Advancing OCAN and IAR to support the Patient's First Priorities

The example of Mental Health in the Champlain LHIN

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Event OCAN Think Tank
Date June 21, 2018

Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé

Presentation Objectives

- Set performance context between the Ministry of Health and Long Term Care, the LHINs and their Health Service Provider partners

- Identify the opportunity the OCAN presents to drive Patients First change

- Promote the system level capacity to affect the change
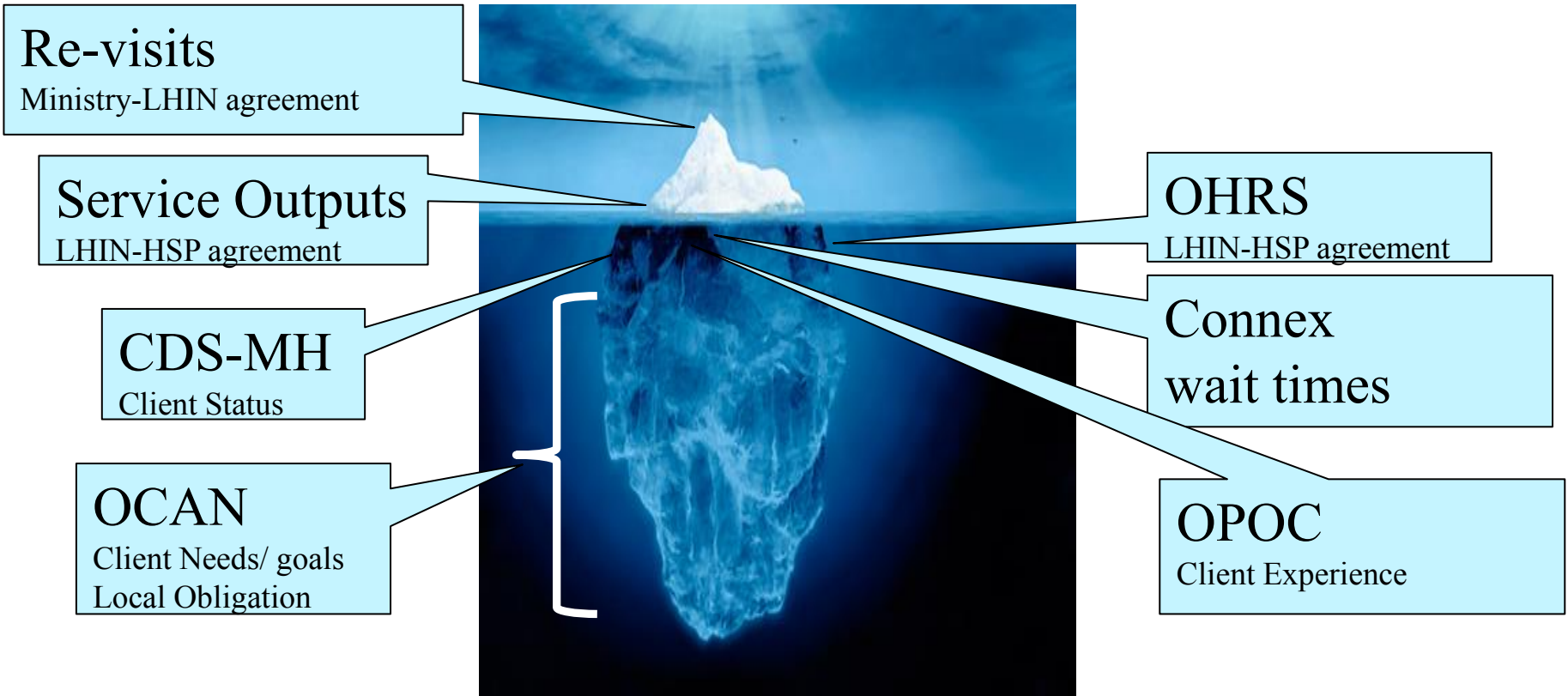
Experiential Aim:

to generate system level interest in collaborating on the advancement of OCAN and the IAR

The Performance Context
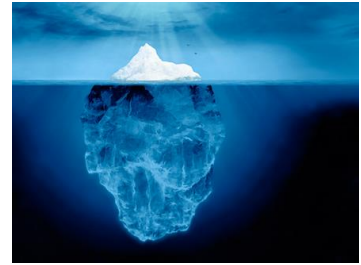
1. Ministry – LHIN Accountability Agreement

    1. *Mental health and substance abuse emergency department re-visits*

2. LHIN – Health Service Partner Accountability Agreements

    1. *Fiscal accountability*

    2. *Service activity accountability*

    3. *Shared accountability for system performance (re-visits)*

3. Ontario Health Reporting System (OHRS)

4. Connex wait time information

5. Common Data set –Mental Health (CDS-MH)

6. Ontario Perception of care Tool (OPOC)

7. Ontario Common Assessment of Needs (OCAN)

8. Integrated Assessment Record (IAR)

Performance Context

Re-visits
Ministry-LHIN agreement

Service Outputs
LHIN-HSP agreement

CDS-MH
Client Status

OCAN
Client Needs/ goals
Local Obligation

OHRS
LHIN-HSP agreement

**Connex
wait times**

OPOC
Client Experience

OCAN

A Client Centred approach to understanding Needs and Goals and a Local Obligation *(Champlain)*
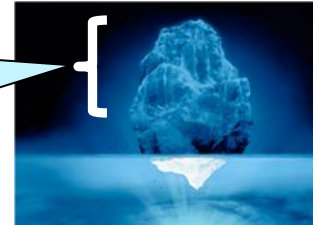
- Rationale
  - *An assessment based on client's goals*
- Description
  - *Core, self, and full assessments*
  - *Ability to compare self versus staff assessment*
- Domains
  - *Life domains*
    - *No Need, Met Need, Unmet Need*
- Integrated Assessment Record
  - *An opportunity to collaborate on OCANs of common clients*
  - *An opportunity to LINK OCANs to other client care assessments*

Why does Champlain LHIN support the principle of Common Assessment and the platform of the Integrated Assessment Record (IAR)?

- Promotes a client centered approach to care
  - *Clients don't need to repeat the same information*

- Enables faster care planning and easier collaboration
  - *Providers can access information about common clients from other partners more efficiently*

- Provides a standardized approach to identify needs and trends across a client group

- Facilitates system level dialogue and needs based planning

OCAN in Champlain

- Almost all appropriate programs use the OCAN (at least in paper form)

- 19 Agencies Initially uploaded OCANs to the Integrated Assessment Record

- 8 Agencies regularly reporting

- 15,867 OCANs uploaded to Date

- 406,727 total assessment of all kinds uploaded to IAR

- Limitations

  - *Consistency* ✓
  - *Reliability* ✓ *?*
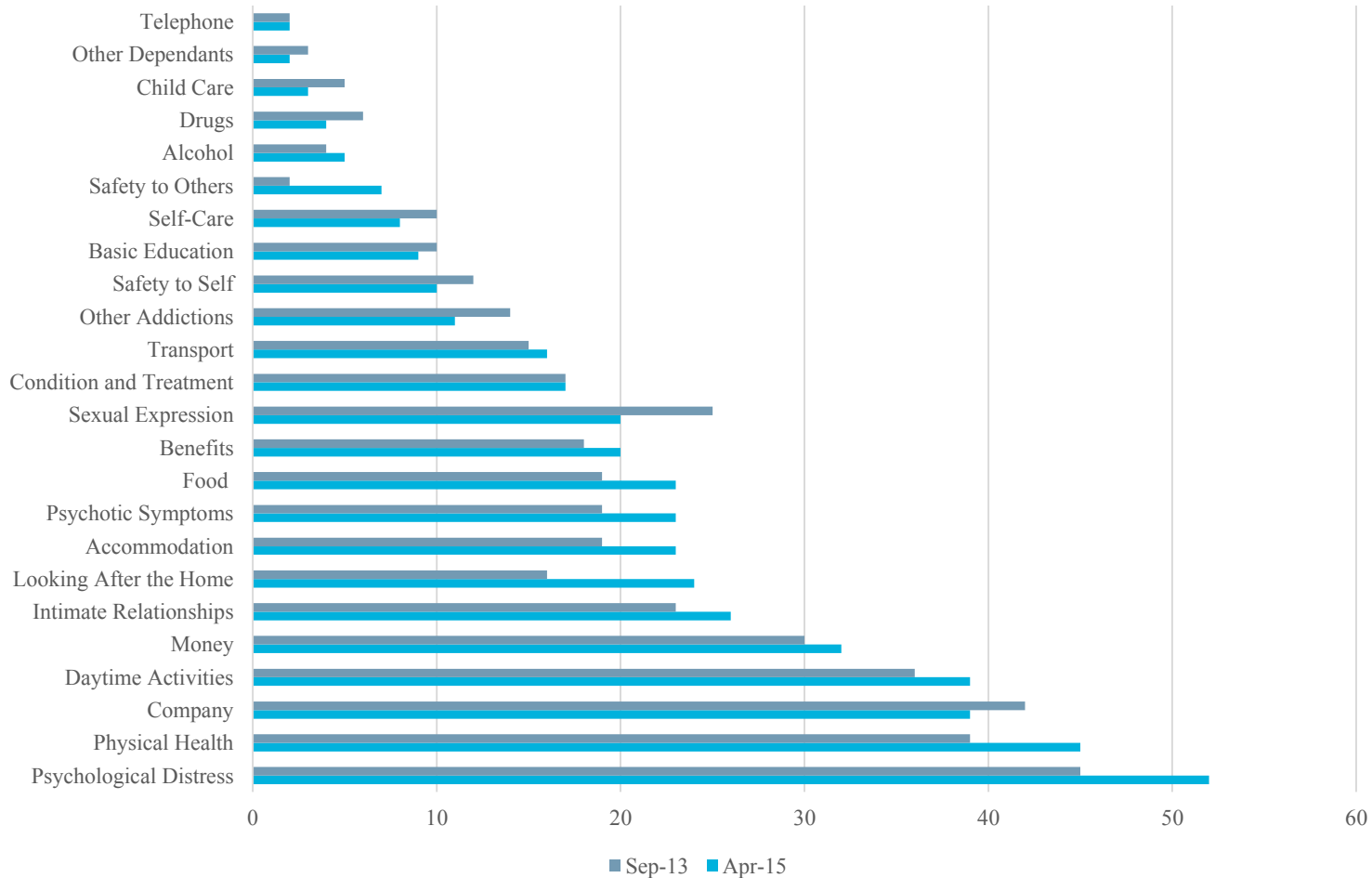 - *Validity* ✓ ✓
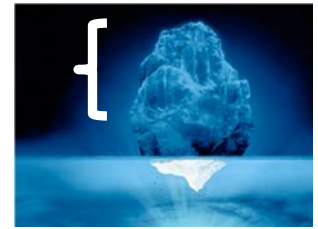
OCAN leading Agency representativeness
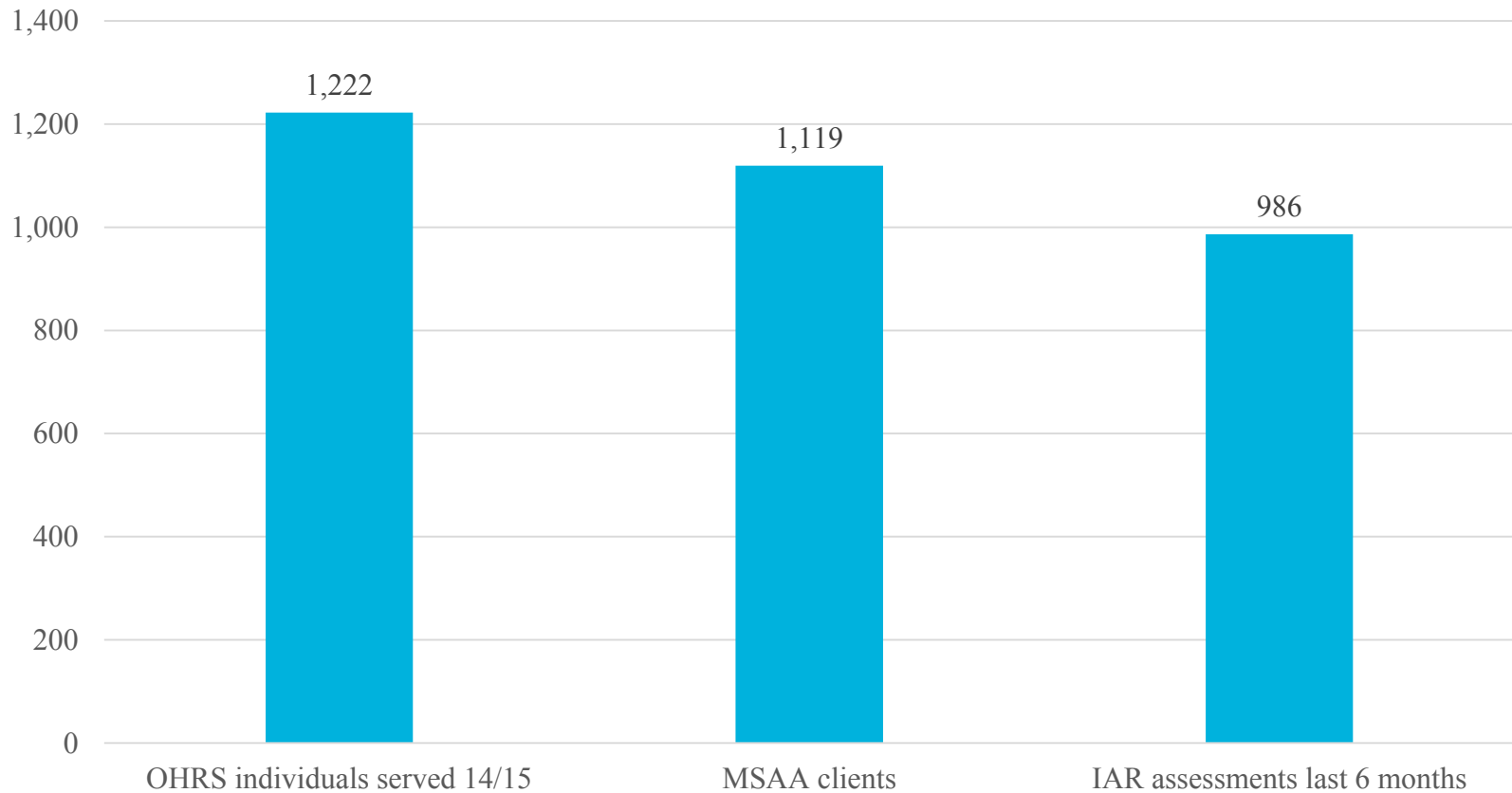
OCAN example change in unmet needs, Champlain Case Mgt
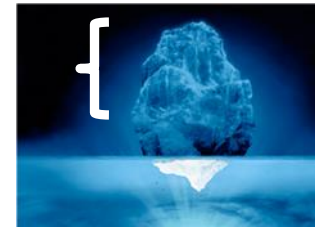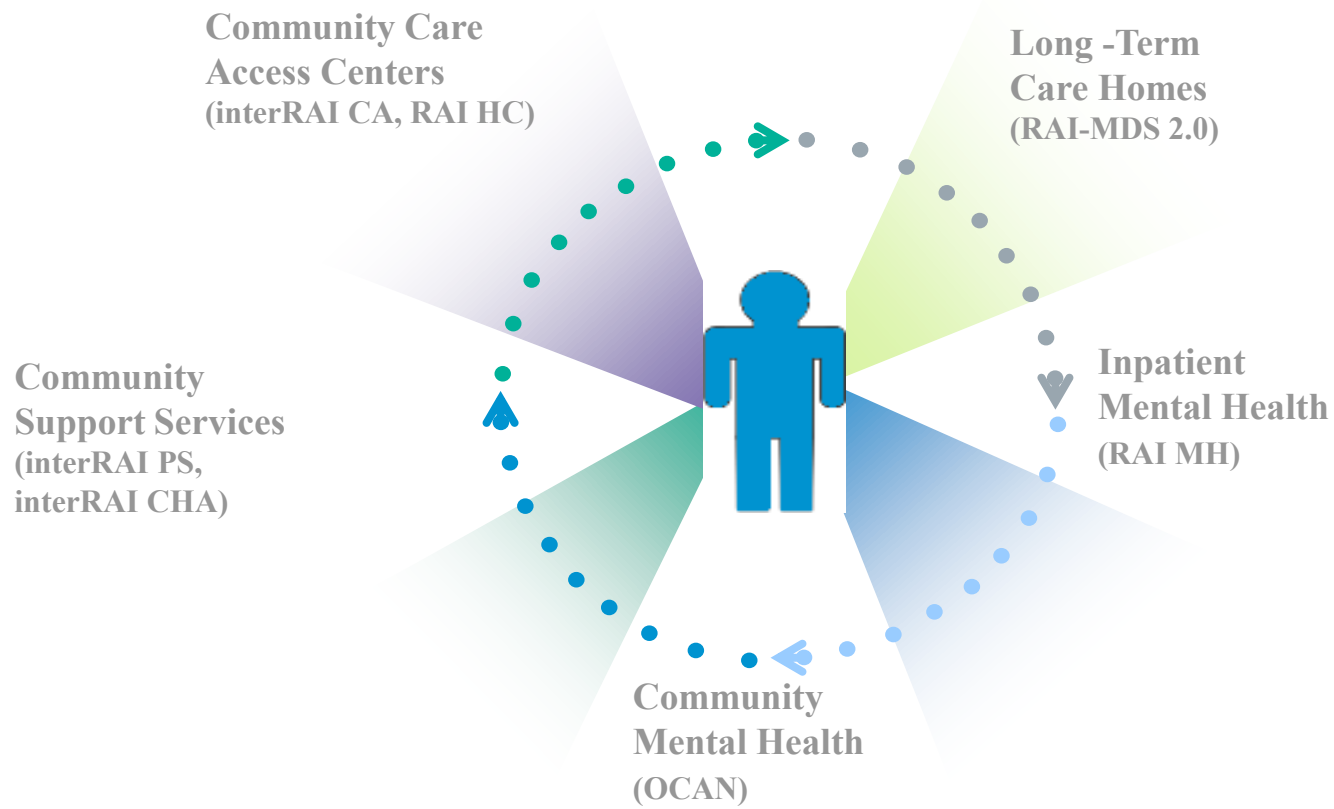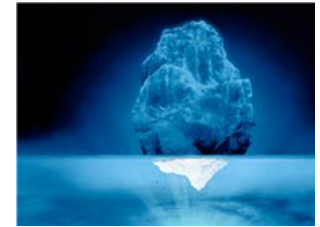
% identifying unmet needs

Champlain LHIN Report– Comparison of Top Client Rated Unmet Needs Across Service Types: 2017/18 FY

Case management (CM)

Psychological Distress	47%
Physical Health	41%
Company	40%
Daytime Activities	36%
Money	27%
Looking After the Home	19%

Assertive Comm. Treatment (ACT)

Physical Health	32%
Company	30%
Daytime Activities	26%
Intimate Relationships	21%
Psychological Distress	21%
Psychotic Symptoms	21%

Early Intervention (EI)

Psychological Distress	36%
Psychotic Symptoms	29%
Safety to Self	21%
Accommodation	14%
Benefits	14%
Company	14%

Social Recreation (SR)

Company	39%
Daytime Activities	37%
Psychological Distress	37%
Physical Health	29%
Sexual Expression	23%
Looking After the Home	21%

Psychogeriatric (PG)

Company	71%
Physical Health	71%
Psychological Distress	71%
Food	43%
Other Addictions	43%
Accommodation	29%

Need Domain	Service Types	Examples of Implication for System Planning and Monitoring
Physical Health	all services except EI	• Coordination with primary healthcare
Company	all services Top in SR and PG	• Service development to address this of social isolation • Validates SR is working with the right client population
Psychological Distress	all services	• Aligns with research indicating an increase in anxiety and depression • Explore staff training requirements
Psychotic symptoms	ACTT and EI	• Validates that ACT and EI are treating the right client populations: - ACT is focusing on clients with more complex symptoms - EI is treating youth in the early stages of psychosis
Food	PG	• Coordination with community support services such as meals on wheels
Safety to Self	EI	• Reinforces the importance of youth suicide prevention strategies

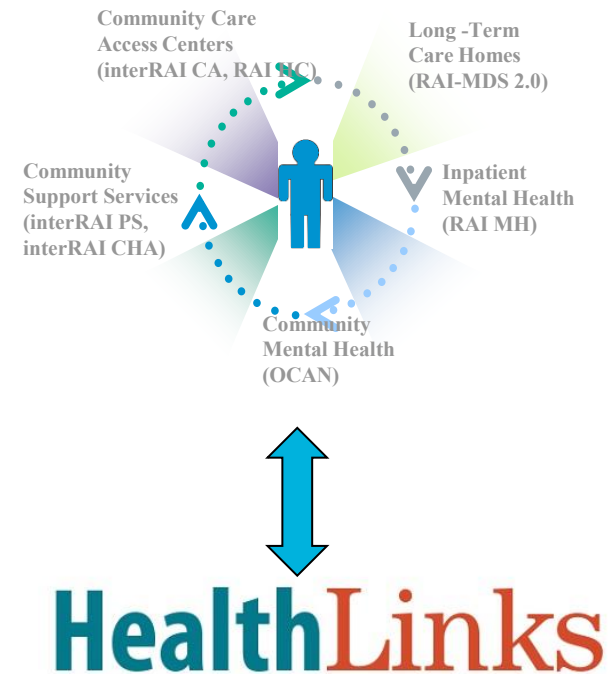# The promise of a client centred integrated approach

Community Care Access Centers (interRAI CA, RAI HC)

Long -Term Care Homes (RAI-MDS 2.0)

Community Support Services (interRAI PS, interRAI CHA)

Inpatient Mental Health (RAI MH)
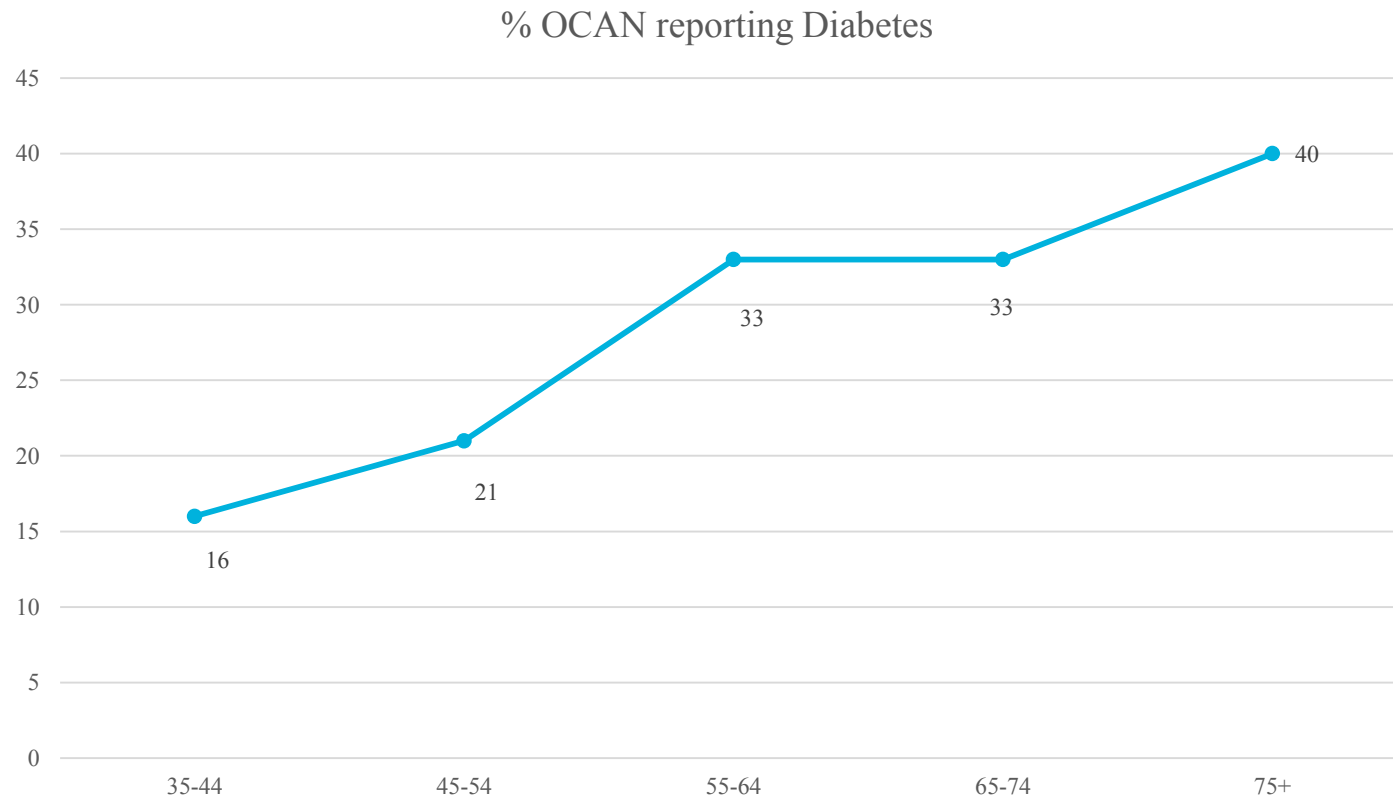
Community Mental Health (OCAN)

OCAN and Health Links

- Affinity of mental health intensive case management/ supportive counselling and the Health Links Care Coordination Approach

- Over 1,000 Health Links Coordinated Care Plans have been facilitated by MH Case Managers

- Having engaged clients through OCAN can make valuable contribution to their Coordinated Care Plans

Community Care Access Centers (interRAI CA, RAI HC)

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Inpatient Mental Health (RAI MH)

Community Mental Health (OCAN)

HealthLinks

The importance of an Integrated Assessment Record

% OCAN reporting Diabetes

LHIN Activities

- Promote the benefits of exploring client identified needs as a way to improve services and systems

- Explore with individual agencies the barriers to upload

- Support the development of improvement plans to assist agencies in meeting MSAA obligations

- Convene Working Group of representatives who work with Assessments and IAR regularly:

  - *Explore IAR usage and dialogue about needs identified through assessments*

  - *Review highlights of LHIN reports as a group to identify opportunities to collaborate on improvements*

  - *Develop strategies to improve service coordination for common clients through expanded viewing of assessments in IAR*

Engage key informants

Collaborate on shared assessments

Obligate through MSAAs

Promote continuous development

Participate in the community of practice

Flipping the Iceberg

https://www.youtube.com/embed/D187F9ktzc0
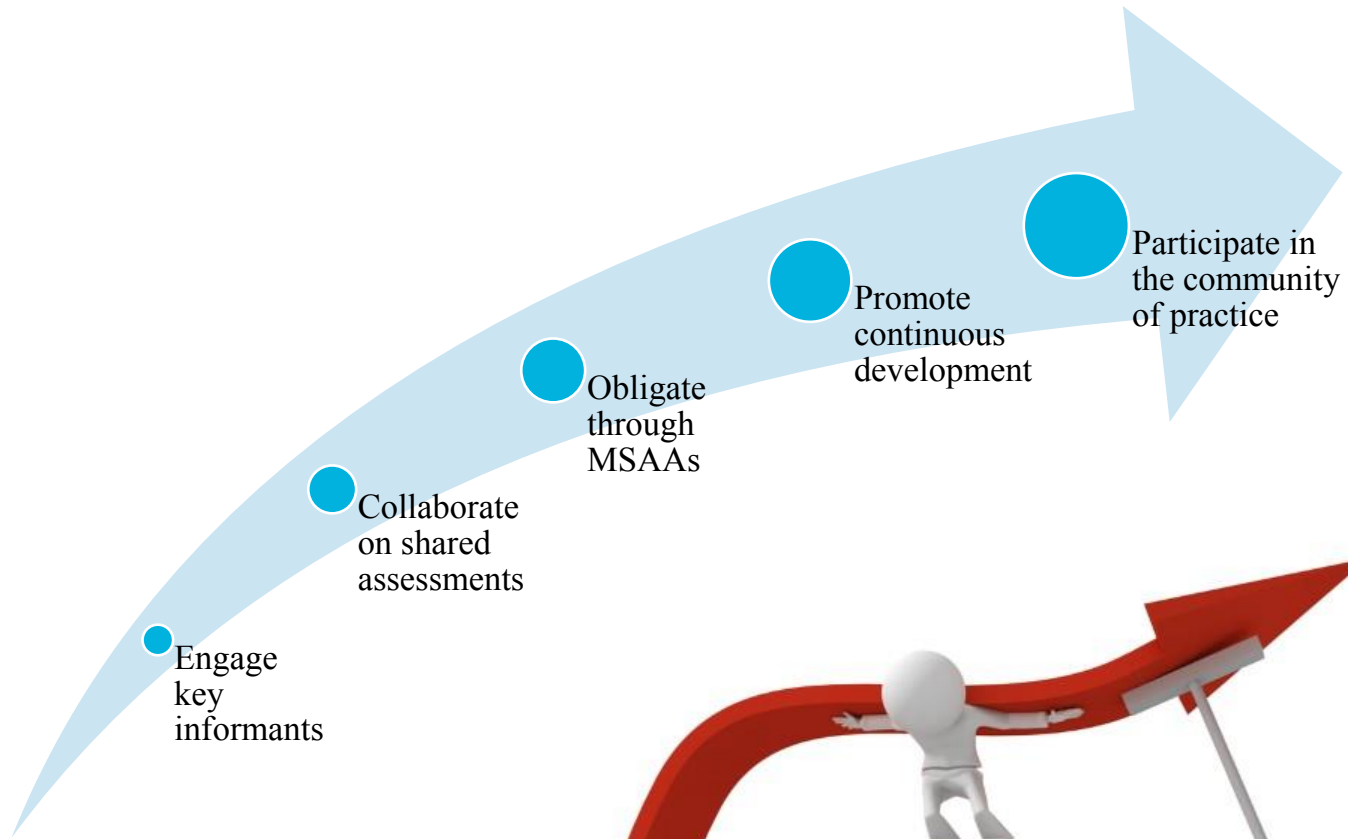
Thank You!

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