Better Data, Better Outcomes

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

Virtual Workshop
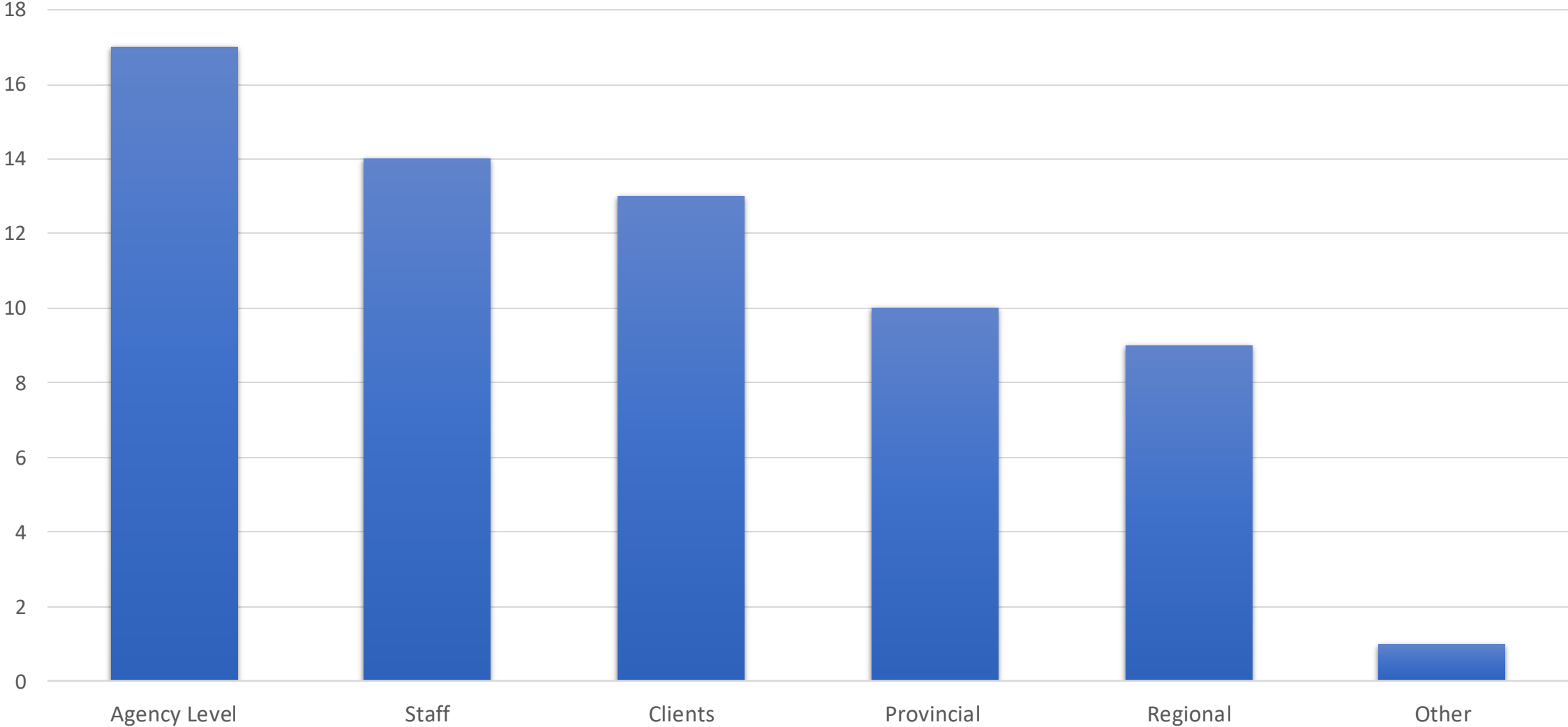
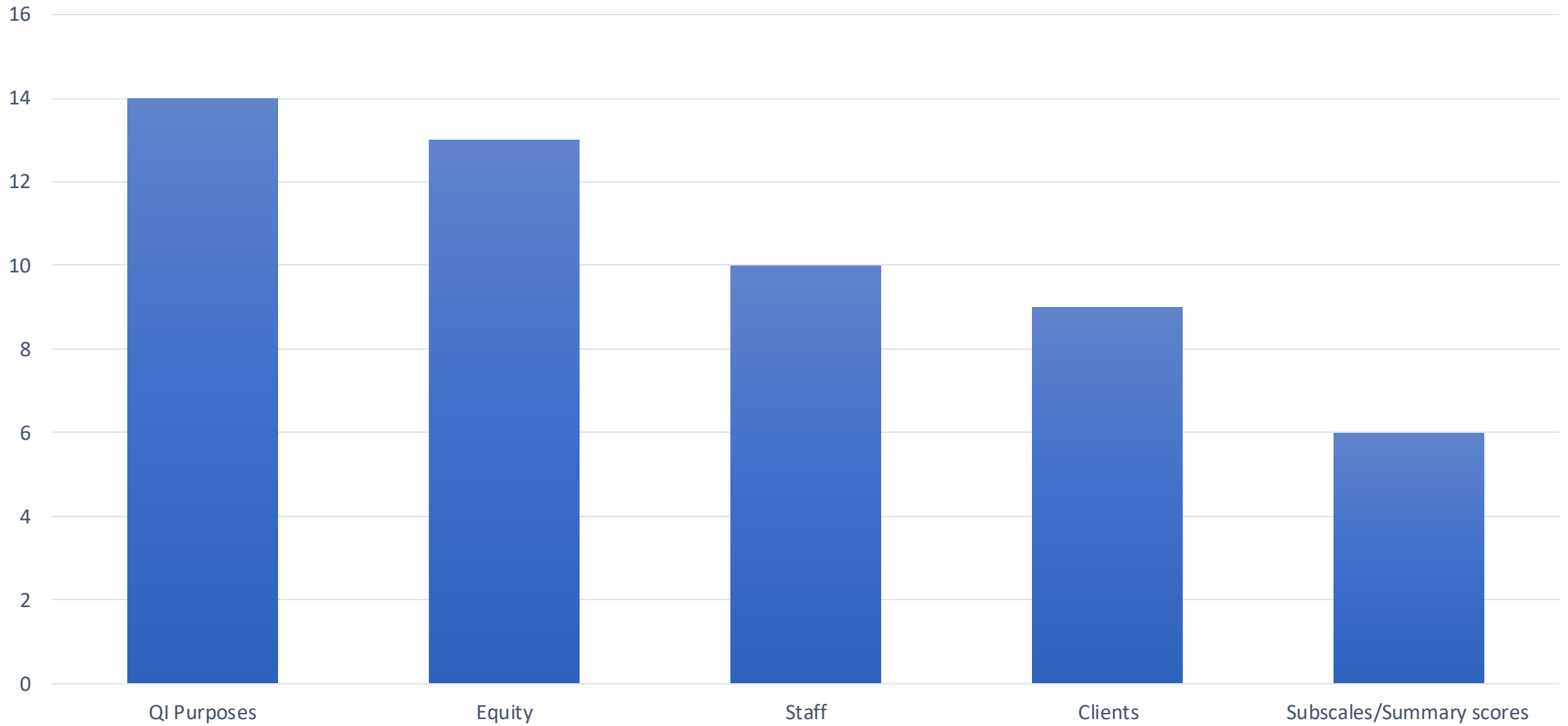Series 1: Ontario Perception of Care (OPOC) Tool

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Excellence through Quality Improvement Project
Community-focused. Data-driven.

Land Acknowledgement

Barriers

crisis programs

staff not distributing

lack of time

provincial benchmarks

lack of summary scores

lack of subscale scores

staff shortages

staff changing roles

survey not appropriate cy

2022 Data Literacy Webinar Series- Virtual Workshop

e-QiP
Excellence through Quality Improvement Project

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

Learning Objectives

Participants will have an opportunity to share and engage with Ontario Perception of Care (OPOC) Implementation Specialists, QI and Data coaches as well as workshop participants around the use of this data for planning and decision purposes.

Participants will have the opportunity to see 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

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

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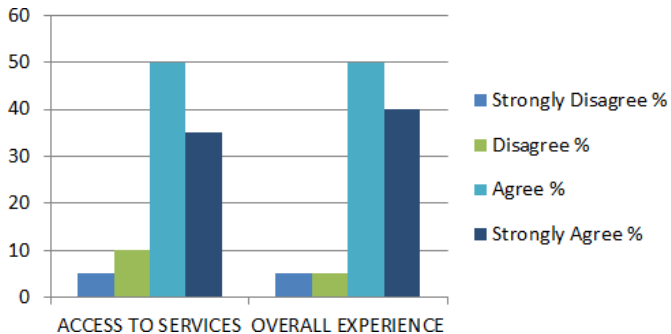
YOUR VOICE IS IMPORTANT

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.

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.
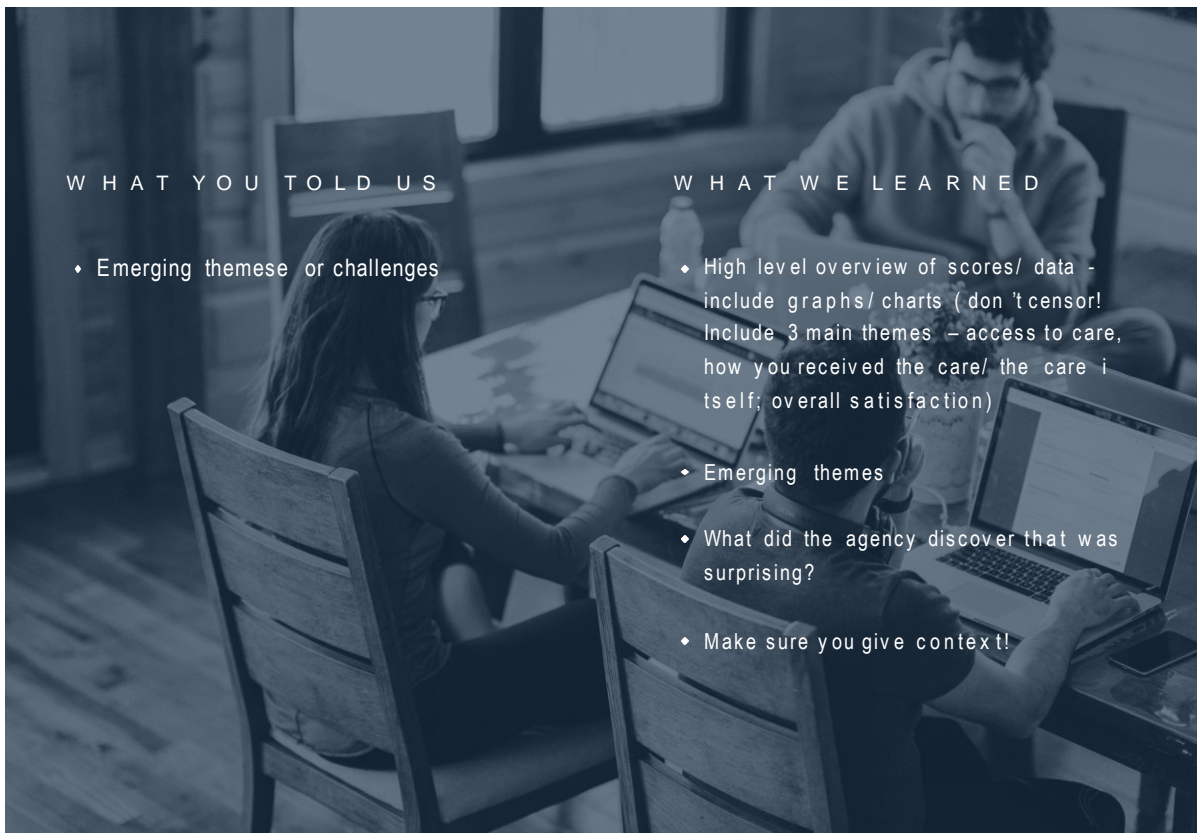
To find out more, please ask your service provider.

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

ONTARIO PERCEPTION OF CARE TOOL FOR MENTAL HEALTH AND ADDICTIONS

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WHAT YOU TOLD US

- Emerging themese or challenges

WHAT WE LEARNED

- High level overview of scores/ data - include graphs/ charts (don't censor! Include 3 main themes – access to care, how you received the care/ the care itself; overall satisfaction)

- Emerging themes

- What did the agency discover that was surprising?

- Make sure you give context!

WHAT WE'RE DOING

- What is your agency doing to address the feedback

- How and when you're making the changes

- Highlight quick wins!

- Highlight issues that may take longer to address and note why (e.g. funding) – IMPORTANT!

WHAT'S NEXT

How has data helped your agency?

What kind of impact will changes have on the care your clients are receiving

Note when agency will follow up with next blitz of OPOC to show what happened after changes

YOUR VOICE IS IMPORTANT!

PLEASE GIVE US YOUR FEEDBACK IN AUGUST 2016!

camh

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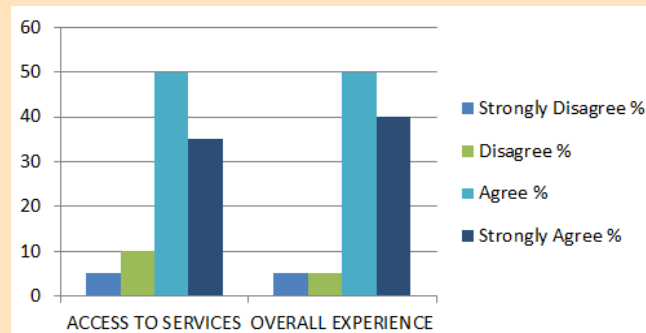
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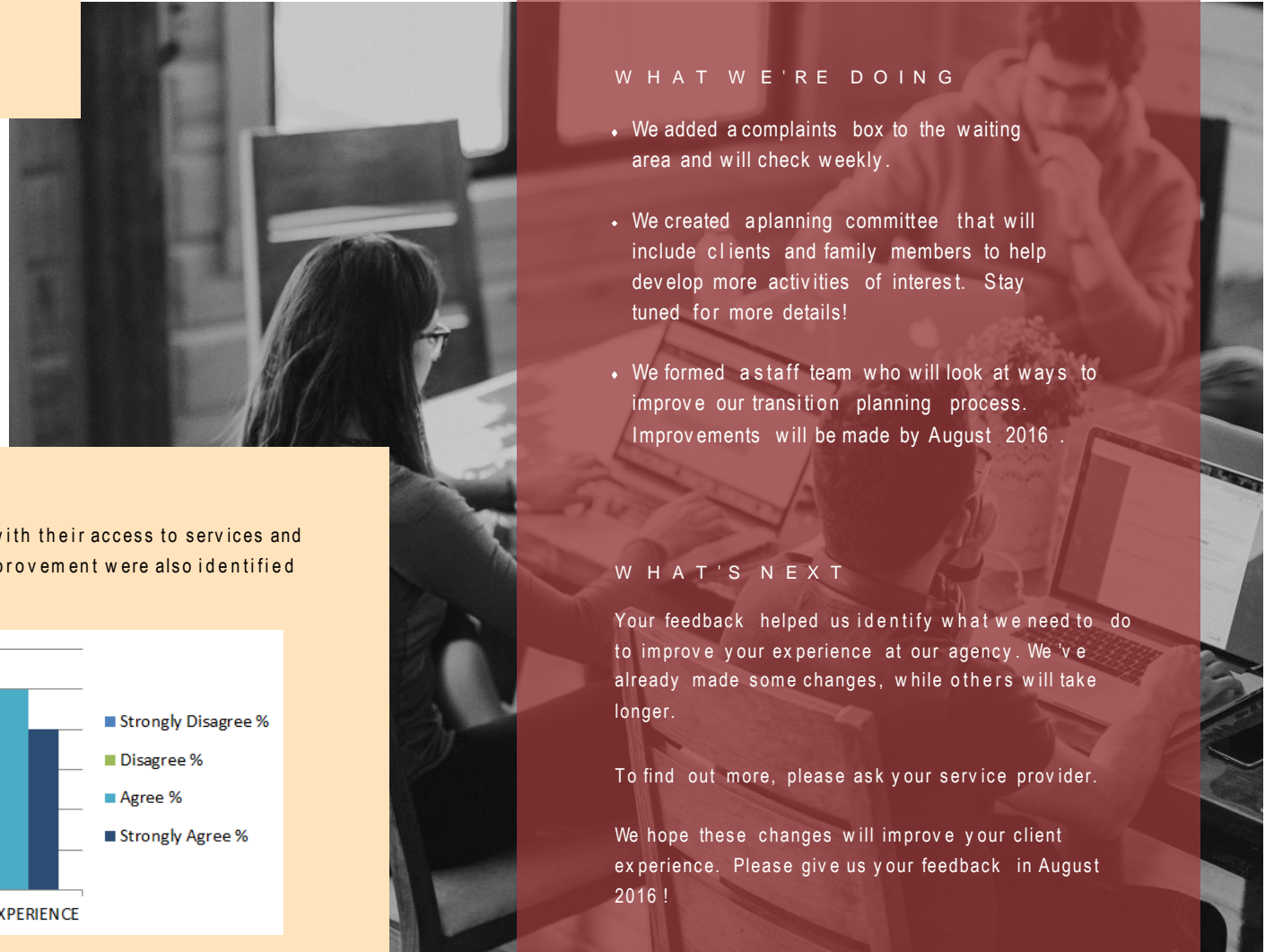
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Chart: ACCESS TO SERVICES / OVERALL EXPERIENCE

Legend:
- Strongly Disagree %
- Disagree %
- Agree %
- Strongly Agree %

ACCESS TO SERVICES: Strongly Disagree 5, Disagree 10, Agree 50, Strongly Agree 35
OVERALL EXPERIENCE: Strongly Disagree 5, Disagree 5, Agree 50, Strongly Agree 40

camh

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

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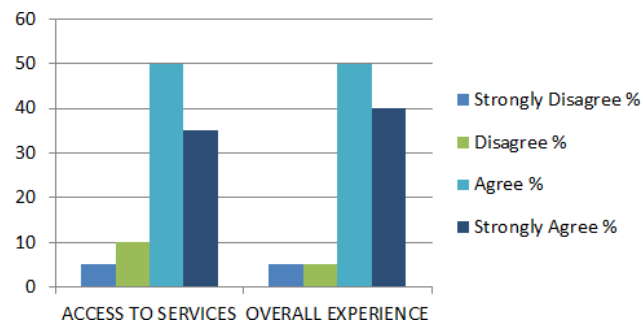
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Using Filters for Equity Data and Overcoming Ceiling Effect

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Equity Considerations

- What determinants of health are important to your particular geographic area?

- What factors impact health outcomes in your community and for the population you serve?

- Which sociodemographic factors can you evaluate in your dataset?

SH OPOC Q30: The services I have received have helped me deal more effectively with my life's challenges.

Preferred Language	Number of Respondents	Percent Agree+ Strongly Agree
English	165	85%
Cantonese	35	62%
French	24	75%

SH OPOC Q12: The services I have received have helped me deal more effectively with my life's challenges.

Population Group	Number of Respondents	Percent Agree+ Strongly Agree
Black	55	60%
White	107	77%
Asian	62	54%

Some clients may have concerns about providing this information because of:

- Past histories of harm resulting from data collection or research
- Concerns that the information provided will be used to reinforce stereotypes
- Past histories of receiving worse care because of self-disclosure or identification
- The potential for diverse cultures to be lumped together inappropriately

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/

Ceiling Effect

When participants' scores cluster toward the high end (or best possible score) of the measure/instrument

Coping With Ceiling Effect

Implementation

- Increase the number of surveys that are completed

- Increase the number of programs that complete OPOCs

- Improve facilitation (i.e. encourage the completion of the qualitative sections)

- Running a campaign to follow up with clients who have withdrawn from service early?

Creating Keys for A Special Campaign

OPOC Website Navigation Guide

Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)

Organization: Centre for Addiction and Mental Health

Campaign: Blitz

Campaign Date: 2018-05-29

Site: * Site B

Program: * Program B01

OPOC Type: *
- For Registered Client
- For Non-Registered Clients

How many: 2

Save OPOC

Back to List

OPOC 877 878
Successfully created. Please go back to list to distribute it.

Coping With Ceiling Effect

Data Analysis

- Using filters to look at different programs

- Looking at data trends year over year

- Using filters to look at different populations (age, gender, population group, sexual orientation)

- Scanning the data for outliers (N/A responses,↑# of strongly disagrees)

- Using collateral sources of information (program records, other tools, focus groups)

Applying filters + Looking at Outlier Responses

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

SH OPOC Q31: Someone would notice if I was away an unusually long time.

Total Family Income	Number of Respondents	Percent Agree+ Strongly Agree	N/A Responses
All categories	243	90%	27
$0-$29, 999	102	85%	26

Total Family Income	How Long Living in Current Housing	Number of Respondents	Percent Agree+ Strongly Agree	N/A Responses
$0-$29, 999	All categories	102	90%	26
$0-$29,999	> 6 months	58	65%	23

Using Comments by Domain of Service

SH OPOC Q31: Someone would notice if I was away an unusually long time.

SH OPOC Domain: Safety and Housing Stability (Do you have any comments about safety and housing stability?)

- Staff checked on me a lot when I first moved in but I have not seen them for months now

- I don't have any friends that ever visit me

- I'm afraid to answer the door when somebody knocks

Looking for outliers in # of responses

Access/Entry to Services

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%	N	%
1. The wait time for services was reasonable for me.	2.6	41	24.8%	50	30.3%	33	20%	36	21.8%	5	3%	165	84.6%
2. When I first started looking for help, services were avaliable at times that were good for me.	2.75	35	20%	76	43.4%	50	28.6%	14	8%			175	89.7%
3. The location of services was convenient for me.	2.85	40	22.1%	86	47.5%	34	18.8%	16	8.8%	5	2.8%	181	92.8%
4. I was seen on time when I had appointments.	2.94	41	25%	83	50.6%	27	16.5%	12	7.3%	---	0	164	84.1%
5. I felt welcome from the start.	3.03	58	32.6%	70	39.3%	31	17.4%	11	6.2%	8	4.5%	178	91.3%
6. I received enough information about the programs and services available to me.	3.02	49	28.3%	79	45.7%	32	18.5%	7	4%	6	3.5%	173	88.7%

OPOC Resources

- Online Learning Platform (camhx.ca)

- OPOC Reports Webinar_Final on Vimeo

- The Ontario Perception of Care Tool for Mental Health and… | CAMH (improvingsystems.ca)

- PSSP Implementation Specialists by Region - OPOC Knowledge Base - CAMH

Please provide your feedback!

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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: February 2nd, 2023

Level of Care Utilization System (LOCUS)

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

quality@e-qip.ca

Digital Health Week (Nov 14th-20th)

- E-QIP is looking for news stories highlighting innovations in digital health and/or virtual care to post on our website and social channels (Twitter/LinkedIn)

- Last year our 'Spotlight Series' posts profiling the digital innovations of community MHA organizations received 123 engagements and generated 3836 impressions

- If you are interested in having your organization's work profiled during Digital Health Week, please forward your submission (250 words or less) to Ash (akoster@ontario.cmha.ca) by **November 7, 2022**

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

e-QiP
Excellence through Quality
Improvement Project

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