

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

The Provincial System Support Program (PSSP) 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.

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Value for the system

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- 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, equity improvement, performance monitoring, and program evaluation.
- Use of the tool can support a culture of continuous quality improvement at the program, organization and system levels.

Supported implementation

The OPOC-MHA is being implemented 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 to use OPOC and associated platforms, and
- ongoing implementation support and coaching for OPOC administration and data analysis.

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 5 versions of the 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);
- 3) **Caregiver:** For people who have family members receiving services;
- 4) **Supportive Housing:** for residents or tenants of permanent supportive housing or long-term transitional housing;
- 5) **Crisis:** for clients receiving crisis services or brief interventions.

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 additional versions (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 the OPOC-MHA 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
- 4) Provide facilitation as needed.



Who is involved in the implementation?

Implementation support is available to all Ministry of Health funded mental health, addiction, and concurrent disorder agencies in Ontario. Implementation is supported by the PSSP at CAMH.



What implementation supports are available?

PSSP supports the implementation of OPOC across the province, including the OPOC service platforms. Implementation supports are informed by implementation science, an evidence-based framework shown to enhance effective and sustainable implementation. Supports include onboarding, scaling, resource and new version development, implementation, equity and data coaching by a team including Implementation Specialists, Knowledge Brokers and Evaluators. An [equity module series](#) is also available to organizations using OPOC. The Data Systems team (DATIS), and the OPOC Implementation team, work closely together on OPOC development and administration. DATIS maintains the database and reporting portal, supported by Data Analysts and IT Specialists. The DATIS team also provides service desk support to onboard and maintain the ongoing use of the tool. Reports are developed and maintained by IT/DS Analysts and this allows agencies to access their own data and Ontario Health to see regional data for service improvement.



Who do 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 .