Developing a Quality Improvement Plan for Community Mental Health Services Using The Ontario Common Assessment of Need (OCAN)

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St. Michael's Community Mental Health Services Quality Improvement Plan

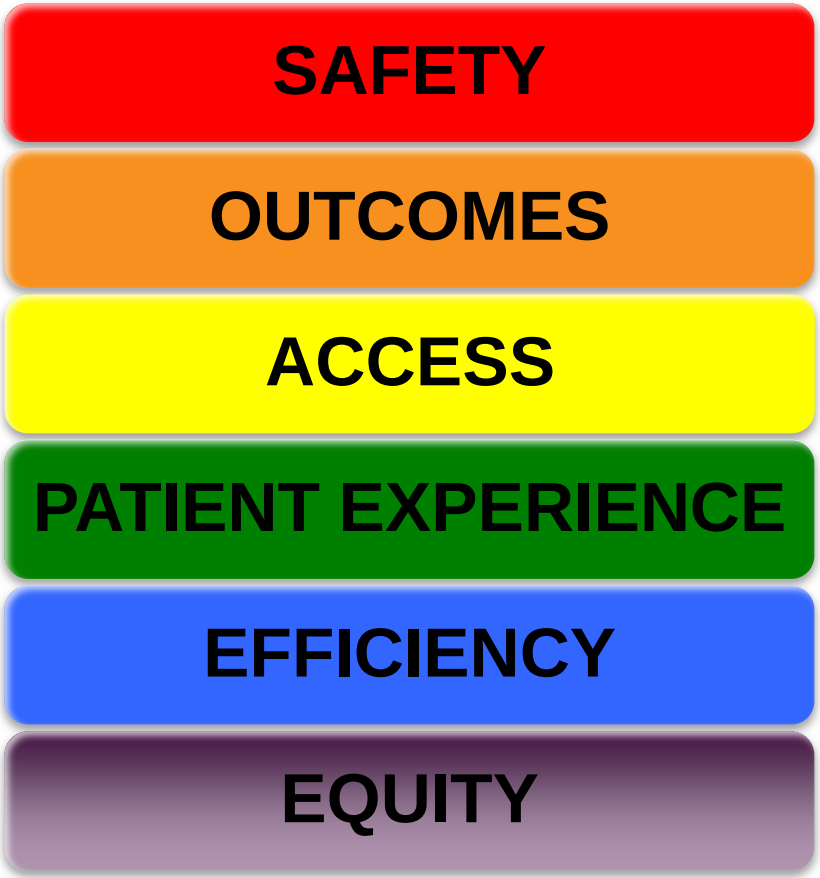
- Documented set of commitments made to service users developed on an annual basis
- Goal is to improve quality of community mental health care through focused targets and actions

St. Michael's Community Mental Health QIP

- Identify priorities to support a focused approach to improving the quality of care
- Priorities are reviewed annually and developed in collaboration with service users/service providers

St. Michael's Community Mental Health QIP

- The Community Mental Health QIP is based on the six domains of health care quality identified by the Institute of Medicine (2000)



St. Michael's Community Mental Health QIP

- The IOM Framework makes it easier for service users and service providers to grasp the meaning and relevance of quality
- It also helps them value a broader range of quality indicators

St. Michael's Community Mental Health QIP

- The Community Mental Health QIP maps OCAN need domains to the six domains of quality to help service users and service providers see the meaning of quality measures more clearly
- This also helps them to understand how measures relate to what matters to them about care/treatment

Domains of Quality & OCAN Need Domains

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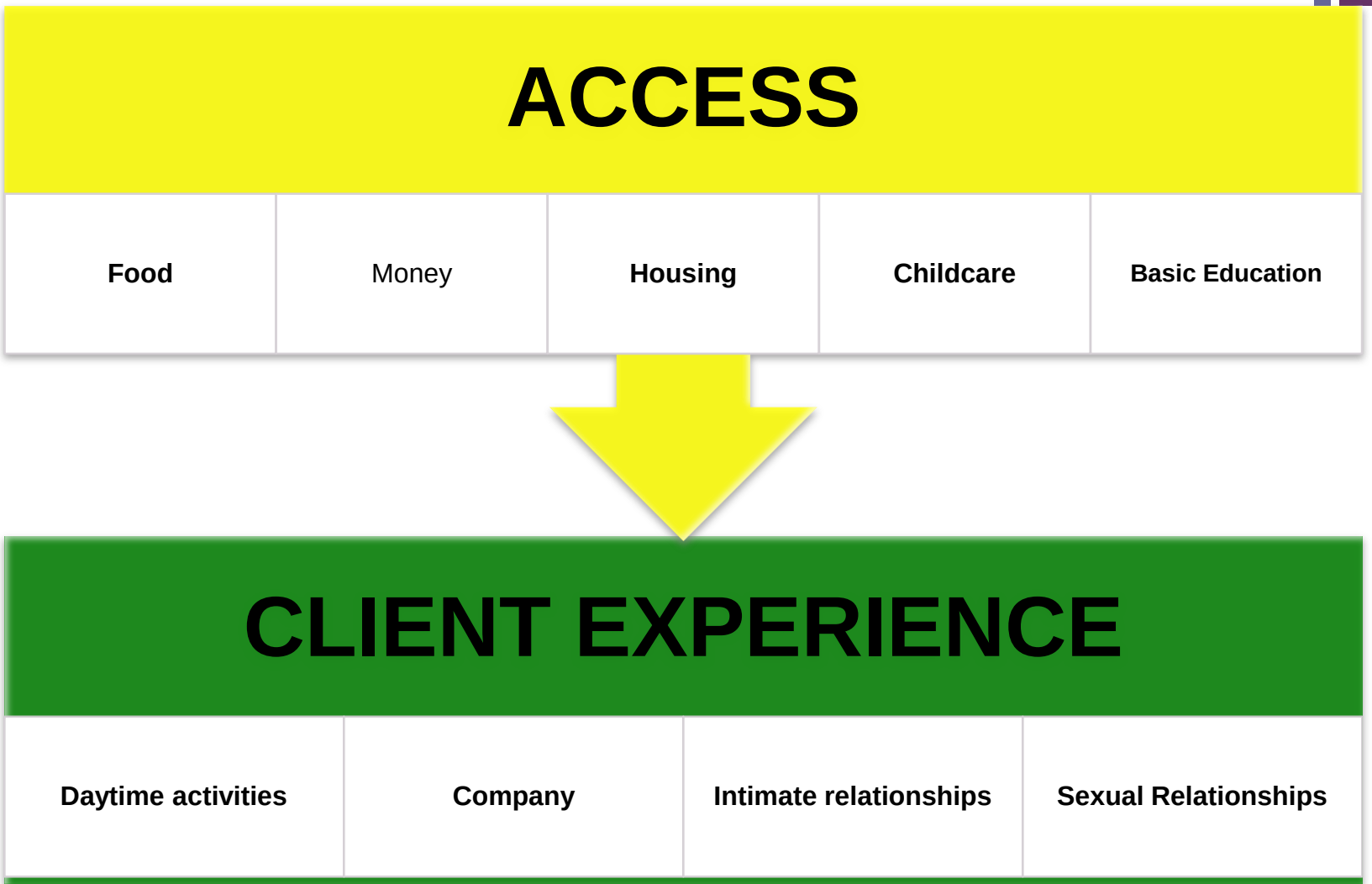
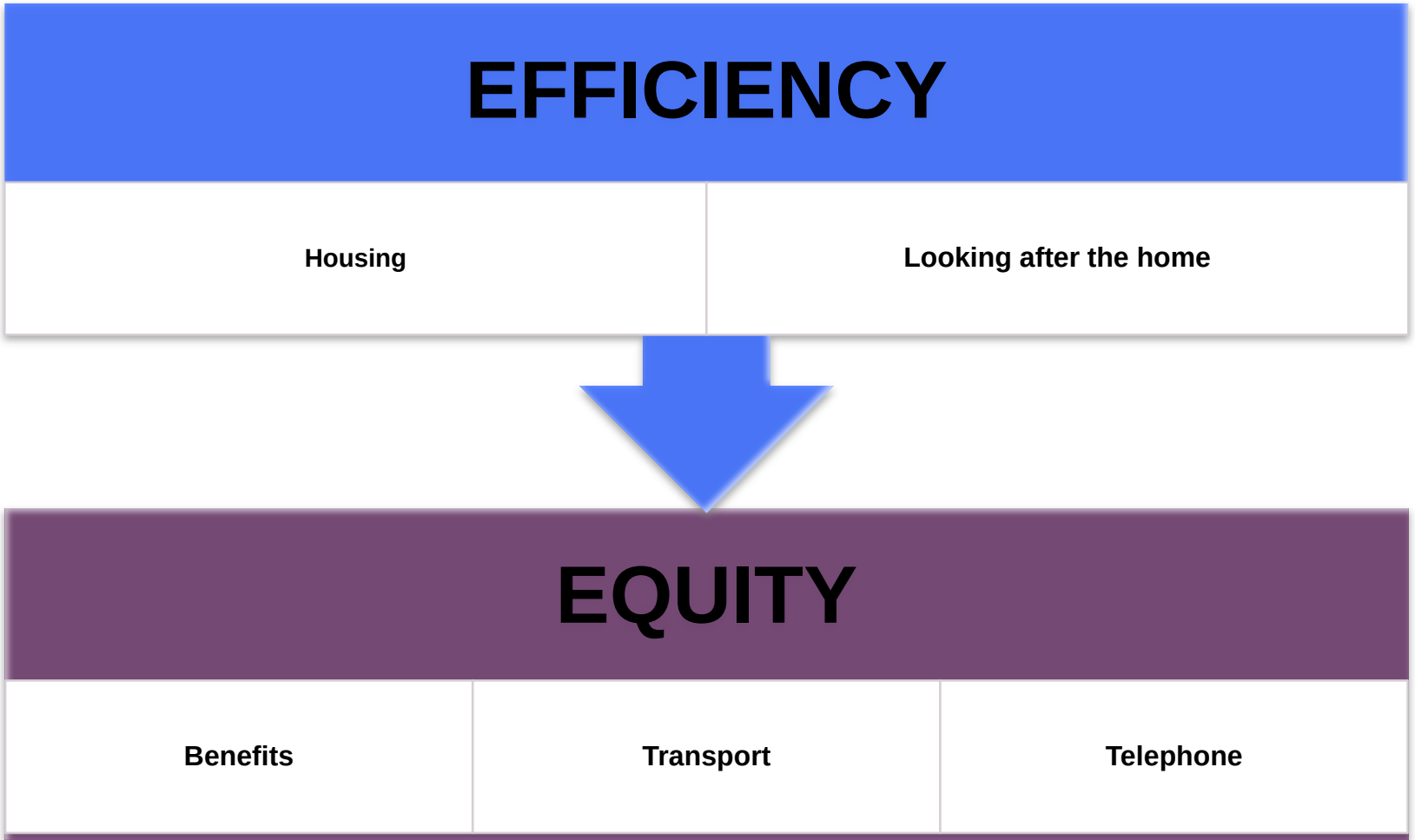


Domains of Quality & OCAN Need Domains

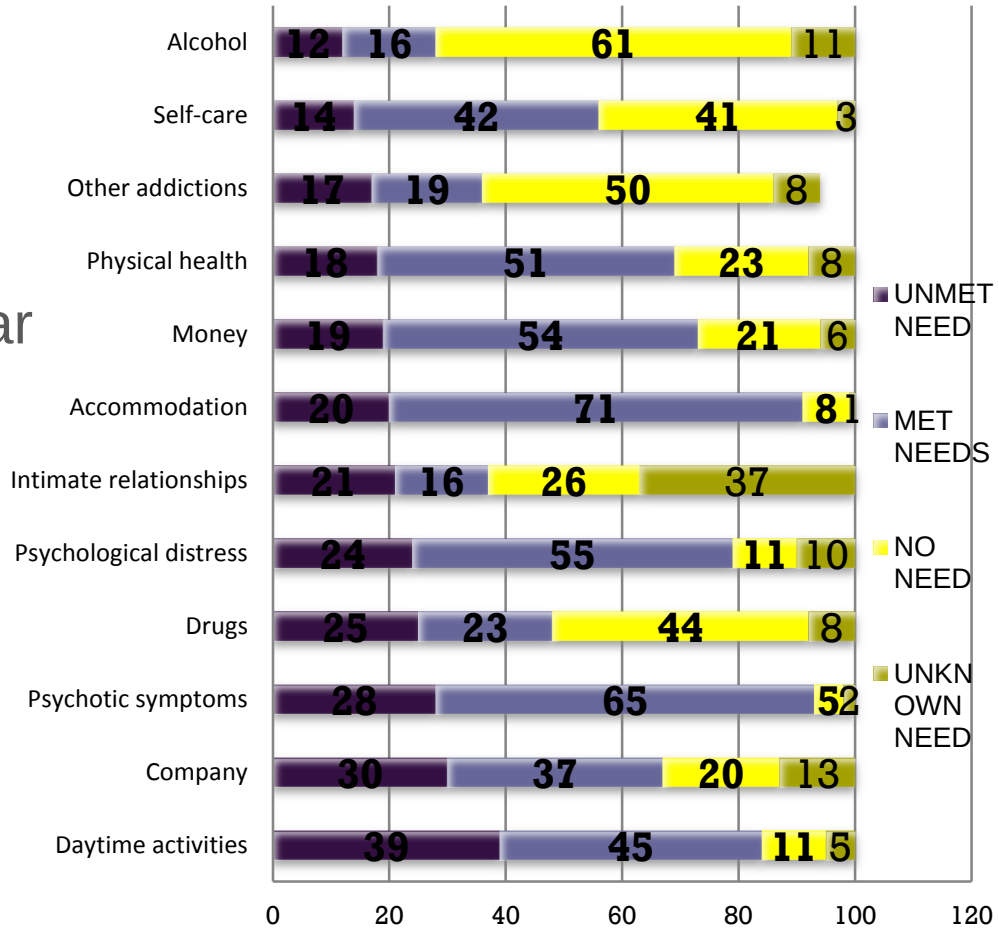


Developing the Community Mental Health QIP

- Six round table discussions are held each year in Q4 for to develop Community Mental Health QIP priorities for the next fiscal year
- Broad representation from service users and service providers is promoted
- Each round table discussion focuses on one of the six quality domains in an indepth way

Audit & Feedback-OCAN Data

- Aggregate data from staff and consumer OCANs is shared with the group to jumpstart the discussion about quality improvement priorities for the coming year
  - Areas of unmet and unknown needs
  - Staff and consumer agreement about needs
  - Change in consumer needs over time



Audit & Feedback-Service Utilization Data

- Aggregate data on service provider interactions is also shared with the group to identify potential areas for improvement
  - Number and average length in minutes of individual and group SPI
  - OCAN need domain focus of individual and group SPI
  - Specific interventions consumers received to address each OCAN need

Identifying QI Priorities

- Possible quality improvement priorities that service users/service providers can work on together in the next fiscal year are identified during data feedback

Identifying Change Ideas

- Design thinking is used to identify innovative change ideas for QI
  - What do service users want and need in their lives?
  - What do service users like and dislike about the services that are currently being offered/ delivered?
  - Reverse brainstorming- What is the “worst possible idea” for improving quality in this OCAN need domain?

Identifying Change Ideas

- Consumers and service providers work together to identify actionable and specific ideas for improving safety, outcomes, access, patient experience, efficiency and equity in community mental health care

Testing Change Ideas

- Change ideas are tested to determine whether they will result in improvements in meeting consumer OCAN needs

- Consumer/service provider teams test change ideas by running PDSA cycles to learn what works and what does not work

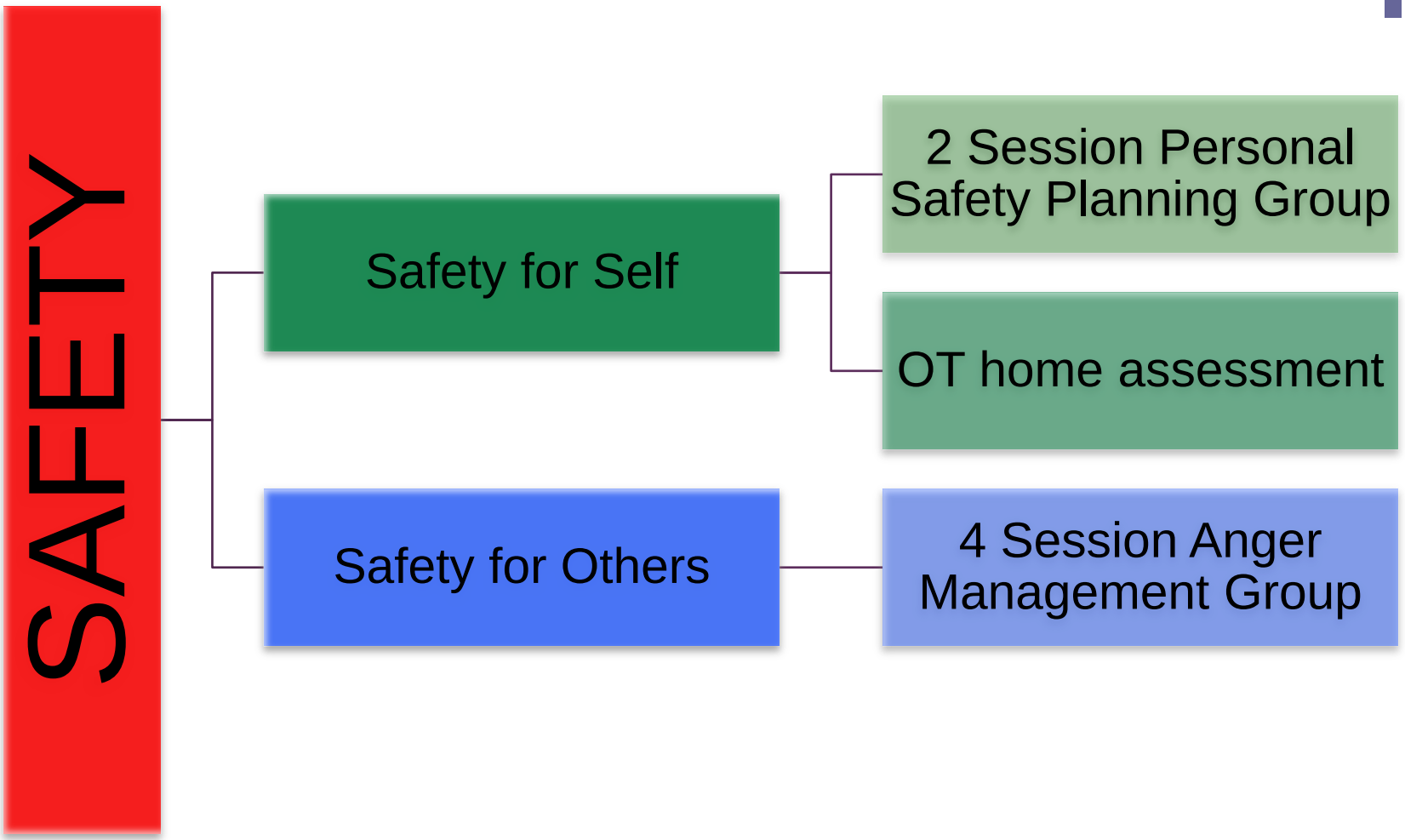
Evaluating Improvement

- Quality indicators are selected by the group to track progress and improvement
  - Structure of care
  - Processes of care
  - Outcomes of care

TRACKING PROGRESS IN QUALITY IMPROVEMENT

- A Community mental health Quality Dashboard organized by OCAN domain of need is used to track improvement
- The dashboard is regularly reviewed by service users/providers to identify areas of performance
  - Above target
  - On target
  - Below target

Community Mental Health QIP FY 17/18



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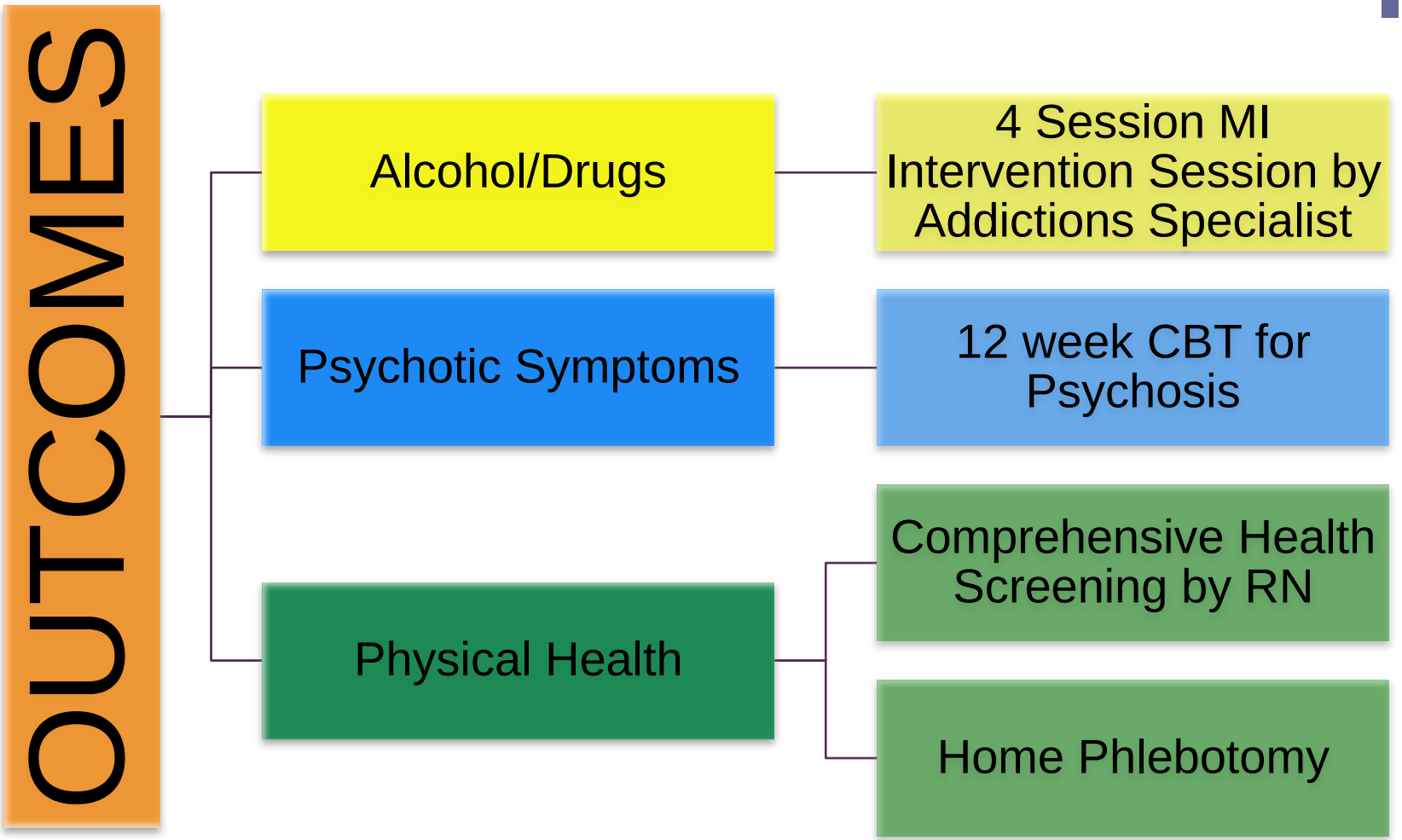

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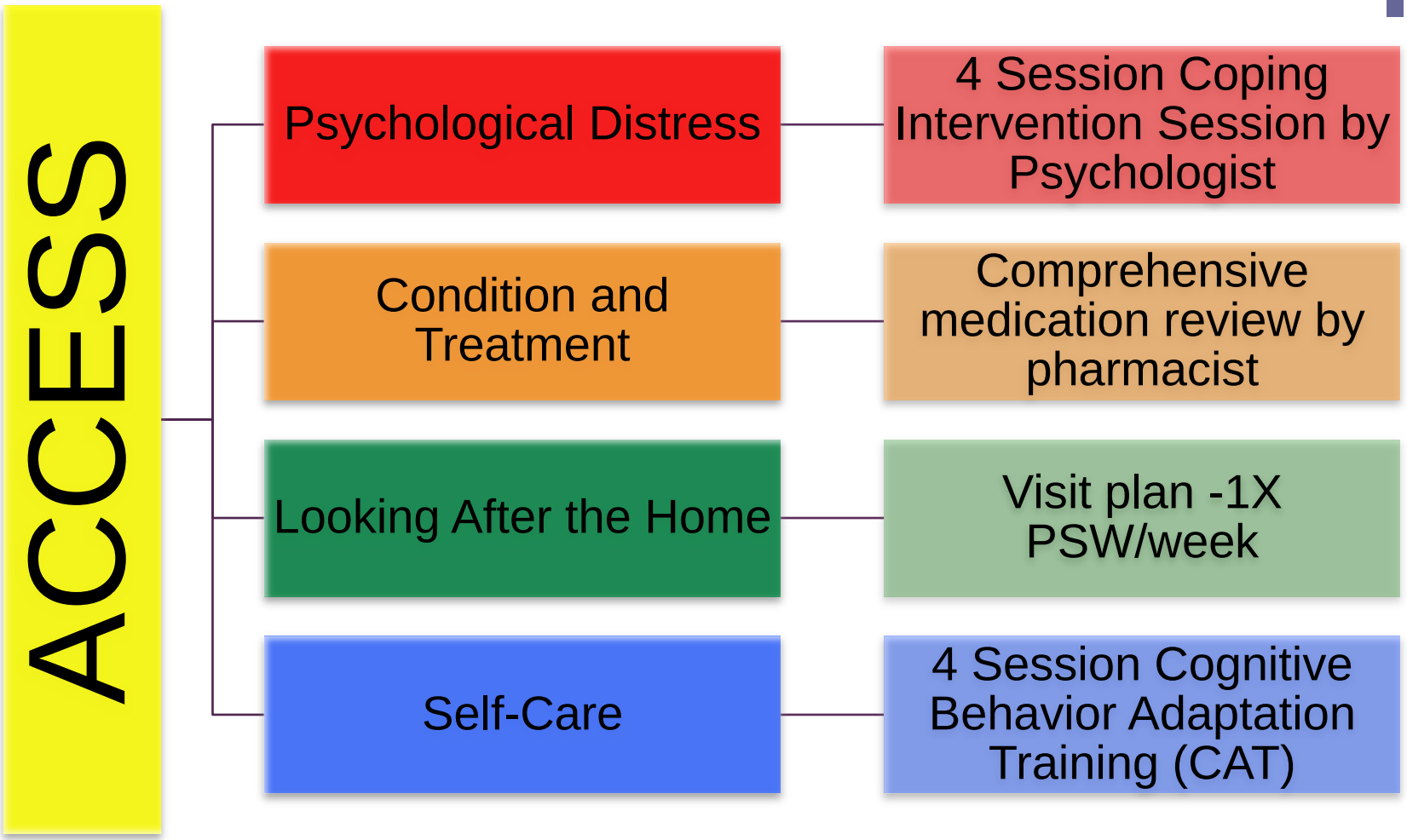

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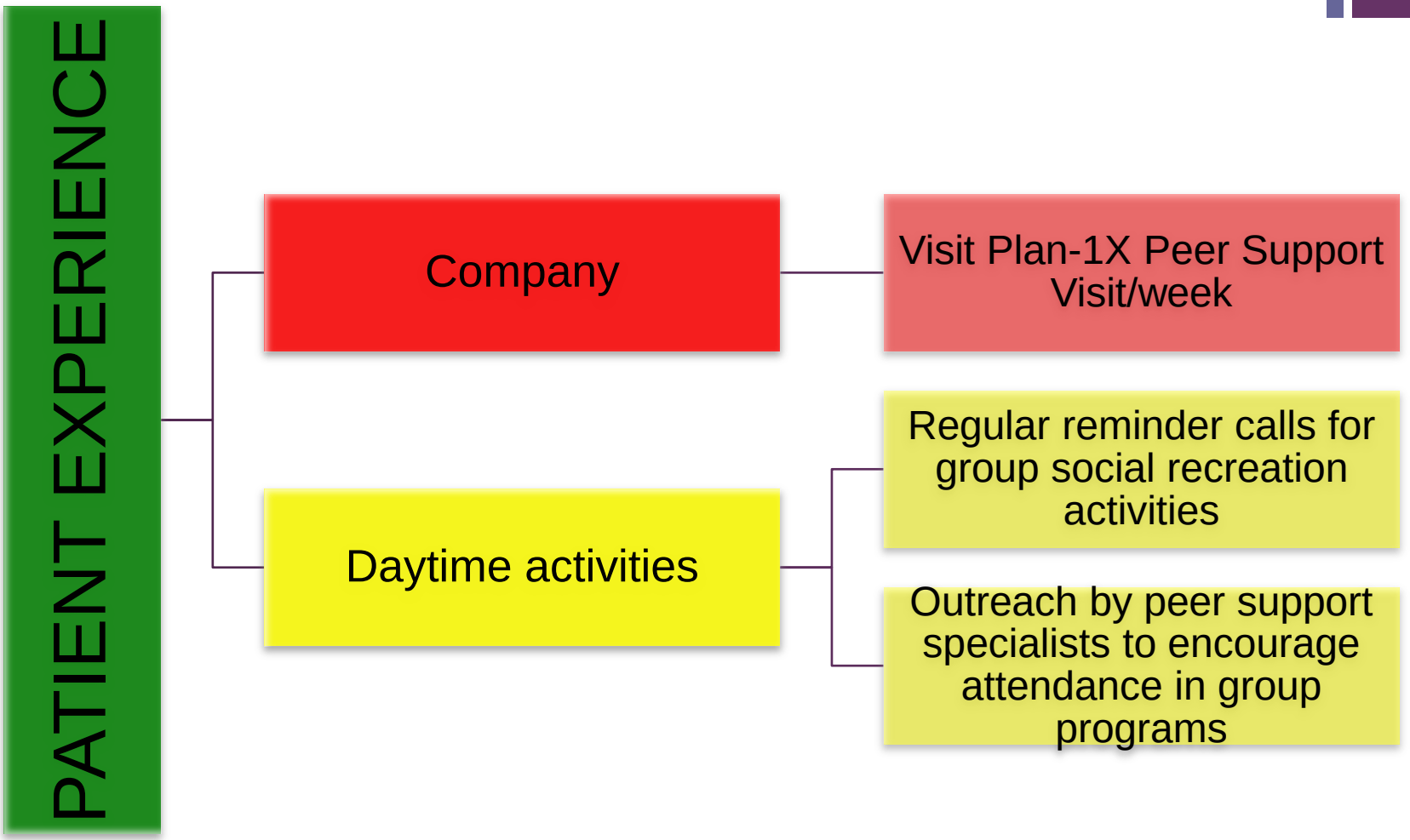

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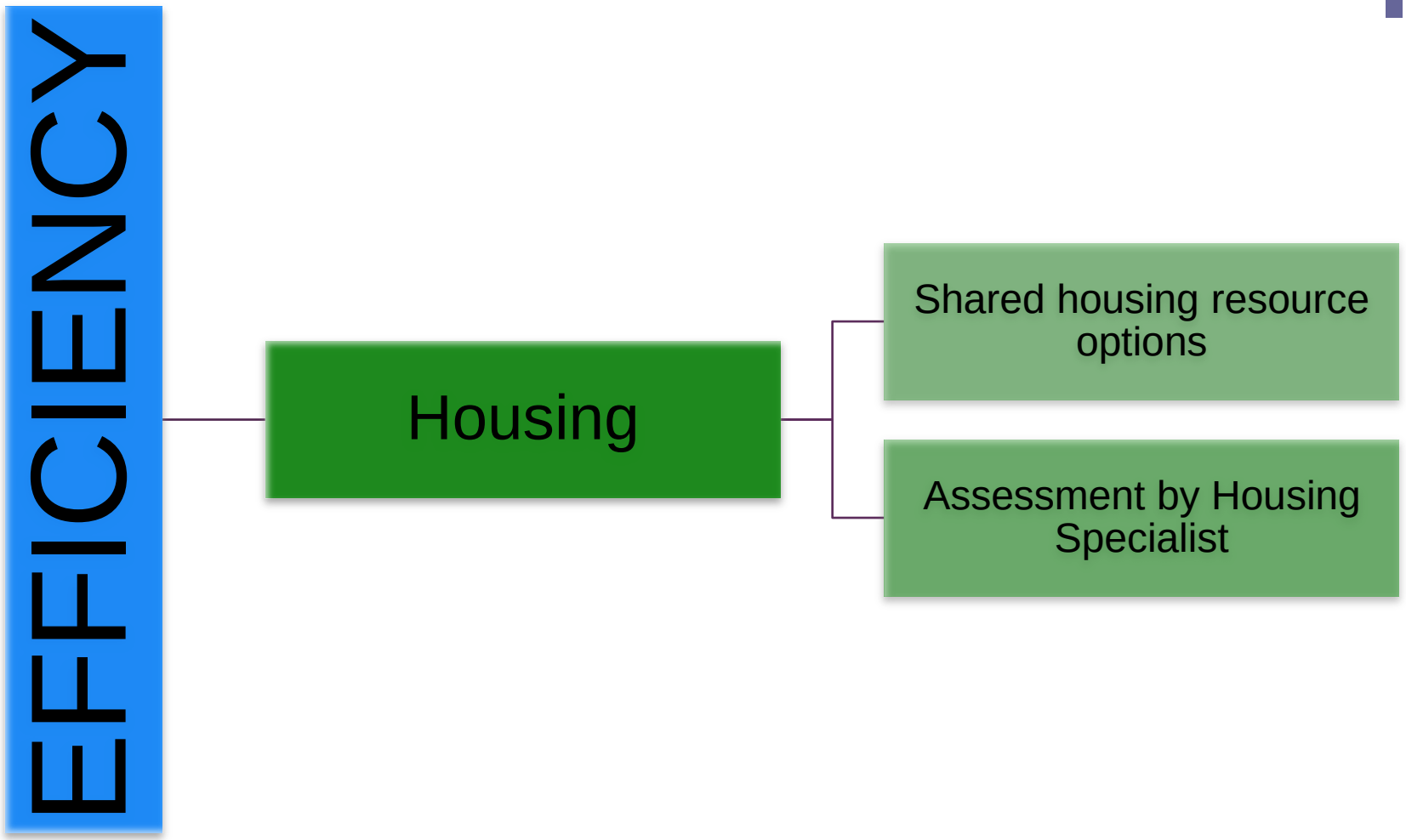

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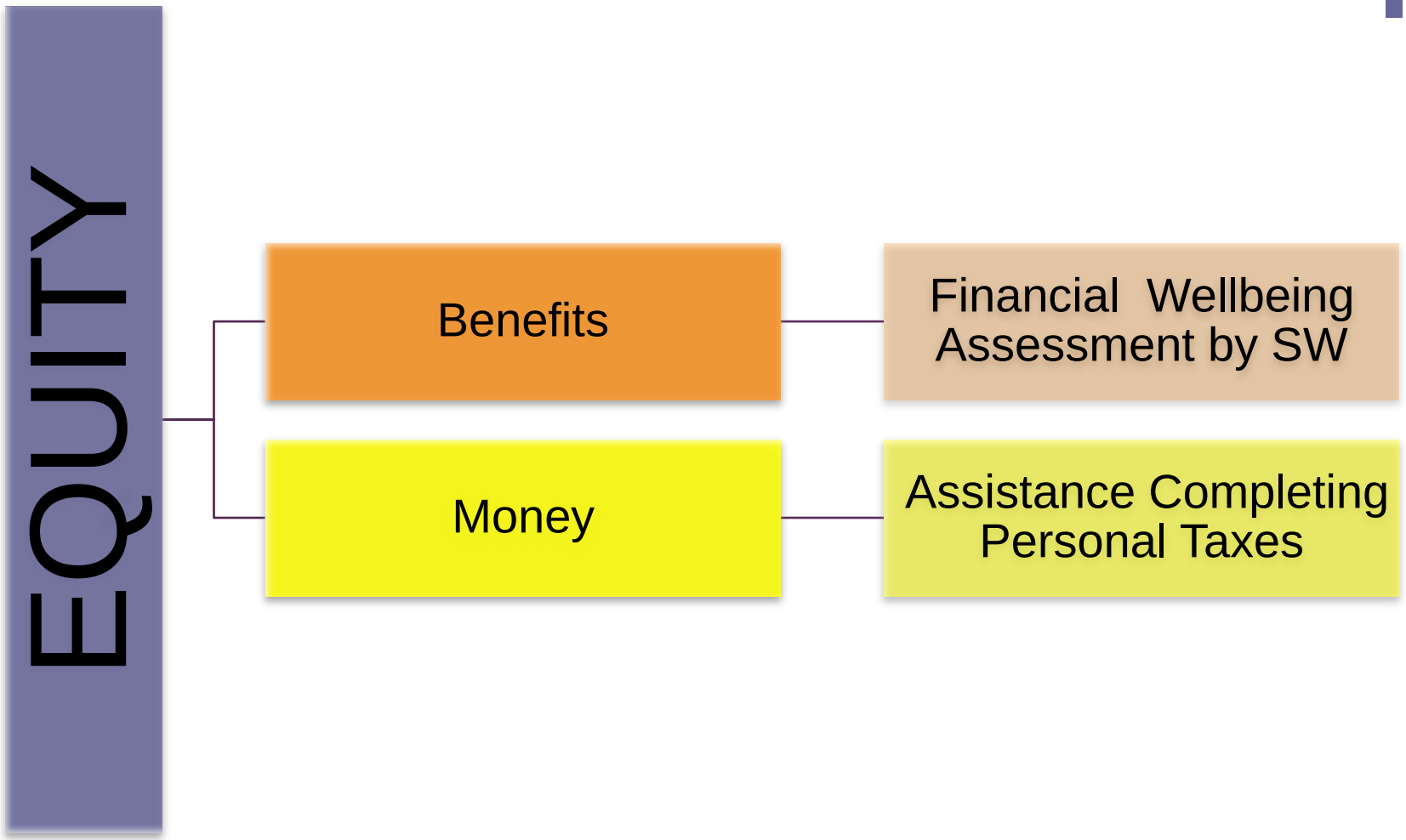

Community Mental Health Quality Dashboard

SAFETY TO SELF	OUTCOMES PSYCHOTIC SYMPTOMS	ACCESS TREATMENT	PATIENT EXPERIENCE DAYTIME ACTIVITIES	EFFICIENCY HOUSING	EQUITY BENEFITS
TARGET	TARGET	TARGET	TARGET	TARGET	TARGET
Increase 10%	Increase 15%	Increase 20%	Increase 25%	Increase 10%	Increase 15%
Q4 Decrease 2%	Q4 Increase 5%	Q4 Decrease 5%	Q4 Increase 8%	Q4 No change	Q4 No change

Message for Others

- OCAN domains of need provide a common language for consumers and service providers to collaborate on quality improvement

Questions