

Supporting Client Recovery through Improved use of OCAN Assessments



Problem Statement

Oak Centre and CMHA Niagara implemented the community mental health assessment, **OCAN**, but it is **not consistently completed or used to direct client care**.

Aim Statement

Big Aim: By December 2018, improve client outcomes by addressing client identified needs through OCAN

Small Aim: By February 2018, increase the completion rate of OCANs by 10%.

Process for Diagnosing the Problem

Engaged staff to understand their "pain points" using tools from the **Experience Base Co-Design (EBCD)** approach.

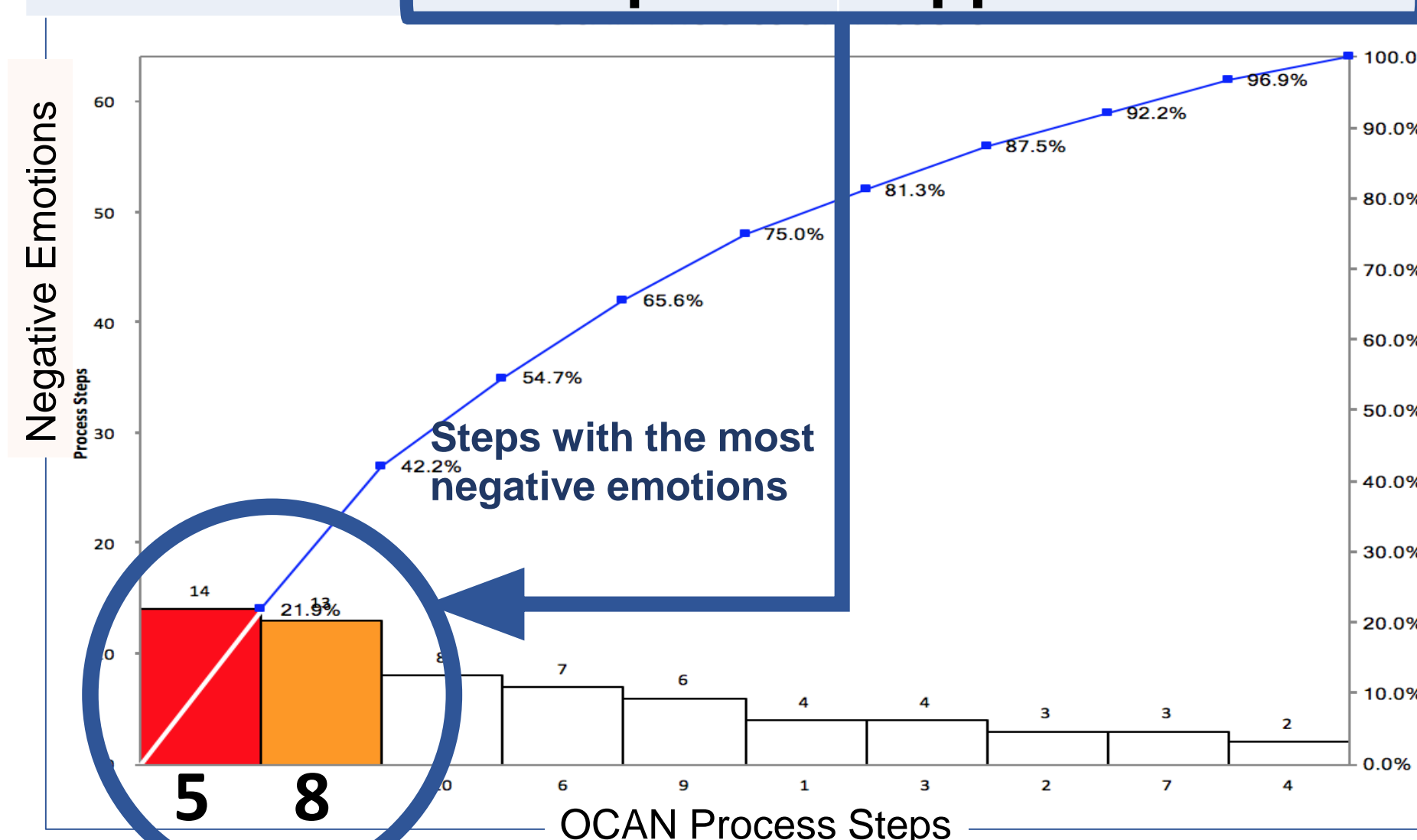
Staff experience was captured using **emotional mapping** to determine the parts in the OCAN process that triggered the most negative emotions and the reasons why



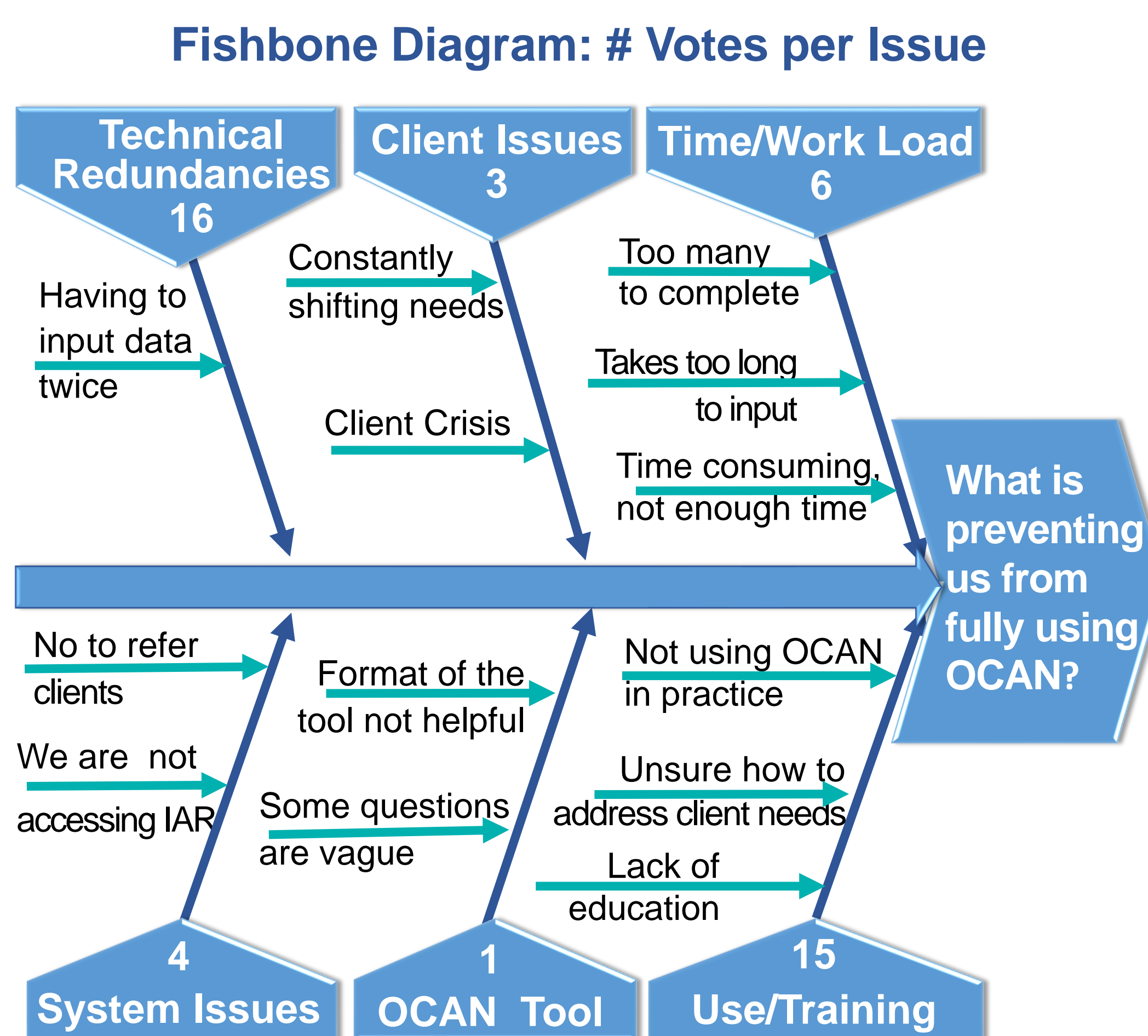
Problem Diagnosis

Staff Experience with the OCAN Process

Negative Emotion	Anxious	Frustrated
Why	Unfamiliar with technology	Spend time completing OCAN, but not using it
Process Steps for OCAN	5. Time to enter OCAN in computer	8. Use OCAN recovery plans to support client

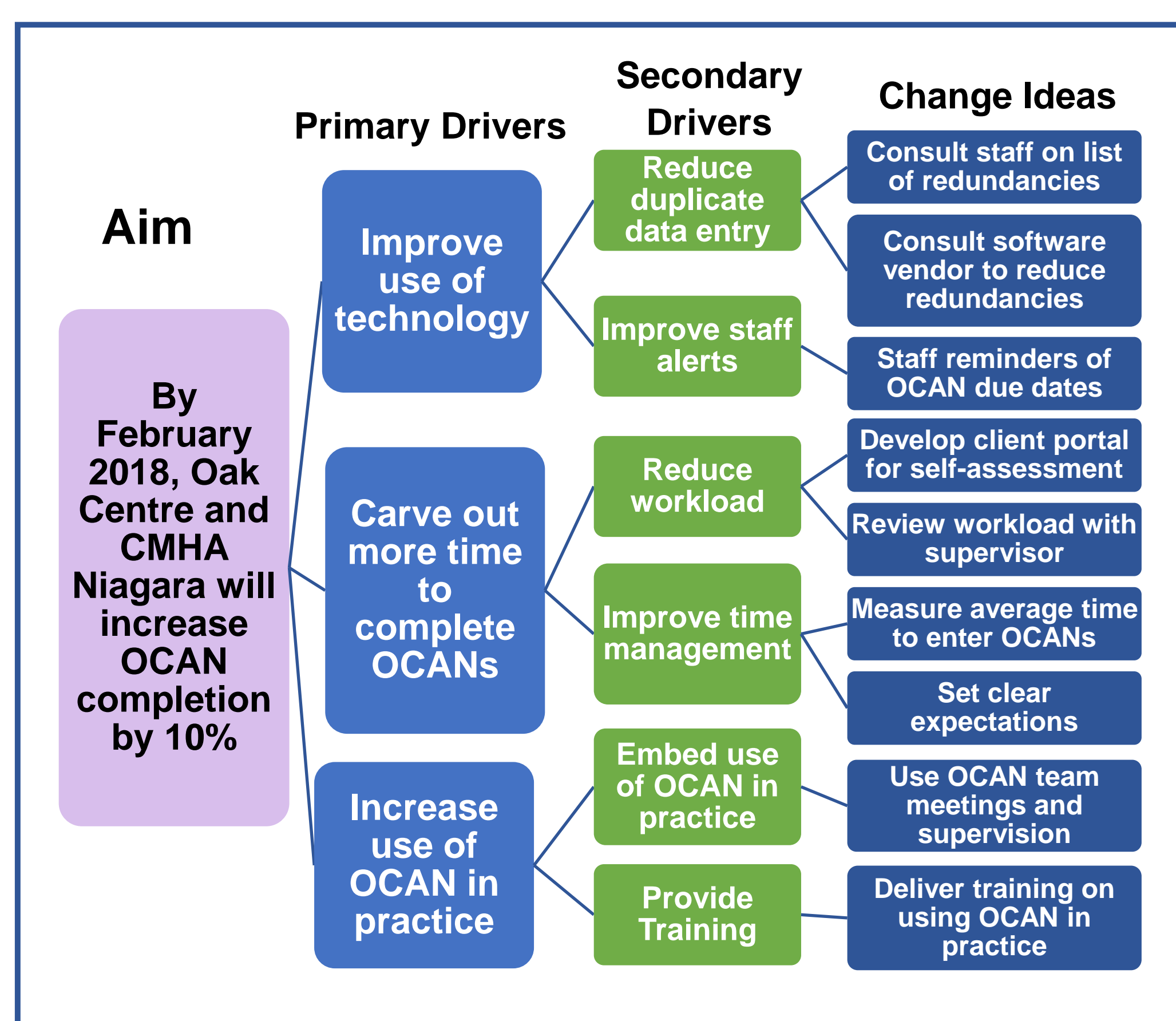


Root Causes of the Problem



Developing and testing Change Ideas

Using a Driver Diagram



Set Clear expectations *"People can't live up to expectations they don't know have been set up for them"*

Use of Technology to alert staff

Measure time it takes to enter OCAN

Use OCAN content to structure meetings

Measures

Outcome

- Staff Perception Surveys

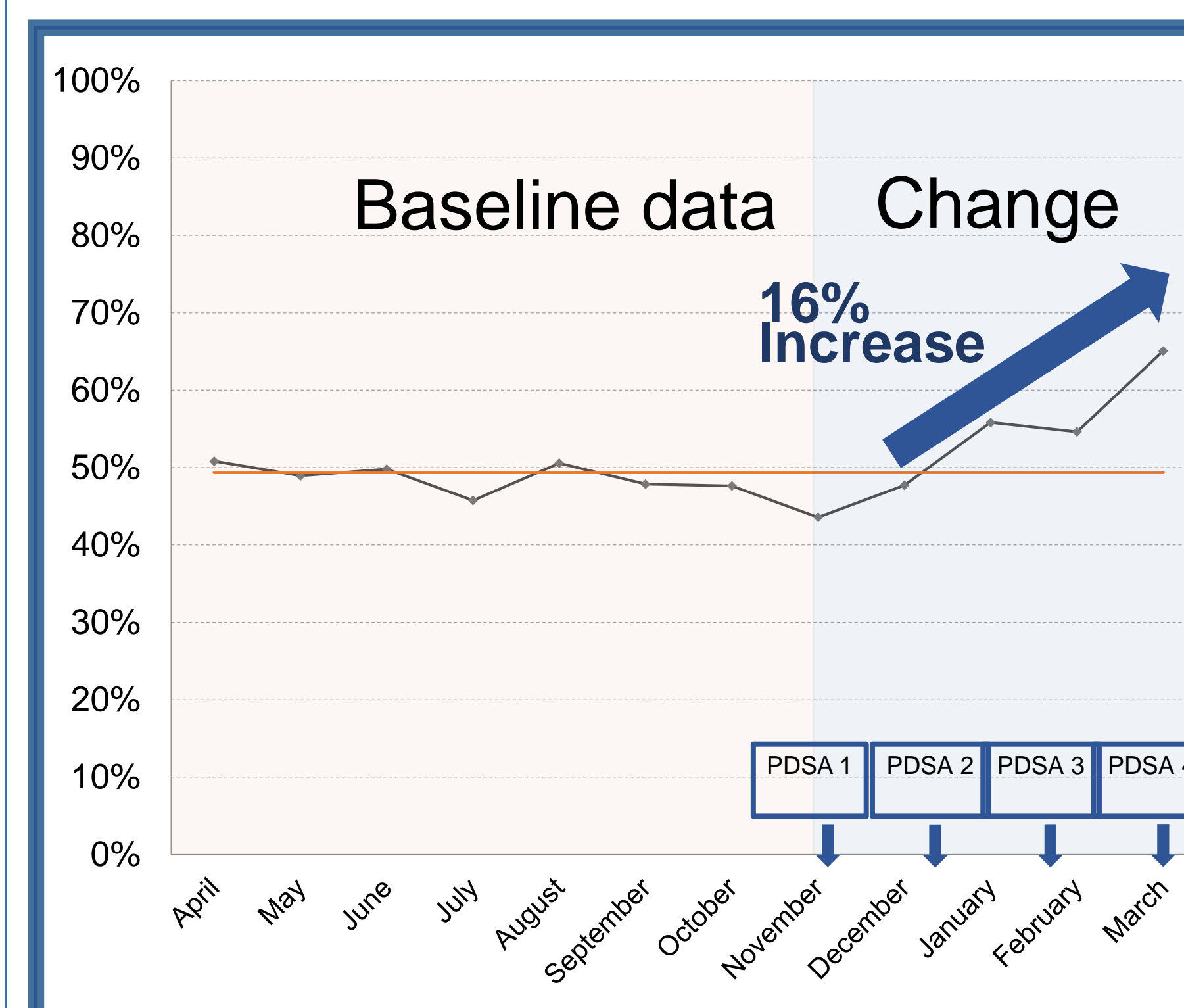
Process

- Number and percentage of OCANs completed
- Percentage of meetings where OCAN is on the agenda
- Time spent entering OCAN information

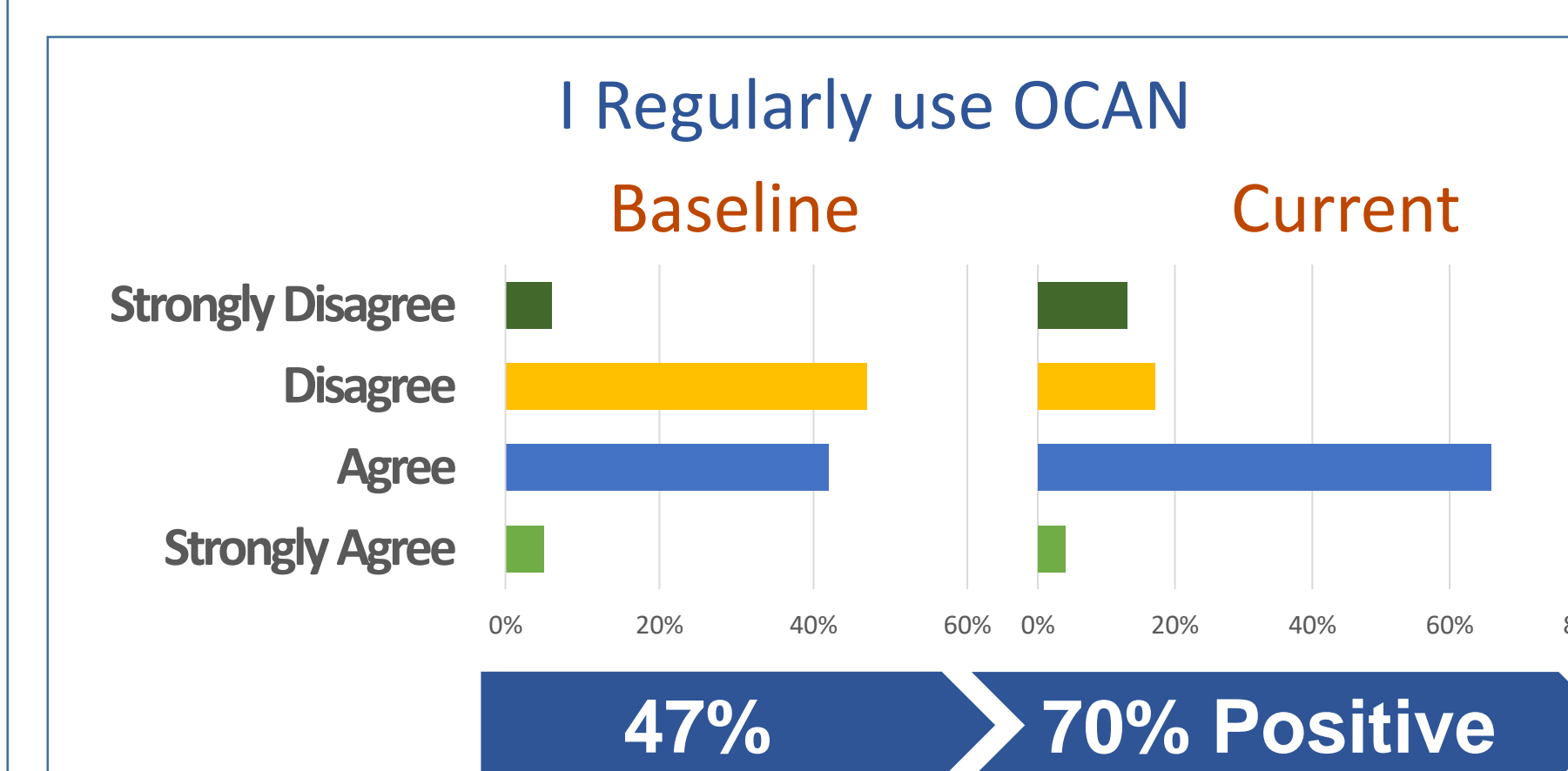
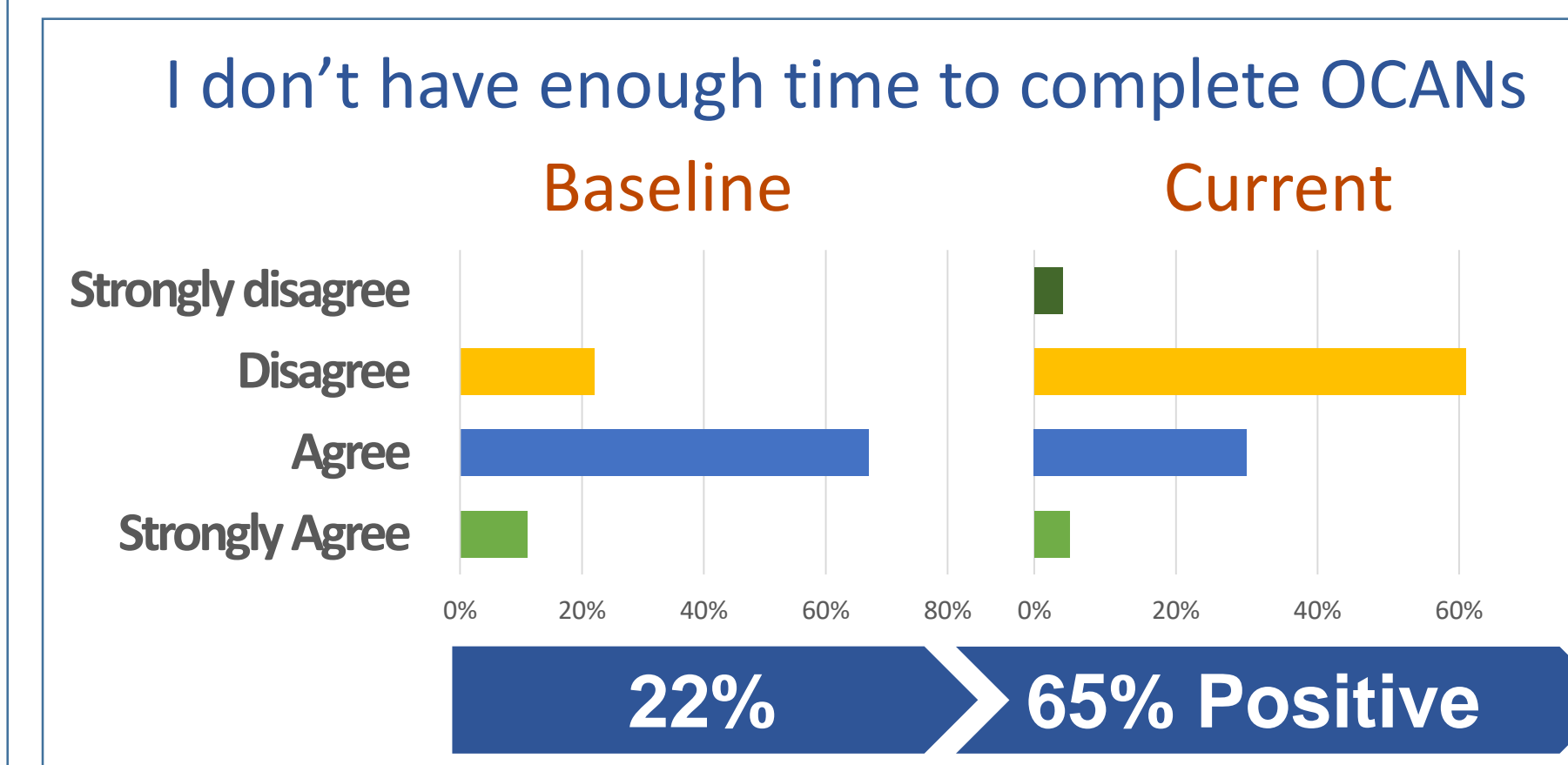
Results During IDEAS

By March, 2018 the OCAN completion rate increased by 16%

Run Chart
% of clients completed OCANs

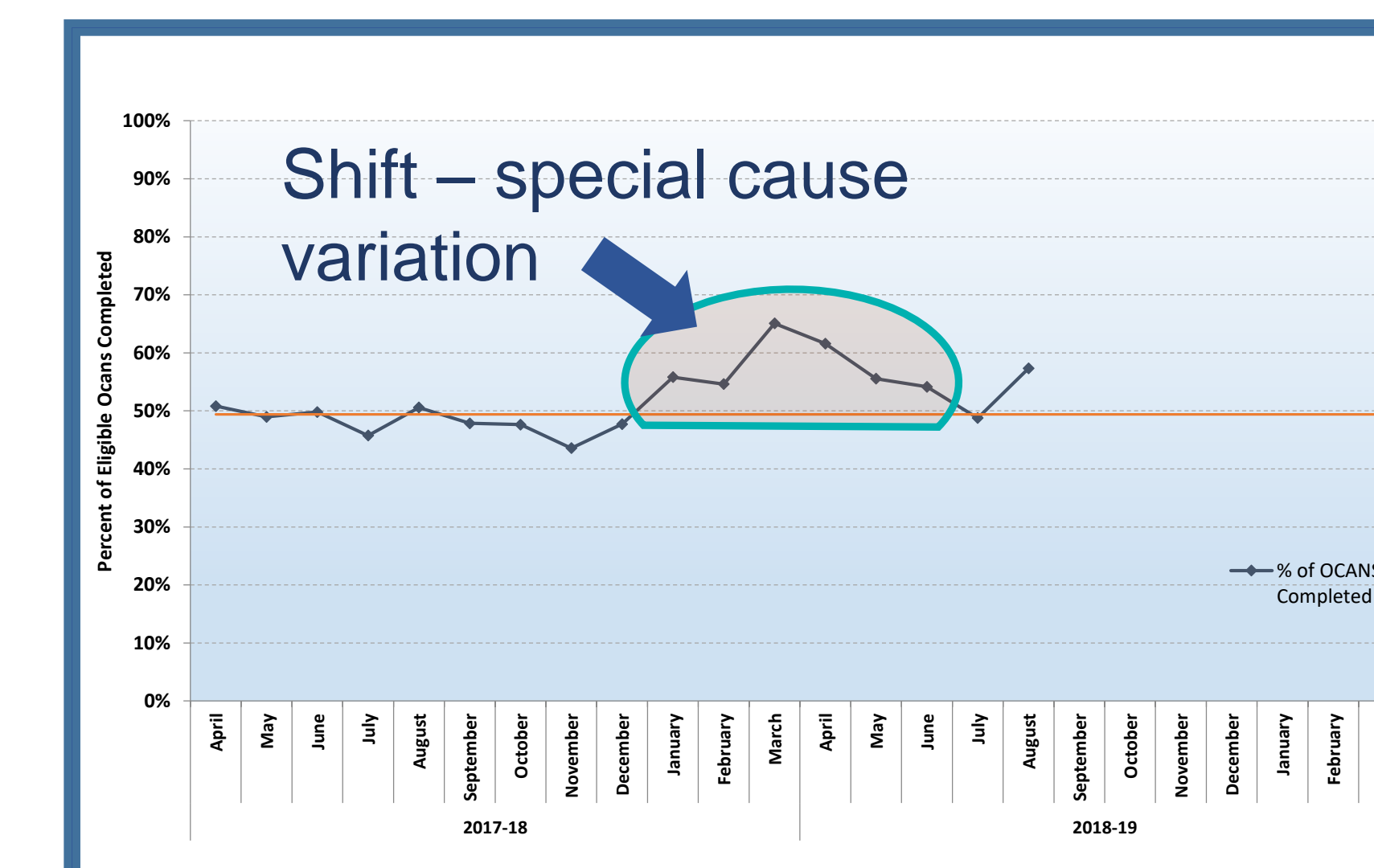


Survey
Staff Perception Improved



Sustainability

Continue to track # OCANs: evidence that changes are leading to improvement



- Test more change ideas
- Expand the team to include clients/service users

Spread

Established a Provincial OCAN QI Network



Purpose: To spread learnings to other organizations using OCAN in the province
Supported by: Excellence Through Quality Improvement (E-QIP)
Focus: Client experiences

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