



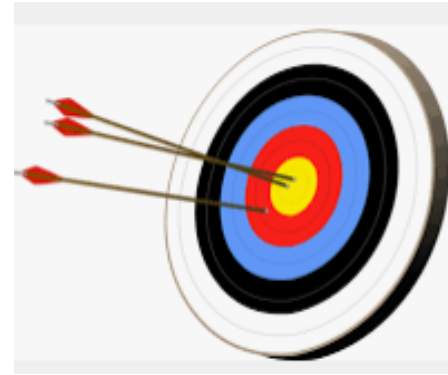
Assessing Client Needs During the Covid-19 Pandemic

March 2021

Agenda

- **Overview of feedback from Ontario Common Assessment of Need (OCAN) stakeholders**
Jennifer Zosky, Assessment Specialist, CCIM
- **CMHA Peel Dufferin's experience using OCAN during the pandemic**
Sweedian Robinson, Peer Support Worker
Brett McIsaac, Community Support Worker
Shelly Schnieder, Manager, Mental Health and Justice Services
- **CMHA Cochrane Temiskaming's experience using OCAN during the pandemic**
Kelly Brunet, Community Support Worker, Quality Improvement Team member
Deb Pultz, Program Manager, Quality Improvement Lead

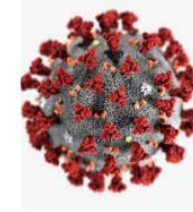
Key Objectives



You will learn about:

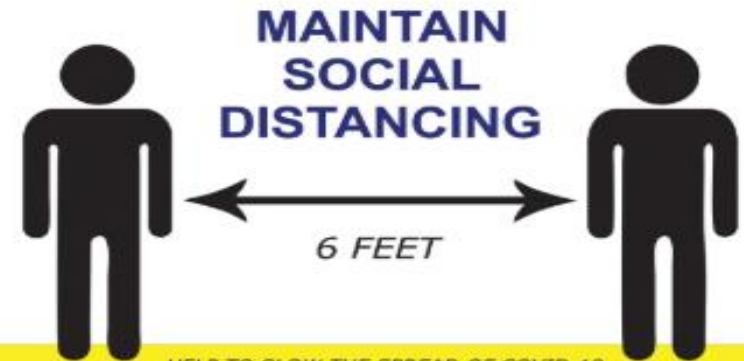
- Feedback from stakeholders on approaches they use to complete OCANs during covid-19
- CMHA Peel Dufferin's Recovery Assessment Training: supporting a client-centred approach to OCAN use
- CMHA Cochrane Temiskaming's Quality Improvement Project: using OCAN in a process called Domain Oriented Recovery Record (DORR)
- Strategies the 2 CMHA branches use to maintain a recovery approach to completing OCANs despite obstacles posed by the pandemic
- Specific examples and interventions: assessing clients during Covid-19

The Covid-19 Pandemic & Public Health Measures



PROVINCWIDE LOCKDOWN

Ontario will be entering a provincewide shutdown to stop the spread of COVID-19.



One Year Mark

The Impact



Feedback from OCAN Stakeholders:

Everyone Agrees:

- Now more than ever, it's important to assess people's needs
- OCAN is a way of doing this

But

- We had to turn our attention to changing how we operate
- We had to focus on supporting clients in crisis as a result of Covid-19
- In-person meetings are reserved for essential services
- Doing OCAN without face-to-face contact is challenging, especially having clients complete the self-assessment portion

What Organizations are doing:

The OCAN Community of Interest (COI) put together an FAQ on Using OCAN during Covid-19:

Posted by CAMH - Evidence Exchange Network (EENet), July 2020

Click [HERE](#) to access the FAQ



Common Themes

- **The flexibility of OCAN helps:**
 - You don't have to answer all the questions
 - Use your judgement
 - Focus conversation on client strengths and most pressing areas of need
- **Organizations rose to the challenge and found creative solutions**
 - Getting the self-assessment portion completed – phone, mail, electronic
 - Adjusting procedures for collecting consent
 - Using personal protective equipment (PPE)
 - Successful changes that they may keep post-covid:
 - More virtual meetings where beneficial
 - Using the self-assessment with people on the waiting list

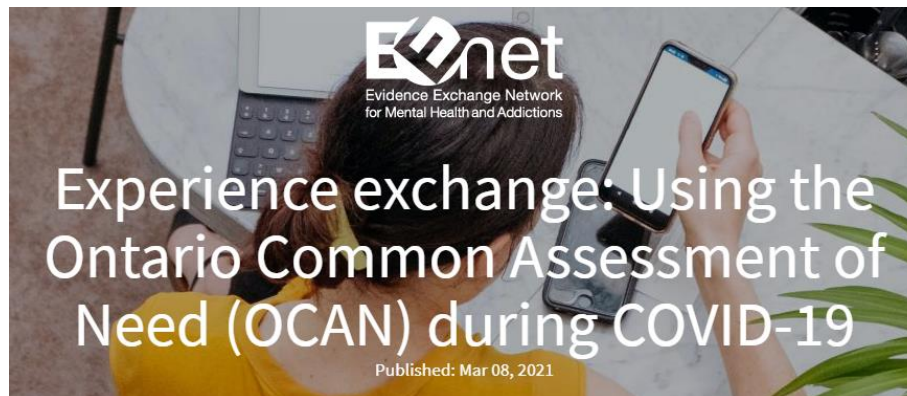
OCAN COI: Articles Featuring CMHA Peel Dufferin's Experience

Experience Exchange: Using the Ontario Common Assessment of Need (OCAN) during COVID-19

<https://www.eenet.ca/resource/experience-exchange-using-ontario-common-assessment-need-ocan-during-covid-19>

Promising Practice: Using the recovery approach to completing OCANs

<https://www.eenet.ca/resource/promising-practice-using-recovery-approach-completing-ontario-common-assessment-need-ocan>

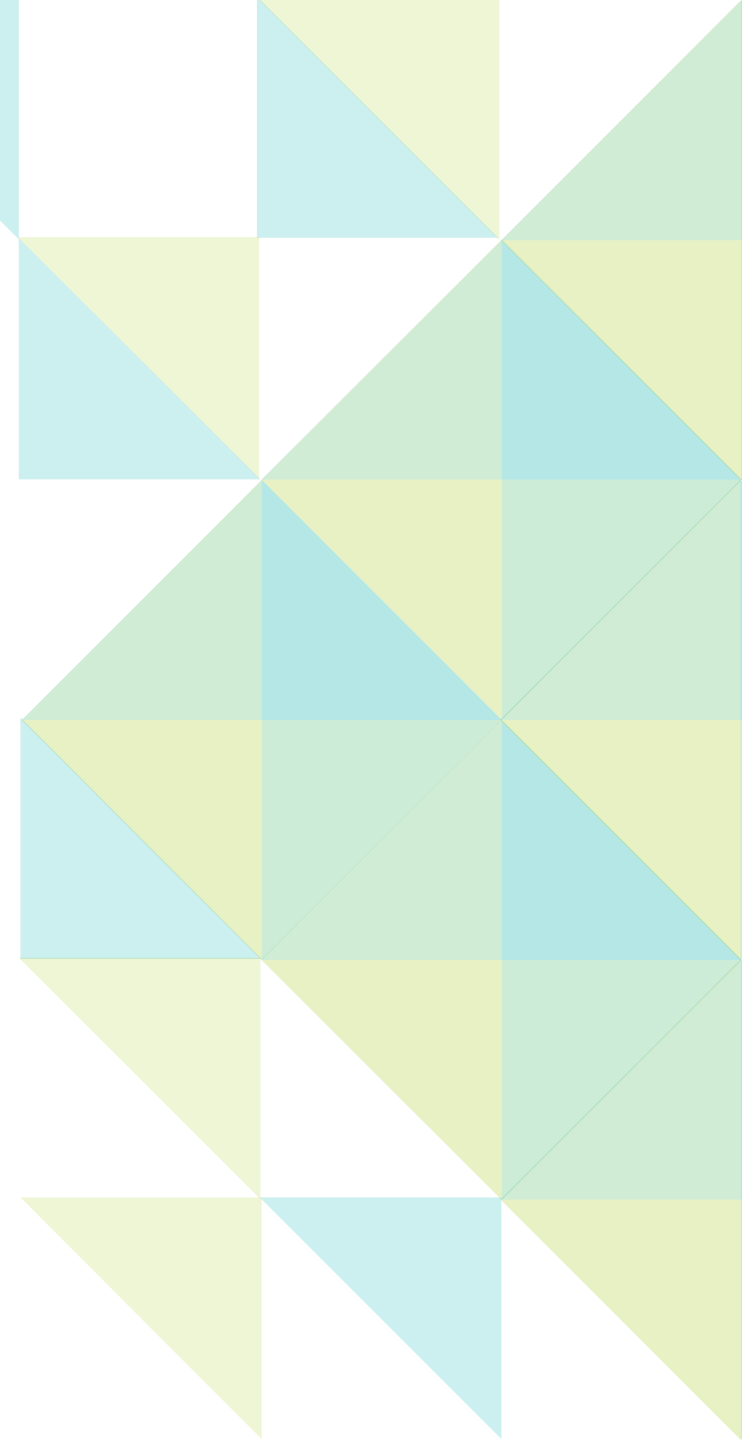




Canadian Mental
Health Association
Peel Dufferin
Mental health for all

CMHA Peel Dufferin's experience using OCAN during the pandemic

Sweedian Robinson, Peer Support Worker
Brett McIsaac, Community Support Worker
Shelly Schneider, Clinical Manager



Where it all started...

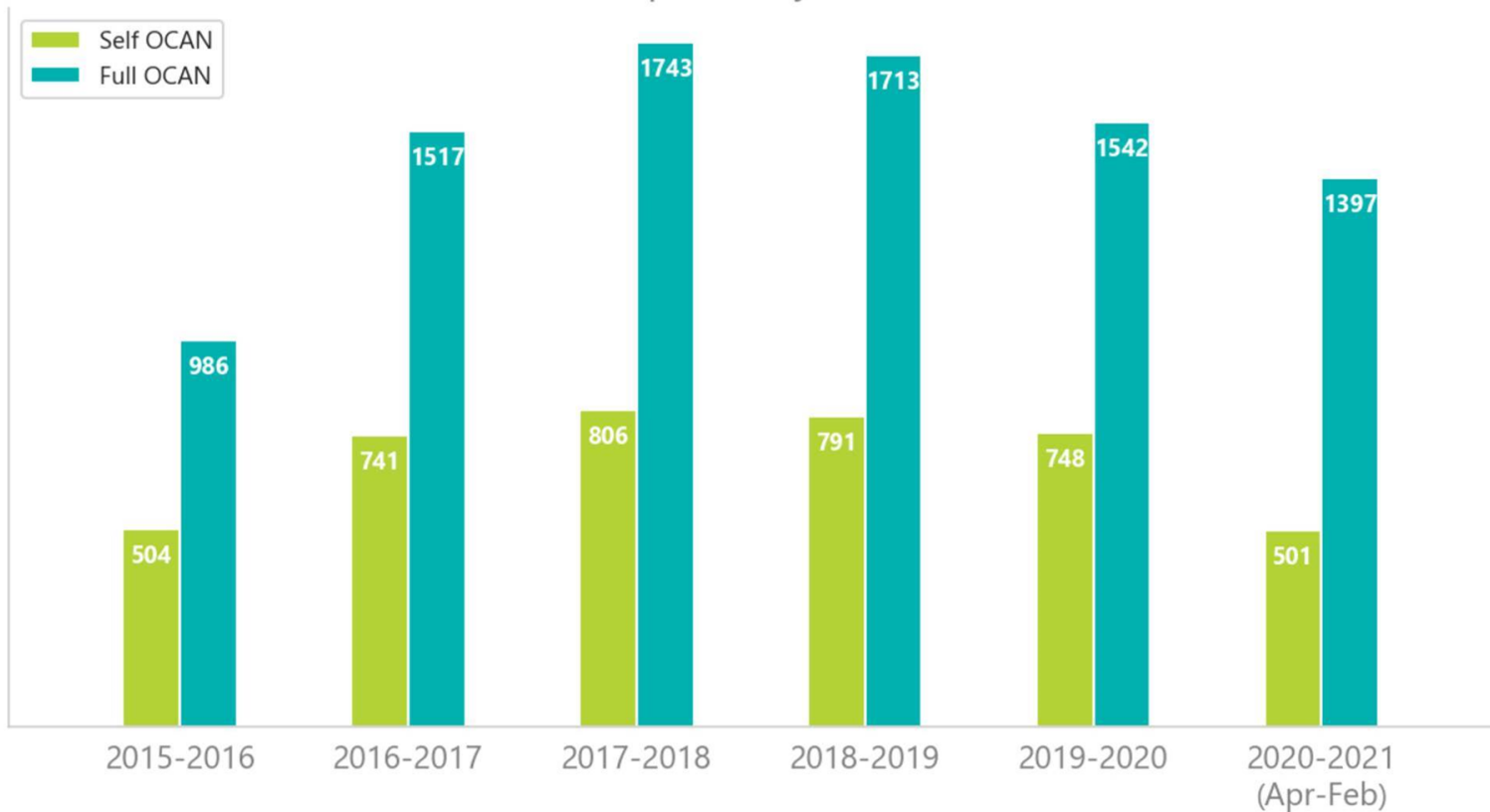
- 2009, OCAN pilot
 - new staff trained at onboarding
- 2010, agency-wide Recovery training
- 2015, Merge Recovery and OCAN training
 - OCAN Lean
 - Quality Improvement Plan to reduce wait lists
- 2019, Recovery Assessment training
- Recovery West, Mental Health Counselling, ACT, Access To Recovery, Intake are all utilizing OCANS
- OCAN to be completed within the first 1-2 visits with a new client. OCANS to be completed every 6 months for a reassessment



of OCANs Completed

of Self-Assessments Completed

Number of OCAN Assessments Completed by Fiscal Year



Recovery/Assessment Training Objectives



- What is the Recovery Model?
- Training at CMHA PD
- Language – *within client care and documentation*
- Disease model vs client-centred model
- Process of supporting clients
- How assessment can support the beginning, middle and end of work with clients

Recovery Practice

- Unwavering belief in each person's potential for recovery
- Sincere commitment to a client centred approach
- Openness to uncertainty, difference and chaos
- Investing self into the helping process

Strengths Based Practice

- Believing clients are most successful when they identify and utilize their strengths
- Assists clients to recognize strengths and resources within themselves
- Work with clients to regain power over their lives

The Truth About Assessment

Acknowledge common challenges/complaints about assessment

- Takes too long
- Distracts from client work
- Need time to “build rapport”
- Clients don’t want to tell their story again

Reframe thinking about assessment

- Raises issues important to client
- Supports a Recovery oriented approach
- Captures client progress over time (aka recovery!)
- Can inform quality improvement planning



Maintaining a Recovery Approach to Completing OCANs

- **OCANS maintained through virtual services**
ex- phone, video conference, digital documents
- **Maintaining all of the vital recovery principals virtually**
- **Empathy, validation and support!**



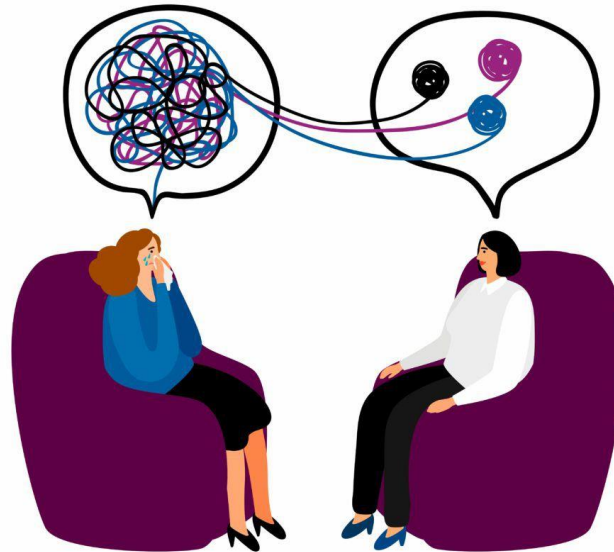
Impact of COVID-19

- Decrease in face-to-face client visits
- Clients being afraid of contracting Covid-19 from case workers
- Increased anxiety and depression in clients
- Older clients were isolated and did not do well with virtual visits
- Younger clients found the adjustment to staying home difficult
- The “heartbeat” for OCAN became harder to follow

Practical Strategies to Address Challenges

- Telephone Appointments
- OCAN Drop Off/ OPOC
- Fillable electronic self-assessment portion (privacy)
- Agency provided free cell phones (Telus)
- Virtual appointments (OTN)

Real Experience: The OCAN in Action



Client Perspective

“OCANs help me understand my goals clearly.”

“I don’t always look at the big picture, OCANs help me consider different areas of my life that I find informative and helpful.”

“I look forward to talking about the things that are included in OCANs and what it means to me.”

Conclusion

- OCANS **can** be used in virtual services!
- Importance of recovery language when using OCANS!

YOU CAN
DO IT

Thank You CMHA Peel Dufferin!

Any Questions?

Shelly Schneider: SchneiderS@cmhapeel.ca



CMHA Cochrane Timiskaming: Experience Using OCAN During the pandemic



Debra MacDougall-Pultz



Kelly Brunet

Background on use of OCAN

- Implemented: 2008-2010
- Case Management, Social Rec Programs, Justice Programs, ACTT, Developmental Disabilities Program (Core)
- Quality Improvement (QI) Project : 2017
 - Client perspective of OCAN value
 - Led to a process we call *Domain Oriented Recovery Record* (DORR)



QI Project Background: Our Motto at CMHA-CT



- We include clients in projects, workshops, trainings and committees
- Clients sit on E-QIP Project committee.
- Using client feedback to inform service delivery.

Excellence in Quality Improvement Team



DORR: Documentation Guided by OCAN & used in Recovery Oriented Practice



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 an OCAN and 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

#	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

DARE	Explanation		Charting Specifics	
	Data	Action	Client/Staff perspectives Relevant new information	Interventions during session
	Recovery PLAN	Evaluation	Identify new domains/appraisal of domains → what is next?	Evaluation of actions Next meeting

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

Post Card given to Clients

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 continued..

Homework (tips) to assist you in reaching YOUR goals:

1. _____
2. _____
3. _____

Next Steps:

____ Appointment: _____

____ Drop by Access Office: _____

____ Wait List. Staff will check in with you: _____

If you have further questions, please contact me at: _____

If you are experiencing a crisis between 8:30am and 4:30pm, you can drop by the Access Office or after hours or weekends call _____.

Impact of Covid-19



- Social Distancing
- More difficult to use Q.I. tools, e.g. postcard
- Completion of OCANs and reassessments every 6 months – challenging
- Unable to meet client in their preferred environment
- Harder to engage when not in person
- Difficult for some clients to wear PPE
- Difficult to hear through the mask
- Virtual meetings – difficult for some

Practical Strategies to address challenges

- Working remotely, OTN, Zoom, phone
- Dropping off OCANs in client mailboxes
- Dropping off postcards in client mailboxes



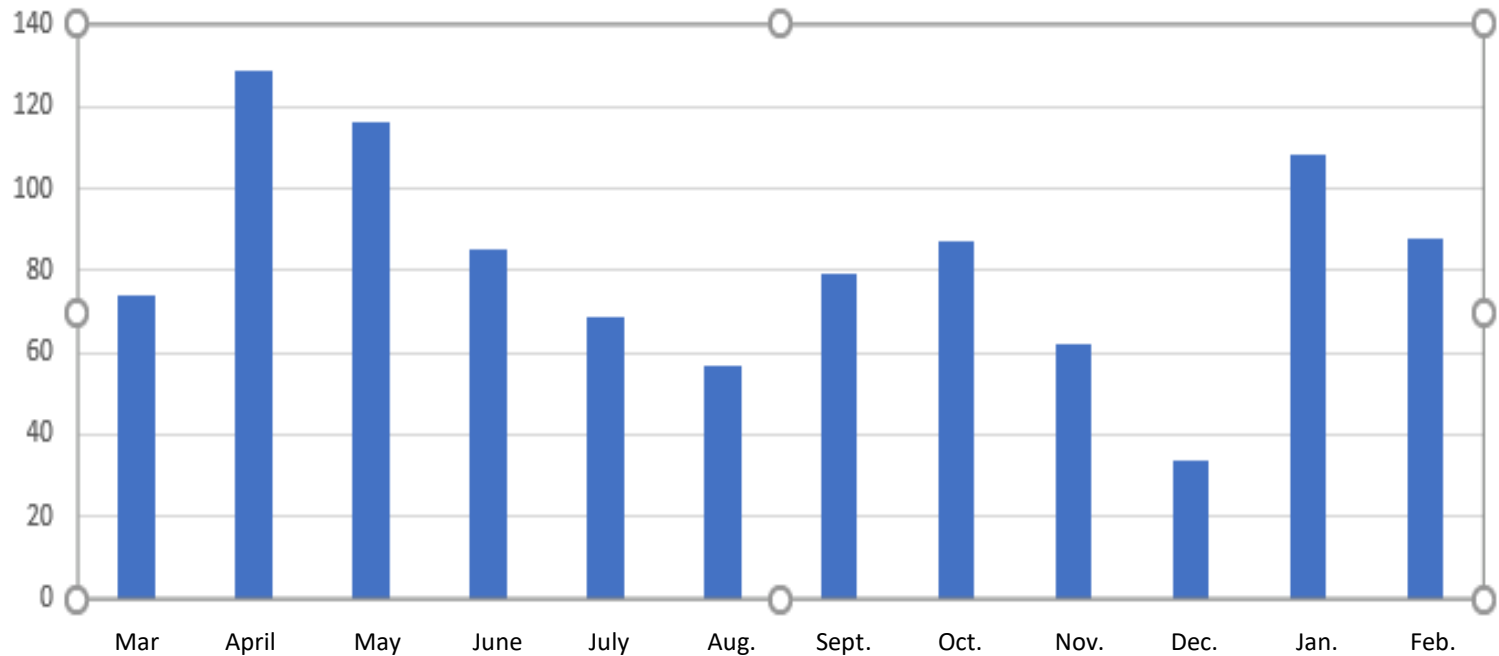
More Practical Strategies to address challenges

- Meeting in person with full PPE
- Meeting at person's home – social distancing e.g. – staying in driveway



Number of OCANs Completed

Number of OCANs completed from March 2020 to February 2021



Maintaining a Recovery Approach to Completing OCANs

- More check ins, smaller sections
- Allow more time
- Validating
- Listening to understand
- Client-centred, client directed
- Definitely helpful to have good foundation
- Use of Post Card to inform client

Real Experience/Story

- Client experience re: hard time reaching out.
- Client advised it helped to structure the meeting and remain focused on goals.
- Another client indicated he felt he was more invested in his recovery and had more control or choice over his goal setting.

Conclusion

- Important to be mindful of where the client is at and to work at their pace (Recovery oriented)
- Where there's a will there is a way – need to be creative
- How we work with clients – client engagement/experience
- Focus on strengths - clients more resilient through this pandemic because of hardships they already face



That's all Folks!

Thank You CMHA Cochrane Timiskaming!

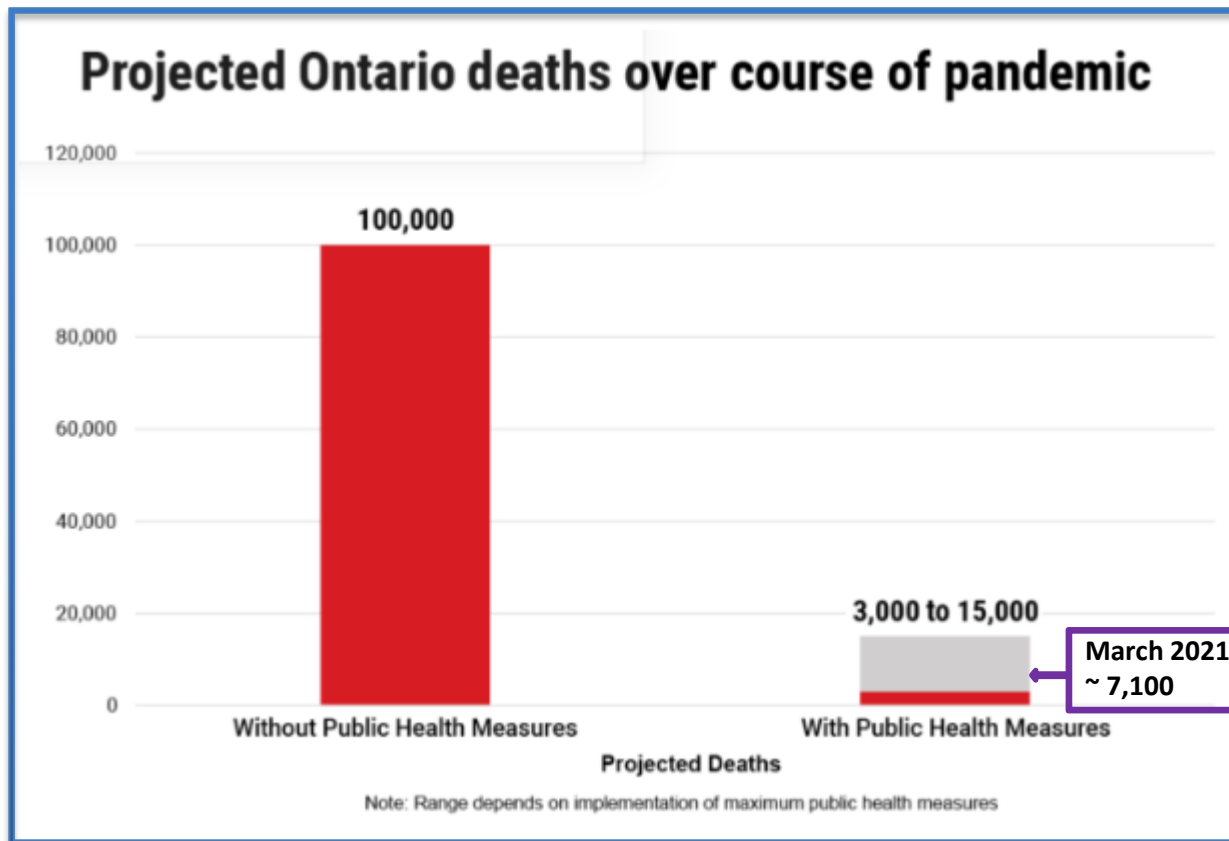
Any Questions?

Deb Pultz: dpultz@cmhact.ca



Saving Lives

Covid -19 modelling April 3, 2020, Government of Ontario



Getting Vaccinated



OCAN Stakeholder Connections and OCAN eLearning Course

- **OCAN Community of Interest: EENet**
 - Click [HERE](#)
- **Quality Improvement: E-QIP**
 - Click [HERE](#)
 - April 13th Virtual Conference
- **OCAN Training: OCAN eLearning Course**
 - Click [HERE](#)



THANK YOU TO OUR PRESENTERS!

THANK YOU FOR ATTENDING!
Please complete a quick evaluation!

Additional feedback and questions can be sent to
the CCIM service desk at servicedesk@ccim.on.ca