Better Data, Better Outcomes

Use of Standardized Tools in Ontario's Community Mental Health and Addiction Sector

Series 1: Ontario Perception of Care (OPOC) Tool

e-QiP

Excellence through Quality Improvement Project

Community-focused. Data-driven.

Land Acknowledgement

2020
Data Literacy Series

e-QiP

Excellence through Quality Improvement Project

2020 Data Literacy Webinar Series

In 2020, EQIP, presented a three-part data literacy series that focused on the practical application of data concepts relevant to mental health and addiction system partners.

1. Introductory concepts and Problem Identification
   - How do I know I have a problem?
   - Why is this important?

2. Basics on Quality Improvement
   - What do I need to know to use data for quality improvement purposes?

3. Data Visualization and Reporting
   - How do I share and report data in an accessible way?
   - What are my next steps to build an organizational culture of data literacy?

2020 Data Literacy Series

**2022
Data Literacy
Webinar
Series!**

e·QiP
Excellence through Quality
Improvement Project

Better Data, Better Outcomes

**Use of Standardized Tools in Ontario's Community
Mental Health and Addiction(MHA) Sector**

Learning Objectives:

- Highlighting the Ontario Perception of Care tool (***OPOC***) data

- Demonstrations on ***how*** to use these OPOC data

  - With and for Clients

  - With and for Staff

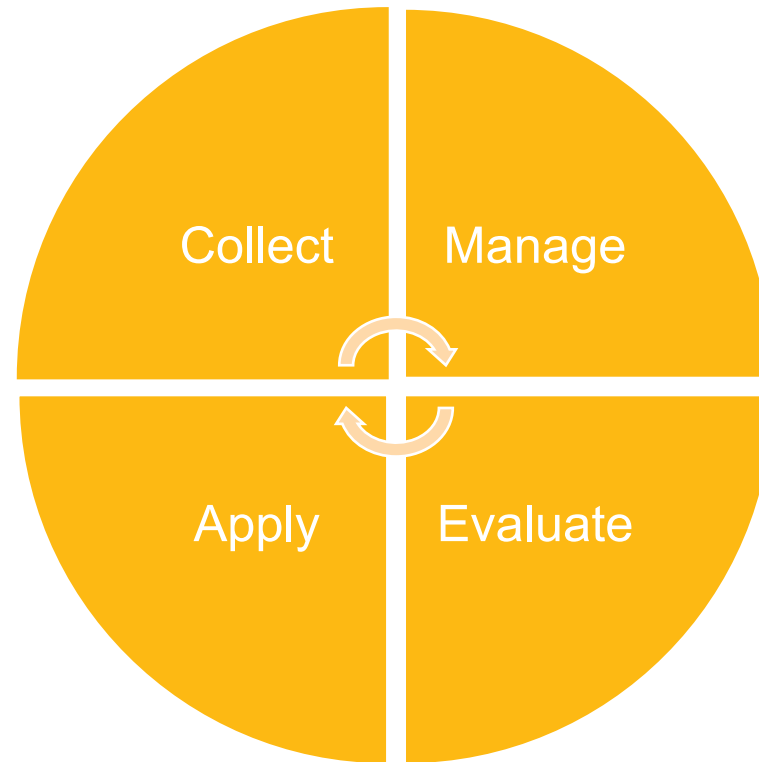 - At an Agency Level

  - At a Regional Level

  - At a Provincial level

Data Literacy
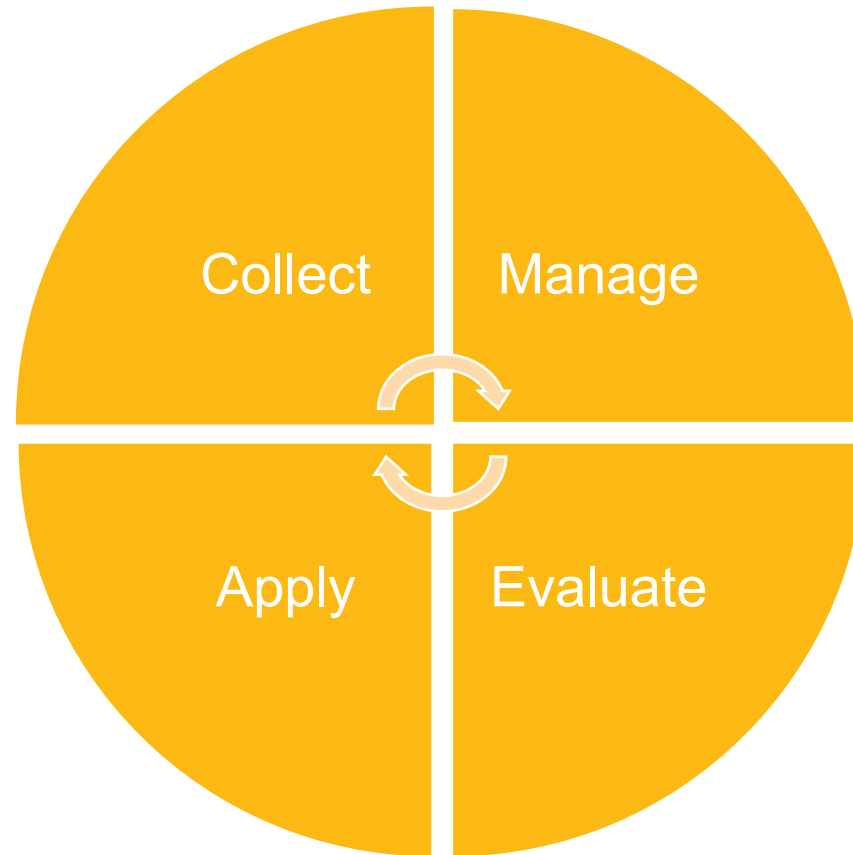
Data Literacy Overview

Data literacy is "the ability to collect, manage, evaluate, and apply data in a critical manner."
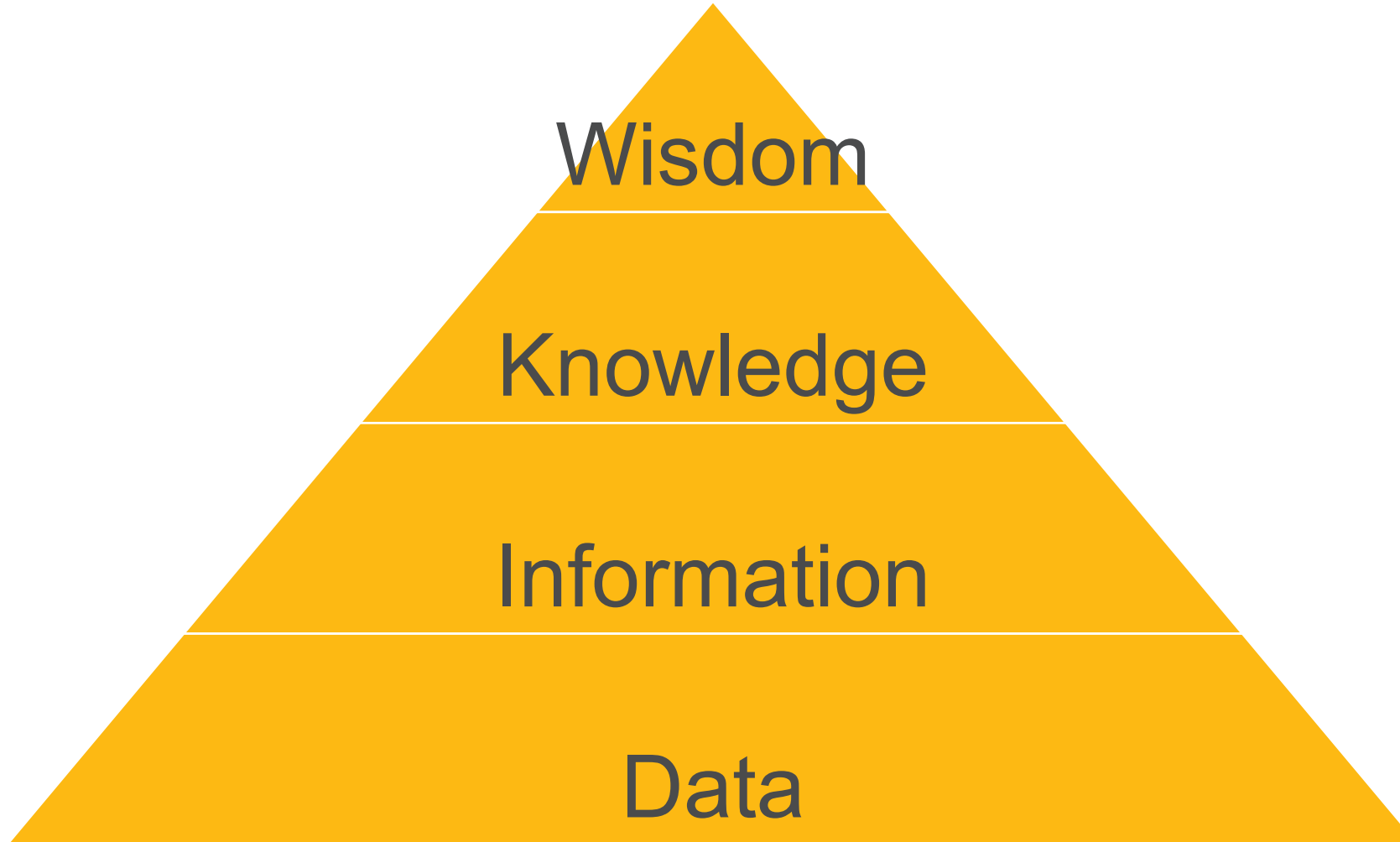
References:
- Ridsdale, C., Rothwell, J., Smit, M., Ali-Hassan, H., Bliemel, M., Irvine, D., Kelley, D., Matwin, S., & Wuetherick, B. *Strategies and best practices for data literacy education: Knowledge synthesis report*. [Internet]. Dalhousie University, Halifax, NS. (2015; cited 2022 Oct 20). Available from: https://dalspace.library.dal.ca/handle/10222/64578
- Statistics Canada. Data Literacy Competencies [Internet].(2020-09-23; cited 2022 Oct 20). Retrieved from https://www.statcan.gc.ca/en/wtc/data-literacy/compentencies
- EQIP. Data Literacy Series Webinar 1: Introductory Concepts and Problem Identification [video on the Internet]. 2020 [cited 2022 Oct 20]. Available from: https://e-qip.ca/resources/data-literacy-webinar-series/.

Data Literacy & OPOC

Data Literacy – DIKW Pyramid

Rowley, J. The wisdom hierarchy: representations of the DIKW hierarchy. *Journal of Information Science* [Internet]. 2007 [cited 2022 Oct 20], *33*(2), 163–180. https://doi.org/10.1177/0165551506070706.

Key Performance Indicators (KPI's)

- Used to measure and monitor changes over time
- Can be used to identify both areas for improvement and those that are working well
- Allow for comparisons
- SMART

Ontario Perception of Care Tool – Mental Health & Addiction (OPOC)

What is the OPOC-MHA?

- A standardized, validated tool to gather client perception of care feedback

- OPOC-MHA asks questions about: access, services, participation, therapists, environment, discharge and overall experience

- Paper/pencil, web-based versions

Client voice informs service change to enhance quality of care

OPOC Reporting Portal

- Standardized reports for each program will be available from the OPOC Reporting Platform

- Immediate access to their own raw data, including open-ended comments

- Allows customized reports to be run based on user-identified fields

Reporting Portal – Input Controls
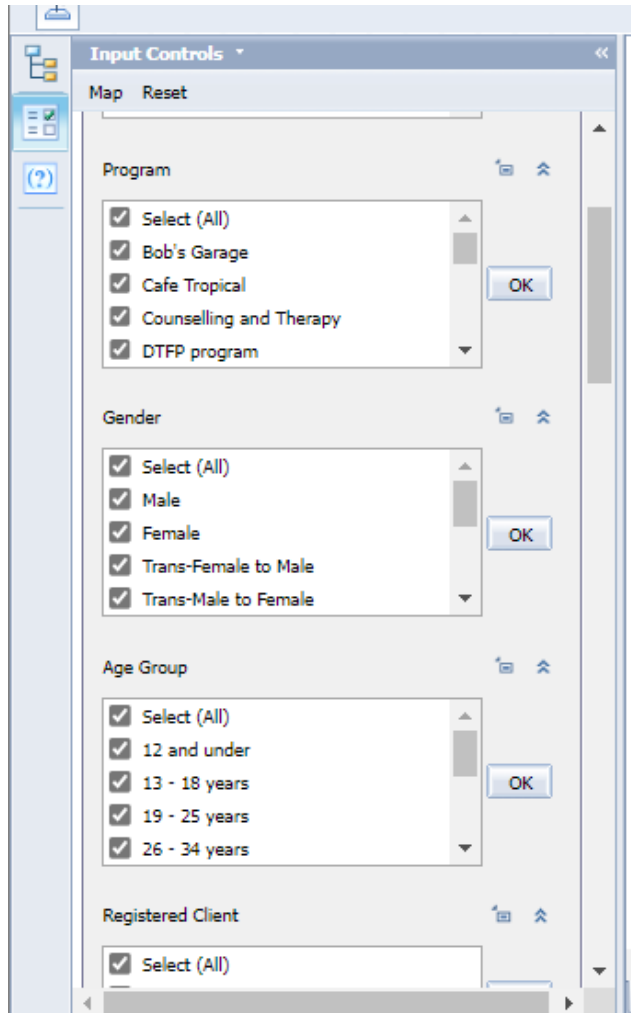
- Program
- Gender
- Age Group
- Client Type
- Site
- Residential or Inpatient
- Treatment Progress
- Population Group

- Preferred Language
- Sexual Orientation
- Treatment Reason
- Family Income
- Service Type

OPOC Resources

OPOC Resources

Resources

INFO OPOC - Data Review Tips	**INFO** OPOC - One Pager for LHINs	**INFO** Development of a Client Perception of Care Tool for Mental Health and Addictions
INFO OPOC 2-pager	**INFO** Guidelines To Support Virtual OPOC Administration	**INFO** OPOC - Guidelines for Using Select OPOC Questions
TOOL OPOC - Shareback Templates	**INFO** OPOC Reporting Platform Navigation Guide	**INFO** OPOC Website Navigation Guide
TOOL OPOC Self-Assessment Tool	**INFO** OPOC Implementation Guide 5th Ed	**INFO** OPOC Agency Action Plan
INFO (French) Guide de Navigation pour le Site Web de OPSO	**INFO** (French) Services de Crise OPSO Fiche de Conseils	**INFO** (French) Guide de Navigation de la Plateforme de Rapports de l'OPSO
INFO Virtual OPOC implementation Webinar	**INFO** Translated OPOC Considerations	

OPOC Implementation Specialists By Region

Implementation Specialists by Region

Region	Specialist
Erie St. Clair	**Beth Powell** (Beth.Powell@camh.ca)
South West	**Beth Powell** (Beth.Powell@camh.ca)
Waterloo Wellington	**Al Cudmore** (Alan.Cudmore@camh.ca)
Hamilton Niagara Haldimand Brant	**Al Cudmore** (Alan.Cudmore@camh.ca)
Central West	**Beth Powell** (Beth.Powell@camh.ca)
Mississauga Halton	**Al Cudmore** (Alan.Cudmore@camh.ca)
Toronto Central	**Jonathan Berges** (Jonathan.Berges@camh.ca)
Central	**Jonathan Berges** (Jonathan.Berges@camh.ca)
Central East	**Renée Behrooz** (Renee.Behrooz@camh.ca)
South East	**Chris Sullivan** (Chris.Sullivan@camh.ca)
Champlain	**Beth Powell** (Beth.Powell@camh.ca)
North Simcoe Muskoka	**Renée Behrooz** (Renee.Behrooz@camh.ca)
North East	**Shandy Van De Ligt** (Shandy.Vandeligt@camh.ca)
North West	**Shandy Van De Ligt** (Shandy.Vandeligt@camh.ca)

We have OPOC Data – Now What?

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First Glance

- What is my overall impression?

- Does anything stand out?

- Are there any immediate surprises?

People

- Who answered the survey?

- Who answered the survey differently?

- Whose perspective is represented?

- Whose is missing?

- Is the sample representative of our client population?

- Am I happy with the response rate?

Comparison

- How do our results compare to the provincial data?
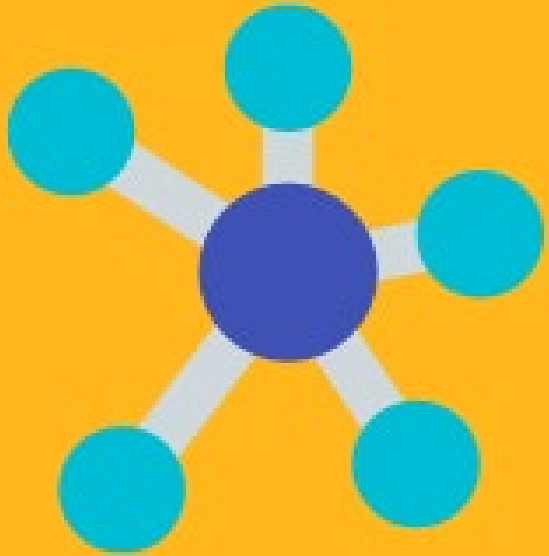- How do our results compare to similar service types?

Alignment

- Do the findings align with my expectations?

- Do the findings align with organizational/district/regional/provincial priorities for action?

- Are there specific questions that are particularly important for our organization?
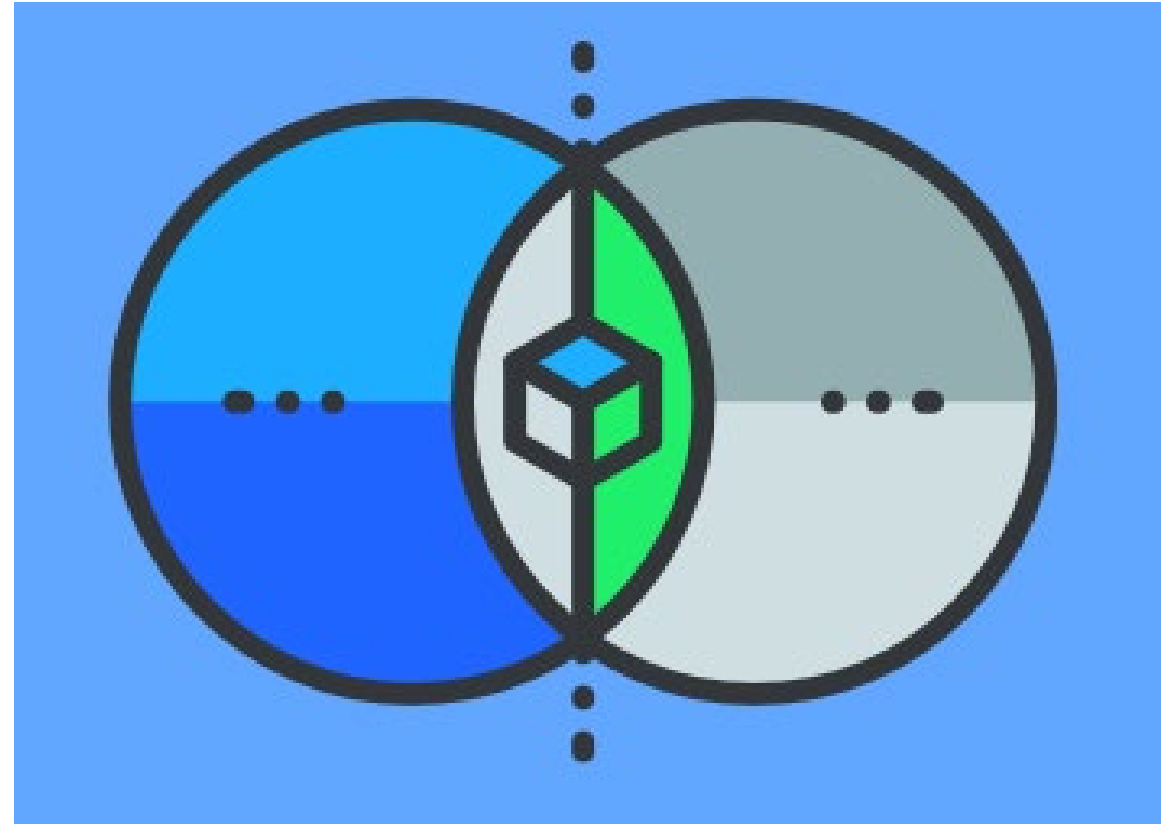
Themes

- Do any themes emerge?

Ways to Use OPOC Data

OPOC Data
For and With Clients

ONTARIO PERCEPTION OF CARE TOOL FOR MENTAL HEALTH AND ADDICTIONS
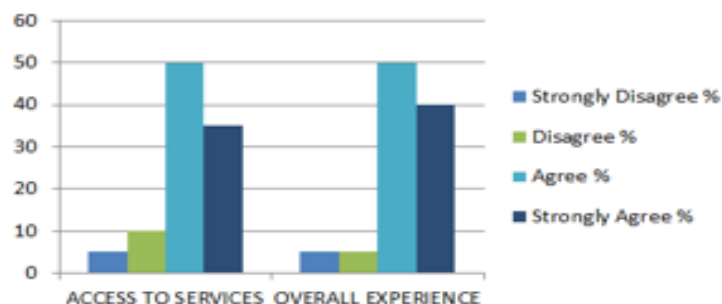
YOUR VOICE IS IMPORTANT

Thanks for giving us your feedback about the care you've received from us! By filling out the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), you're helping us to improve the services we provide.

WHAT WE LEARNED

Majority of our clients are satisfied with their access to services and overall experience. Some areas of improvement were also identified below.

Bar chart legend:
- Strongly Disagree %
- Disagree %
- Agree %
- Strongly Agree %

Chart categories: ACCESS TO SERVICES, OVERALL EXPERIENCE

WHAT YOU TOLD US

- You want to know how to make formal complaints.
- You want more activities you can do during your free time.
- You want a transition plan at the end of your program to help meet your needs.

WHAT WE'RE DOING

- We added a complaints box to the waiting area and will check weekly.
- We created a planning committee that will include clients and family members to help develop more activities of interest. Stay tuned for more details!
- We formed a staff team who will look at ways to improve our transition planning process. Improvements will be made by August 2016.

WHAT'S NEXT

Your feedback helped us identify what we need to do to improve your experience at our agency. We've already made some changes, while others will take longer.

To find out more, please ask your service provider.

We hope these changes will improve your client experience. Please give us your feedback in August 2016!

If you haven't had a chance to provide feedback about your experience, please ask your service provider about the OPOC-MHA.

camh

How OPOC Supports Equity Improvement

Equity improvement applies an equity lens to the quality improvement process, using data to better understand how client experience differs according to sociodemographic variables.

OPOC-MHA supports equity improvement capacity:

Demographic Information	Equity Related Questions
• Age • Preferred language • Racial or ethnic group • Gender • Sexual orientation • Family income	• Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). • Overall, I found the facility welcoming, non-discriminating, and comfortable • The program accommodated my needs related to mobility, hearing, vision, and learning, etc. • My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).

Example OPOC Equity Analysis Process

- Equity analysis is part of the data review process that occurs after an organization administers its OPOC surveys

- Select key questions: suggestions include 1) overall ranking as an area of excellence or improvement, 2) overall client experience indicators, and 3) questions identified as particularly relevant to diversity (i.e., referral to alternative, culturally-appropriate services; accommodation of dietary needs)

- For equity analysis purposes, surveys should be analyzed according to **age, racial or ethnic group, preferred language, gender, sexual orientation, and family income**

- Consider group sizes and whether a subgroup is too small to draw meaningful conclusions that could be applied across the board. Responses may need to be amalgamated to create larger groups or be excluded altogether when this cannot occur.

Next Steps for Equity Improvement

- Data does not improve equity by itself.

- Is there a knowing/doing gap?

- Enlist support of leadership at top levels

- Gather more qualitative data where needed

- Are the proposed changes meaningful? (e.g. ↑ peer support workers vs. rebranding)

- Involve service users in making a plan

- Be accountable to service users:
  - compensation, transparency and momentum

Moving Knowledge to Action: the Ontario Perception of Care Tool Equity Improvement Modules: A self-directed course designed for staff at organizations that use the Ontario Perception of Care Tool (OPOC)
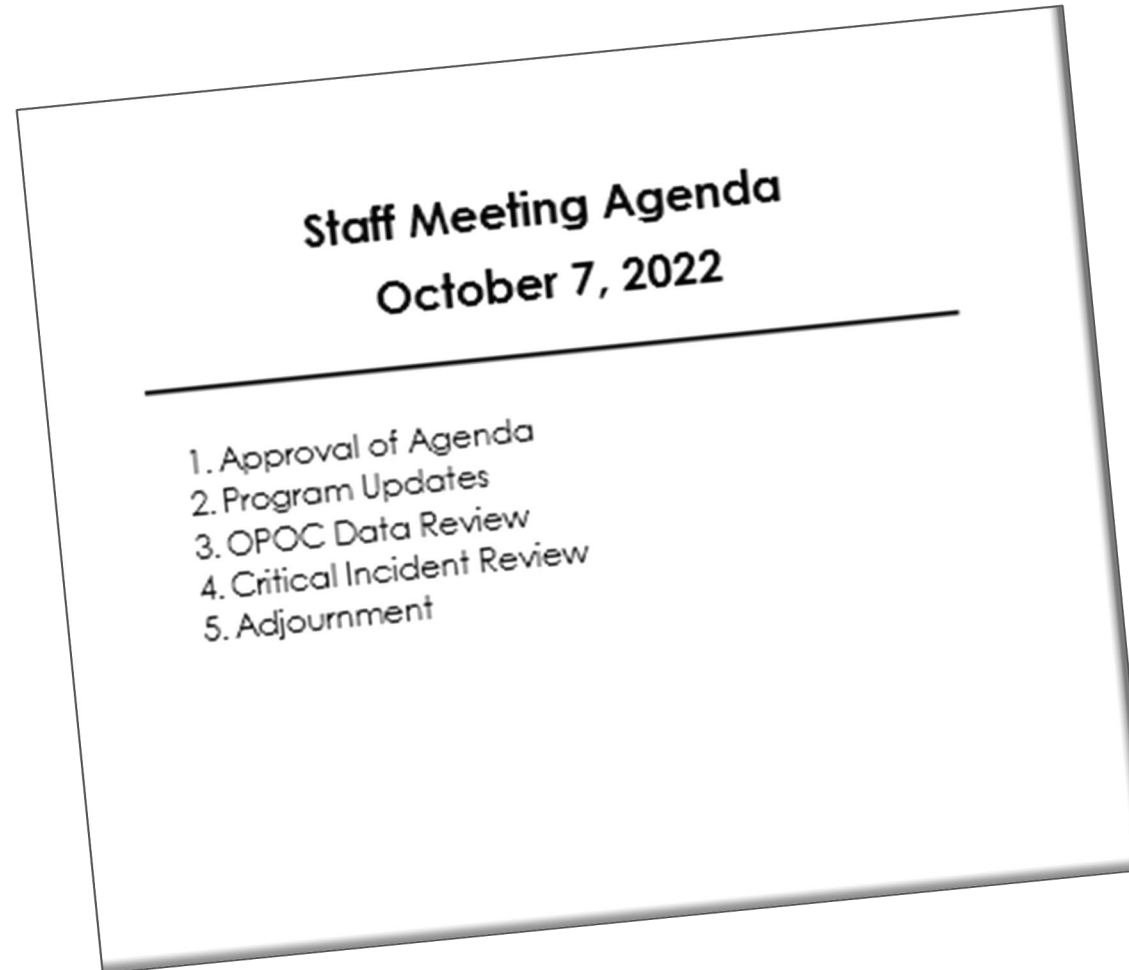
This self-directed course is designed for staff at organizations that use the Ontario Perception of Care Tool (OPOC). The course aims to build your agency's capacity to collect, understand and use client experience data with an equity lens, regardless of where you are in your OPOC implementation.

https://moodle20.camhx.ca/

OPOC Data
For and With Staff

Do you discuss client feedback regularly in staff meetings?

Staff Meeting Agenda
October 7, 2022

1. Approval of Agenda
2. Program Updates
3. OPOC Data Review
4. Critical Incident Review
5. Adjournment

Is there an opportunity to embed/use OPOC data into clinical/staff supervision?

Key Areas for Evaluation of Clinical Supervision				
COMPETENCIES	**RATINGS / COMMENTS**			
	Comment	**Exemplary**	**Standard**	**Unacceptable**
Supervisor's communication uses counselling interventions with supervisee, such as:				
a. Open-ended questions				
b. Closed questions				
c. Paraphrasing				
d. Summarization				
e. Reflection of feelings				
f. Tuning into nonverbal language				
g. Information giving				

OPOC Data Agency Level

Would OPOC data be useful in program review/program planning processes?
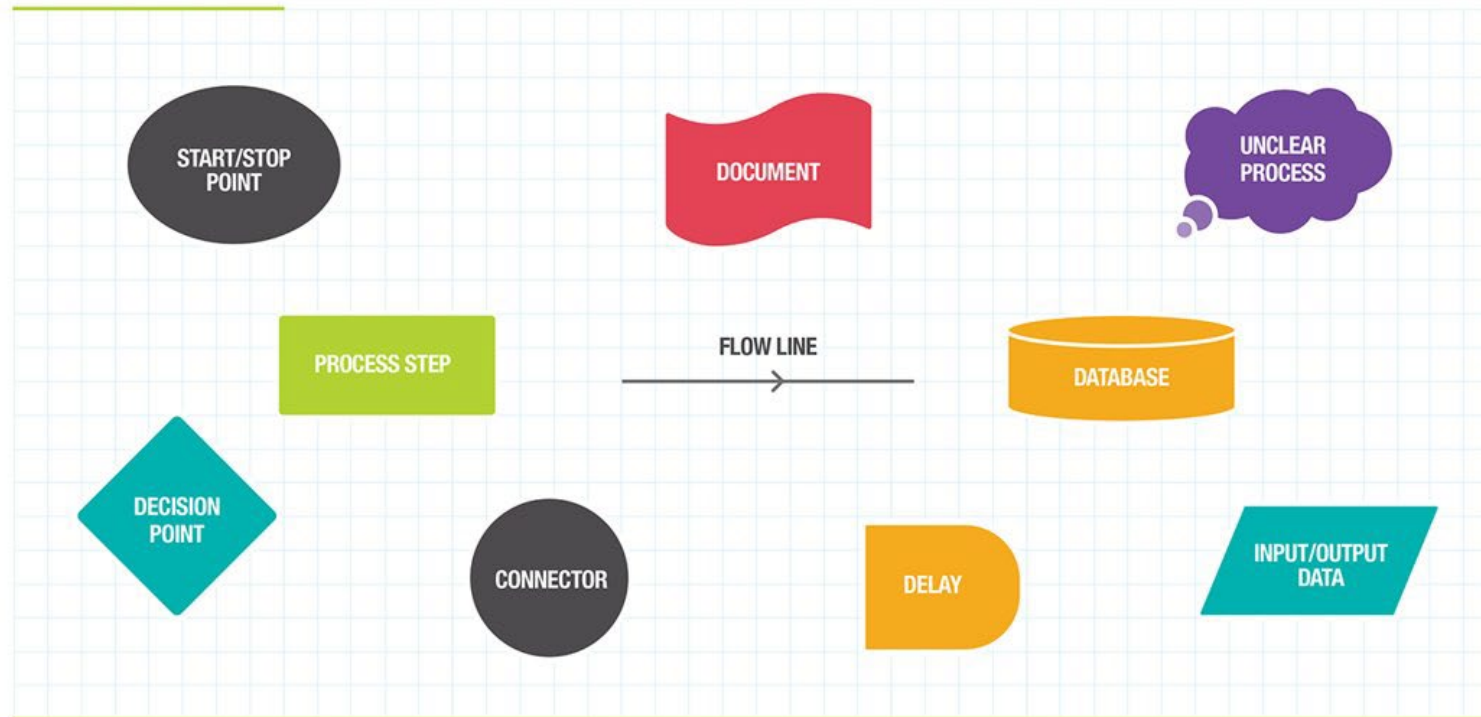
Would OPOC data be helpful for accreditation?

Would OPOC data help you with your grant proposals?

OPOC Data Regional Level

Would OPOC data be useful for systems planning?

OPOC Data Provincial Level

Provincial OPOC Data

OPOC Data and Use for Provincial Planning

Questions and Curiosities

What's Next?
Part 2: *Virtual Workshop*
Thursday November 3rd, 2022
1:00pm to 3:00pm

Participants will have an opportunity to ask specific questions and *discuss/share their own, de-identified **OPOC** data* to receive subject matter expert support on how to interpret reports and use the data from the tool for QI (Quality Improvement) purposes, building off learning from webinar portion of the series.

Registration is capped at **60** participants.

Please provide your feedback!

Better Data, Better Outcomes

Use of Standardized Tools in Ontario's Community Mental Health and Addiction(MHA) Sector

Next in the Series

Ontario Common Assessment of Need (OCAN)

Webinar: January 12th, 2023
Virtual Workshop: January 26th, 2023

Level of Care Utilization System (LOCUS)

Webinar: February 9th, 2023
Workshop: February 23rd, 2023

quality@e-qip.ca

Governance and Leadership Training

Our governance and leadership training on quality improvement (QI) and measurement is delivered to senior leaders and/or the board of directors of an organization. We provide a general overview of QI, data-driven decision making and how these areas can support organizational and strategic priorities. We focus on the role of senior leaders in championing, guiding and building a quality culture. The training is customized to your organization's needs based on your objectives and where you are in QI culture and in performance management

To schedule a training session or If you would like more information about Governance and Leadership training options, please contact

The E-QIP team quality@e-qip.ca

Quality Improvement and Data Consultations
Free customized coaching and support

Meet with an EQIP QI and Data Coach for support on
- ✓ Quality Improvement Planning
- ✓ Uptake and Use of standardized tools
- ✓ Leveraging your data for QI activities
- ✓ Target Setting/Performance Measurement

Want to learn more?

CLICK HERE TO REQUEST A CONSULTATION

Foundations to QI (IDEAS) e-Course

- ✓ Self-Directed
- ✓ 6-10 hours to complete
- ✓ Based on Model for Improvement
- ✓ 7 Modules
- ✓ FREE to register!

Want to learn more?

CLICK HERE TO REGISTER!

E-QIP is delivered in partnership by:

- ▶ Addictions and Mental Health Ontario

- ▶ Canadian Mental Health Association, Ontario Division

- ▶ Provincial System Support Program at CAMH

- ▶ E-QIP's work is funded by the MHA Centre of Excellence and will support the priorities as laid out in the Roadmap to Wellness