

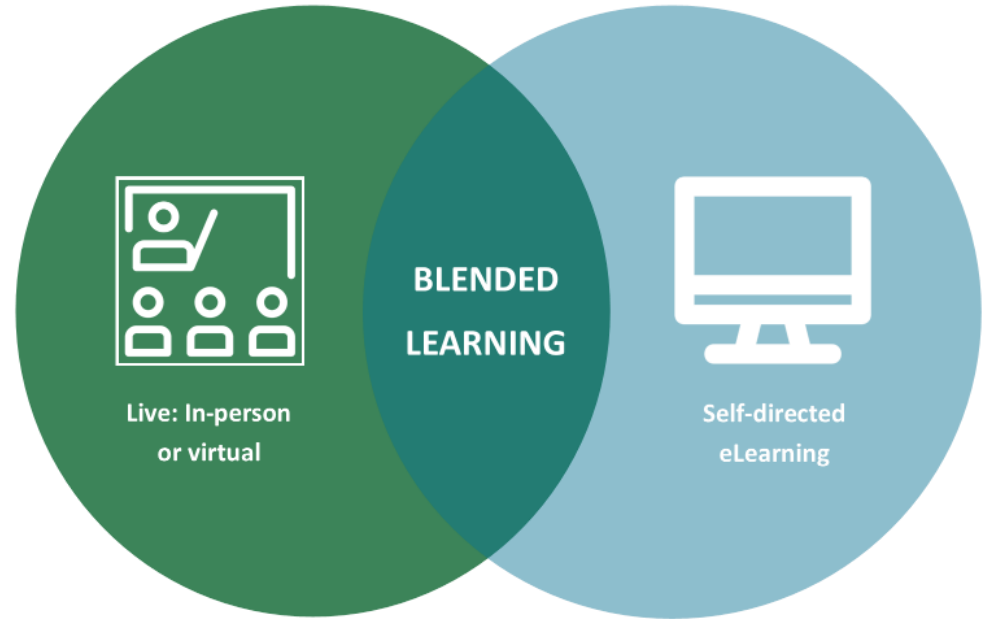
A blended approach to OCAN training

Oct. 26, 2022



**Ontario
Health**

camh



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.



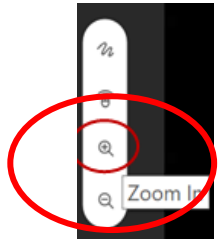
Reference: <https://www.camh.ca/en/driving-change/building-the-mental-health-facility-of-the-future>

Language

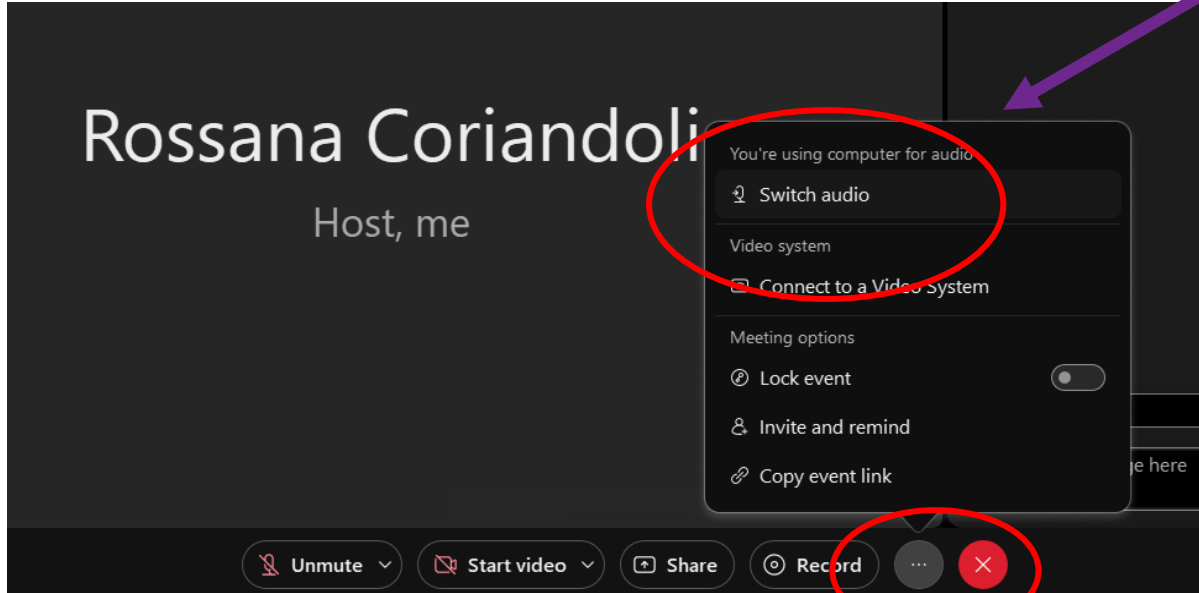
We are committed to placing diversity, equity and inclusion at the centre of our work. We recognize that the words we use to discuss health, identities and populations can have a powerful impact. We strive to use language that is respectful, inclusive and free of bias. Language is constantly evolving. 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.

Housekeeping

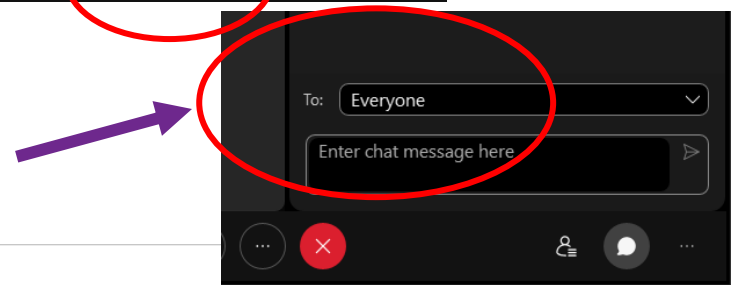
Switch audio



Enlarge the slides

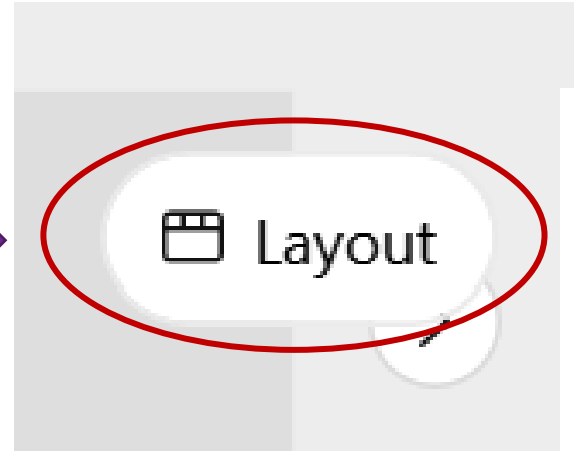


Share questions & comments with everyone



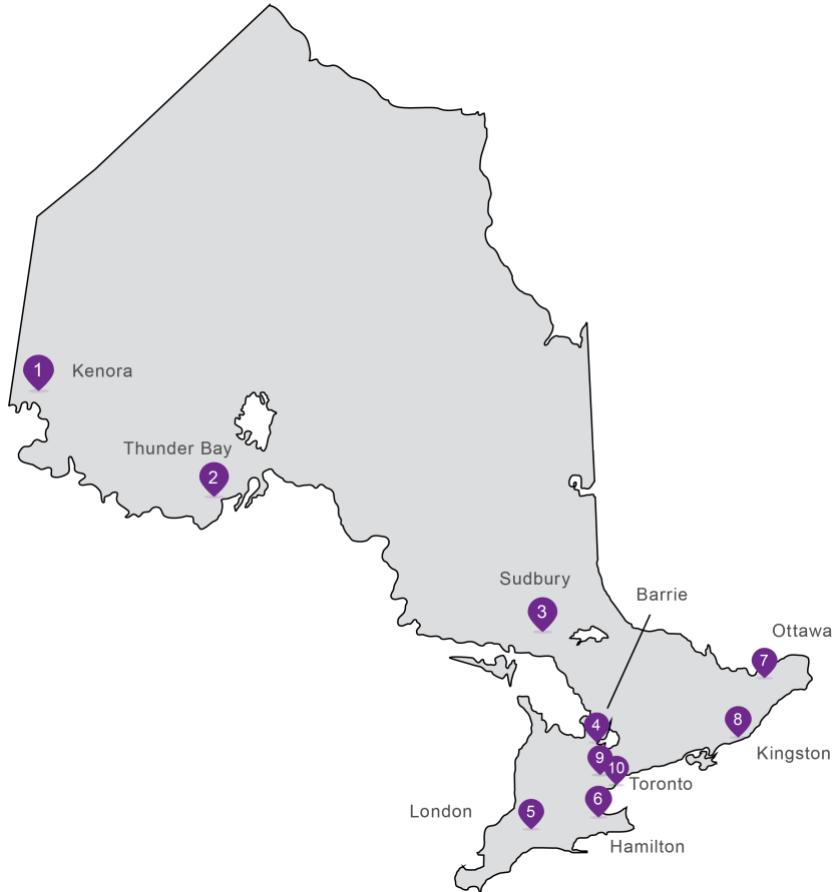
Housekeeping

- 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/>



EN | FR

[About](#) [Initiatives](#) [Communities](#) [Resources](#) [News](#) [Events](#)



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](https://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

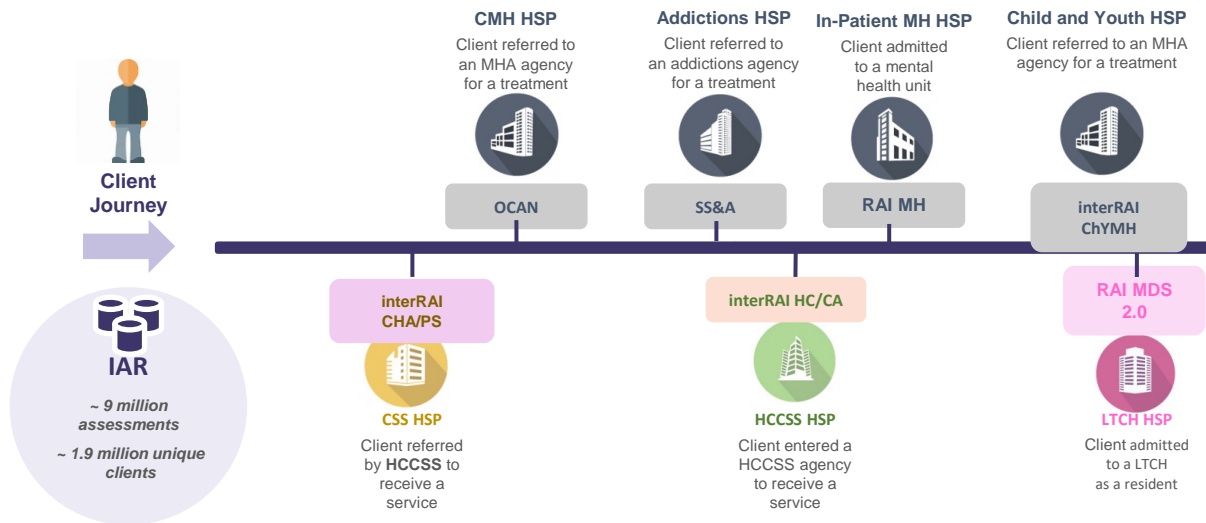
- Support the adoption of standardized assessment systems and the IAR

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

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.



OACAN Blended Training Approach

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 approach to ensuring that OCANs are completed accurately in your organization
- learn what OCAN leads/trainers are doing to support the quality of OCAN in their organizations
- gain the capacity to develop/enhance and implement a training strategy that fits your organization's culture
- Improve client and staff experiences using OCAN

OCAN e-Learning

2020 OCAN training through self-directed eLearning was introduced

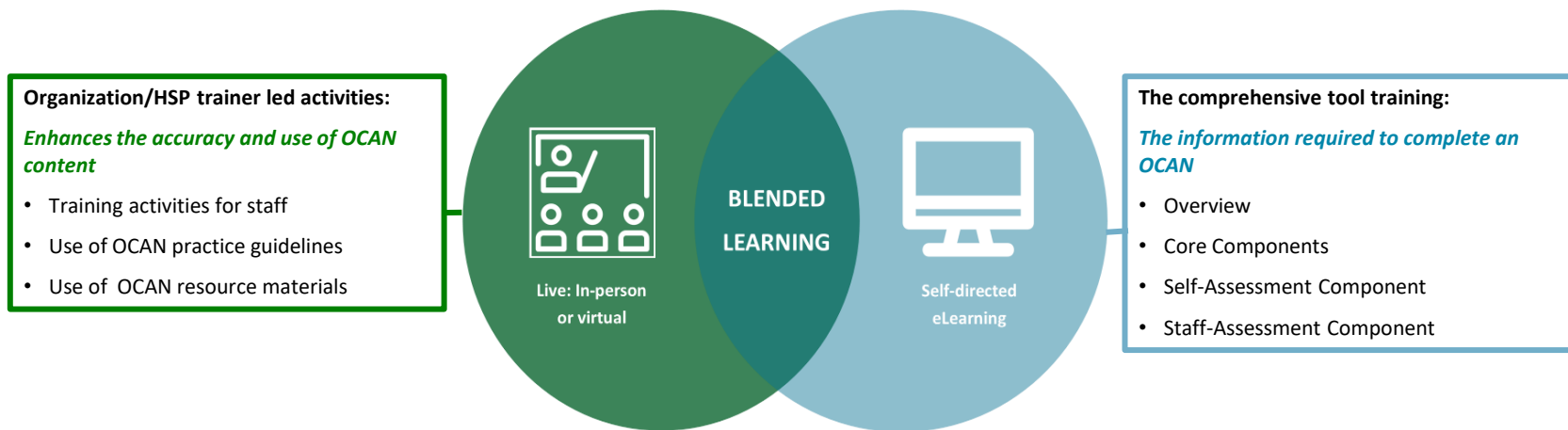


Can eLearning replace everything?

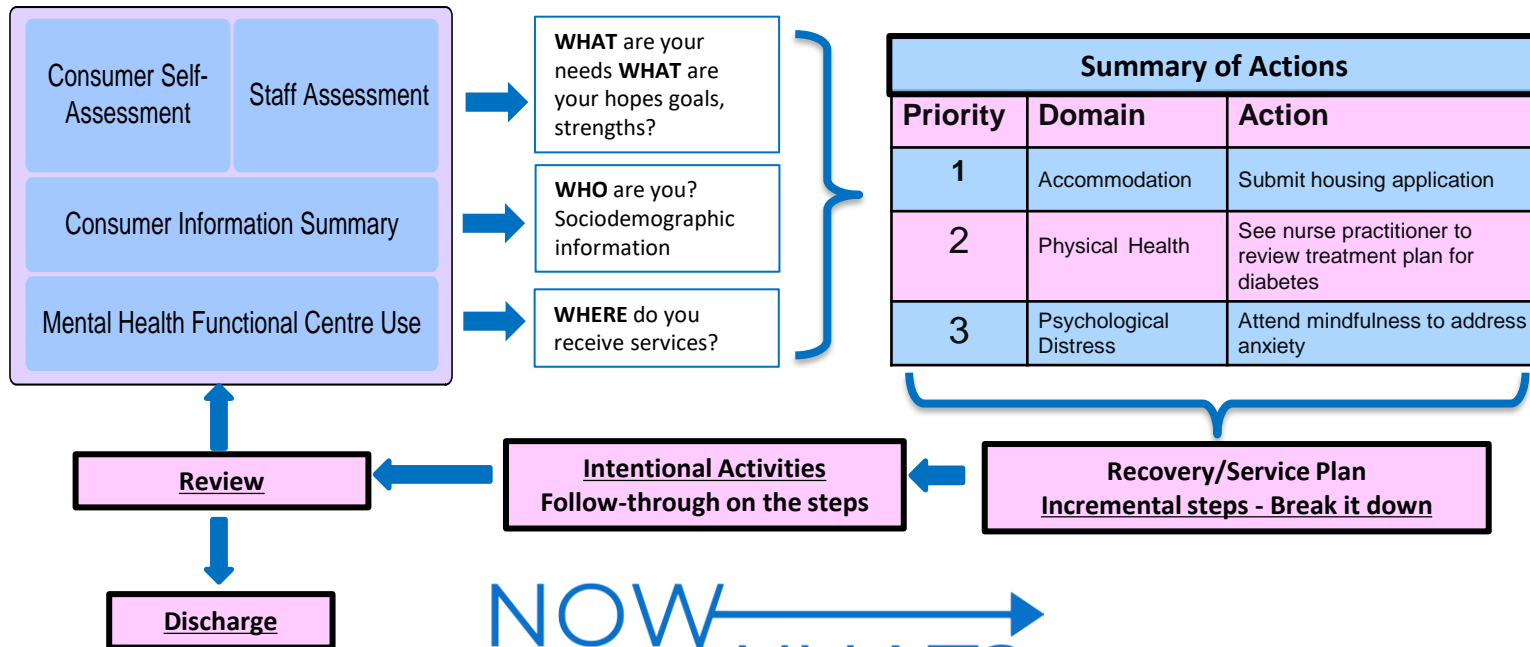
No!



Blended Training Approach



OCAN at a Glance



NOW WHAT?

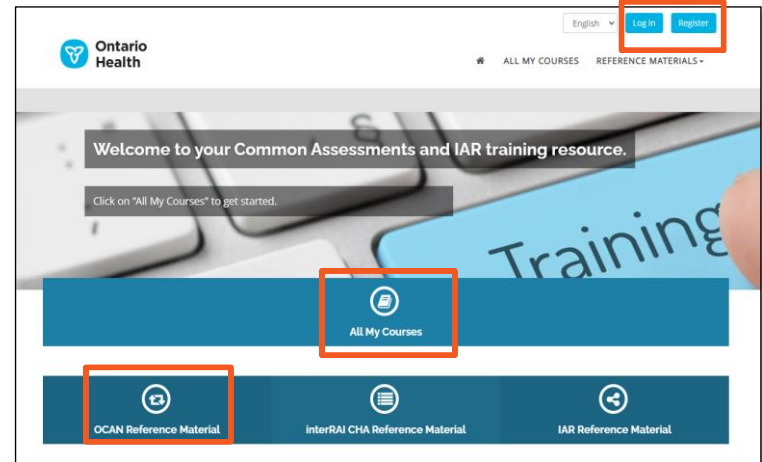
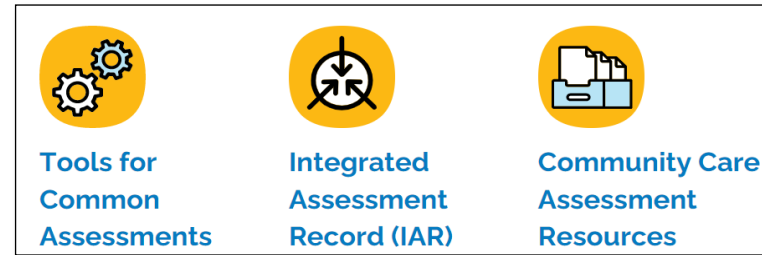
How do I access the eLearning?

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

OACN Tool Training
LEARNING PATH

Learn about the Ontario Common Assessment of Needs

Status: Active

More Info

OACN Course

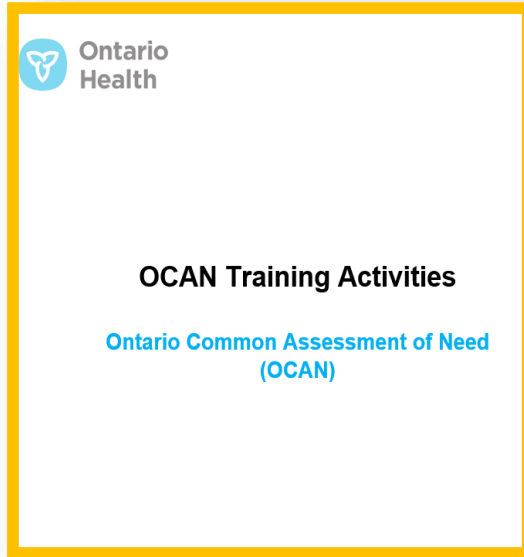
Activity	Progress
➤ <u>1. Overview and Core OACN Components</u>	<i>1 of the 3 required activities</i>
➤ <u>2. OACN Self-Assessment Component</u>	<i>1 of the 3 required activities</i>
➤ <u>3. OACN Staff Assessment Component</u>	<i>0 of the 4 required activities</i>
➤ <u>4. OACN Quiz</u> ✓	<i>1 of the 1 required activities</i>

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)

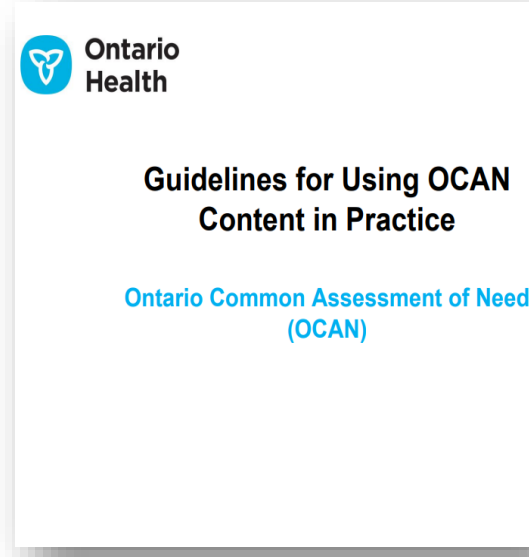
Manuals to Guide Live Organization Led Activities

1



Input: Improving the quality of OCANs in your organization

2



Output: Improving the use of OCAN information in your organization

OCCAN Training at CMHA Peel Dufferin

Annalisa Rasmussen

Clinical Program Manager

rasmussena@cmhapeel.ca



**Canadian Mental
Health Association**
Peel Dufferin
Mental health for all

Recovery-Based Assessment

- Relevant to all clinical staff using various assessment tools
- Promotes unwavering belief in each person's potential for recovery
- Commitment to client-centered approach to care
- Strengths-based practice
- Work in partnership with clients to gain autonomy and independence
- Highlight the importance of client participation in care planning



**Canadian Mental
Health Association**
Peel Dufferin
Mental health for all

Recovery-Based Assessment

Challenges:

- Takes too long, overly administrative
- Distracts from direct client work
- Need more time to build rapport
- Clients don't want to tell their story again

Value:

- Client can raise issues important to them
- Captures client progress over time
- Informs service planning and level of care
- Contributes to quality improvement planning



OCAN Committee

Monthly meeting with representation from all programs using OCAN

Champions play an important role

- Support colleagues in both clinical and administrative aspects of completing OCAN
- Relay updates and collect feedback
- Facilitate training
- Contribute to annual workplan, supporting organizational and strategic goals

Supported by Clinical Manager and Program Assistant



**Canadian Mental
Health Association**
Peel Dufferin
Mental health for all

O CAN Training Activities

Online Modules

- All new staff required to complete online modules through CCIM
- Current staff can return to review any modules throughout their tenure

In-person Learning Lab

- Bi-monthly training facilitated by O CAN Champions
- Reviews FAQs, Common Mistakes, Reports, Tips & Tricks

Case Study

- As a group, complete a practice O CAN using a fictional case study

Peer Support

- Shadowing opportunities with current staff
- Ongoing support and mentorship from Champions



Personal Story

Receiving OCAN training really provided me the tools to navigate OCANs with confidence. It has helped me, not only, to simply complete OCANs more effectively and efficiently, but also to better understand the content involved in one, the purpose for each aspect of the assessment, the various ways in which the assessment is used, and how it provides insight on both an organizational and direct service level. Training also taught me how to get the most out of OCANs by utilizing the various reports we can produce through CRMS to give us numerous valuable representations of our work, and of clients' progress with the 24 domains of the OCAN and the changing nature of met versus unmet needs that can help inform our work and conversations with clients.





Walk Through of the Training Activities Manual

The Training Manual: What to Expect

Did I sign up for this?!

This is going to make my life easier!



How Will it Help?



The Manual and Resources Provide:

- Options - 8 training activities you can choose from
- Step by step instructions for each activity
- Information all in one place for trainers, including answer keys and embedded links to OCAN reference materials
- The training exercise materials for participants

Let's Review the Manual!

Same Headings For Each Activity:

Intent

Duration

Format

Reference Materials

Instructions to Prepare for the Activity

Instructions for Facilitating the Activity



4. Improving Client Self-Assessment Completion

Activity
1. Overview and Core OCAN Components
2. OCAN Self-Assessment Component
OCAN SE M1 Understanding the Self Assessment
Experiencing the Self Assessment
Introducing the Self Assessment
3. OCAN Staff Assessment Component
4. OCAN Quiz ✓

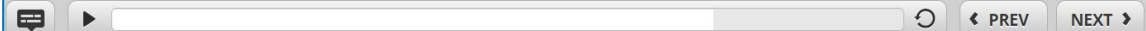
Self-Directed Online Learning – OCAN Self Assessment

Module 3: Introducing the Self-Assessment to your clients

In this module we will learn about...

- The importance of introducing the Self Assessment, and communicating it to the client (Why complete it?)
- Support options for the client
- How to instruct the client to complete the Self Assessment (How to complete it)

Duration: 15 - 20 minutes



Exercise – Developing a Plan

Your Plan to Support the Completion of the Self Assessment

1. At what stage in the process will you introduce the OCAN self assessment to your client? (e.g. intake, or as soon as they begin program)

type your text here

Do not type here. Take notes outside of eLearning environment where they can be saved and seen by participants

- At what stage in the process will you introduce the self-assessment to your client?
- Where will your clients complete the self-assessment?
- What methods does the client use to fill out the Self-Assessment (paper, computer)
- Do you think your clients may need hands on support? If yes, what are some reasons?
- Who would you see providing this support if needed?
- ***Add any additional questions***

**** Summarize the key information in the responses to the questions informs your consistent approach to supporting clients with the self-assessment.***



8. OCAN Jeopardy

Activity
➤ <u>1. Overview and Core OCAN Components</u>
➤ <u>2. OCAN Self-Assessment Component</u>
➤ <u>3. OCAN Staff Assessment Component</u>
➤ <u>4. OCAN Quiz</u> ✓

OCAN extra quiz: a quiz game

OCAN JEOPARDY!			
OCAN Overview	Name the Domain	Consumer Self Assessment	Staff Assessment
\$100	\$100	\$100	\$100
\$200	\$200	\$200	\$200
\$300	\$300	\$300	\$300
\$400	\$400	\$400	\$400
\$500	\$500	\$500	\$500



Breakout Discussion



Wrap Up

Final Tips



- Don't do it all
- Involve others
- Take time to prepare
- Make it a quality improvement (QI) initiative. Access support through [E-QIP – Excellence through Quality Improvement Project](#)
 - Test it out with a small group
- Remind staff of the primary goal
 - **using a standardized assessment is the “gold standard”**

Share Your Experiences

Mechanisms for knowledge exchange in our sector:

- EENet: OCAN Community of Interest
- E-QIP
- Ontario Health

For more information Contact:

oh-de-assessmentprogram@ontariohealth.ca OR

Jennifer.Zosky@ontariohealth.ca

Next Week's Session

Webinar 2: Practice guidelines for using OCAN content to support client recovery
Wednesday, November 2, 10 am – 12 pm

[Register for this webinar](#)

Main Goals:

- enhance your organization's approach to using OCAN content in formulating client-driven service plans and in day-to-day practice
- gain the capacity to develop and implement a strategy that realizes the benefits of OCAN by using the information in a meaning way

QUESTIONS?



THANK YOU TO OUR PRESENTERS!

follow-up by contacting:

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