**The following template allows agencies to outline OPOC-MHA administration plans and articulate intentions for using the data for program planning/quality improvement.** *Your OPOC implementation plan is a living document that allows you to think about your implementation approach, quality and equity improvement ideas. Different programs may benefit from different administration approaches, and these plans will change and evolve as you learn what approaches best meet diverse program and service user needs. As your implementation progresses, we encourage you to review all of your data and consider differences among demographic groups (age, race, gender, sexual orientation, etc.) and questions related to equity. For more information, see the* [*OPOC Implementation Guide*](http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf)*.*

|  |  |
| --- | --- |
| **Date:** Click here to enter text. | |
| **Agency Name:** Click here to enter text. | |
| **Program Name:** | |
| **OPOC Lead:**  **Title:** | **Telephone Number:**  **E-mail:** |
| **Alternate OPOC Lead:**  **Title:** | **Telephone Number:**  **E-mail:** |
| **Reporting Portal User:**  **Power User**  **Regular User**  **Title:** | **Telephone Number:**  **E-mail:** |
| **Administration Approach:**  All clients at program completion  Ongoing during regular sessions (individual)  Ongoing during regular sessions (group)  Ongoing – available in waiting area  Other (please specify): Click here to enter text. | **Administration Frequency:**  Ongoing  Once per year  Monthly  Bi-monthly  Quarterly  Every 6 months  Other (please specify): Click here to enter text. |
| **Administration Format: In person**  Paper  Electronic  Paper and electronic | **Administration Format: Virtual**  Phone call  Video conference  Mail out  E-mail  Text  Other (please specify): Click here to enter text. |
| **Estimated # of clients served per year:**   **Target sample (# of clients you plan to survey):**  **Target response rate (# clients who complete the survey / # clients invited to participate):** | |
| **What are some key populations you want to make sure are represented in your sample:**  Black, Indigenous and Racialized clients  2SLGBTQ+ clients  Clients for whom English is not a primary language  Clients born outside Canada  Older adults  Transition age youth Other population group(s): Click here to enter text. | |
| **Using the OPOC-MHA Data** | |
| **The OPOC-MHA is intended to support program planning/quality improvement efforts. This section outlines the agency’s plan to review and use the data to improve services.**  **The data will be reviewed and used to determine service changes by (check all that apply):**  Agency/organization executive leadership  Agency/organization Board of Directors  Agency/organization leadership team  Agency/organization quality improvement staff  Agency/organization program staff/teams  Agency/organization OPOC/QI committee  Agency/organization advisory groups (patient/client/lived experience/family)  Other (please describe below):Click here to enter text.  **Once a quality improvement initiative is selected, it is important to engage people with lived expertise in the change process to ensure it is appropriately meeting and considering their needs.** **Will your agency/organization engage clients/service users in the quality improvement process?**  YesNo  **If yes, how?**  Working with agency/organization’s lived experience/patient advisory group  Conducting focus groups  Utilizing more targeted surveys  Co-designing new processes  Other (please describe below):Click here to enter text.  **How will survey results and quality improvement initiatives be communicated back to service users, staff and stakeholders?**  Poster  Webpage  Social media  Newsletter  Other (please describe below):Click here to enter text. | |
| **Additional Notes/Comments:** | |

**The** [**OPOC Self-Assessment Tool**](http://improvingsystems.ca/img/OPOC-Self-Assessment-Fillable.pdf) **provides a self-rated account of implementation progress within all of the OPOC domains, based on the presence of facilitative elements described in the tool. The Self-Assessment Tool indicates areas of strength and possible improvement of OPOC implementation, and can inform future iterations of the Agency Action Plan.**