OCAN Blended Training Approach: Using OCAN Content

November 2, 2022

Ontario Health

camh

BLENDED LEARNING

Live: In-person or virtual

Self-directed eLearning
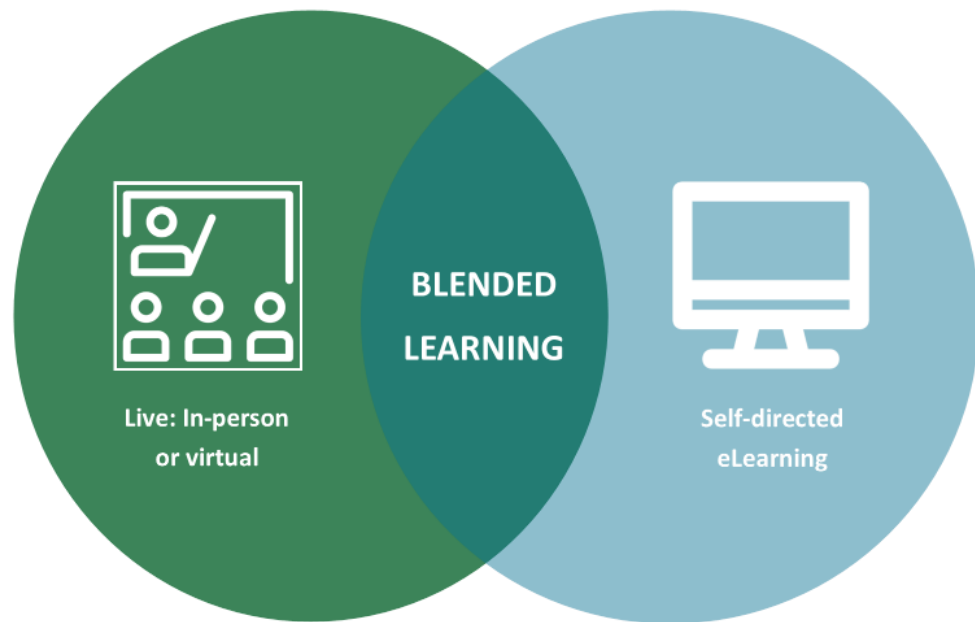
This webinar will be recorded and will be posted on **eenet.ca** after the presentation.

CAMH Land Acknowledgement

CAMH is situated on lands that have been occupied by First Nations for millennia; lands rich in civilizations with knowledge of medicine, architecture, technology, and extensive trade routes throughout the Americas. In 1860, the site of CAMH appeared in the Colonial Records Office of the British Crown as the council grounds of the Mississaugas of the New Credit, as they were known at the time.

Today, Toronto is covered by the Toronto Purchase, Treaty No. 13 of 1805 with the Mississaugas of the Credit.

Toronto is now home to a vast diversity of First Nations, Inuit and Métis who enrich this city.

CAMH is committed to reconciliation. We will honour the land through programs and places that reflect and respect its heritage. We will embrace the healing traditions of the Ancestors, and weave them into our caring practices. We will create new relationships and partnerships with First Nations, Inuit and Métis and share the land and protect it for future generations.
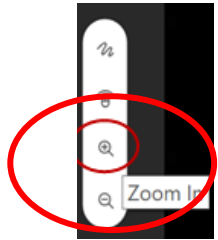

Reference: https://www.camh.ca/en/driving-change/building-the-mental-health-facility-of-the-future
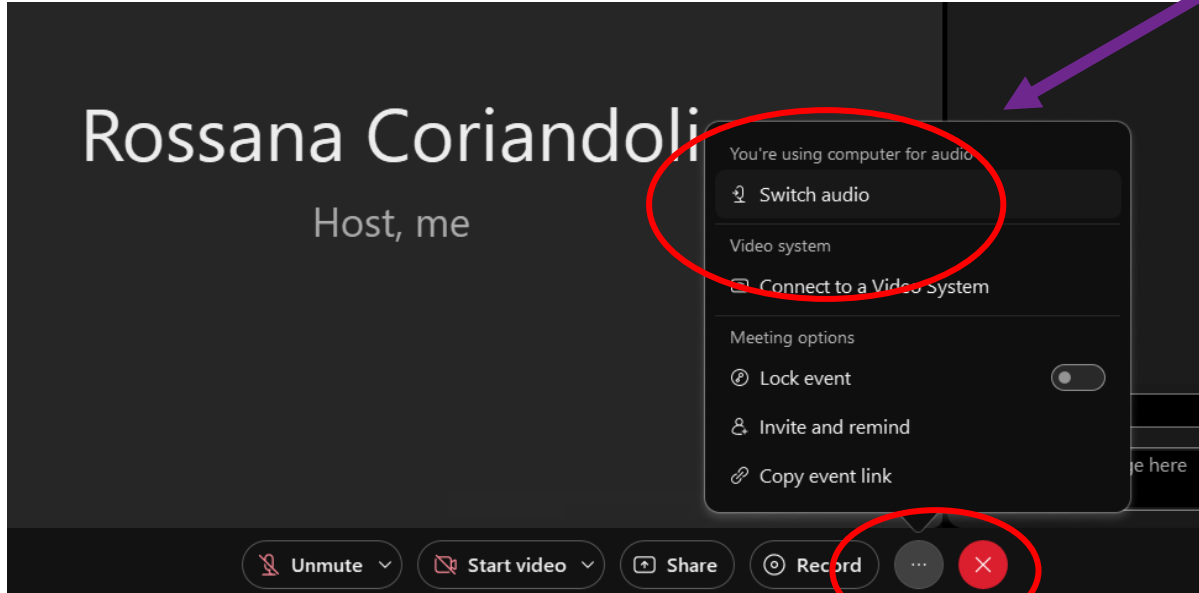
Language

We are committed to placing diversity, equity and inclusion at the centre of our work. We recognize that the words we use to discuss health, identities and populations can have a powerful impact. We strive to use language that is respectful, inclusive and free of bias. Language is constantly evolving. As societal values change over time, so does the language that is considered acceptable. Nuances can be challenging to understand and navigate (CPHA, 2019). Please feel free to share with us any recommendations for more appropriate terms or words.

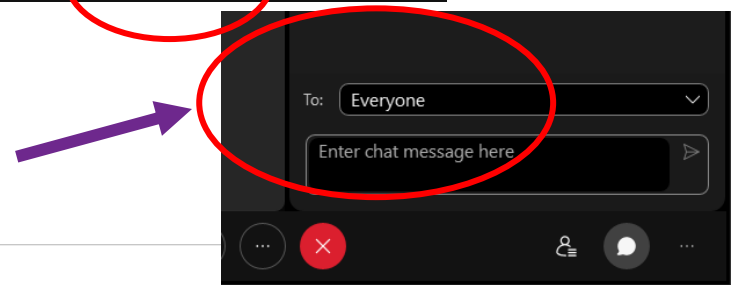Reference: (CPHA, 2019). https://www.cpha.ca/sites/default/files/uploads/resources/stbbi/language-tool-e.pdf

Housekeeping

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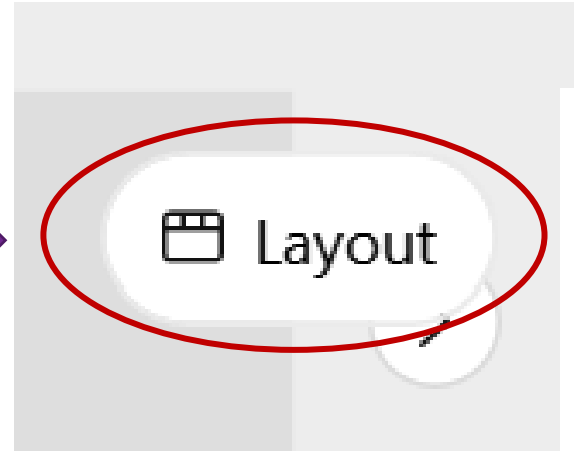Zoom In

Share questions & comments with everyone

To: Everyone ⌄

Enter chat message here

Housekeeping

- You can change the presenter layouts so you can see all panelist, or just the active speaker

- This webinar will be recorded and will be posted on the **www.eenet.ca** after the presentation. You will receive an email with the link.

- We would appreciate having your feedback on today's webinar. Your browser will switch to the survey after this webinar ends. **Thanks in advance for the 2 minutes of your time to complete our online feedback survey!**

CAMH Provincial System Support Program (PSSP)
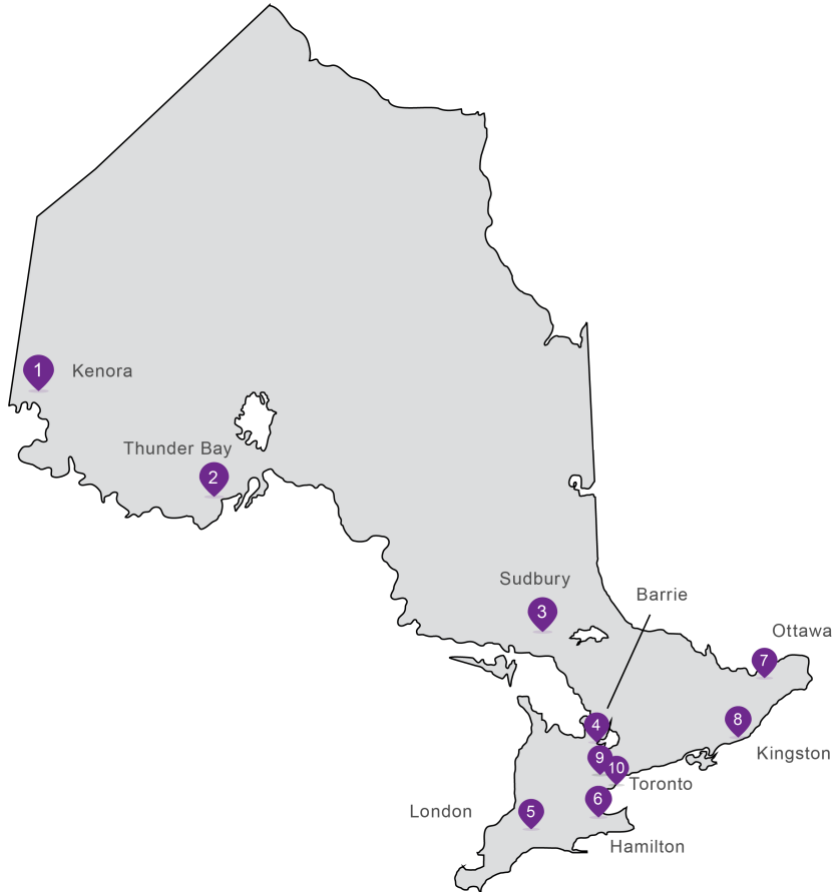
PSSP at CAMH works with communities, service providers and other partners across Ontario to move evidence to action to create sustainable, system-level change.

- PSSP provides capacity and expertise in a number of areas, including implementation, knowledge exchange, evaluation and data management.

- Join our community collaborative space on https://www.eenetconnect.ca/

We connect people with evidence.

Evidence Exchange Network mobilizes knowledge to create a more collaborative and evidence-informed mental health, addictions, and substance use system.

Visit us at eenet.ca

The Standardized Community Assessment (SCA) and Integrated Assessment Record (IAR) Team

We provide the infrastructure needed to support good quality data collection (via assessment), interpretation and application to advance health system improvement.

Assessment
- Maintain Assessment Standards
- Education: Person level
  - How to enter values/codes accurately in evidence-based screener and assessment instruments
  - How to incorporate use of the instruments to inform clinical practice, care planning and care pathways
- Organizational / jurisdictional / system level
  - Quality improvement initiatives
  - Identify areas of strategic investment e.g., gaps in care, emerging issues

Implementation Support
- Support the adoption of standardized assessment systems and the IAR

Integrated Assessment Record (IAR)
- Manage the operations of IAR including:
  - Work with 30+ Point of Care vendors to ensure organizations are able to collect and submit assessment data
  - Develop reports and provide data extracts for stakeholders

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IAR

- IAR enables assessment information, collected at the point-of-care, to be shared between the client's circle of care in a timely, secure and privacy protected manner. As a client moves through the continuum of care, consented assessments are accessible by the clinicians providing care.

- IAR tells clinicians about the client care journey. Clinicians use IAR to better understand their clients' needs, what services they are receiving, the outcomes, and determine what additional services should be added to better tailor their clients care plans and improve outcomes. Clinicians also rely on the alerting functionality in IAR to receive updates on any changes to their clients' status.

- IAR has a central repository that enables secondary use of the data for research, service & systems planning and quality improvement.
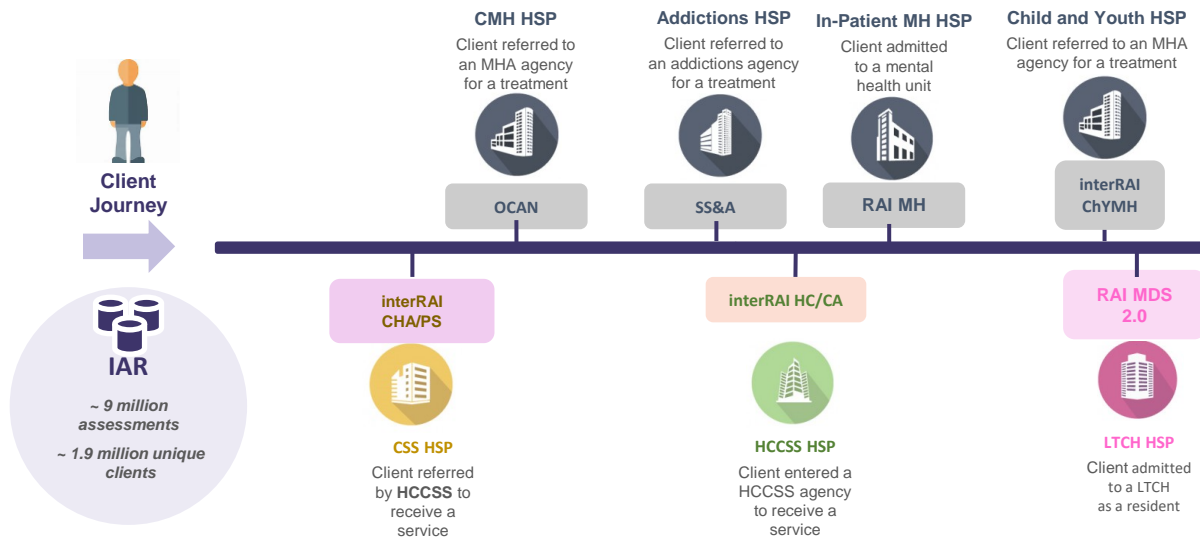
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OCAN Blended Training Approach
Practice Guidelines for Using OCAN content to Support Client Recovery

Jennifer Zosky, Clinical Assessment Specialist at Ontario Health

Supporting organizations' use of standardized assessments and the Integrated Assessment Record (IAR).

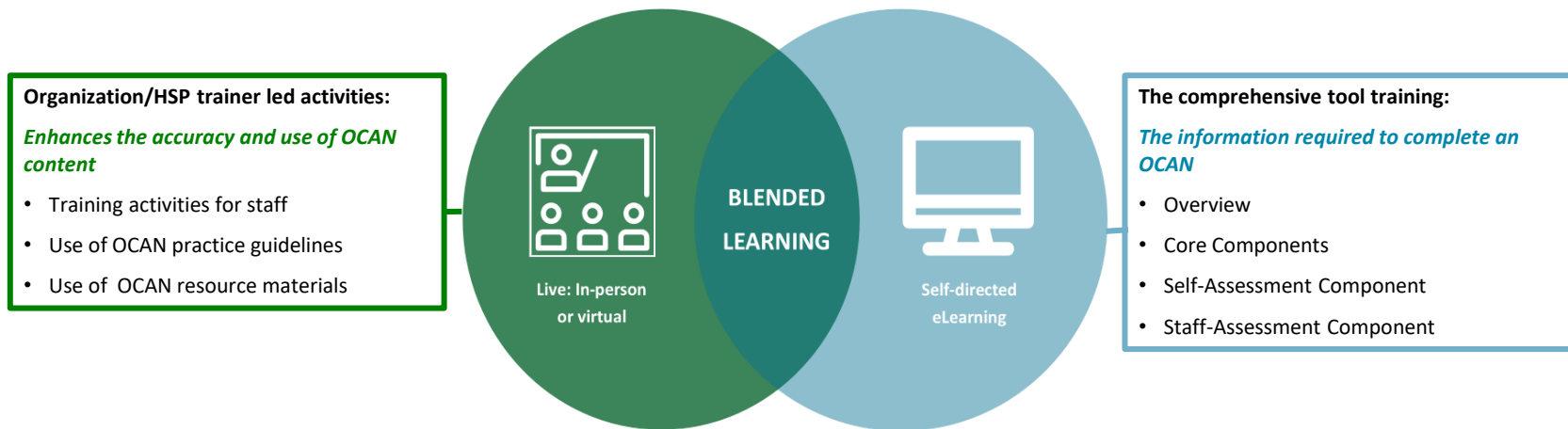Jennifer.Zosky@ontariohealth.ca

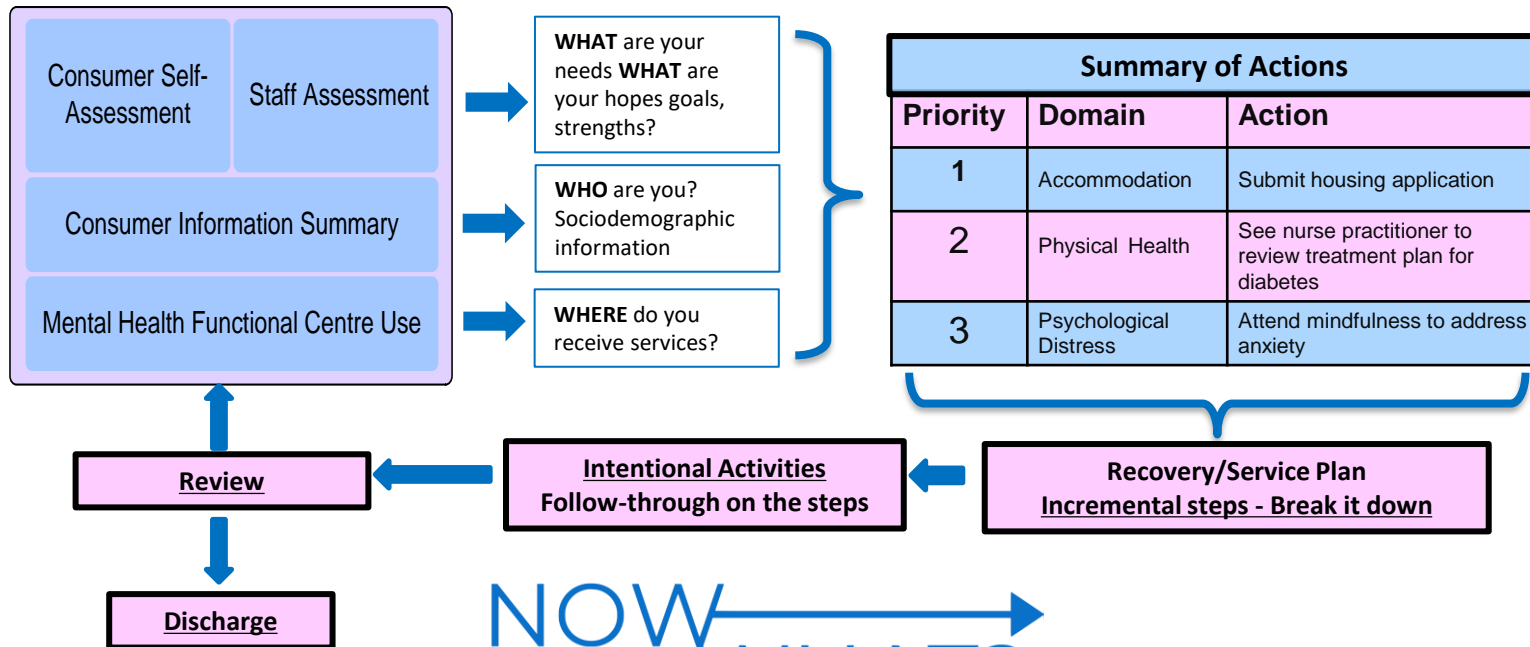**Ontario Health**

Objectives and Overview

Objectives are to…

- understand the OCAN blended training approach

- enhance your organization's approach to using OCAN content to support client-centered service delivery and quality improvement

- learn how other organizations are using OCAN content

- gain the capacity to develop/enhance and implement a strategy that uses OCAN content in a meaningful way to support client recovery

- Improve client and staff experiences using OCAN

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Blended Training Approach

Organization/HSP trainer led activities:

Enhances the accuracy and use of OCAN content

- Training activities for staff
- Use of OCAN practice guidelines
- Use of OCAN resource materials

Live: In-person or virtual

BLENDED LEARNING

Self-directed eLearning

The comprehensive tool training:

The information required to complete an OCAN

- Overview
- Core Components
- Self-Assessment Component
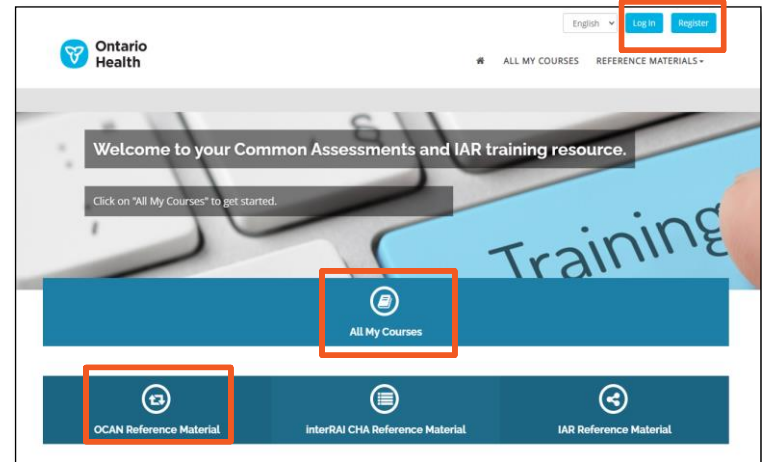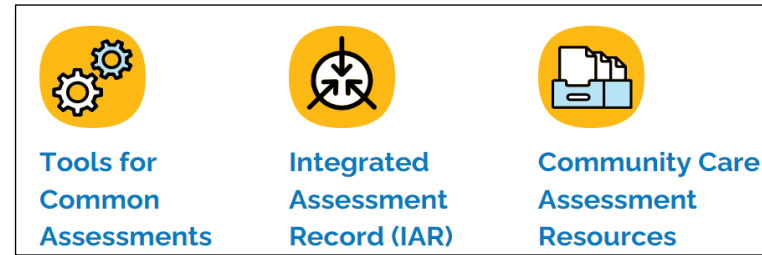- Staff-Assessment Component

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How do I access the eLearning?

Ontario Health Website:
Community Care Resources & Support | Ontario Health

Direct link to eLearning
Common Assessments and IAR | Home (thinkingcap.com)

eLearning Paths

IAR Application Training
LEARNING PATH

Integrated Assessment Record

Application Training

This series of videos is designed to present an overview of the Integrated Assessment Record, and provide HSP staff the opportunity to learn how to use the application functionality.

Course Code: IAR App_550P_EN
Status: Active

More Info

IAR Technical Training
LEARNING PATH

This course is designed for those who will be involved in the process of submitting common assessment data to the Integrated Assessment Record (IAR).
Status: Active

More Info

OCAN Tool Training
LEARNING PATH

Learn about the Ontario Common Assessment of Needs
Status: Active

More Info

OCAN Course

Activity	Progress
1. Overview and Core OCAN Components	1 of the 3 required activities
2. OCAN Self-Assessment Component	1 of the 3 required activities
3. OCAN Staff Assessment Component	0 of the 4 required activities
4. OCAN Quiz✔	1 of the 1 required activities

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Tips for Using eLearning

- OCAN Trainer/Mentors: Review the eLearning content

- Promote eLearning with management and direct service staff

- Set clear requirements:

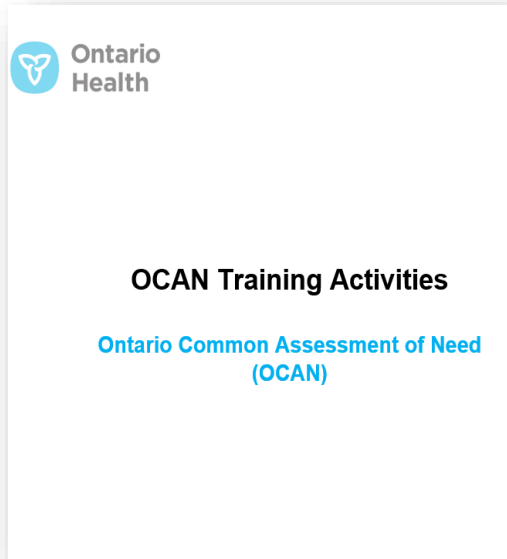 ➢ Minimum: all new staff and existing staff must complete the eLearning course once

  ➢ Recommendation: select components to complete as part of **refresher training**. (individually or as a group) E.g. *introducing the self-assessment* and *OCAN Jeopardy*

- Be available to respond to questions

- Complete the *General Inquiry Form* and email it to IAR_Submissions@ontariohealth.ca to:

  ➢ Get support if there are technical issues

  ➢ Ask questions and provide feedback on the content

- Monitor staff use of eLearning (require staff to send screen shot of transcript and/or certificate of completion)

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Manuals to Guide Live Organization Led Activities

1

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OCAN Training Activities

Ontario Common Assessment of Need (OCAN)

Input: Improving the quality of OCANs in your organization

2

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Guidelines for Using OCAN Content in Practice

Ontario Common Assessment of Need (OCAN)
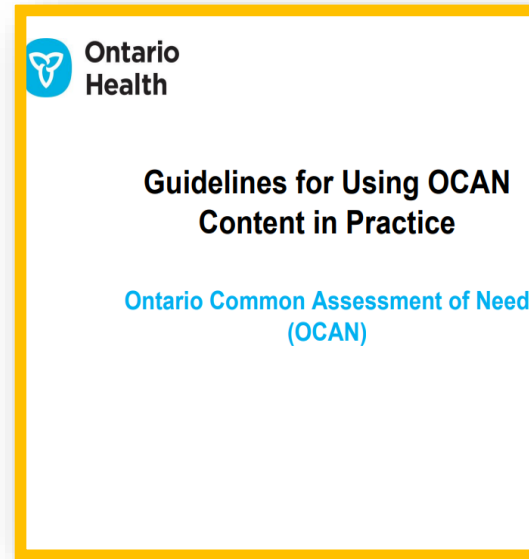
Output: Improving the use of OCAN information in your organization

How OCAN Content Guides Practice

CMHA Niagara

Terri Jackson, MSW, RSW
Clinical Manager
tjackson@cmhaniagara.ca

Canadian Mental Health Association
Niagara
Mental health for all

Use of OCAN Content at the Individual Client Level

Using OCAN content with clients:

Intake
➢ Guide care planning
➢ Build client accountability and awareness

Discharge Planning
➢ Reflect on needs that have been addressed
➢ Referral to appropriate services

Using OCAN content in clinical meetings and supervision:

Provides Structure
➢ Refer to OCAN when we feel "stuck"
➢ Client focused
➢ Trauma informed
➢ Speaking the same language

Canadian Mental Health Association
Niagara
Mental health for all

Use of OCAN Content at the Service Level

Program planning:

Review reports on common unmet needs in client population to

➢ Target where we need to focus services

Partnerships:

Use information with community partners to

➢ Guide coordinated care plans to address needs

➢ Clarify scope of practice

Discharge Planning Success Story

How do we use the OCAN in practice and not have it become just another piece of documentation?

Success Story

➤ shifting focus at discharge from resistance to celebration

OCAN Related Research Findings	→	**What this means for your services**

Meeting **client identified** unmet needs* improves outcomes in:
Well-being
Therapeutic alliance
Satisfaction with services

*Converting **unmet needs** to **met need** or **no need** leads to positive client outcomes*

Day-to-day work should focus on addressing unmet needs that clients have identified as priorities

Staff training and program planning should focus addressing high unmet need domains

Increasing agreement over time between clients and staff improves outcomes

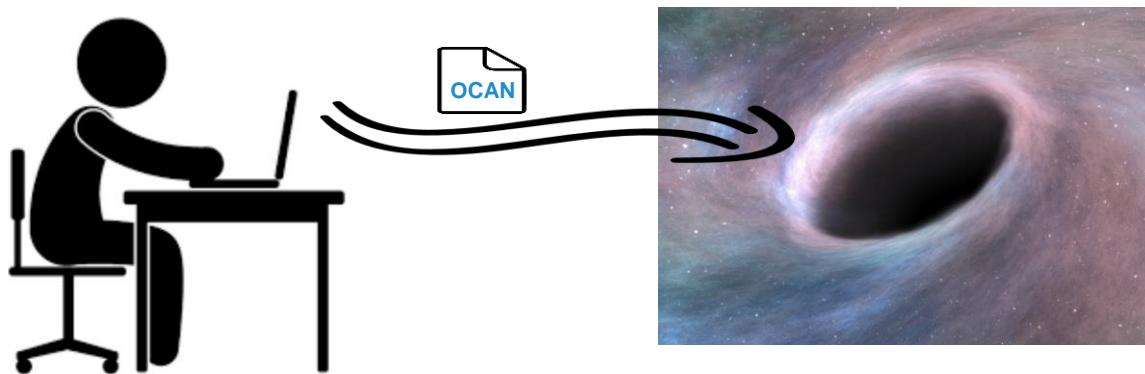Engage in conversations that share staff and client perspectives about needs

The process of regular client reviews improves outcomes

Use reassessments to take a step back from day-to-day work with your client and do an overall review of changes in need: progress, challenges and next steps
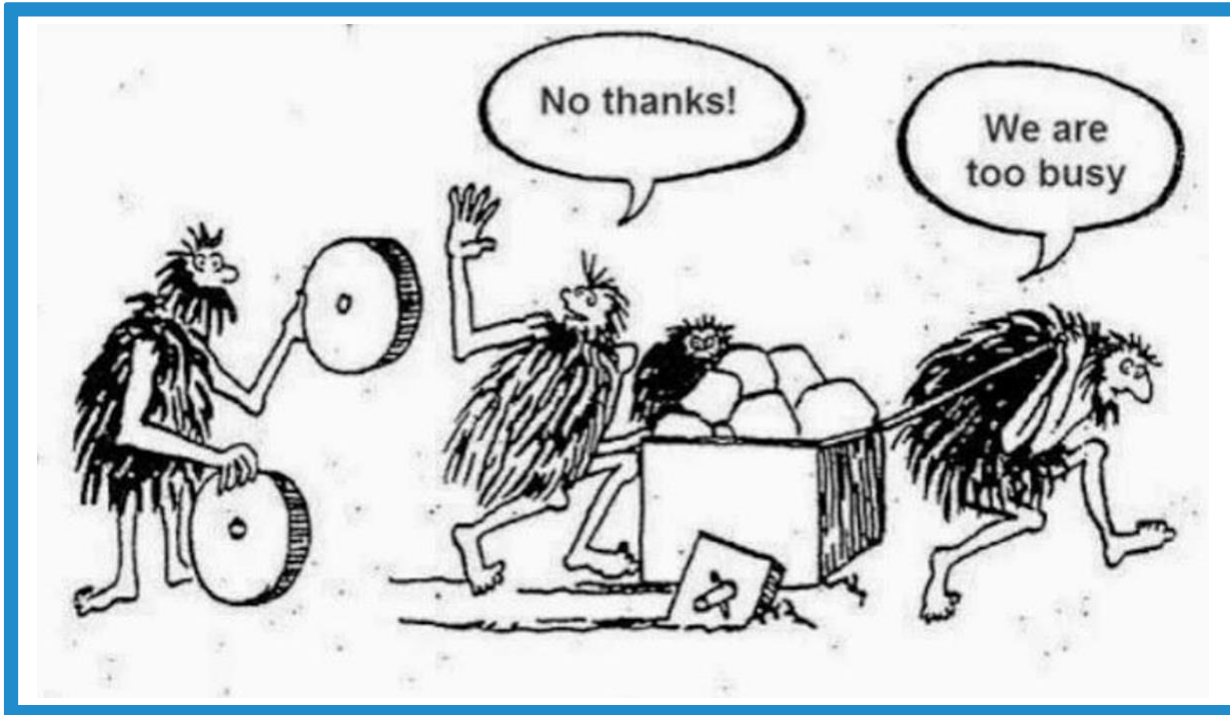
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Challenges/Myths*

- OCAN is for data collection only and has no clinical value

- OCAN takes clinicians away from direct service

- No one ever looks at the OCAN – it goes into a black hole

OCAN

If this is how you feel, something has to change

Jennifer Berger, Canadian Institute for Health Information

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There's a better way

Dr. Val Ulstad, Adaptive Leadership

You have the Power to Change!

Take a step back, review the manual, reflect and adjust your approach to using OCAN

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How Will The Manual Help?

The Manual Provides:

- Options for you to choose from

- Step by step *guidelines* for using OCAN content

- Supporting templates and reports you can use

- Information is all in one place

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Let's Review the Manual!

Same Headings For Each Guideline:
Research Findings
Why use the Following Guideline
Practice Guideline

Integrate this into your organization's quality Improvement Work
- ➤ [The Excellence through Quality Improvement Project (E-QIP)](#) **can help**
- ➤ **Contact Ian Masse**   imasse@ontario.cmha.ca

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Breakout Discussion

Wrap Up

Final Tips

- Don't do it all

- Involve others

- Select the guidelines that align with your strategic and quality improvement plans

- Make it a quality improvement (QI) initiative.

  - ➤ Access support through E-QIP

  - ➤ Test it out with a small group and evaluate

- Embed guidelines into your workflow - a natural part of your work

- Remind staff: **Using a standardized assessment is the "gold standard"**

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Get Information and Share Your Experiences

Mechanisms for knowledge exchange in our sector:

- EENet:

  – Join the OCAN community on EENet Connect. You can also sign up for the EENet biweekly e-newsletter. Look for a*n article on the **OCAN Mental Health Quality Indicators Study***

- E-QIP

- Ontario Health

You can also Contact:

oh-de-assessmentprogram@ontariohealth.ca OR **Jennifer.Zosky@ontariohealth.ca**

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QUESTIONS?

THANK YOU TO OUR PRESENTERS!

follow-up by contacting:

**Jennifer.Zosky@ontariohealth.ca   OR
oh-de-assessmentprogram@ontariohealth.ca**