Addictions & Mental Health Ontario | Dépendances & santé mentale d'Ontario

Canadian Mental Health Association Ontario

Ontario Health Quality

camh

Using the Ontario Common Assessment of Need (OCAN) in Quality Improvement (QI): The OCAN QI Network

Presenters

Fedora Romita - Administrator – Consumer/Survivor Initiative of Niagara

Laura Daly-Trottier – QI Coach, CMHA Ontario Division

The Excellence through Quality Improvement Project (E-QIP)

- **E-QIP** is led by Addictions & Mental Health Ontario (AMHO), Canadian Mental Health Association (CMHA), Ontario and is delivered in close partnership with Ontario Health(OH) and the Provincial System Support Program (PSSP) at the Centre for Addiction and Mental Health (CAMH)to promote and support ***quality improvement*** (QI) in the ***community mental health and addiction sector***.

- **E-QIP** is based on the sector's existing commitment to providing high quality, person-centered care to individuals and families.

What is Quality Improvement (QI) in health care?

Quality Improvement is a systematic approach to making changes that lead to better client outcomes (health), stronger system performance (care) and enhanced professional development. It draws on the combined and continuous efforts of all stakeholders — health care professionals, clients and their families, researchers, planners and educators — to make better and sustained improvements.

Source:

Health Quality Ontario - Quality Improvement page
Paul Batalden and Frank Davidoff. What is "quality improvement" and how can it transform healthcare? Qual Saf Health Care. 2007 Feb; 16(1): 2–3. (PubMed)
IDEAS Glossary: http://online.ideasontario.ca/terms/quality-improvement/

The OCAN Network

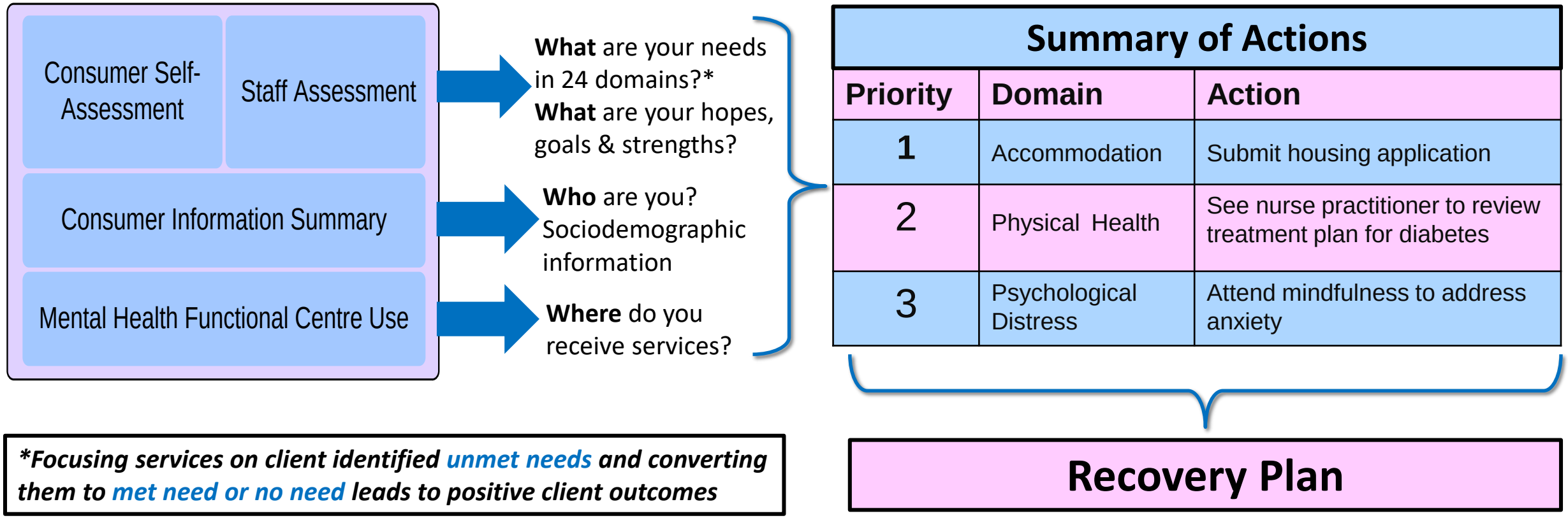
- One of the latest developments of Quality Improvement work in the CMH&A Sector is the province-wide OCAN Network through the Excellence through Quality Improvement Project (E-QIP).
- The Network was formed from the OCAN Think Tank
- The Network is made up of eleven organizations across the province using Experience-Based Co-Design (a QI tool) to actively engage service users in the QI process.
- Our goal is to share our collective learning on the use of OCANs in recovery-oriented practice including pain points (for both service users and staff) and specific changes that were implemented as part of the PDSA process in this QI project.

Our OCAN Network Team

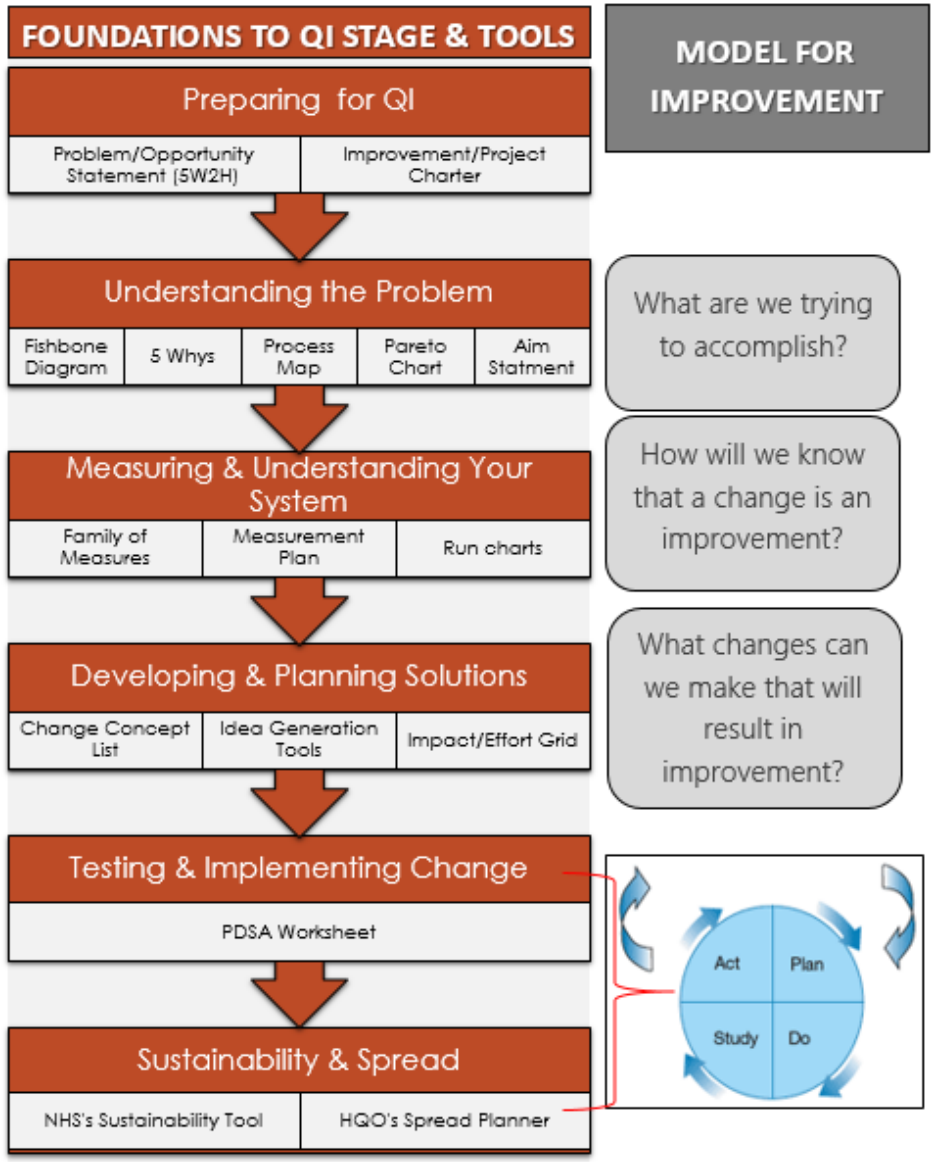
- Participating Organizations:
  - CMHA Cochrane Timiskaming
  - CMHA HKPR
  - CMHA Niagara
  - CMHA Simcoe County
  - Consumer/Survivor Initiative of Niagara
  - COTA
  - Gateway of Niagara
  - Niagara Region Mental Health
  - Nipissing Mental Health
  - Oak Centre
  - Progress Place
- Clinical and QI support provided by:
  - Addiction and Mental Health Ontario
  - Canadian Mental Health Association, Ontario
  - Centre for Addiction and Mental Health
  - Community Care Information Management

What is OCAN?

The provincial standardized assessment used in the adult community mental health sector



Focusing services on client identified unmet needs and converting them to met need or no need leads to positive client outcomes



Foundations to Quality Improvement Stage and Tools

Experience Based Design is about designing better experiences…

NHS
Institute for Innovation and Improvement

the ebd approach
experience based design

March 12, 2020

Emotional Mapping Exercise

Providers seeking to understand the experience:

OCAN Think Tank Event 2018

Problem vs Aim: Two sides of the same coin…

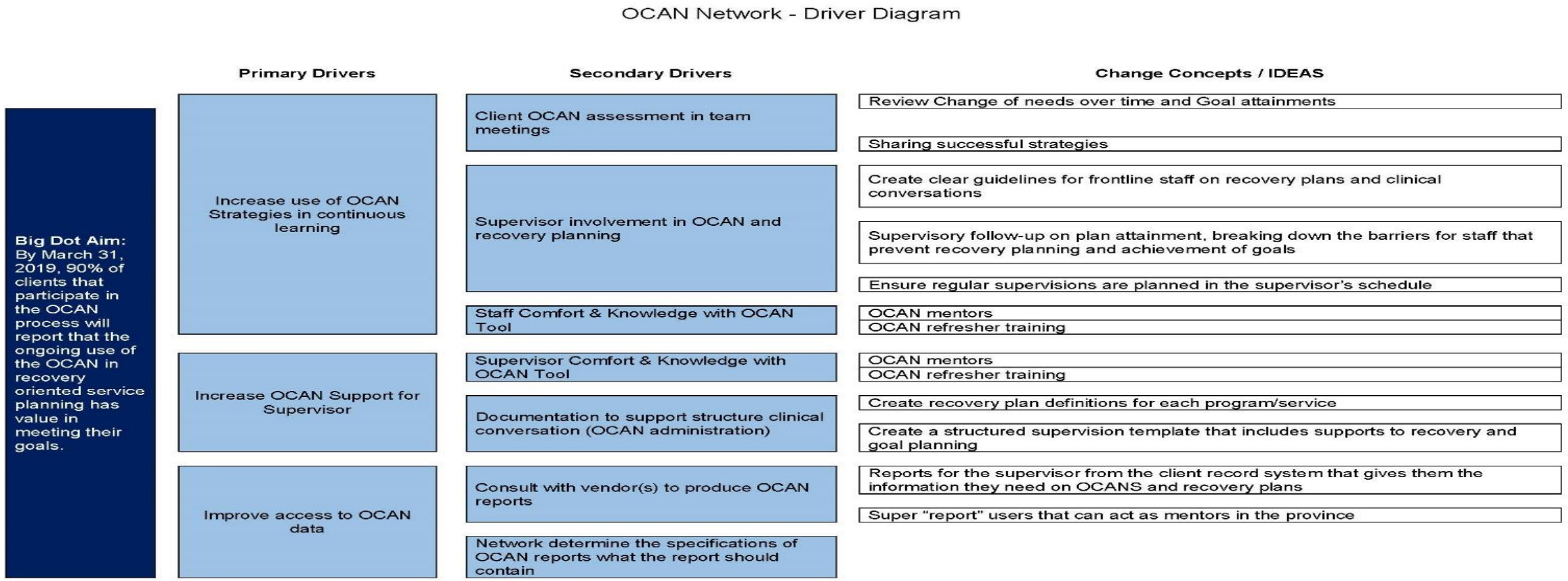
Problem Statement:

Since implementation, a number of organizations have not completed OCANs consistently and/or have not integrated the use of OCAN information in the creation of client recovery plans, including the use of self-assessments so that the client is instrumental in the creation of their recovery plan.

Aim Statement

By December 31, 2020, 90% of clients that participate in the OCAN process will report that the ongoing use of the OCAN in recovery oriented service planning has value in meeting their goals.

Generation of Change Ideas: Driver Diagram



Change Ideas

Lack of use of OCAN strategies in continuous learning and ongoing supportive dialogue to enrich the value of recovery planning

- ✓ **Communication about OCAN and recovery planning as part of:**
  - ❑ **Team meetings and supervision**
  - ❑ **Case conferences**
  - ❑ **Daily dialogue**
- ✓ **Conversations should include:**
  - ❑ **Goal attainment**
  - ❑ **Change in need over time**
  - ❑ **Organizational trends**
  - ❑ **Knowledge transfer**
  - ❑ **Peer to peer support**
  - ❑ **Sharing successful strategies**
- ✓ **Establish OCAN mentors**
- ✓ **OCAN refresher training**
- ✓ **Staff skill development through mentoring on how to engage clients in meaningful conversation about goal/recovery planning (clients are not used to taking action or familiar with the process of change)**
- ✓ **Demonstration from leadership**

Change Ideas

Supervisors do not have a structured way to hold and document clinical conversations with frontline staff as a way to provide guidance and support to staff in helping their client reach their recovery goals

- ✓Create a structured supervision template that includes OCAN content to support recovery and goal planning
- ✓Ensure regular supervisions are planned in the supervisor's schedule
- ✓Create clear guidelines for frontline staff on OCAN recovery plans and clinical conversations
- ✓Create recovery plan definitions for each program/service
- ✓Supervisory follow-up on plan attainment, breaking down the barriers for staff that prevent recovery planning and achievement of goals
- ✓Reports for the supervisor from the client record system that gives them the information they need on OCANS and recovery plans

How we're measuring change

- The percentage of staff utilizing OCAN informed recovery plans
- The percentage of clients expressing that the OCAN informed recovery plan helped them achieve their goals.
- Number of OCANs completed
- The increase or decrease (rate of change) of the completion rate over time (i.e. month by month).
- Tally of conversations where recovery planning, OCAN and it's components are discussed
- Surveys: Staff and client surveys

OCAN Surveys

Staff Survey Questions:

1. I find OCAN useful in my role as a worker
2. I find OCAN useful for the client
3. I have enough time to complete OCAN ‘s
4. I regularly use OCAN recovery plans in my day-today work
5. OCAN content is used to structure client reviews at the appropriate meeting (e.g. supervision, team)

Client Survey Questions:

1. I know what an OCAN is
2. OCAN helps me identify and think about my needs
3. The OCAN has helped me set goals with my worker that are important to me
4. Updating the OCAN with my worker helps me see my progress (optional)
5. Using OCAN is helpful to my recovery

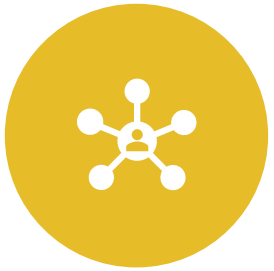
Emotional Mapping and the Ontario Common Assessment of Need (OCAN)

FEDORA ROMITA

CONSUMER/SURVIVOR INITIATIVE OF NIAGARA (CSIN)

My role…

CSIN ADMINISTRATOR

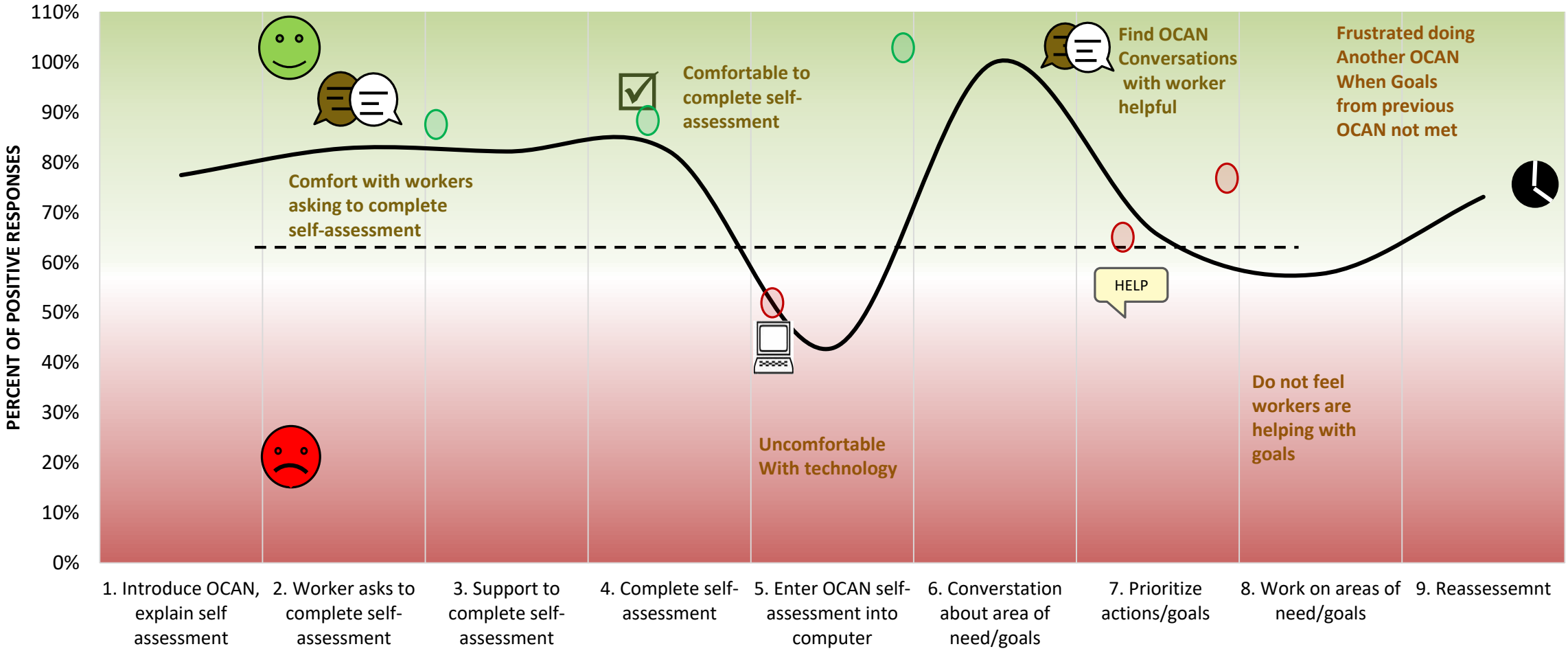


REPRESENTATIVE ON OCAN NETWORK

MEMBER OF OAK CENTRE

MEMBER OF EQIP 2 TEAM

Emotional Mapping: Service User Responses in Niagara Region



Change Ideas

Communication about OCAN and recovery planning as part of:

- **Supervision**
- **Daily dialogue**

Two Methods Used

1. Member conversations about OCAN/Recovery Plans

2. One on One Supervision sessions about OCANs an Recovery Plans

This Photo by Unknown Author is licensed under CC BY-SA

Use of OCAN to structure supervision: A group member's story

Service Use:
- Entered organization in March 2017

Mental health history and current status:
- Experiences depression, anxiety and psychosis
- Several hospitalization, but currently doing well - experiencing no psychosis

Strengths:
- Works part time and attended college

Hopes and goals:
- To be well enough to finish her college program
- To stay healthy and for her to remain close with her family
- To live on her own

Current unmet needs:
- Financial and benefits. She is interested in applying for ODSP

Actions
- Referral to CMHA Niagara for case management services
- Referral to Oak Centre.

This Photo by Unknown Author is licensed under CC BY-NC-ND

Learnings

- QI and EBCD
- Clarity on Use of OCAN Data
- My experiences of worker vs. user

THANK YOU

Fedora Romita

fedoraromita@gmail.com

Laura Daly-Trottier

ldaly-trottier@ontario.cmha.ca