

O CAN THINK TANK

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Our Motto at CMHA-CT



- We include our clients in all projects, workshops, trainings and committees as possible.

A Client's Perspective

- CMHA-CT highly encourages client involvement, and being an “Ambassador” is just one way of doing this.
- The Ambassadors was the name selected by the clients sitting on the committee to reflect their role.
- The Ambassadors are composed of clients and a project lead who met bi-weekly and provided information and feedback on how our agency could become more Recovery Oriented.

Our CMHA-CT Ambassadors



In this picture, our Ambassadors are assisting clients to fill out a Recovery Self-Assessment. They also assist with WRAP and volunteer at CMHA events when needed.



Canadian Mental
Health Association
Cochrane-Timiskaming
Mental health for all

A client's perspective cont'd

- Clients sat on task committees for the Recovery Change Program – eg: Service Recipient Task Group, Outcome Measures, Service Guide, Documentation Committee, Peer Support Core Competencies etc. – 10 Task groups in total.
- Volunteering - I sat on our Documentation Committee, which eventually became part of the Excellence in Quality Improvement Project (E-QIP)
- The committee and being an Ambassador gave me a sense of purpose and usefulness.

Cochrane-Timiskaming motto



Canadian Mental
Health Association
Cochrane-Timiskaming

Association canadienne
pour la santé mentale
Cochrane-Timiskaming

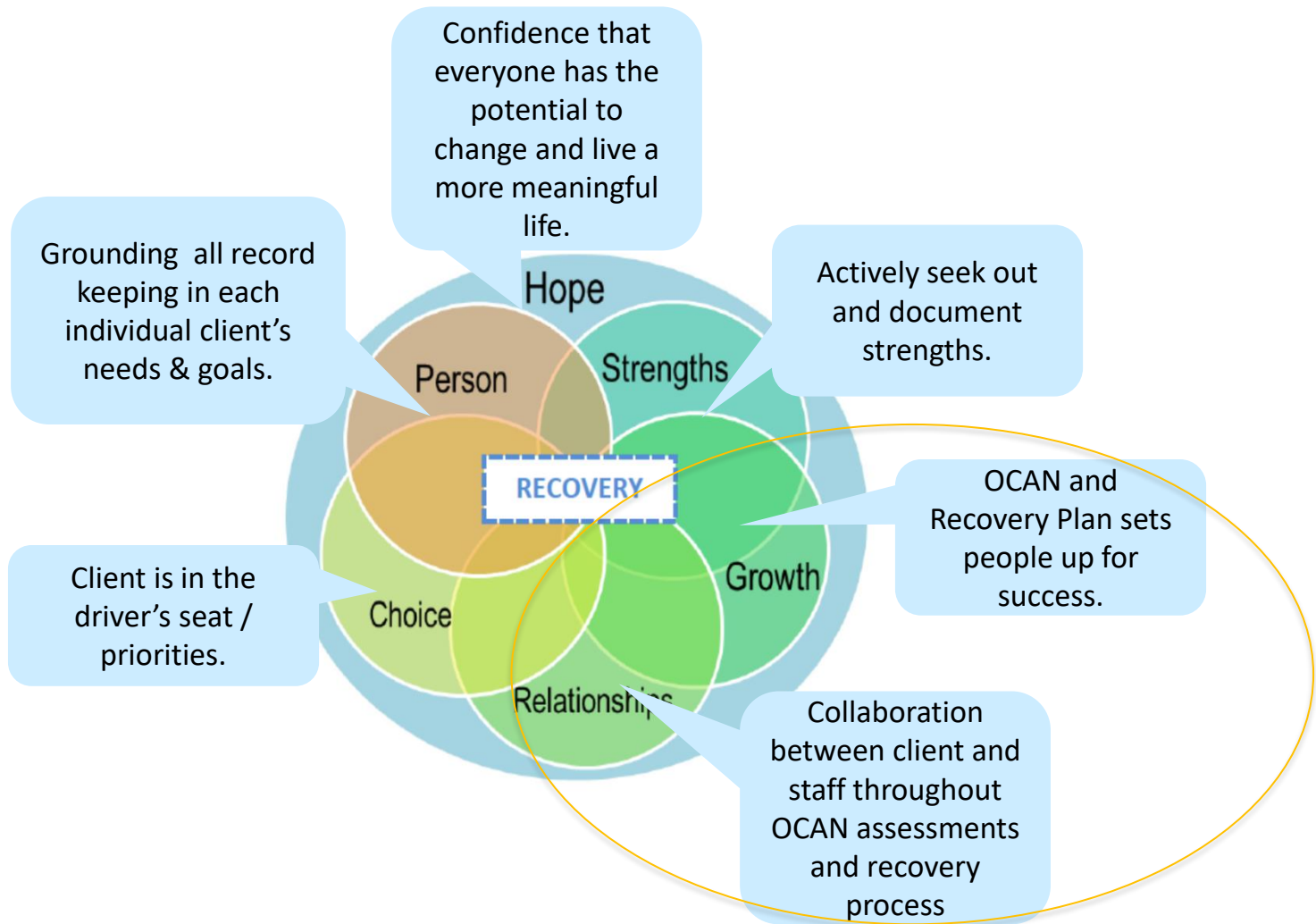
believes

RECOVERY is

a unique, ongoing journey.

It is living a meaningful life to the fullest.

OCAN and Recovery Values



Excellence in Quality Improvement Team (E-QIP)



A client's perspective continued..

- Felt I was contributing to positive changes in the organization.
- An example of a change that we were responsible for, was the use of the word client as opposed to Patient, Service Recipient or Consumer.
- It was reassuring that my viewpoint was being included and I could communicate potential changes to other clients.
- It felt good that my ideas were elicited and valued by the chair of our committee.

A client's perspective continued...

- Clients also co-facilitate WRAP groups with staff who also have lived experience
- I found the OCAN review useful as a form of encouragement and hope, when even small changes were noted.
- I was depressed when I met with my worker so found it helpful when we filled the OCAN in together.

Post Cards we tested as a PDSA

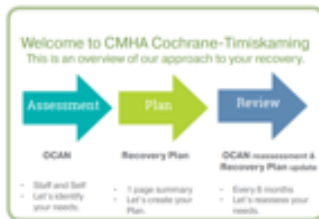
Change Idea: Postcards

Please ✓ off which postcard your client prefers.

Postcard A



Postcard B



Postcard C



Post Card given to Clients at CMHA-CT

Welcome to CMHA Cochrane-Timiskaming
This is an overview of our approach to your recovery.

Assessment

OCAN

- Staff and Self
- Let's identify your needs.



Plan

Recovery Plan

- 1 page summary
- Let's create your plan.



Review

OCAN reassessment and Recovery Plan update

- Every 6 months
- Let's reassess your needs.



Post Card given to Clients at CMHA-CT continued..

Please let us know if you would like further information on:

- OCAN
- Recovery Plan
- Other

Write down any questions you may have and we will discuss them at our next appointment.

In the following months, your worker will provide you with a short survey on the helpfulness of the Recovery Plan.

Bookmarks re: OCAN Domains

#	Domain
1	Accommodation
2	Food
3	Home
4	Self-Care
5	Activities
6	Physical health
7	Psychotic symptoms
8	Information
9	Psych distress
10	Safety to self
11	Safety to others
12	Alcohol
13	Drugs
14	Other addictions
15	Company
16	Intimate Relations
17	Sexual expression
18	Child care
19	Dependents
20	Education
21	Telephone
22	Transport
23	Money
24	Benefits

	Explanation	Charting Specifics
D ata	Client: Subjective Staff: Objective	Client/staff perspectives Relevant new information
A ction	Approach taken at appointment What occurred/was implemented	Interventions during session
R ecovery PLAN	What are the actions/plans for next visit? Relate to RP.	Identify new domains/appraisal of domains → what is next?
E valuation	How did it go? Client response.	Evaluation of actions Next meeting

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In Conclusion

- Between securing a new data base and helping staff understand the importance that OCAN's and Recovery Plans have on a client's recovery journey, I have uploaded 100's of OCAN's to the IAR, so HUGE increase (Since May 2017).
- In the EQIP project, 100% of clients stated that the OCAN was a useful tool in assisting in their recovery.
- The projects we have been involved in through Health Quality Ontario - EQIP and IDEAS projects, have certainly paved the way in terms of helping us move forward in our quality improvement work.
- We would not have been able to progress this far without the help of our dedicated client volunteers/ambassadors who are present at all of our committee meetings, trainings and conferences. Kudos to everyone!



for listening!

End of presentation



Appendix: Documentation Guided by OCAN

Leading to Quality Improvement



Problem:

Baseline Data (2016) showed that **100%** of clients with a Recovery Plan find it helpful, but **45%** of clients don't have a Recovery Plan

Aim

- Increase % of clients with a Recovery Plan
- Reassess with OCAN every **6** months
- Update Recovery Plan every **6** months

Strategy:

Developed a documentation process using OCAN domains:

- Domain Oriented Recovery Record (DORR)
 - **Assessment** → **Planning** → **Progress Notes**
- Use documentation in practice to support client care
- Involve clients and staff in the QI process

DORR incorporates Quality Dimensions:



Support

- Excellence through Quality Improvement Project (E-QIP) resources and coaching
- Community Care Information Management (CCIM) resources to identify guidelines for OCAN use

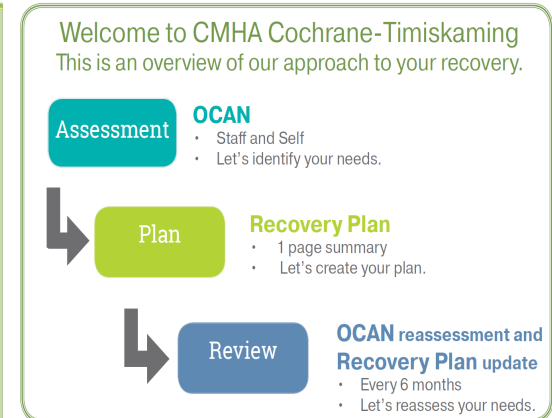
Effective Change Idea Products:

Bookmarks for Staff

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Postcard for Clients and Staff



Results (2018)

😊 **90%** of clients have a Recovery Plan and report that it's helpful in meeting their recovery goals