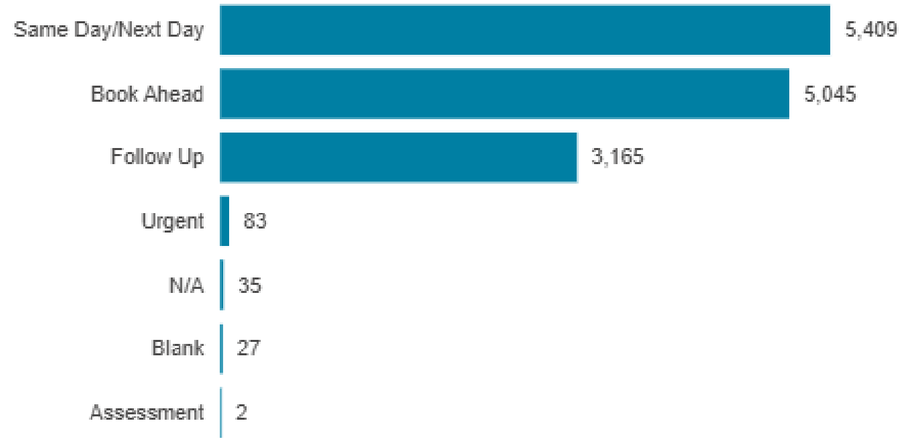
Select Date Range
5/1/2024 — 4/30/2025

13,766
Appointments

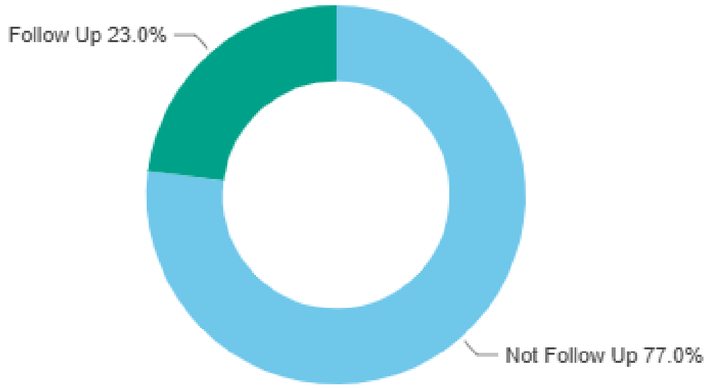
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Students

Clear all filters

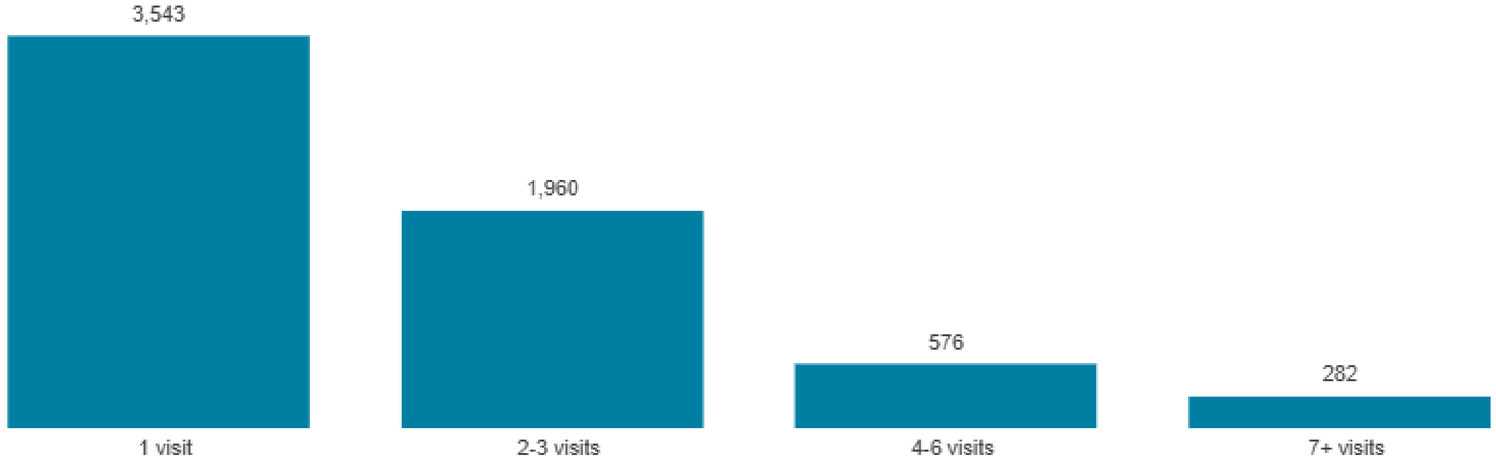
Appointment Reasons



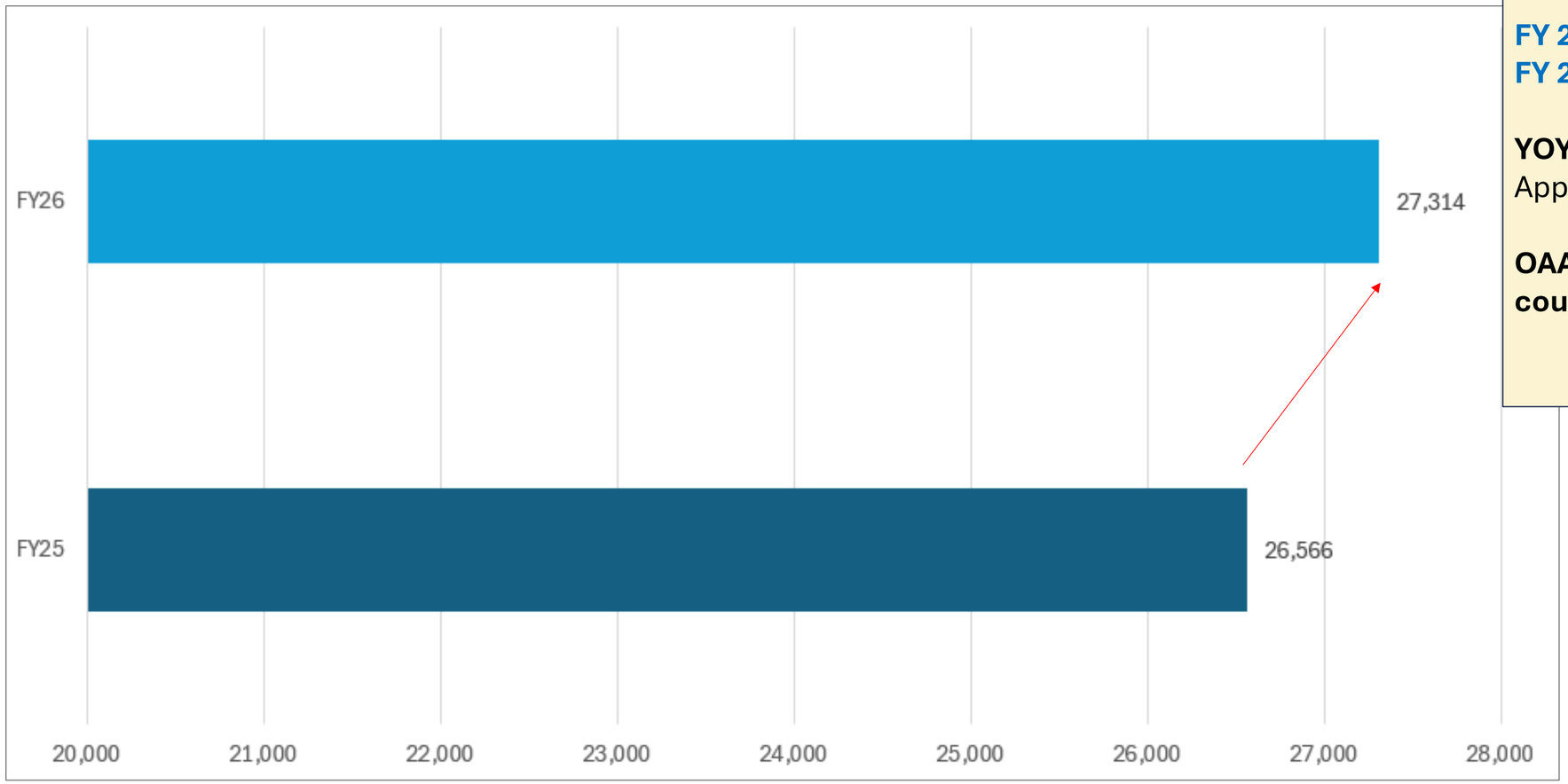
Follow Up Ratio



Visits Per Student



Counselling Team Appointments
YOY Comparison - 2024/25, 2025/26



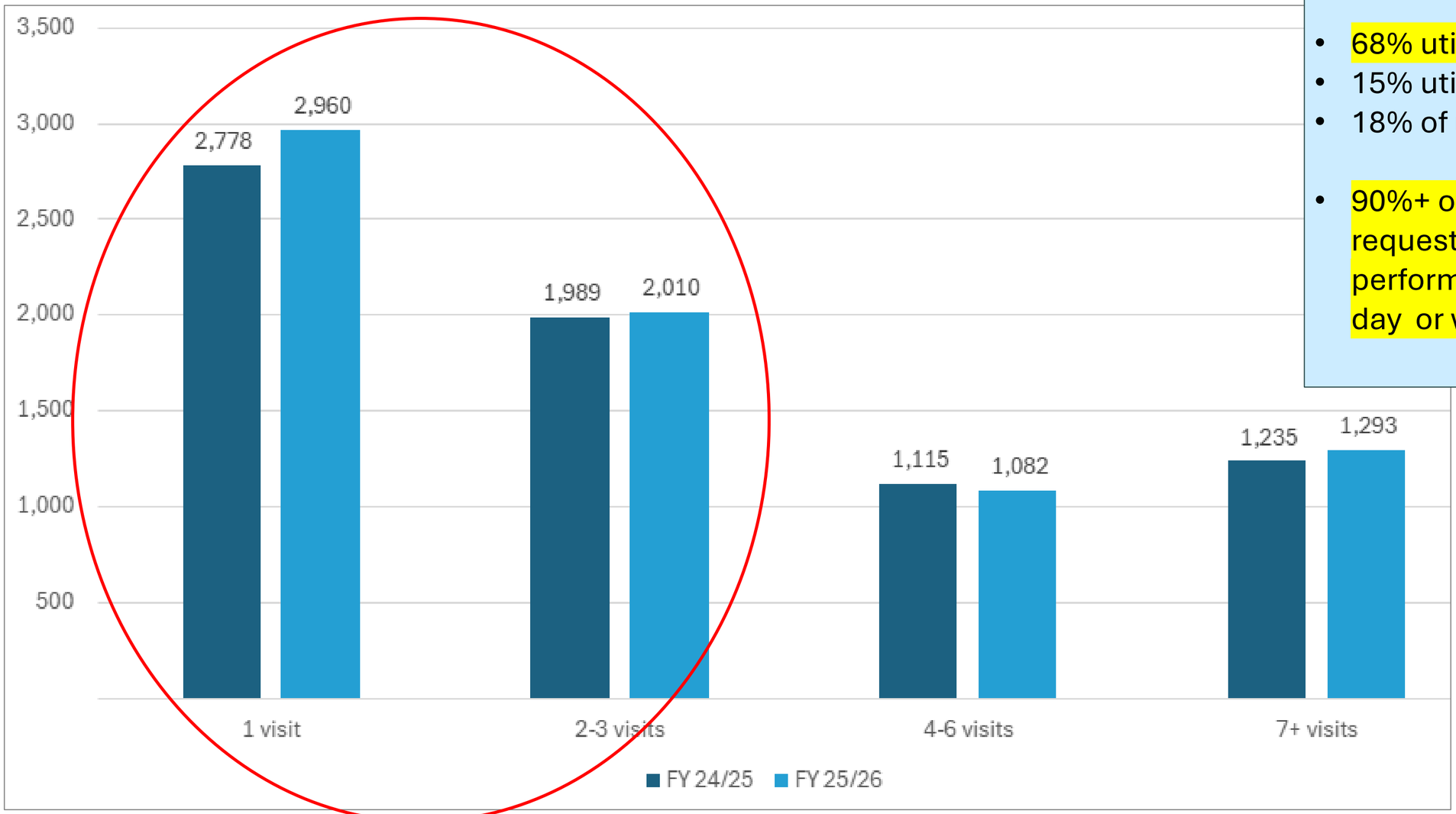
Key findings:

FY 24-25 - 26,566
FY 25-26 - 27,277

YOY volumes increased 3%
Approximately 7000 students served

OAATS = ~ 50% of overall counselling activity

All Counselling Appointments Per Student YOY Comparison – 2024/25, 2025/26



Results:
Consistent utilization patterns

- 68% utilize 3 visits or less
- 15% utilize 4 to 6 visits
- 18% of utilize 7+ visits

- 90%+ of OAAT appointment requests are booked within performance target (same/next day or within 5 days)

ACCURO

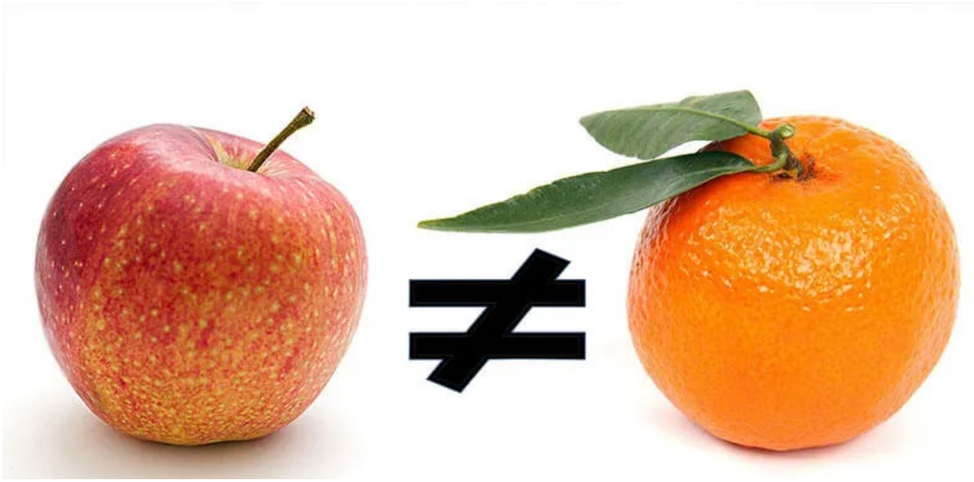
OceanMD
A WELL Health Company

REDCap®

Power BI

The Journey from Variation to Standardization (2023-2025)

Goal:
Reliable, real-time admin/utilization data



Best Practices:

- ✓ **Standardized data -** definitions & data entry
- ✓ **Data privacy**: de-identified, aggregated
- ✓ **Security & Storage**: EHR, Power BI, Ocean, REDcap
- ✓ **Standardized training:** clinicians, physicians, leaders
- ✓ **Data visualization –** easy access, support analyses – Power BI

The 3 P's
People Process and Plan
Strategic Implementation

WHO?

200 + health centre users

7 staff and MD user groups, leadership

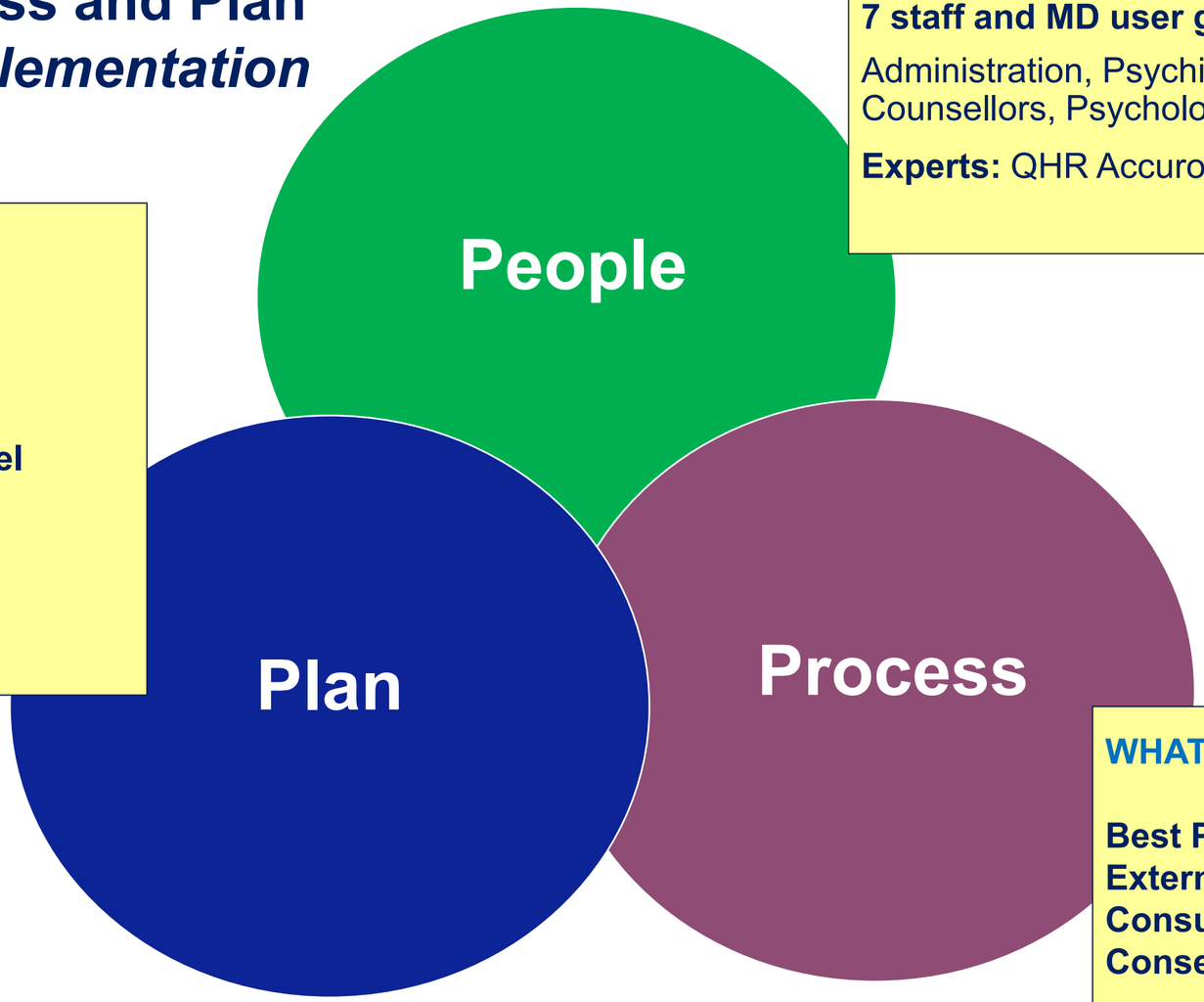
Administration, Psychiatry, Family Doctors, Nurses, Counsellors, Psychologists, Navigators

Experts: QHR Accuro, UofT Information Technology

HOW?

Project Management

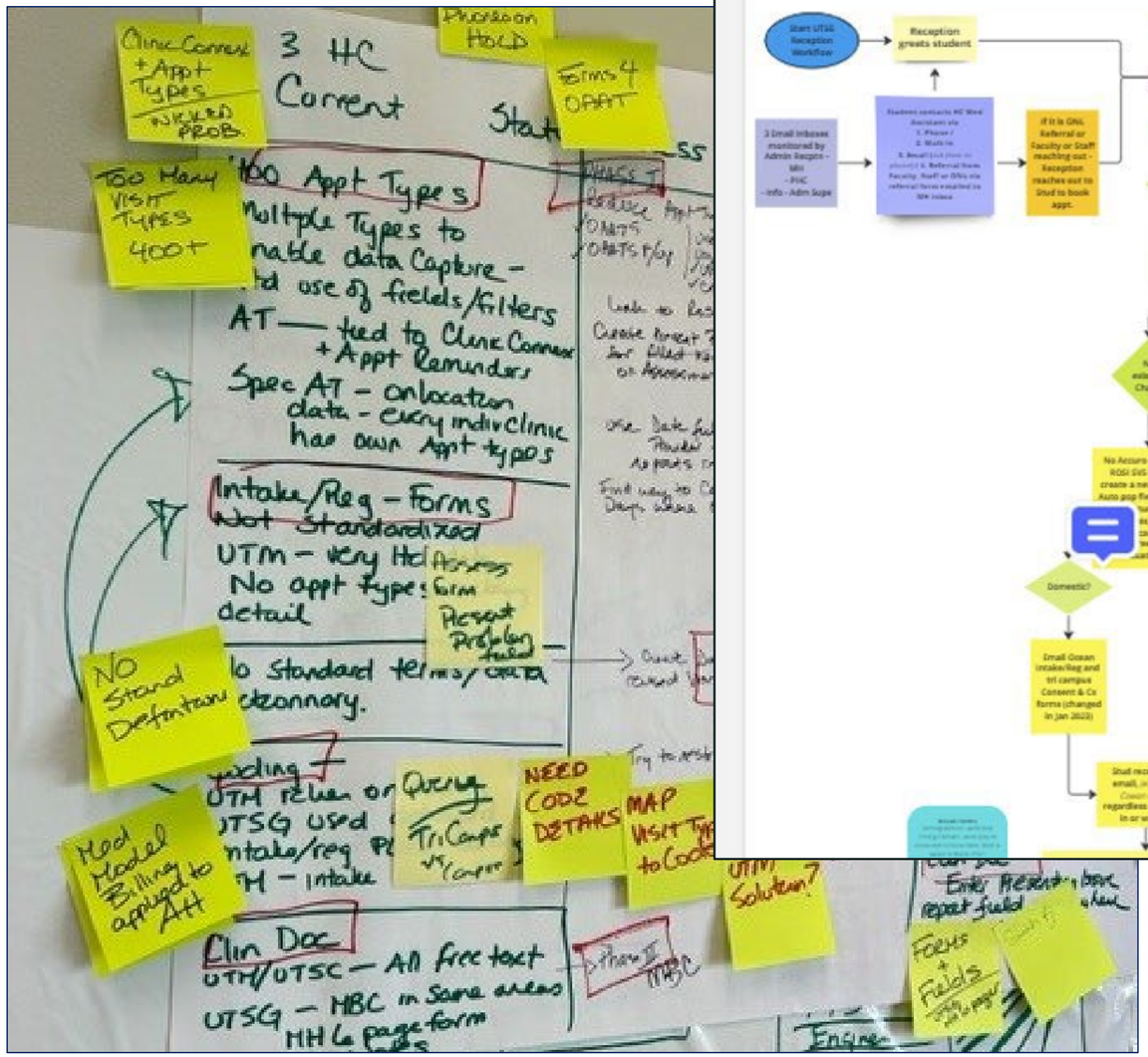
Current State Mapping
Develop Future State Model
Testing
Implementation Plan
Communications Strategy
Staff Education Plan

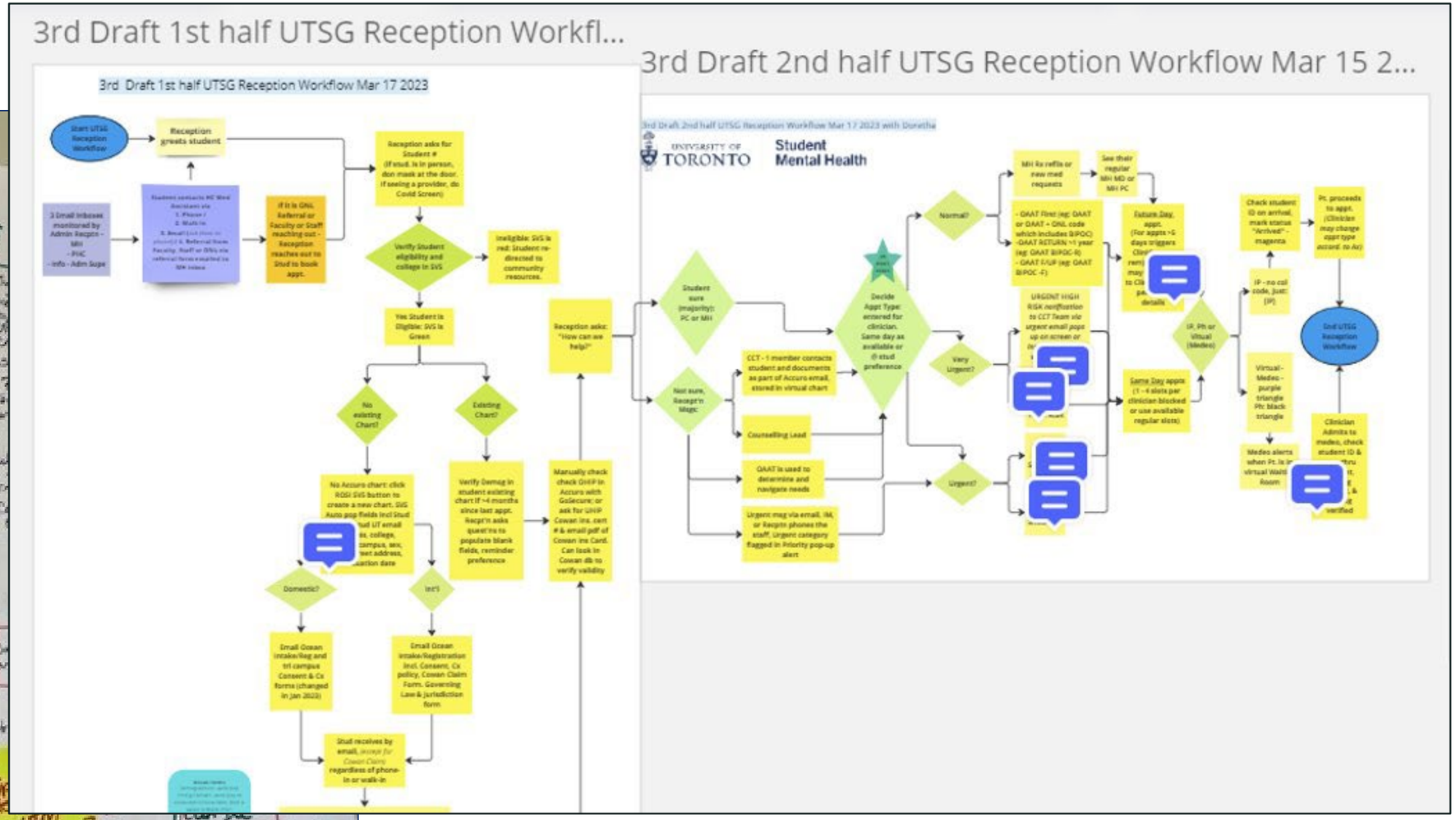


WHAT?

Best Practices
External Benchmarking
Consultative Process
Consensus Based Decision Making

Mental Health Data Entry:
Process mapped data entry across 7 user groups; variation ++++





NEW - 22 Future State Workflows Mapped

Standardize where possible; customize where necessary

Process Goals:

1. **Leverage** what is already the same; standardize what is different

2. **Simplify** common workflows; reduce variation

3. **Maximize** EMR functionality

4. **Standardize "Data Dictionary"** to guide data entry

NEW Mental Health Data Architecture – standardize 6 fields in EHR

Field: Appointment Type **400 options – high variation** **Primary field to generate reports**	**Field: Appointment Type** 7 options – Standardized service types, low variation
Field: Reason for Appointment **Turned off**	**Reason** Enabled 9 new reason codes
Field: Priority **Turned off**	**Priority** Enabled list to track referral sources
Field: Site **Turned off**	**Site** **Enabled** list of campus satellite counselling sites
Field: Custom Status Long list of options (cancellations, virtual etc.) Many no longer used	**Custom Status** Shorter, updated list
Field Patient Status Captures eligibility Partially adopted tri-campus	**Patient Status** Standardized options Fully adopted tri-campus

Click here to
Schedule an Appointment

Plan: Data Architecture

- Turn on all fields – from 3 to **6**
- Standardize a Data Dictionary of terms
- **Reduce 400 appointment types to 7**
- **Add 9 reason codes**
- Enable combinations and filtering (e.g. Type x Reason = 50+ options visualized in Power BI)

Establish Internal Controls

- Tri-campus EHR Governance Model
- Manage change requests
- Define administrative rights centrally

UQuality Information Hub

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- Data Dictionary
- TIP Sheets
- Training Videos
- Hands-On Training
- FAQs
- Question? Submit it here
- UQuality Feedback
- UQuality Newsletters
- Superusers
- Policies and Procedures
- MBC and Data Collection

One Source of Tri Campus Truth

- ✓ Data Dictionary
- ✓ Guidance documents
- ✓ TIP sheets

- ✓ New Tri-Campus Policies
- ✓ Privacy Best Practices
- ✓ ***NEW*** Measurement Based Care



UTSC Health & Wellness



UTSG Health & Wellness



UTM Health & Counselling Centre

Tri-Campus Data Re-design Timeline
2023-2025

ACCURO

cliniconex

OceanMD
A WELL Health Company

Three Health Centres
One EHR

November 2022

Process mapping,
User Group
consultations

Consensus, Decisions

January to June 2023

Build, Test, Refine

Admin Data Set

July 2023 to July 2024

Staff Education
New Data Set

GO LIVE

Two Phases
April 2024, July 2025

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Power BI

Impact of real time data

1. Measure performance against strategic goals (access)
2. Track year over year trends – high/low service utilization
3. Evaluate use of staff time – access to care
4. Share results with teams – acknowledge their work

Evaluation Projects

1. **OAAT Counselling Model**
2. **Student Experience**



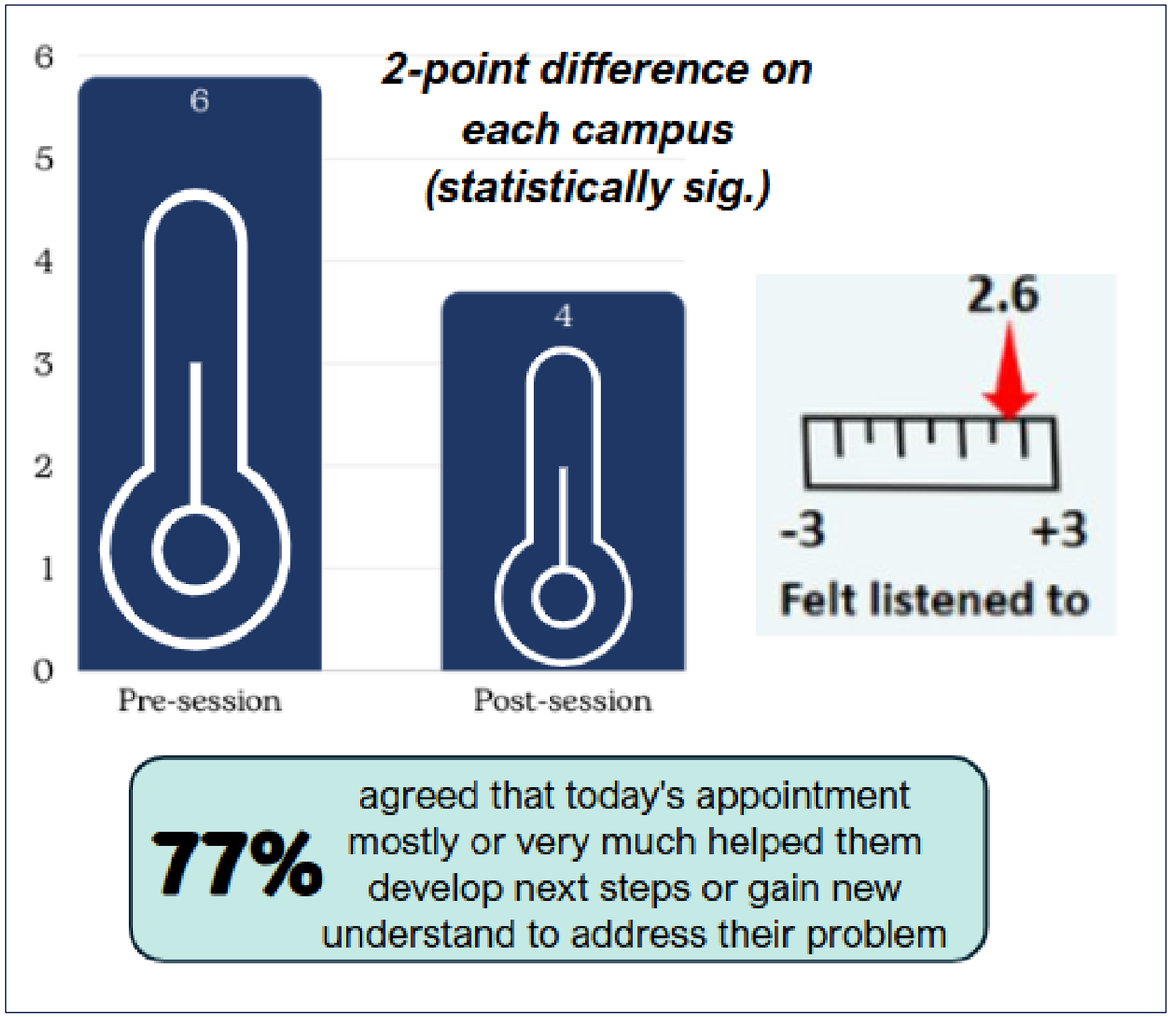
OAAT Evaluation 2024:
Can we measure positive clinical change in one session?

Immediate Pre-Session and Post Session Findings

1. Decreased distress immediately after visit
2. Students felt heard
3. Students were able to develop next steps

Overall – one session can create measurable clinical improvement

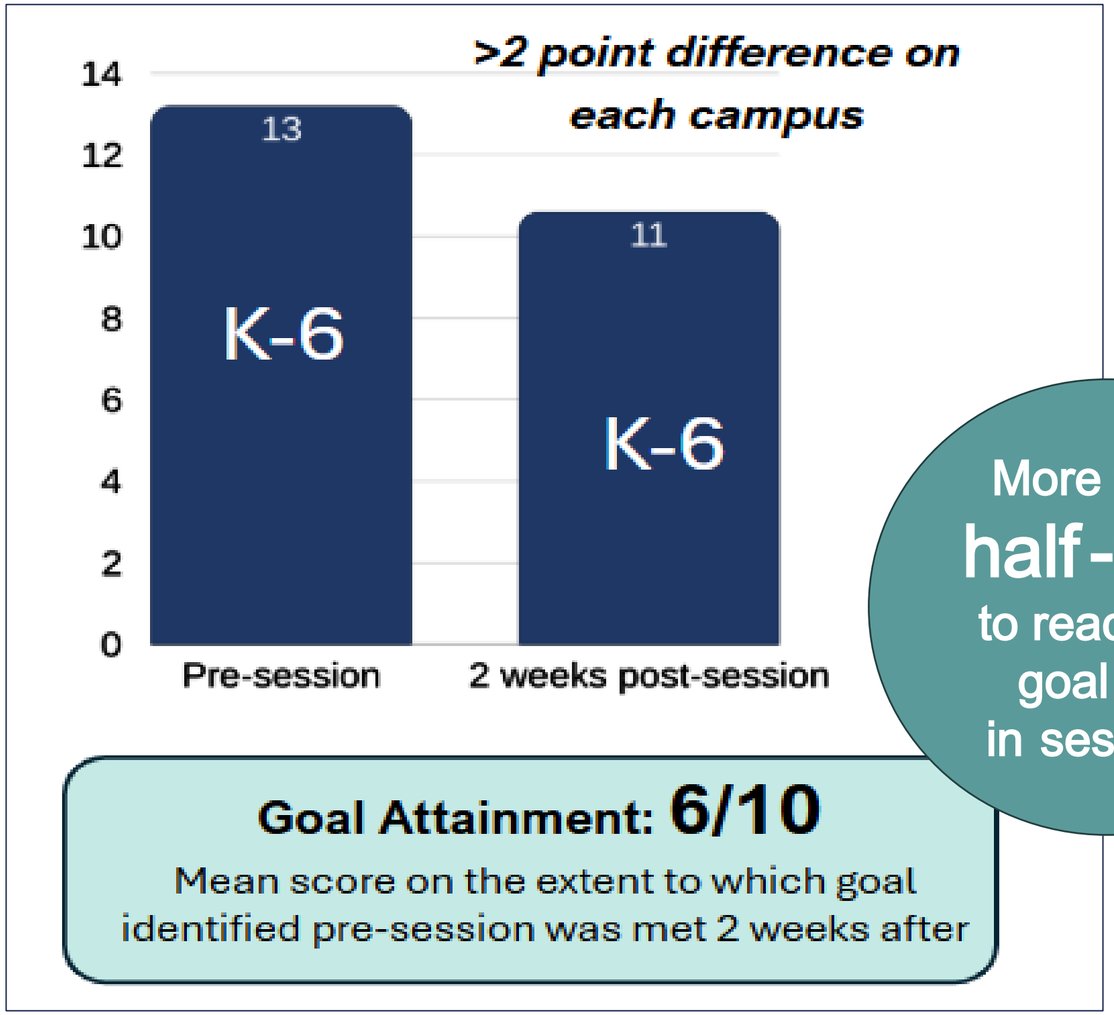
Scan QR code for further Information; publication pending



OAAT Evaluation
Pre-Session & 2-Week Follow Up

Positive findings persist at two weeks follow up

1. Decreased distress 2 weeks later
2. Good level of goal attainment at 2 weeks



Student Experience:
Perception of Mental Health Care Survey: *Bi-Annual Repeated Cross-Sectional Survey*
(2022 & 2024 results)

Significant positive shift from feedback in 2019/20

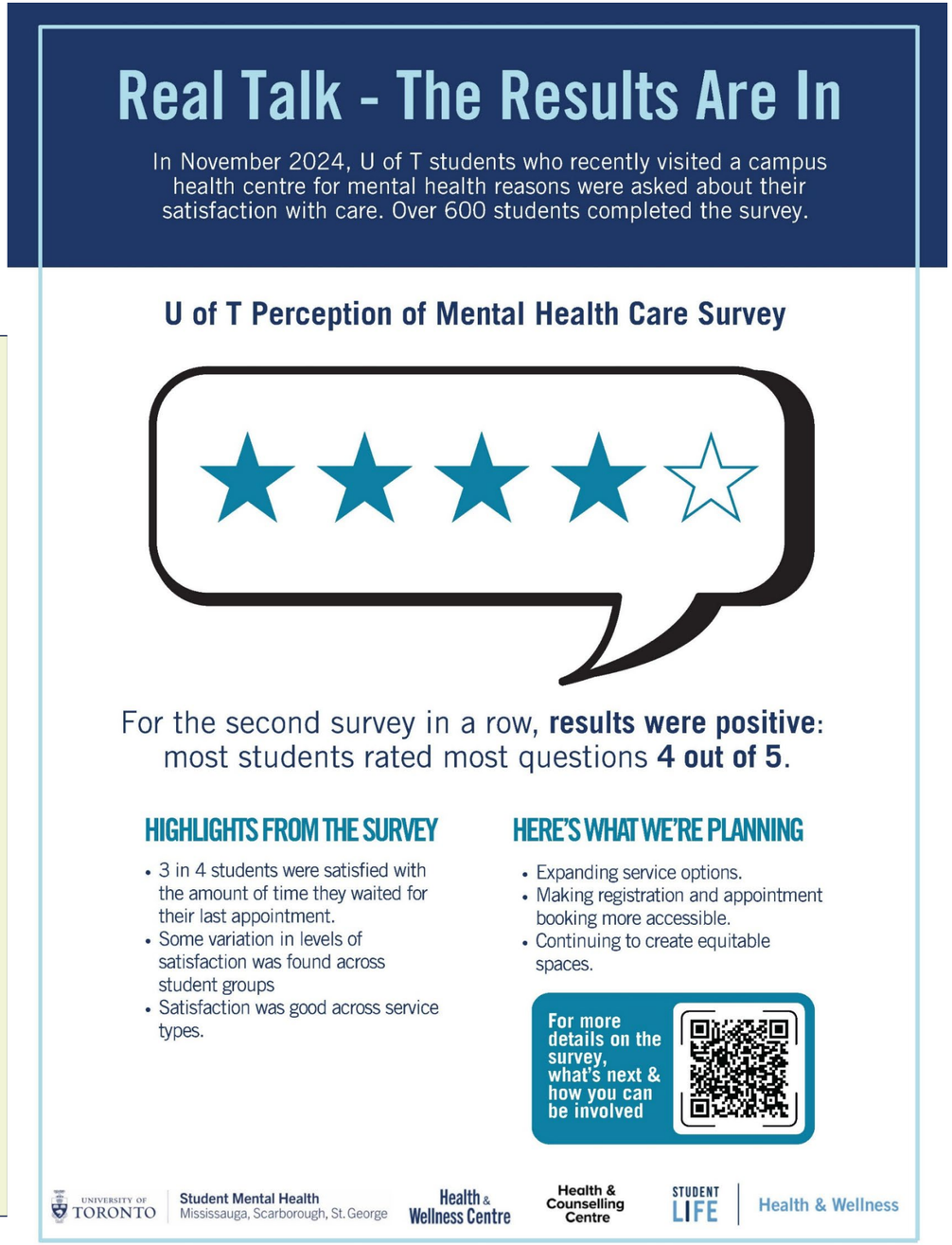
General findings across two surveys:

1. **Overall service – students rated most items 4 out of 5**
2. **Both domestic and international students reported a consistent positive experience with clinical staff**

Opportunity:

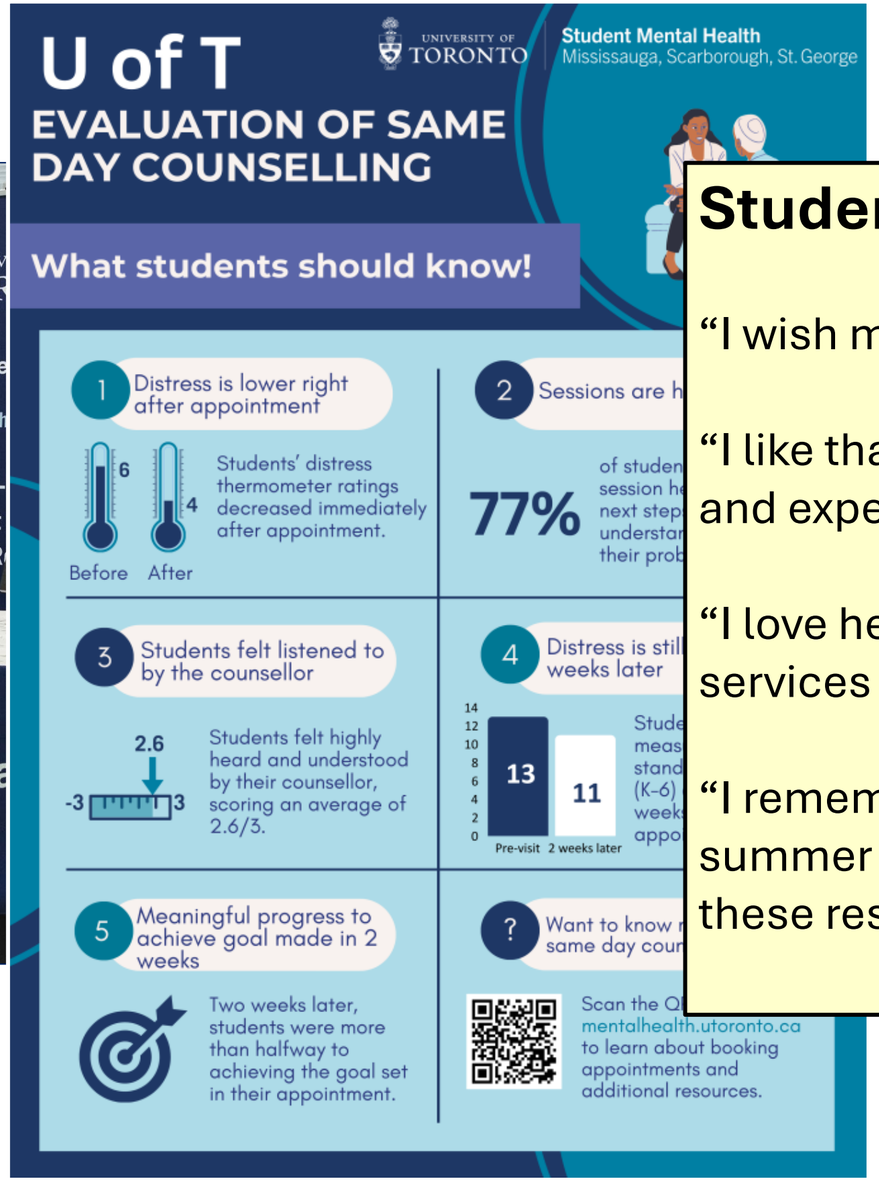
Communicate value of same day session, *One at a Time "OAAT"* model and its effectiveness.

Journal of American College of Health: Measuring perception of mental health care on campus: Partnering with students to adapt and validate the Youth Service Satisfaction Scale https://www.tandfonline.com/doi/full/10.1080/07448481.2025.2467327



Tri-Campus Student Events - Sharing our results
Fall 2025, 2026





Student Feedback:

"I wish more students knew about this."

"I like that this is tri-campus, and our voice and experience are important."

"I love hearing that there is data to support the services you offer us."

"I remember being part of the evaluation last summer and it's cool to see myself reflected in these results."

Final Thoughts

1. Data is *a strategic asset*
2. *EHR data standardization* (data dictionary), maximizing functionality, data visualization, and building analytics capacity – *a good investment*
3. Informs decision making, performance measurement of strategic goals, evaluation questions
4. *Targeted data collection* informs additional evaluation (OAATs, Perception of Care studies)

Thank you!

Tri-Campus Student Mental Health

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