Better Data, Better Outcomes

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

Series 2: Ontario Common Assessment of Need (OCAN)

February 2, 2023

e-QiP

Excellence through Quality
Improvement Project

Community-focused. Data-driven.

Land Acknowledgement

Data Literacy

2022 Data Literacy Webinar Series!

OCAN

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:

☐Focus on _what_ the OCAN is & _why_ use it

☐An overview, and examples of _how_ to analyze the data to inform service delivery and decision making

☐Answering your questions about OCAN data

Questions – January 12th 2023

"How can you address clients who are active in more than one functional centre (FC)? I understand that the OCAN is only completed once every 6 months by the primary worker. This would mean the data is attributed to one FC and the needs are not tagged to the other active FCs so they would be missing from the reports. Is this true, or would the OCAN data be pushed to all the other active programs in the client management system or IAR (Integrated Assessment Record)? "

"I was wondering, would we have the opportunity to learn to how to fill out an OCAN at some point?
Will the MNI (Meet Need Index) be auto calculated for all agencies once the MHQI (Mental Health Quality Indicator) pilot is complete?"

"Is there a percentage of the OCAN Core required to be filled out?"

"I think that most orgs would benefit from a 'where we are vs where we want to be' discussion with an OCAN specialist. Is this possible?"

"Are all agencies involved uploading the data to IAR through their vendor regardless of whether the client consents or not? Or just the OCAN's that express consent is obtained?"

"As a mental health organization are you required to do assessments if OCAN is used for your intake process?
Has some of the domains (e.g., accommodation, food) consider external impacts such as the economic climate (increased competition for accommodation and food)?"

How to Use OCAN Data

There are a number of key questions the community mental health sector is not able to answer

Key Questions

Who is using CMH services, which services, for how long?

What care needs do people we serve have?

What are service user outcomes?

Do outcomes differ across groups?

Ontario Health

There are 3 sources of OCAN data that can be leveraged to answer these key questions

1. OCAN reports in the **Integrated Assessment Record (IAR)**

2. OCAN reports for organizations participating in the **Mental Health Quality Indicator (MHQI) study**

3. OCAN data within your **organization's software system**

FYI: OCAN Reports in the IAR

- Reports have CCIM logo, but this has been transitioned to **Ontario Health**

- Reports containing current version of OCAN 3.0 are reports **4A, 4B, 6A and 6B**

- Reports containing past version of OCAN 2.0 will be discontinued on **February 10, 2023.** Reports 1A, 1B, 1C, 2A, 2B, 3, 5A and 5B

- The **MHQI study** and **your feedback** will inform future reports

Our thanks to organizations that shared their reports and data for this workshop

A huge thank you to the following organizations:

- CMHA Kenora
- CMHA Niagara
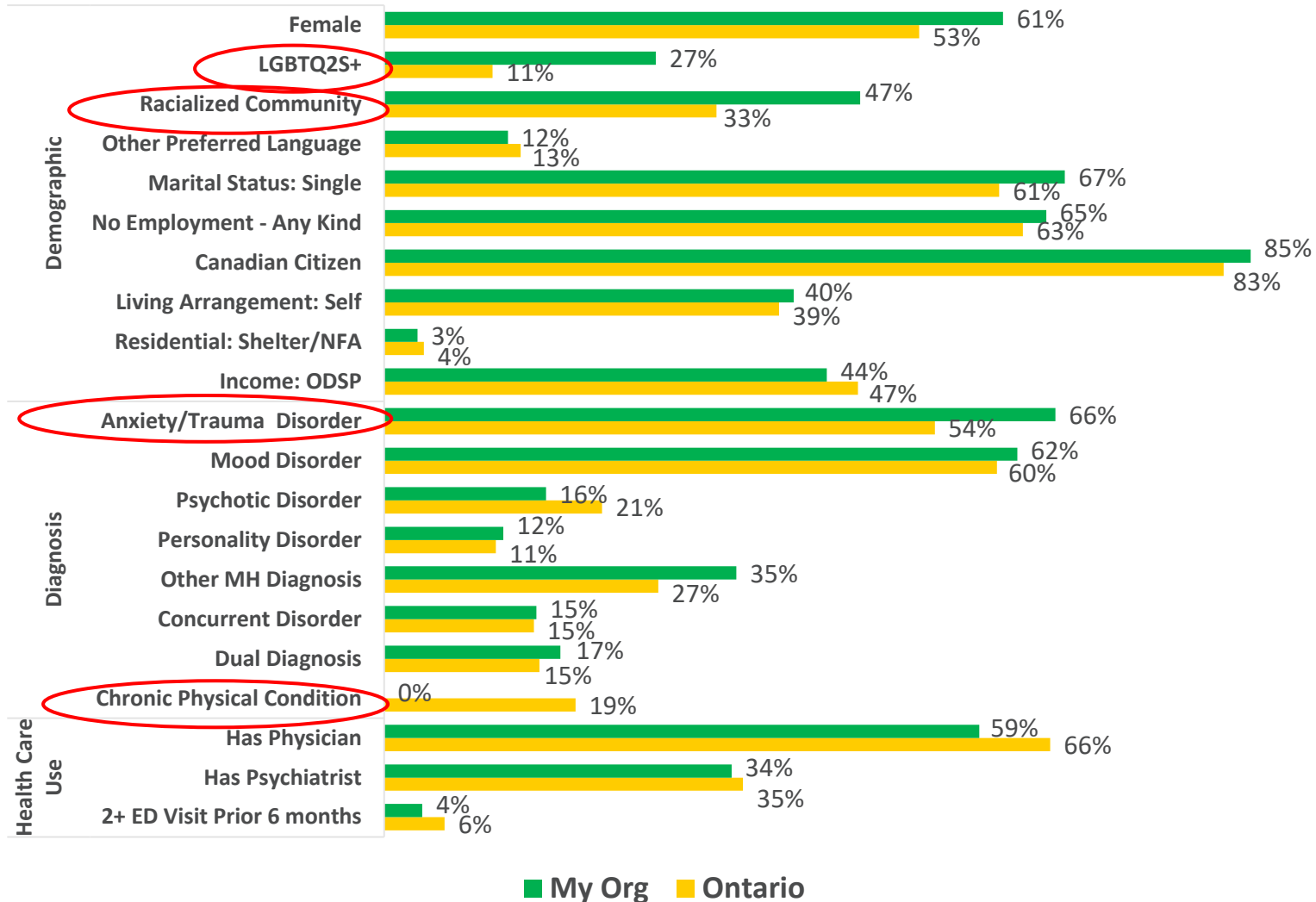- LOFT Community Services
- Support House

Who is using CMH Services, Which Services, for how long?

Who do we serve?

MHQI Report #1   Clients within LOFT: Case management

Demographic

Category	My Org	Ontario
Female	61%	53%
LGBTQ2S+	27%	11%
Racialized Community	47%	33%
Other Preferred Language	12%	13%
Marital Status: Single	67%	61%
No Employment - Any Kind	65%	63%
Canadian Citizen	85%	83%
Living Arrangement: Self	40%	39%
Residential: Shelter/NFA	3%	4%
Income: ODSP	44%	47%

Diagnosis

Category	My Org	Ontario
Anxiety/Trauma Disorder	66%	54%
Mood Disorder	62%	60%
Psychotic Disorder	16%	21%
Personality Disorder	12%	11%
Other MH Diagnosis	35%	27%
Concurrent Disorder	15%	15%
Dual Diagnosis	17%	15%
Chronic Physical Condition	0%	19%

Health Care Use

Category	My Org	Ontario
Has Physician	59%	66%
Has Psychiatrist	34%	35%
2+ ED Visit Prior 6 months	4%	6%

■ **My Org**   ■ **Ontario**

What comes to mind when looking at the data:

- Higher proportion of LGBTQ2S+
- Higher proportion of racialized
- Higher rates of anxiety/trauma
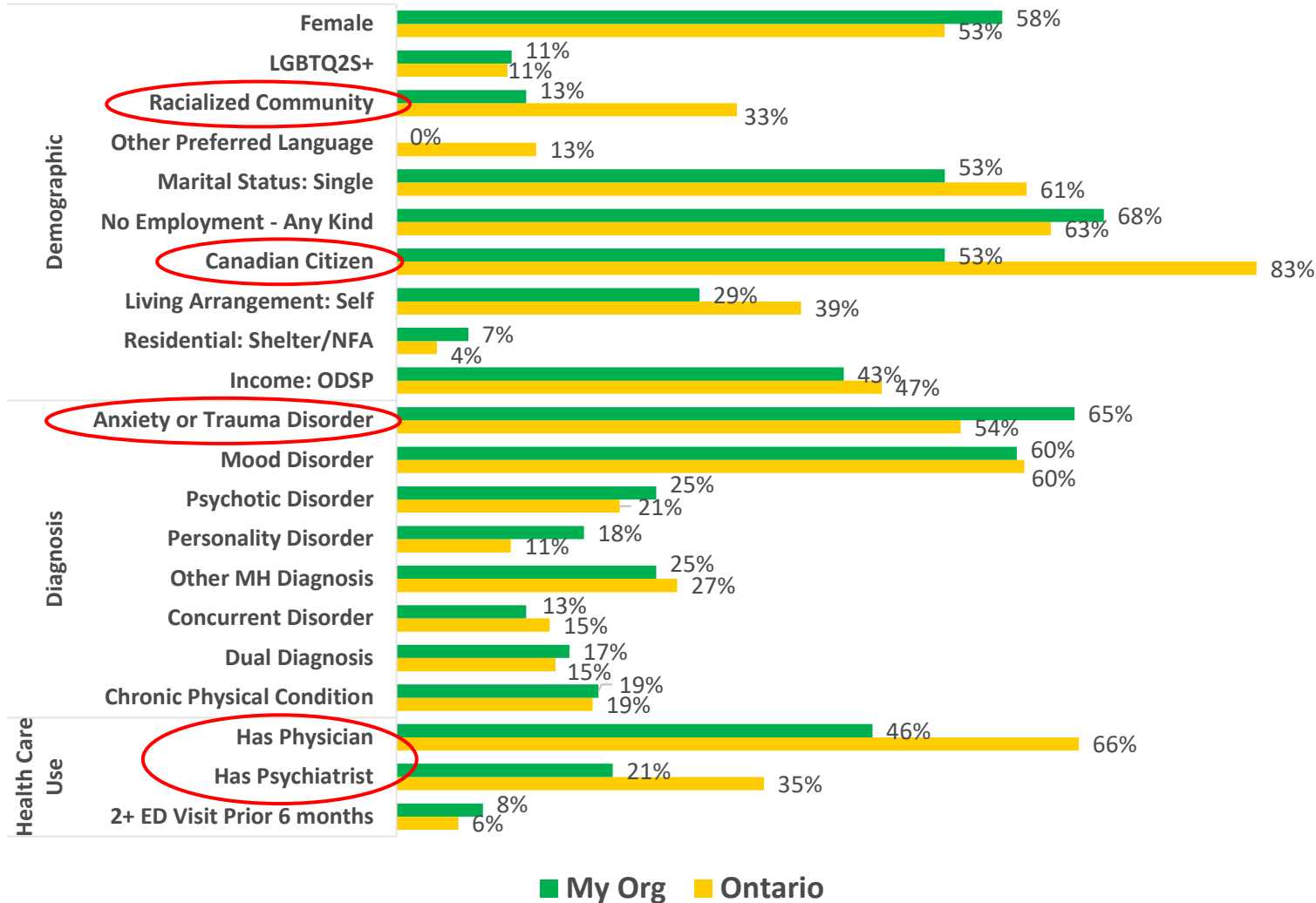- No data on chronic physical health conditions

What questions do the data raise for you?

- How reflective are clients of community we serve?
- How reflective are staff of clients we serve?
- What's the relationship between the prevalence of specific diagnosis and need profile?
- Should we be collecting data on medical condition?

Who do we serve?

MHQI Report #1 Clients within CMHA Niagara: Case management

Demographic

Category	My Org	Ontario
Female	58%	53%
LGBTQ2S+	11%	11%
Racialized Community	13%	33%
Other Preferred Language	0%	13%
Marital Status: Single	53%	61%
No Employment - Any Kind	68%	63%
Canadian Citizen	53%	83%
Living Arrangement: Self	29%	39%
Residential: Shelter/NFA	7%	4%
Income: ODSP	43%	47%

Diagnosis

Category	My Org	Ontario
Anxiety or Trauma Disorder	65%	54%
Mood Disorder	60%	60%
Psychotic Disorder	25%	21%
Personality Disorder	18%	11%
Other MH Diagnosis	25%	27%
Concurrent Disorder	13%	15%
Dual Diagnosis	17%	15%
Chronic Physical Condition	19%	19%

Health Care Use

Category	My Org	Ontario
Has Physician	46%	66%
Has Psychiatrist	21%	35%
2+ ED Visit Prior 6 months	8%	6%

■ My Org ■ Ontario

What comes to mind when looking at the data:
- Lower proportion of racialized
- Lower proportion Cdn citizen
- Higher rates of anxiety/trauma
- Lower rates of physician attachment

What questions do the data raise for you?
- How reflective are clients of community we serve?
- What's the relationship between the prevalence of diagnoses and need profile?
- What may be driving lower rates of citizenship, physician attachment?

Which services are people using?

- **OCAN IAR Reports 4 A&B and 6 A&B are broken down by functional centres (FCs)**
  - Provides data on clients in different FCs in your organization if the FC information is included in the OCAN
  - Reports can flag data quality issues to explore
  - **Examples**: CMHA Niagara and Support House

Report #4B: Need Analysis (Unmet + Met Needs) - Staff Assessments By Functional Centre
Includes most recent OCAN assessment for active clients

Organization: 402 - Canadian Mental Health Association, Niagara Branch
Report Date Range (12 Months): January 13 2022 to January 13 2023
# of OCANs: 289

Domain	UNMET NEED		MET NEED		■ UNMET NEED % ■ MET NEED %		Total OCANs %
	OCAN #	OCAN %	OCAN #	OCAN %			
725 09 76 - Case Management (173 Assessment/s)							
725 10 76 40 - Vocational/Employment (45 Assessment/s)							
725 10 76 55 - Forensic (1 Assessment/s)							
725 51 76 12 - Alternative Businesses (1 Assessment/s)							

Ontario Common Assessment of Need (OCAN)

Report#6B: Change in Unmet Need - Staff Assessment By Functional Centre
Includes most recent set of OCAN assessments for active clients [1]

Organization: 405 - Support and Housing - Halton
Report Date Range (24 Months): December 14 2020 to December 14 2022
# of OCAN sets: 58 (A set is defined as the 2 most recent OCANs for the same client within the 24 month report period)

PREVIOUS ASSESSMENT		MOST RECENT REASSESSMENT			
Domain Name	# of UNMET NEED	# of Reassessed OCANs	Reassessment Rating Description	% of Reassessed OCANs	Graph of # Reassessed OCANs
725 107 699 - Other MH services not elsewhere classified (4 Assessment sets)					

- MHQI study provides reports for the following functional centres:
  - Intensive case management
  - Support within housing
  - Assertive Community Treatment (ACT)

How long are people using services?

Data quality issues currently hamper calculating the length of service but steps can be taken to address these issues

All SID Missing with Exit Disposition and completion dates regularly every 6 months							
Ax Count	FUNCTIONAL CENTRE	Client ID - Factitious	SERVICEINITIATION DATE	EXITDATE	EXIT DISPOSITION	COMPLETION DATE	START_DATE
1	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	19-Apr-12	11-May-11
2	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	05-Jul-12	18-Jun-12
3	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	17-Jun-13	17-Jun-13
4	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	11-Dec-14	11-Dec-14
5	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	08-Jun-15	08-Jun-15
6	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	10-Jun-16	10-Jun-16
7	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	09-Dec-16	09-Dec-16
8	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	09-Jun-17	09-Jun-17
9	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	05-Jun-18	05-Jun-18
10	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	13-Dec-18	12-Dec-18
11	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	11-Jun-19	11-Jun-19
12	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	12-Dec-19	12-Dec-19
13	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	16-Jun-20	16-Jun-20
14	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	16-Dec-20	16-Dec-20
15	7250976	797827	15-Oct-1582	15-Oct-1582	019-02	29-Jun-21	29-Jun-21

The Problem:

Data quality issues include:

- Missing Service Initiation Date
- Repeat Exit Dispositions

Solutions:

1) Orgs participating in the MHQI study receive MRNs (Report #2) of clients with these issues to support data quality improvement efforts

2) The mental health and addictions provincial data set (MHA-PDS) includes service use data. OH is working on full alignment between the common fields in the MHA-PDS and OCAN to improve accuracy and reduce the administrative burden of entering it multiple times.

What Care Needs do People we Serve have?

What Care Needs do People we Serve have?

OCAN IAR Report #4

Report #4B: Need Analysis (Unmet + Met Needs) - Staff Assessments By Functional Centre
Includes most recent OCAN assessment for active clients

Organization: 323 - LOFT Community Services
Report Date Range (12 Months): January 13 2022 to January 13 2023
# of OCANs: 256

Domain	UNMET NEED OCAN #	UNMET NEED OCAN %	MET NEED OCAN #	MET NEED OCAN %	UNMET NEED % / MET NEED %	Total OCANs %
725 09 76 - Case Management (203 Assessment/s)						
Psychological Distress	57	28 %	76	37 %		65
Daytime Activities	50	25 %	80	39 %		64
Accommodation	95	47 %	29	14 %		61
Physical Health	48	24 %	65	32 %		56
Food	63	31 %	41	20 %		51
Condition and Treatment	54	27 %	37	18 %		45
Self-Care	33	16 %	50	25 %		41
Money	26	13 %	50	25 %		38
Looking After the Home	42	21 %	34	17 %		38
Company	14	7 %	51	25 %		32
Benefits	31	15 %	27	13 %		28
Psychotic Symptoms	39	19 %	17	8 %		27
Transport	21	10 %	31	15 %		25
Drugs	21	10 %	29	14 %		24
Safety to Self	23	11 %	16	8 %		19
Intimate Relationships	5	2 %	31	15 %		17
Alcohol	14	7 %	19	9 %		16
Other Addictions	8	4 %	16	8 %		12
Basic Education	7	3 %	13	6 %		9
Communication	5	2 %	11	5 %		7
Sexual Expression	4	2 %	10	5 %		7
Other Dependants	6	3 %	0	0 %		3
Safety to Others	3	1 %	2	1 %		2
Child Care	3	1 %	2	1 %		2

MHQI Study Report #3

Need Domain	Source	Count of Need Status Unmet	Met	No Need	Unknown	Percentage Need Status
Accommodation	My Org	34	65	113	1	My Org: 16% Unmet, 31% Met, 53% No Need, 0% Unknown
	Province	291	771	1232	37	Province: 12% Unmet, 33% Met, 53% No Need, 2% Unknown
Food	My Org	29	50	131	3	My Org: 14% Unmet, 23% Met, 62% No Need, 1% Unknown
	Province	223	625	1411	72	Province: 10% Unmet, 27% Met, 61% No Need, 3% Unknown
Looking After Home	My Org	26	34	150	3	My Org: 12% Unmet, 16% Met, 70% No Need, 1% Unknown
	Province	235	535	1437	124	Province: 10% Unmet, 23% Met, 62% No Need, 5% Unknown
Self Care	My Org	39	32	140	2	My Org: 18% Unmet, 15% Met, 66% No Need, 1% Unknown
	Province	187	400	1651	93	Province: 8% Unmet, 17% Met, 71% No Need, 4% Unknown
Daytime Activities	My Org	65	56	92	0	My Org: 31% Unmet, 26% Met, 43% No Need, 0% Unknown
	Province	542	703	1004	82	Province: 23% Unmet, 30% Met, 43% No Need, 4% Unknown
Physical Health	My Org	52	50	110	1	My Org: 24% Unmet, 23% Met, 52% No Need, 0% Unknown
	Province	450	779	1006	96	Province: 19% Unmet, 33% Met, 43% No Need, 4% Unknown
Psychotic Symptoms	My Org	16	34	161	2	My Org: 8% Unmet, 16% Met, 76% No Need, 1% Unknown
	Province	169	484	1575	103	Province: 7% Unmet, 21% Met, 68% No Need, 4% Unknown
Information on Condition/Tx	My Org	28	27	156	2	My Org: 13% Unmet, 13% Met, 73% No Need, 1% Unknown
	Province	217	551	1454	109	Province: 9% Unmet, 24% Met, 62% No Need, 5% Unknown
Psychological Distress	My Org	69	65	78	1	My Org: 32% Unmet, 31% Met, 37% No Need, 0% Unknown
	Province	744	937	560	90	Province: 32% Unmet, 40% Met, 24% No Need, 4% Unknown

Report #4B: Need Analysis (Unmet + Met Needs) - Staff Assessments By Functional Centre
Includes most recent OCAN assessment for active clients

Organization:
Report Date Range (12 Months): January 13 2022 to January 13 2023
# of OCANs: 122

Domain	UNMET NEED		MET NEED		UNMET NEED % / MET NEED %	Total OCANs %
	OCAN #	OCAN %	OCAN #	OCAN %		
725 10 76 12 - Counseling & Treatment (44 Assessment/s)						
Intimate Relationships	12	27 %	13	30 %	27 / 30	57
Psychological Distress	21	48 %	1	2 %	48 / 2	50
Safety to Self	15	34 %	1	2 %	34 / 2	36
Company	11	25 %	4	9 %	25 / 9	34
Daytime Activities	5	11 %	8	18 %	11 / 18	29
Physical Health	10	23 %	2	5 %	23 / 5	28
Condition and Treatment	10	23 %	1	2 %	23 / 2	25
Accommodation	8	18 %	2	5 %	18 / 5	23
Sexual Expression	6	14 %	2	5 %	14 / 5	19
Looking After the Home	8	18 %	0	0 %	18 / 0	18
Food	5	11 %	1	2 %	11 / 2	13
Drugs	3	7 %	3	7 %	7 / 7	14
Money	2	5 %	3	7 %	5 / 7	12
Psychotic Symptoms	3	7 %	1	2 %	7 / 2	9
Other Dependants	3	7 %	0	0 %	7 / 0	7
Transport	3	7 %	0	0 %	7 / 0	7
Other Addictions	1	2 %	2	5 %	2 / 5	7
Self-Care	3	7 %	0	0 %	7 / 0	7
Safety to Others	2	5 %	0	0 %	5 / 0	5
Alcohol	2	5 %	0	0 %	5 / 0	5
Basic Education	2	5 %	0	0 %	5 / 0	5
Benefits	2	5 %	0	0 %	5 / 0	5
Communication	2	5 %	0	0 %	5 / 0	5
Child Care	0	0 %	1	2 %	0 / 2	2

What needs do our clients have?

What comes to mind when looking at the data?
- Largest any need (met + Unmet):
  - Intimate Relationships (57%)
  - Psychological Distress (50%)
  - Safety to Self (36%)
  - Company (34%)
- Largest unmet need:
  - Psychological Distress (48%)
  - Safety to Self (34%)
  - Intimate Relationships (27%)
  - Company (25%)

What questions do the data raise for you?
- Does this validate that your providing C&T services to the right client population?
- What are the effective practices being used to help meet needs in intimate relationships?
- What are the prevalent issues clients are experiencing with psychological distress and safety to self?

MHQI Report #3 — Client within LOFT: Case Management

Need Domain	Source	Count of Need Status				Percentage Need Status
		Unmet	Met	No Need	Unknown	
Accommodation	My Org	34	65	113	1	My Org: Unmet 16%, Met 31%, No Need 53%, Unknown 0%
	Province	291	771	1232	37	Province: Unmet 12%, Met 33%, No Need 53%, Unknown 2%
Food	My Org	29	50	131	3	My Org: Unmet 14%, Met 23%, No Need 62%, Unknown 1%
	Province	223	625	1411	72	Province: Unmet 10%, Met 27%, No Need 61%, Unknown 3%
Looking After Home	My Org	26	34	150	3	My Org: Unmet 12%, Met 16%, No Need 70%, Unknown 1%
	Province	235	535	1437	124	Province: Unmet 10%, Met 23%, No Need 62%, Unknown 5%
Self Care	My Org	39	32	140	2	My Org: Unmet 18%, Met 15%, No Need 66%, Unknown 1%
	Province	187	400	1651	93	Province: Unmet 8%, Met 17%, No Need 71%, Unknown 4%
Daytime Activities	My Org	65	56	92	0	My Org: Unmet 31%, Met 26%, No Need 43%, Unknown 0%
	Province	542	703	1004	82	Province: Unmet 23%, Met 30%, No Need 43%, Unknown 4%
Physical Health	My Org	52	50	110	1	My Org: Unmet 24%, Met 23%, No Need 52%, Unknown 0%
	Province	450	779	1006	96	Province: Unmet 19%, Met 33%, No Need 43%, Unknown 4%
Psychotic Symptoms	My Org	16	34	161	2	My Org: Unmet 8%, Met 16%, No Need 76%, Unknown 1%
	Province	169	484	1575	103	Province: Unmet 7%, Met 21%, No Need 68%, Unknown 4%
Information on Condition/Tx	My Org	28	27	156	2	My Org: Unmet 13%, Met 13%, No Need 73%, Unknown 1%
	Province	217	551	1454	109	Province: Unmet 9%, Met 24%, No Need 62%, Unknown 5%
Psychological Distress	My Org	69	65	78	1	My Org: Unmet 32%, Met 31%, No Need 37%, Unknown 0%
	Province	744	937	560	90	Province: Unmet 32%, Met 40%, No Need 24%, Unknown 4%

What needs do our clients have?

What comes to mind when looking at the data:
- Comparable rates with province
- Largest any need:
  - Psychological Distress (63%)
  - Daytime Activities (57%)
  - Physical Health (47%)
- Largest unmet need:
  - Psychological Distress
  - Daytime Activities
  - Physical Health

What questions do the data raise for you?
- Do we have the optimal service mix to address needs?
- Are there services internally or externally we could leverage to met need?
- Should we be collecting data on medical condition?

What Needs do our Clients have?

Culture Shift:
How Support House is using OCAN data

Support/House

Identifying Needs and Actions: Using OCAN with Clients

Sample of fictional client

Summary of actions		
Priority	**Domain**	**Action(s)**
1	10-safety to self	Accompany Joe to next psychiatrist appointment. Recommend to psychiatrist to see Joe more regularly.
2	09-psychological distress	Accompany Joe to next psychiatrist appointment.
3	15-company	Connect with people in the social rec. program by having conversations with them.
4	16-intimate relationships	Discuss a plan to reconnect with daughter and his desire to have a girlfriend.
5	03-looking after the home	Meet weekly with housing worker to build skills in tasks related to looking after the home.
6	23-money	Continue to work on budgeting during case management sessions.

Support House

Focusing on Client Needs: Using OCAN in Supervision

MONTHLY
SUPPORTS SUPERVISION TEMPLATE

DATE:	STAFF NAME:	SUPERVISOR:

Workload Review (amount, time, duties, etc.):

Low Needs:
Medium Needs:
High Needs:

Client Review:

Client	LOCUS	OCAN Needs	What you're doing	Support Circle (In-Person - IP / Virtual – V)	Housing Situation

Understanding Client Population Needs: Using OCAN at the Organizational Level
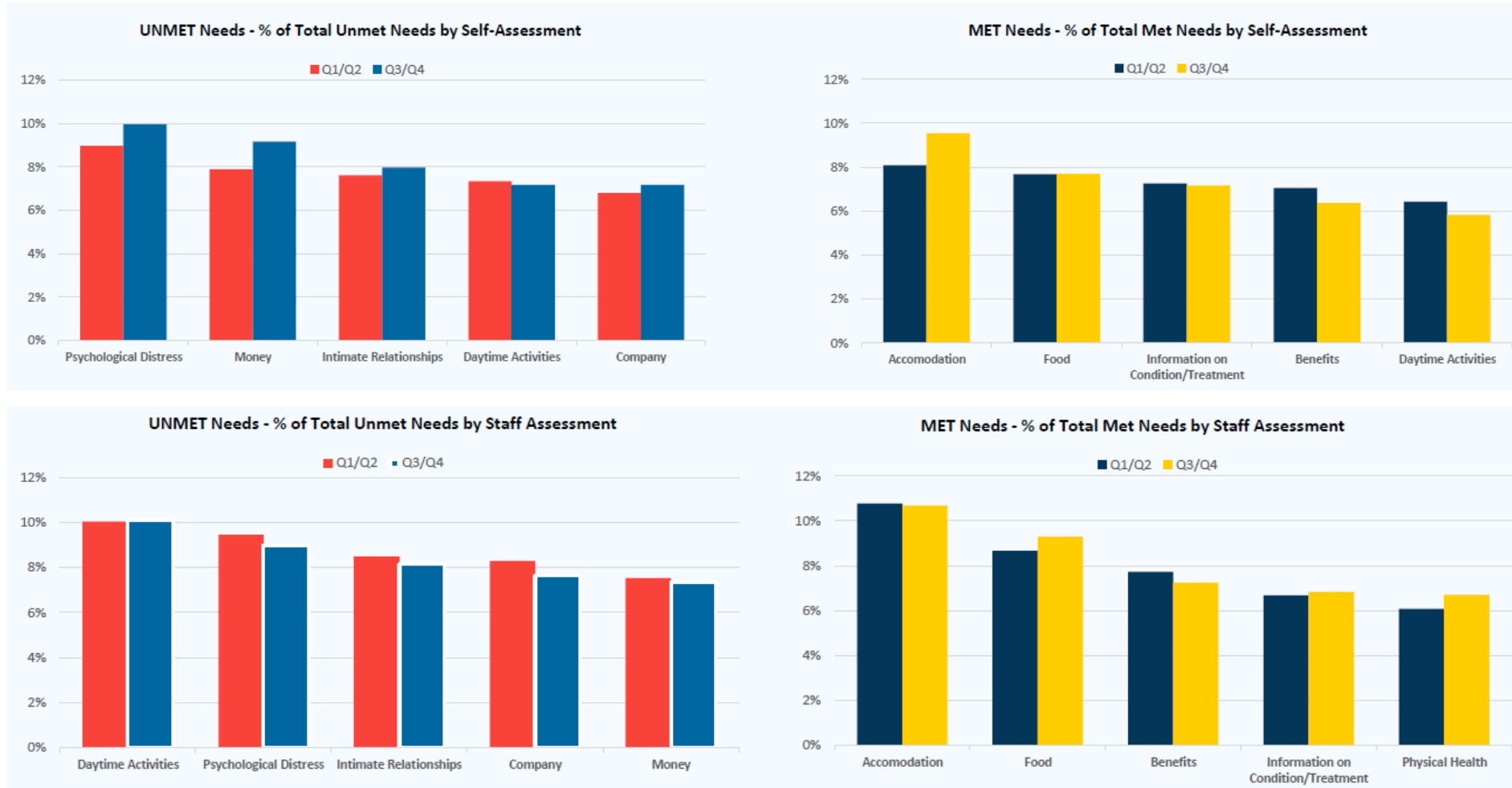
What Care Needs do People we Serve have?

- What questions/curiosities do you have about what you're seeing in the report?

- What questions do you have for the subject matter experts?

- What ways have you used or plan to use your OCAN data with staff and/or clients?

- What Challenges have you had with these reports?

What are the Service Outcomes?

What are the Service Outcomes?

Software Generated Report: CMHA Niagara

Domain	2021-02-13 Reassessment 2 - Consumer	2021-02-13 Reassessment 2 - Staff	Change	2022-05-02 Previous Assessment - Consumer	2022-05-02 Previous Assessment - Staff	Change	2022-07-18 Current Assessment - Consumer	2022-07-18 Current Assessment - Staff
01. Accommodation	Unmet Need	Unmet Need	✓	No Need	Met Need		NA	Met Need
02. Food	No Need	No Need	✓	No Need	Met Need		NA	Met Need
03. Looking After Home	Unmet Need	Unmet Need		Unmet Need	Unmet Need		NA	Unmet Need
04. Self Care	Met Need	No Need	✓	Unmet Need	Met Need		NA	Met Need
05. Daytime	Met Need	No Need	✓	Unmet Need	Met Need		NA	Met Need
06. Physical Health	No Need	No Need		No Need	No Need		NA	No Need
07. Psychotic Symptoms	Met Need	Met Need		Met Need	Met Need		NA	Met Need
15. Company	No Need	No Need		No Need	No Need		NA	No Need

Needs over Time (Consumer and Staff) Summary of Needs 2

What comes to mind when looking at the data?

Report can help guide conversations with client about….

- Positive outcomes:
    - accommodation – converted from Unmet Need to Met Need/No Need
    - psychotic symptoms – sustained Met Need
- Strengths: No Need in physical health and company
- Different Perspectives: food, self care and daytime activities
- Persistent Unmet Need: looking after the home

What questions do the data raise for you?

- What are some of the client's skills/strengths in areas of No Need and Met Need?
- What services helped address the Unmet Need in accommodation?
- What are the specific challenges with looking after the home? What interventions have been attempted and what new strategies can be explored?
- What is the client's and staff's rationale for different need ratings in food, self care and daytime activities?

What are the Service Outcomes?

Caution!: OCAN IAR report #6 does not provide the whole picture on service outcomes.

- **For example, it does not credit organizations for their performance on helping clients maintain met needs over time**

Report#6A: Change in Unmet Need - Consumer Self-Assessment By Functional Centre
Includes most recent set of OCAN assessments for active clients [1]

Organization:
Report Date Range (24 Months): January 13 2021 to January 13 2023
# of OCAN sets: 17 (A set is defined as the 2 most recent OCANs for the same client within the 24 month report period)

PREVIOUS ASSESSMENT		MOST RECENT REASSESSMENT			
Domain Name	# of UNMET NEED	# of Reassessed OCANs	Reassessment Rating Description	% of Reassessed OCANs	Graph of # Reassessed OCANs
725 10 76 20 - Assertive Community Treatment Teams (12 Assessment sets)					
Psychological Distress	5	2	Met Need	40%	
		2	No Need	40%	
		1	Unmet Need	20%	
Company	4	1	Met Need	25%	
		1	No Need	25%	
		2	Unmet Need	50%	

Report#6B: Change in Unmet Need - Staff Assessment By Functional Centre
Includes most recent set of OCAN assessments for active clients [1]

Organization: 323 - LOFT Community Services
Report Date Range (24 Months): January 13 2021 to January 13 2023
# of OCAN sets: 165 (A set is defined as the 2 most recent OCANs for the same client within the 24 month report period)

PREVIOUS ASSESSMENT		MOST RECENT REASSESSMENT			
Domain Name	# of UNMET NEED	# of Reassessed OCANs	Reassessment Rating Description	% of Reassessed OCANs	Graph of # Reassessed OCANs
725 40 76 30 - Supportive within Housing (24 Assessment sets)					
Daytime Activities	11	2	Met Need	18%	
		2	No Need	18%	
		7	Unmet Need	64%	
Benefits	5	2	Met Need	40%	
		1	No Need	20%	
		2	Unmet Need	40%	
725 09 76 - Case Management (141 Assessment sets)					
Daytime Activities	61	7	Met Need	11%	
		3	No Need	5%	
		51	Unmet Need	84%	

What comes to mind when looking at the data:
- Be aware of numbers of assessments included
- What unmet needs are getting addressed:
  - Psychological Distress (80%)
  - Benefits (60%)
- What areas remain unmet
  - Company (50%)
  - Daytime Activities (64% and 84%)

What questions do the data raise for you?
- What have been effective practices to help address needs?
- Are there internal or external services that we can leverage to better address unmet needs?
- Are there environmental impacts or service gaps that have made it challenging to help address some needs?

Service outcomes can also be measured by the Met Need Index

Met Need Index (MNI)

- Drawn from research literature

- Ratio of positive outcomes / total positive and negative outcomes

- Scoring is conditional on need status in previous assessment

- MNI measures change in needs between assessments

- MNI ratio ranges between 0 and 1

- Higher ratio = better outcomes

- Can be converted into a % of positive transitions by multiplying by 100
  - e.g. MNI score of 0.60 means that 60% of possible transitions had positive outcomes

Caution

- Measure is developmental

- Analyses limited by:
  - Convenience sample
  - Missing data

- Conclusions should not be drawn about performance of specific organizations or the CMH sector at this time

MHQI Report #8 — Clients within CMHA Niagara: ICM

Staff Assessment by Functional Centre

Date Range: Most recent assessment completed between Apr 1, 2022-Sept 30, 2022
Organization: Functional Centre: Case Managemnt

Average Length of Stay:
My Org: 34 months
Province: 59 months

Need Cluster	Need Domain	Met Need Index Province	Met Need Index My Org	% Positive Outcomes: My Org	# of Clients: My Org
Basic Needs	Accommodation	0.82	0.69	69%	24
Basic Needs	Food	0.43	0.70	70%	14
Basic Needs	Daytime Activities	0.67	0.58	58%	29
Basic Needs	**Total Basic Needs**	0.64	0.66	66%	
Health Needs	Physical Health	0.67	0.53	53%	24
Health Needs	Psychotic Symptoms	0.75	0.58	58%	17
Health Needs	Psychological Distress	0.65	0.52	52%	37
Health Needs	Safety to Self	0.80	0.83	83%	18
Health Needs	Safety to Others	0.73	0.40	40%	5
Health Needs	Alcohol Use	0.62	0.38	38%	8
Health Needs	Drug Use	0.57	0.63	63%	14
Health Needs	Other Addictions	0.58	0.36	36%	15
Health Needs	**Total Health Needs**	0.67	0.53	53%	
Functional Needs	Self-care	0.72	0.68	68%	15
Functional Needs	Looking After Home	0.72	0.69	69%	20
Functional Needs	Education	0.61	0.71	71%	14
Functional Needs	Money	0.72	0.55	55%	30
Functional Needs	Child Care	0.71	0.44	44%	7
Functional Needs	Other Dependents	0.72	0.51	51%	
Functional Needs	**Total Functional Needs**	0.70	0.60	60%	
Social Needs	Company	0.66	0.40	40%	24
Social Needs	Intimate Relationships	0.45	0.41	41%	19
Social Needs	Sexual Expression	0.23	0.18	18%	13
Social Needs	**Total Social Needs**	0.45	0.33	33%	
Service Needs	Info Condition/Tx	0.79	0.58	58%	23
Service Needs	Communication	0.75	0.50	50%	7
Service Needs	Transportation	0.79	0.90	90%	19
Service Needs	Benefits	0.77	0.50	50%	15
Service Needs	**Total Service Needs**	0.78	0.62	62%	
	Summary MNI (all needs)	0.66	0.55	55%	

Relative Performance by Percentile:
- Below 40th Percentile
- Between 40th & 75th PRCTL
- Above 75th PRCTL

What comes to mind when looking at the data:

- Summary MNI: 55% of transitions positive outcomes
- MNI above provincial average for:
  - Food**
  - Safety to Self
  - Drugs
  - Education
  - Transportation
- MNI scores with largest difference from provincial average tend to have smallest counts of clients:
  - Safety to Others
  - Child Care
  - Alcohol
  - Communication
- Suggested areas of focus:
  - Psychological Distress
  - Money
  - Daytime Activities
  - Physical Health
  - Company

What questions do the data raise for you?

- What's contributing to successful outcomes for Food? Can we spread process to other FCs?
- Do we have the optimal service mix to address needs?
- How can we unpack what's driving lower MNI scores for the suggested needs of focus

What are the Service Outcomes?

- What questions/curiosities do you have about what you're seeing in the report?

- What questions do you have for the subject matter experts?

- What ways have you used or plan to use your OCAN data with staff and/or clients?

- What Challenges have you had with these reports?

Do Outcomes Differ Across groups?
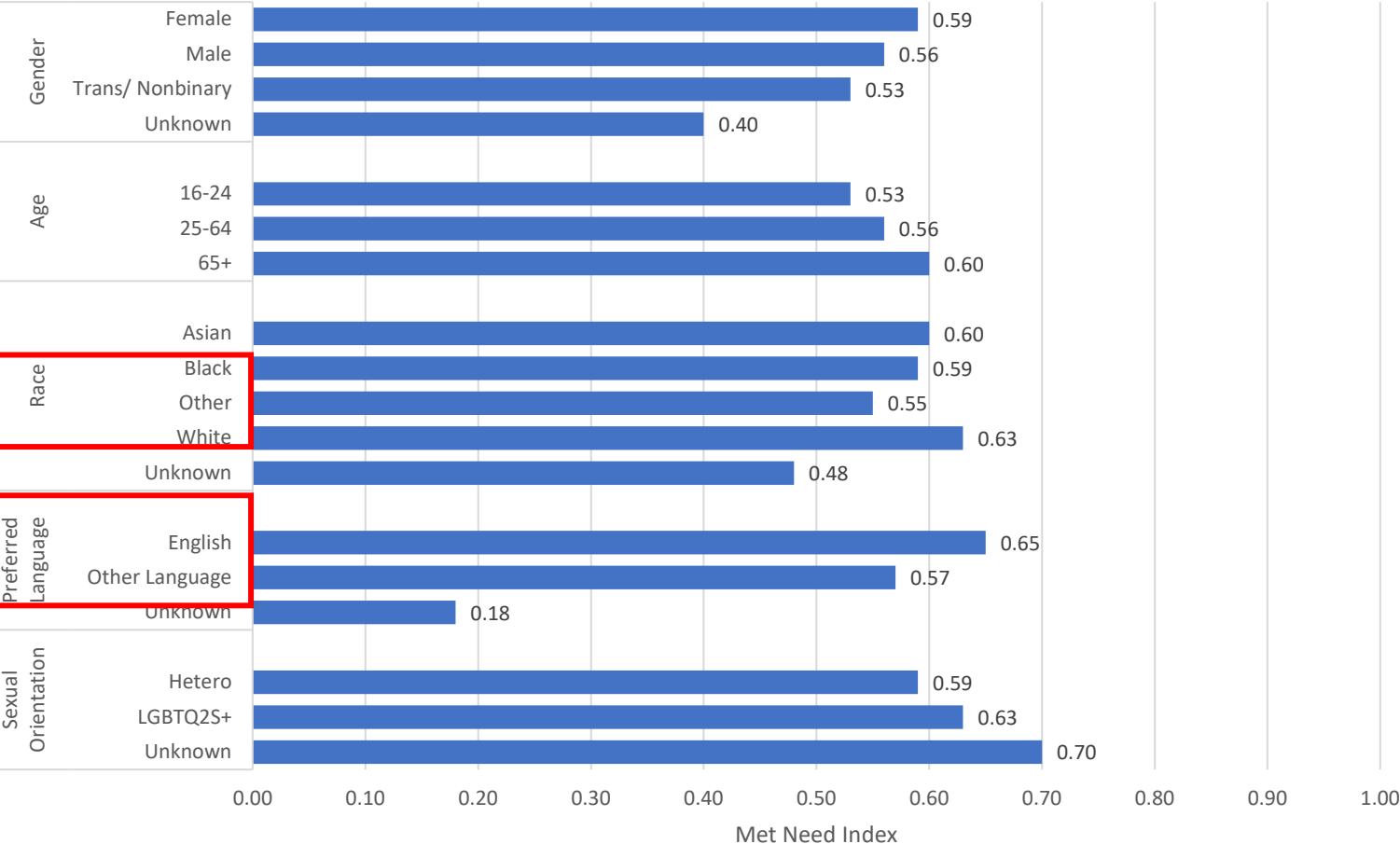
Do outcomes differ across groups?

- OCAN IAR Reports: Does not yet have a report to answer this question

- MHQI Study: Report 9, reporting data from 2020, and developed annual basis

Do outcomes differ across groups?

MHQI Report #9   Clients within LOFT: ICM (FY2020)

Comparsion of Summary Met Need Index Across Sociodemographic Characteristics

Category	Group	Met Need Index
Gender	Female	0.59
Gender	Male	0.56
Gender	Trans/ Nonbinary	0.53
Gender	Unknown	0.40
Age	16-24	0.53
Age	25-64	0.56
Age	65+	0.60
Race	Asian	0.60
Race	Black	0.59
Race	Other	0.55
Race	White	0.63
Race	Unknown	0.48
Preferred Language	English	0.65
Preferred Language	Other Language	0.57
Preferred Language	Unknown	0.18
Sexual Orientation	Hetero	0.59
Sexual Orientation	LGBTQ2S+	0.63
Sexual Orientation	Unknown	0.70

Met Need Index

What comes to mind when looking at the data:

- Differences across groups are relatively small

- Largest differences are for Preferred Language and Race

- Average difference across groups comparing all groups to group with highest MNI (English) is 0.065 or 6.5% (average absolute deviation)

Do Outcomes Differ Across Groups?

- What questions/curiosities do you have about what you're seeing in the report?

- What questions do you have for the subject matter experts?

- What ways have you used or plan to use your OCAN data with staff and/or clients?

- What Challenges have you had with these reports?

Please provide your feedback!

Questions and Curiosities

Six-Part

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Level of Care Utilization System (LOCUS)

Webinar: February 9th, 2023
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Quality Improvement and Data Consultations
Free customized coaching and support
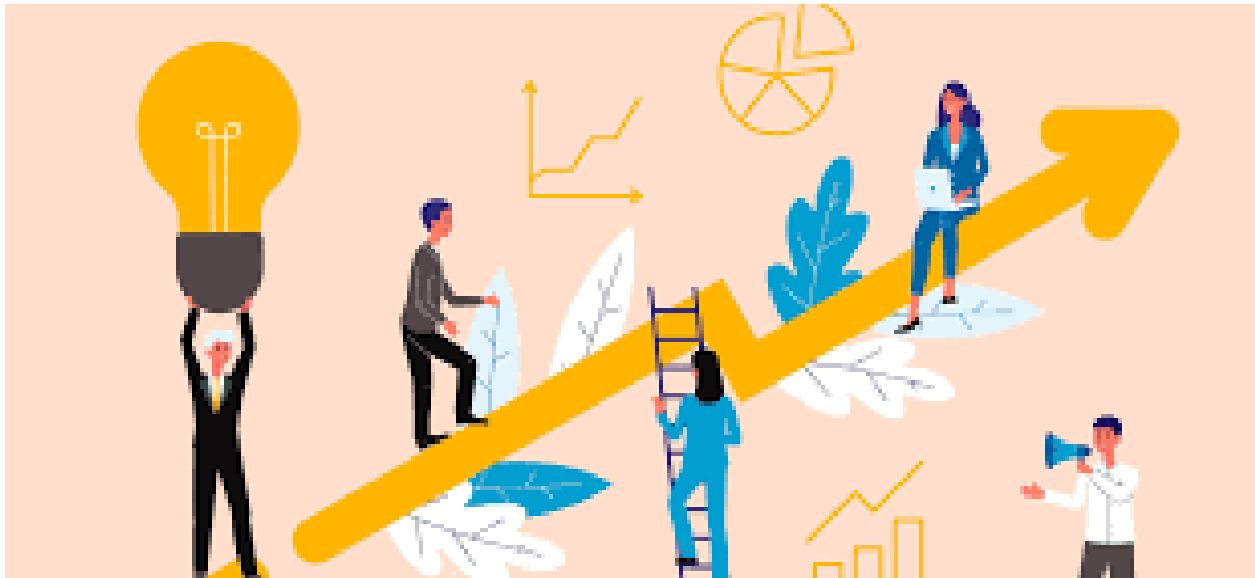
Meet with an EQIP QI and Data Coach for support on
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- ✓ Uptake and Use of standardized tools
- ✓ Leveraging your data for QI activities
- ✓ Target Setting/Performance Measurement

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- ▶ 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

Appendix

Calculation of MNI

Calculation of MNI

MNI= # positive outcomes / (# positive + # negative outcomes)

Positive Outcomes for MNI
- Unmet need → met or no need
- Met need → met need or no need
- Unknown need → met need or no need

Negative Outcomes for MNI
- Unmet need → unmet need
- Met need → unmet need
- Unknown need → unknown need

Neutral / Not Applicable Outcomes
- No need → unmet need
- No need → met need
- No need → unknown need
- No need → no need

Calculating MNI – An Example

Items	2010	2011	2012	2013	2014
Accommodation	unmet	unmet	met	met	unmet
Food	no need	unmet	met	no need	no need
Looking After Home	no need	unknown	unknown	met	met
Self-Care	no need	met	unmet	no need	met
Daytime Activities	unmet	no need	no need	unmet	no need

MNI Calculation:
- MNI scores range between 0 and 1
  - 1=positive outcome
  - 0= negative outcome

Note: Higher score=better outcome (i.e. reduction in unmet or unknown need)

Items	2010 to 2011	2011 to 2012	2012 to 2013	2013 to 2014	Count of positive outcome	Total number of applicable years for each item	Calculation of MNI per domain	MNI	% transitions with positive outcome
Accommodation	0	1	1	0	2	4	2/4 =	0.50	50%
Food	NA	1	1	NA	2	2	2/2 =	1.00	100%
Looking After Home	NA	0	1	1	2	3	2/3 =	0.66	66%
Self-Care	NA	0	1	NA	1	2	1/2 =	0.50	50%
Daytime Activities	1	NA	NA	1	2	2	2/2 =	1.00	100%
Overall MNI					9	13	9/13 =	0.69	69%

Met Needs Index (MNI) – An Example

Items	2010	2011	2012	2013	2014
Accommodation	unmet	unmet	met	met	unmet
Food	no need	unmet	met	no need	no need
Looking after home	no need	unknown	unknown	met	met
self care	no need	met	unmet	no need	met
Daytime activities	unmet	no need	no need	unmet	no need

MNI Calculation:
- MNI scores range between 0 and 1
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Items	2010 to 2011	2011 to 2012	2012 to 2013	2013 to 2014	Count of positive outcome	Total number of applicable years for each item	Calculation of MNI per domain	MNI	% transitions with positive outcome
Accommodation	0	1	1	0	2	4	2/4 =	0.50	50%
Food	NA	1	1	NA	2	2	2/2 =	1.00	100%
Looking after home	NA	0	1	1	2	3	2/3 =	0.66	66%
self care	NA	0	1	NA	1	2	1/2 =	0.50	50%
Daytime activities	1	NA	NA	1	2	2	2/2 =	1.00	100%
Overall MNI					9	13	9/13 =	0.69	69%

20