

ONTARIO PERCEPTION OF CARE TOOL FOR MENTAL HEALTH AND ADDICTIONS (OPOC-MHA)

Provincial System Support Program at The Centre for Addiction and Mental Health (CAMH) developed and validated the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA). This evidence-based tool standardizes how substance use, mental health, and concurrent disorder services obtain client perception of care feedback, which can be used to make valuable service improvements.

There are currently 2 versions of the standard OPOC-MHA: the registered and non-registered versions. There are also 3 customized versions of the OPOC-MHA: caregiver, supportive housing, and crisis versions. All survey versions are available in English and French.

Evaluating client perception of care data is an important way to measure client experience within the health care system. The actionable items within the OPOC-MHA can be used to bring about necessary service change in areas such as enhancing access, quality of care, and safety.

OBJECTIVES

- Implement the OPOC-MHA across all publicly-funded substance use, mental health, and concurrent disorder services throughout Ontario;
- Build a centralized database to store and analyze regional and provincial perception of care data; and
- Evaluate and monitor how the tool is being implemented at an agency and regional level.

VALUE FOR THE SYSTEM

- The OPOC-MHA empowers service users by providing a standardized, evidenced-based, and psychometrically sound way to provide feedback on the quality of services they receive;
- Data is collected and analyzed centrally;
- Providers have access to raw data and generated reports for their services and similar services across Ontario;
- Data collected from the tool can contribute to quality improvement, performance monitoring, and program evaluation; and
- Use of the tool can support a culture of continuous quality improvement at organizational and system levels.

SUPPORTED IMPLEMENTATION

The OPOC-MHA is being rolled out across the province using implementation science, a purposeful and effective framework for implementing new practices. The implementation process includes:

- Development of agency-specific implementation plans;
- Training and capacity building for the new tool; and
- Opportunities to provide feedback on implementation and related supports through participation on agency and/or regional implementation teams.

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Frequently Asked Questions

What is the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA)?

The OPOC-MHA is a validated instrument developed by the Centre for Addiction and Mental Health (CAMH) to measure client perception of care in mental health and addiction services. There are 2 versions of the standard OPOC-MHA:

- **1) Registered:** People receiving services for their own treatment/support (38 items)
- **2) Non-registered:** Non-registered family members (e.g. parent or spouse) who receive services from the program or non-registered clients (e.g. drop-in peer support program)

Demographic information is also collected to help organize the information and identify potential inequities in service/treatment. Client perception of care is gathered across seven quality domains, with a section for written comments following each domain.



Who is the OPOC-MHA administered to?

The OPOC-MHA is designed for clients and family members, significant others, and supporters of mental health and addiction services. The survey is:

- Available in English and French;
- Translated into six additional versions (Punjabi, Cambodian, Vietnamese, Korean, Simplified Chinese, and Traditional Chinese);
- Validated for clients 12 years of age or older; and
- Appropriate for a literacy level of grade six or higher.



How do I see my agency's OPOC-MHA results?

OPOC-MHA data is collected and analyzed centrally in the OPOC-MHA Reporting Portal. All providers have immediate access to their own raw data, including open-ended comments, as well as standardized and aggregated reports. Program- and agency-level reports are available from the www.opoc.ca website. The aggregated reports allow providers to compare their results to collated data from like services. Additionally, OPOC-MHA surveys are not connected to a particular client or private health information.

When and how is it administered?

The OPOC-MHA can be completed electronically or on paper and can be distributed at any point in the person's treatment or support process. Completion time is approximately 10 to 20 minutes.

Each agency and/or program can determine how and when the tool should be administered, but administration must follow 4 key requirements:

- 1) Provide entire questionnaire;
- 2) Ensure anonymity;
- 3) Ensure completion is voluntary; and
- 4) Provide facilitation as needed.



Who will be involved in implementation?

Implementation support is available to all Ministry of Health and Long-term Care funded mental health, addiction, and concurrent disorder agencies in Ontario. Implementation has been supported by the Provincial System Support Program at CAMH since 2015.



What implementation supports are available?

The OPOC-MHA Implementation Team at PSSP is using implementation science to support the roll-out of the OPOC-MHA. This evidence-based framework for implementing new practices has been shown to enhance effective implementation and sustainability. Implementing agencies will be provided orientation and training on the implementation of the OPOC-MHA. Project coordination, evaluation, data collection and analysis, and knowledge exchange support is provided by Implementation Specialists at PSSP. Implementation Specialists located regionally will support agency-level implementation.



Who can I contact for more information?

For more information regarding the OPOC-MHA and provincial implementation, please contact the OPOC-MHA Implementation Specialist assigned to your region.

For general inquiries, contact OPOC.MHA@camh.ca.