

# Ontario Common Assessment of Needs (OCAN) Think Tank Event

## Experience Based Co-Design (EBCD): Emotional Mapping

Descriptive document for the visually impaired

July 2020

## 1. Background on the OCAN tool and method

- The OCAN is the provincial standardized assessment for CMH sector.
- Over 150 stakeholders from the community mental health (CMH) sector participated at this think tank event in June 2018.
- The event focused on leveraging OCAN and the Integrated Assessment Record (IAR) for quality improvement to support client-centred care and improved client outcomes.
- EBCD is a Quality Improvement approach that uses tools to capture stakeholder experiences, was leveraged. Participants engaged in emotional mapping, a tool often used in EBCD.
- Participants wrote either a positive (green) or a negative (pink) emotion on a post-it note, and the reason for that emotion.
- The experience of stakeholders at each step of the OCAN and IAR process is recorded for each role: staff, manager, Service user client Health planner and Person using OCAN data.

### 1.1 Results

The majority say OCAN is a clinically valuable tool:

- OCAN enhances client worker conversations
- OCAN helped with client recovery planning
- OCAN data can help Quality Improvement

Common pain points:

- Administrative - associated with managing IAR accounts
- How to best utilize the reports

---

OCAN Think Tank Event contributors: CCIM, OCAN Community of Interest (CoI), Evidence Exchange Network (EENet – CAMH) & Excellence Through Quality Improvement Project (E-QIP)