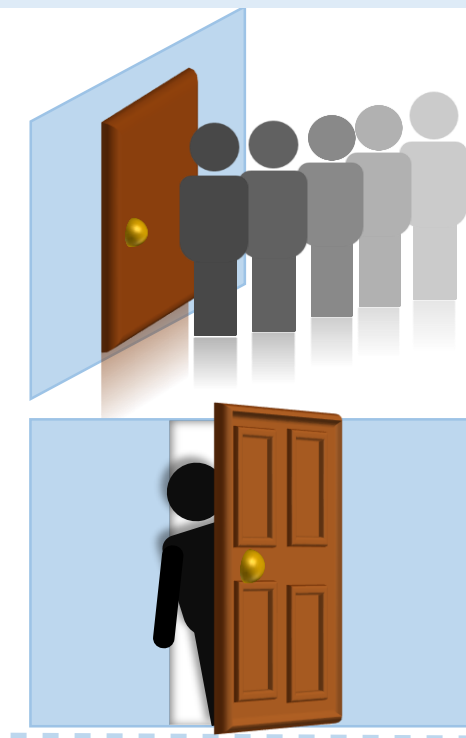


Reducing Wait Times for Services

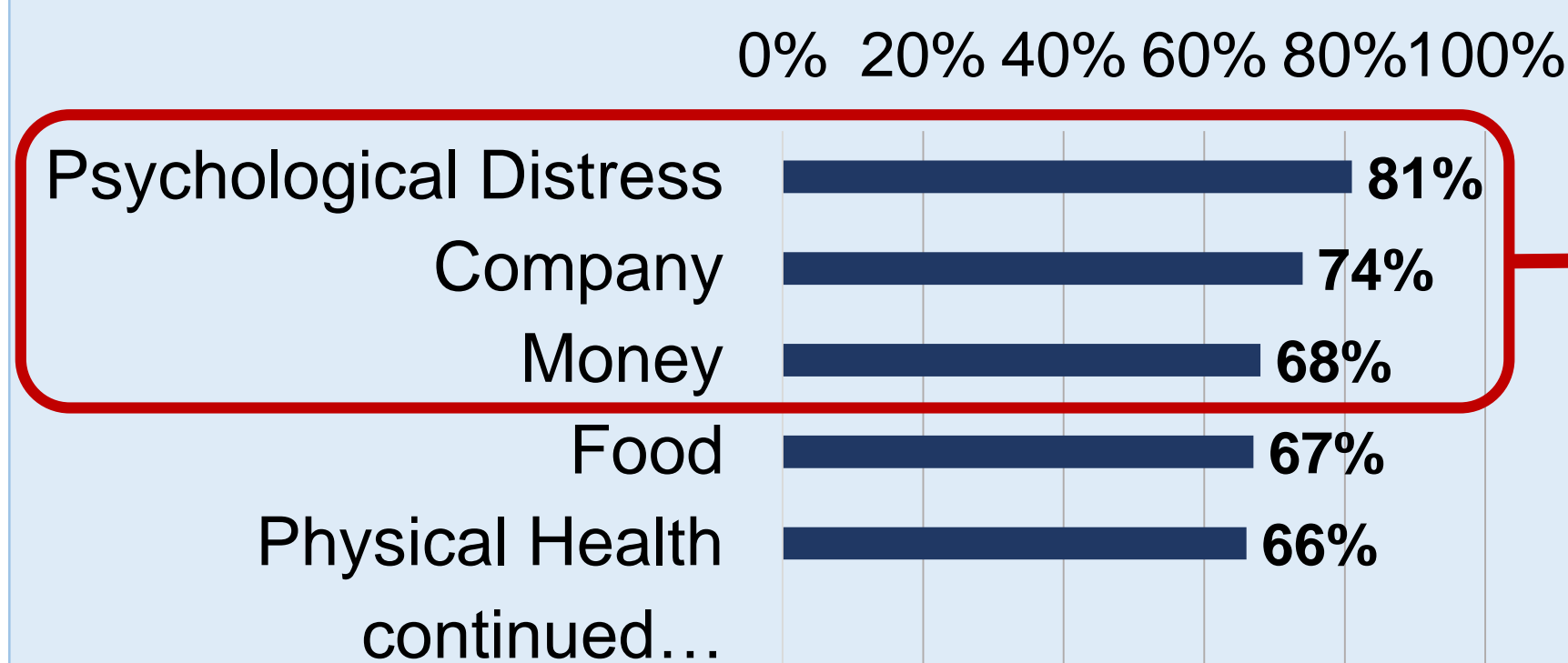
Problem: Long waitlist for 1:1 services with no support in place (e.g. case management, psychotherapy)

Aim: Provide support to clients while on the waitlist for 1:1 services

Strategy: OCAN is completed with all clients in the organization. Staff uses OCAN IAR reports to identify greatest areas of need for the client population and develop ways to meet these needs while clients are on the waitlist.



Areas of greatest need



Developed group programs, based on findings, that can be accessed immediately. Clients on the waitlist complete the OCAN self assessment to help them decide which group(s) to access.

Need Areas	Group Examples
Psychological distress	Stress Management
Company/Social	Group Outings
Money	Budgeting

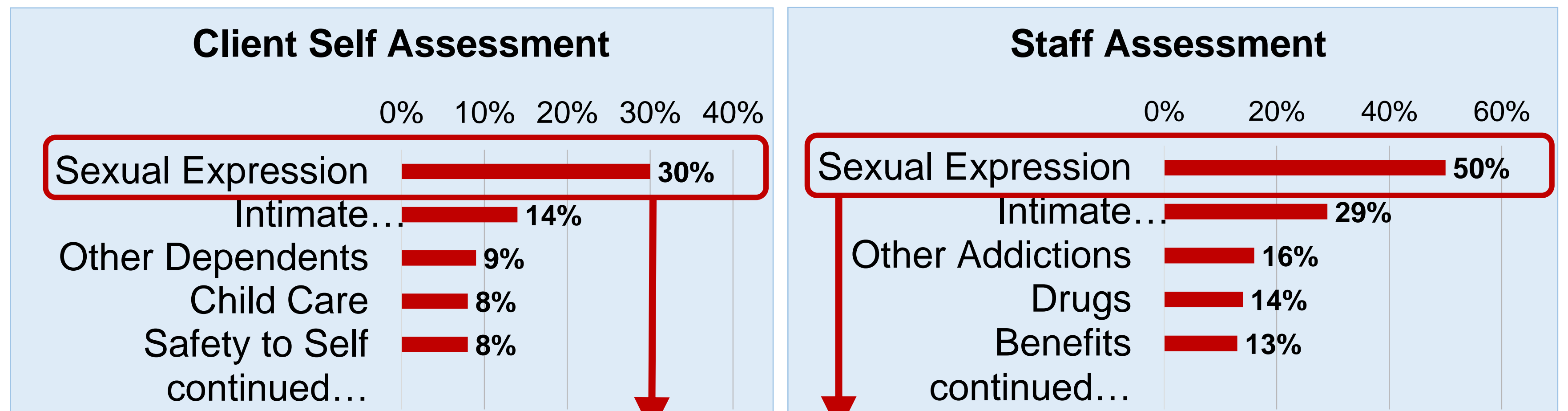
Result: Services are provided to clients while on the wait list for 1:1 support. Client specific areas of need are addressed through a self directed approach to care.



Improving Support for Clients' Sexual Health

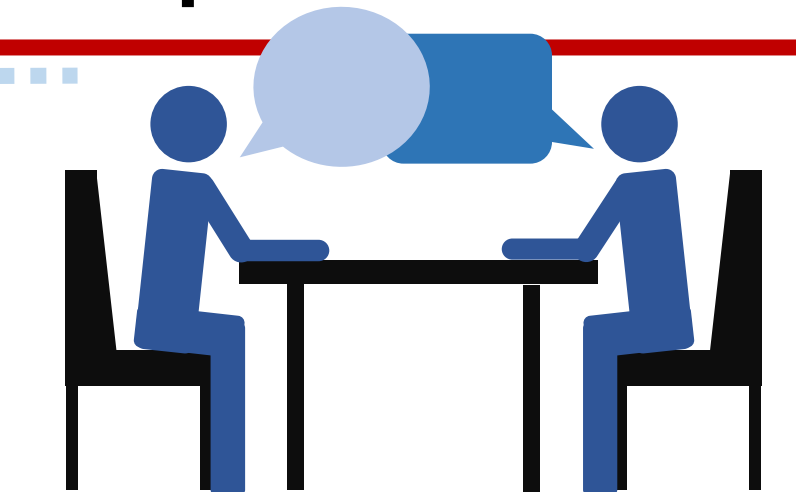
Problem: OCAN IAR reports showed that limited information was discussed and collected about client's sexual health

% of all OCANs with no information collected



For both the **Self and Staff Assessments**, the area with the greatest percentage of no information collected was **Sexual Expression**.

Aim: Increase staff skill and client comfort level with discussing issues related to clients' sexuality



Strategy: Staff Training

Occupational therapists delivered training called "Do Ask, Do Tell" to:

- Increase knowledge of sexuality as it relates to health care
- Provide communication tools to address sexuality with clients



Result: There was an increase in staff knowledge and client comfort level working on issues related to sexual health. This led to an increase in addressing client need in the area of sexual expression.