OPOC REPORTING PLATFORM NAVIGATION GUIDE

Prepared by
The OPOC Implementation Team and DELTA
(Data Evaluation Leadership Transformative Analyses) Team

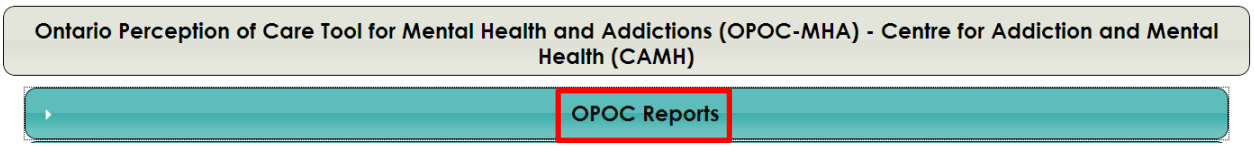
June 2018,
Second Version

camh

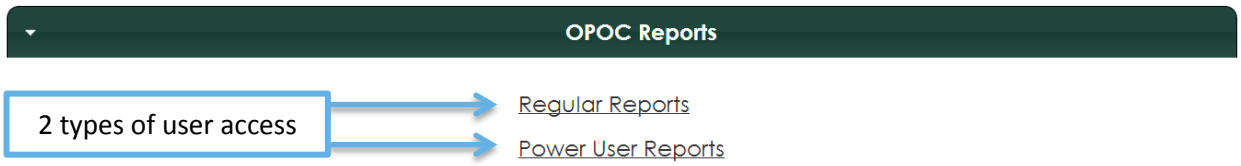
Table of Contents

Reporting Login Page

1. In order to get to the reporting platform you will need to log in to the OPOC HSP page, once there click on the OPOC Reports tab, as shown below.



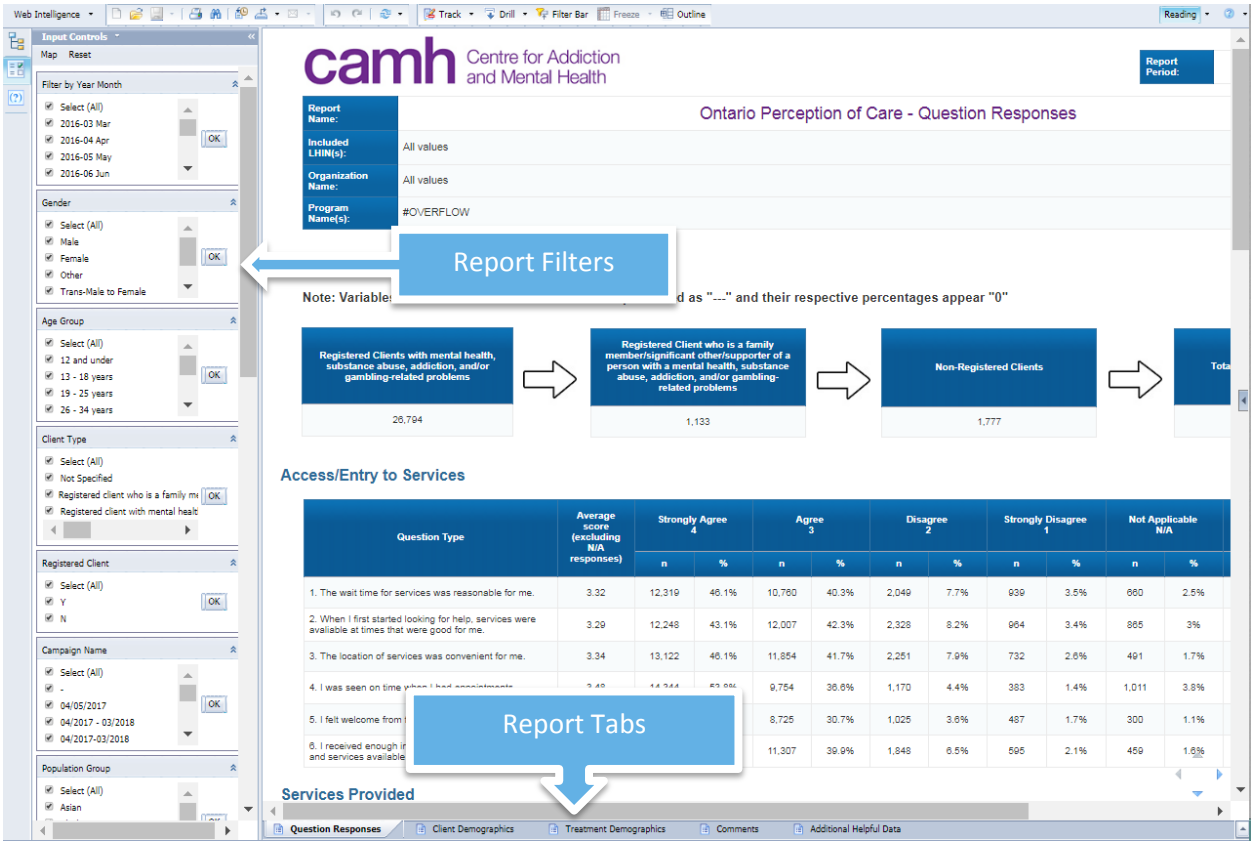
2. Next, click one of the links below. There are two kinds of users for the reporting platform; make sure you click on the link that aligns with your assigned user privileges.



PLEASE NOTE: You will only have access to one of the above reports.

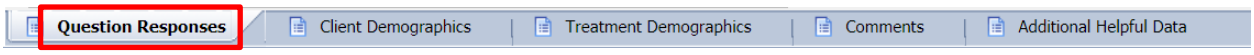
3. You will then be sent to the login page where you enter your user name and password.

4. Once you log in, the reporting platform appears, as below. There are 2 main features; Report Tabs along the bottom and Report Filters along the left side. Each are explained below.



Platform Report Tabs

The OPOC reporting platform has five different reports/tabs at the very bottom of the report platform.



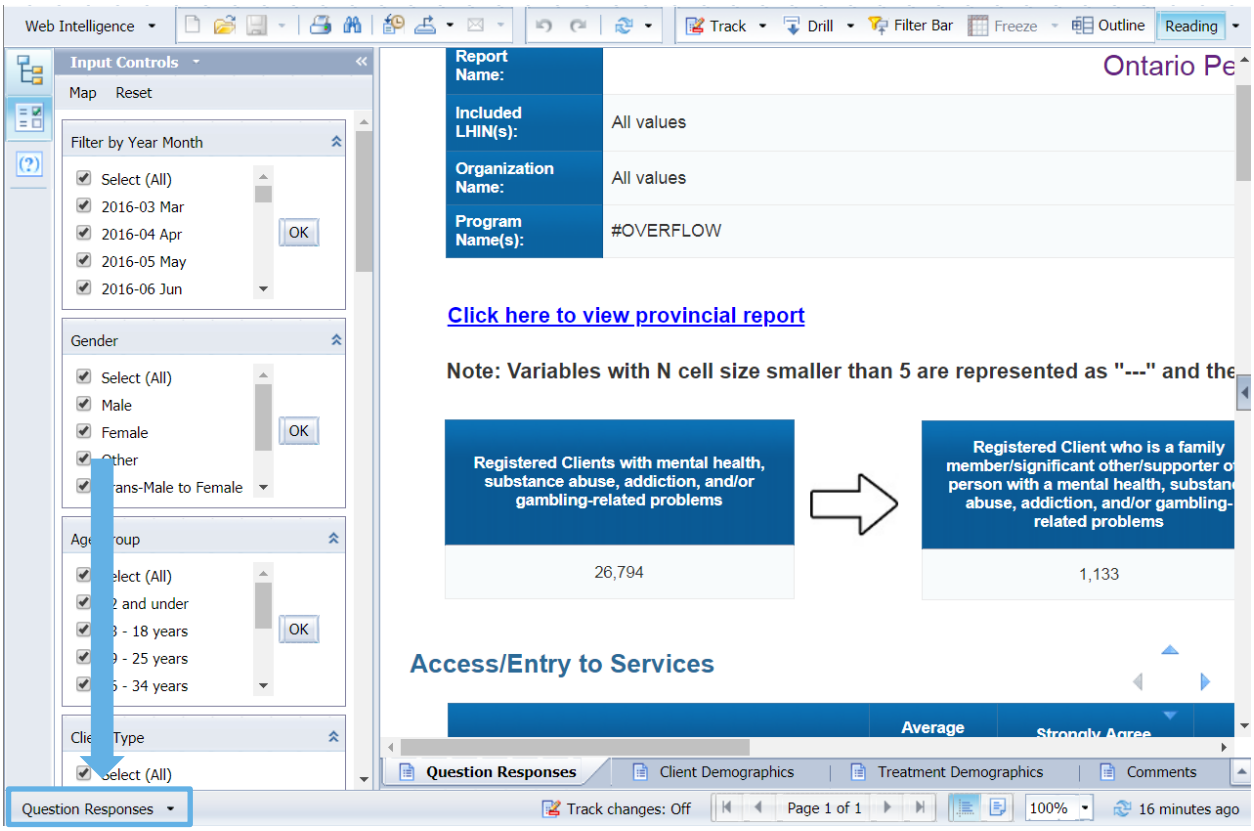
Accessing the different tabs:

You can access the different report tabs in one of two ways:

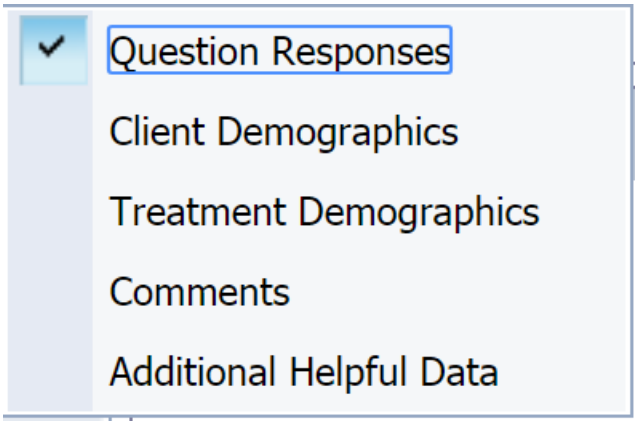
1) You can simply click on the report tabs that are displayed at the bottom to go to that particular report.

2) You can also access the different reporting tabs quickly by clicking on the button in the bottom left corner.

Please see the picture below for the location of the button:



Once you have clicked on the button it will show all five reporting tabs as a list. As you can see in this example, the “Question Responses” tab has a check next to it to indicate that it is the tab we are currently viewing. You can scroll down and select any of the different report options.



Your Agency's OPOC Data Report

The Question Responses Tab

The first tab in the OPOC reporting platform is the **Question Responses tab**. This reporting tab displays how many registered clients, registered family members/supporters and non-registered clients completed the OPOC at your organization/agency.

In addition, it displays all of the questions within each OPOC section and the response distribution for each question.

Here is an example of what this tab looks like:

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.	3.32	12,212	46.1%	10,667	40.3%	2,015	7.6%	926	3.5%	652	2.5%	26,472	90%
2. When I first started looking for help, services were available at times that were good for me.	3.29	12,141	43.1%	11,896	42.3%	2,293	8.1%	952	3.4%	859	3.1%	28,141	95.6%
3. The location of services was convenient for me.	3.34	13,001	46.1%	11,750	41.7%	2,220	7.9%	723	2.6%	481	1.7%	28,175	95.7%
4. I was seen on time when I had appointments.	3.48	14,219	53.8%	9,654	36.5%	1,155	4.4%	381	1.4%	1,006	3.8%	26,415	89.8%
5. I felt welcome from the start.	3.57	17,740	63%	8,631	30.6%	1,011	3.6%	485	1.7%	295	1%	28,162	95.7%
6. I received enough information about the programs and services available to me.	3.4	14,020	49.9%	11,194	39.9%	1,825	6.5%	595	2.1%	450	1.6%	28,084	95.4%

Please Note: The number of total responses displayed in each of the tables is the total number of responses for that particular question. If you would like to see the total number of OPOCs completed for your organization, please see the picture above that has a box labeled **"Total number of respondents".** The response rate is also based on the response rate for that individual question. This is calculated by taking the total number of responses for the question; for example, for Question #1 it is 26,472 and dividing that by the total number of respondents which is 29,472.

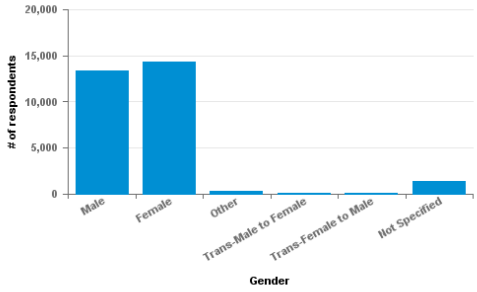
The Client Demographic Tab

The **Client Demographic tab** will display all of your client demographic data in both table and graph formats. These tables and graphs are based on the demographic questions from the OPOC. Much like the previous tab, the default for this tab is to display all of this information for your entire organization/agency.

Here is an example of what you would see in this tab:

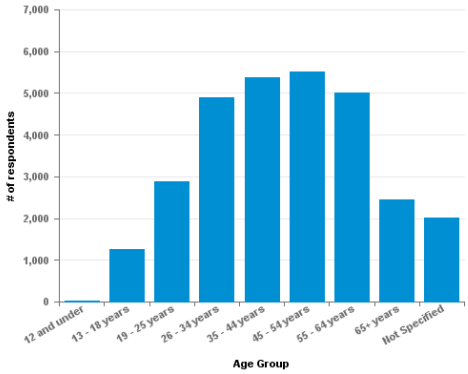
Gender:

Gender	N	%
Male	13,393	45.51%
Female	14,301	48.60%
Other	223	0.76%
Trans-Male to Female	91	0.31%
Trans-Female to Male	89	0.30%
Not Specified	1,330	4.52%
Total:	**29,427**	**100.00%**



Age Group:

Age Group	N	%
12 and under	27	0.09%
13 - 18 years	1,258	4.27%
19 - 25 years	2,881	9.79%
26 - 34 years	4,897	16.64%
35 - 44 years	5,366	18.23%
45 - 54 years	5,504	18.70%
55 - 64 years	5,021	17.06%
65+ years	2,454	8.34%
Not Specified	2,019	6.86%
Total:	**29,427**	**100.00%**



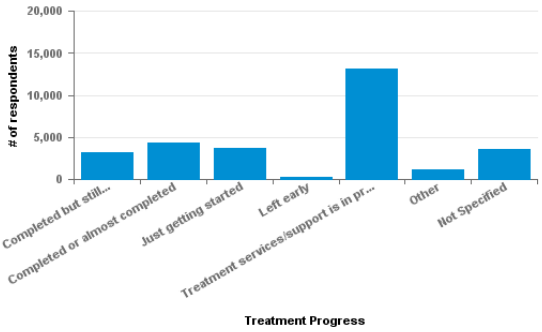
The Treatment Demographics Tab

The **Treatment Demographics** tab will also display information in a table and graph format. The information here is based on Questions #8-11 on the OPOC demographic section. Much like the previous tabs, the default for this tab is to display all of this information for your entire organization/agency.

Here is an example of what this tab looks like:

Timing of OPOC Completion in Relation to Services Received:

Treatment Progress	N	%
Completed but still receiving some services	3,237	11.00%
Completed or almost completed	4,297	14.60%
Just getting started	3,731	12.68%
Left early	232	0.79%
Treatment services/support is in progress	13,163	44.73%
Other	1,201	4.08%
Not Specified	3,566	12.12%
Total:	**29,427**	**100.00%**



The Comments Tab

The **Comments tab** section displays your OPOC comments, please note that only **Power Users** will have access to this tab. It is organized as such:

Ontario Perception of Care Individual Comments by Domain of Service:

Page 1 of 1

Access/Entry to Services	Services Provided	Participation/ Rights	Therapists/Support Workers/Staff	Environment	Discharge or Finishing the Program/ Treatment	Overall Experience	Residential or Inpatient program	Treatment Helpful Comment	Treatment Improvement Comment

Under each one of these sections you will see all of the submitted commments. This tab will organize all of your comments by each of the OPOC sections, therefore extracting this tab into Excel would make it a little easier to organize and analyze your OPOC comments.

The Additional Helpful Data Tab

This tab displays a wide range of information. First, it will display your response rate. This is based on the number of OPOC keys that have been distributed through the website and the number of OPOCs that have been completed at your organization.

Here is an example:

OPOC Keys Distributed	OPOC Surveys Completed	Response Rate %
96	59	61.5%

Below this information there is a table that is called **"top priorities for the coming year."** This table displays the percentage distribution and the domain area for any OPOC question that you choose to highlight. You determine what questions you wish to track by selecting the OPOC question from the first filter on the left-hand side (**please see Reporting Platform Filters section to learn how to use the filters**). Currently, five questions from the OPOC are highlighted as the default questions. These questions were **NOT** chosen for any particular reason; they are simply there as place holders until you choose the five or more questions you would like to highlight.

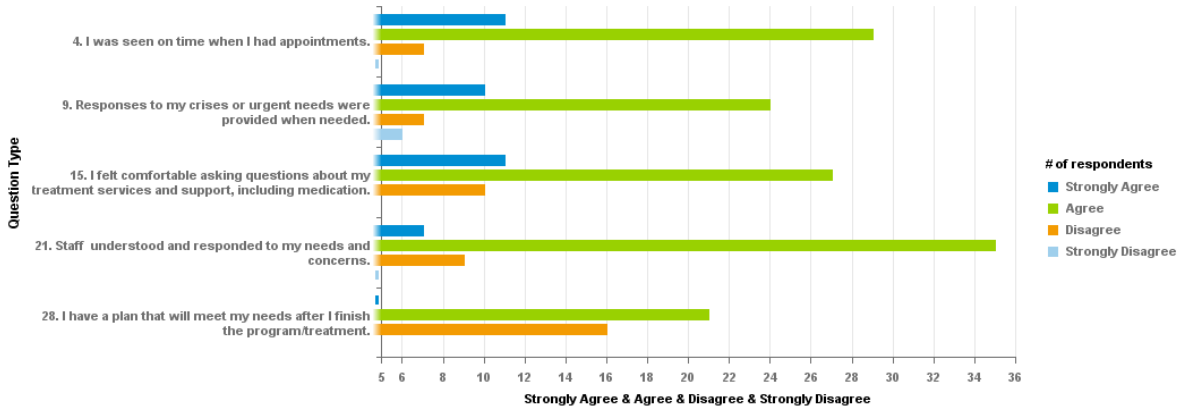
Here is an example of that table:

Top priorities for the coming year (choose questions of interest from filter pane)	Domain	Average score (excluding N/A responses)	Strongly Agree % mask	Agree % mask	Disagree % mask	Strongly Disagree % mask
4. I was seen on time when I had appointments.	Access/Entry to Services	3.04	22.9%	60.4%	14.6%	0
9. Responses to my crises or urgent needs were provided when needed.	Services Provided	2.81	17.2%	41.4%	12.1%	10.3%
15. I felt comfortable asking questions about my treatment services and support, including medication.	Participation/Rights	3.02	22.4%	55.1%	20.4%	
21. Staff understood and responded to my needs and concerns.	Therapists/Support Workers/Staff	2.89	12.1%	60.3%	15.5%	0
28. I have a plan that will meet my needs after I finish the program/treatment.	Discharge or Finishing the Program/ Treatment	2.71	0	42.9%	32.7%	

Below the table is a graph that displays the information from this table in a bar graph format.

Here is an example of that graph:

Note: Variables with N cell size smaller than 5 are "MASKED" hence the value axis in the chart below starts from 5



Below this graph there are two additional tables. One table is called **"Areas of Excellence."** This table is **auto-populated** to display the five questions where you received the highest percentages of 'strongly agree' and 'agree' responses across all of your OPOC data.

Here is an example of that table:

Areas of Excellence (This table is auto-populated based on top 5 average score of strongly agree & agree)				
Question Type	Domain	Average Score of Strongly Agree & Agree	Strongly Agree %	Agree %
18. I was treated with respect by program staff.	Therapists/Support Workers/Staff	3.09	25.5%	65.5%
20. Staff believed I could change and grow.	Therapists/Support Workers/Staff	3.09	20%	70%
14. I was assured my personal information was kept confidential.	Participation/Rights	2.9	29.6%	46.3%
32. If a friend were in need of similar help I would recommend this service.	Overall Experience	2.85	20.5%	61.4%
30. The services I have received have helped me deal more effectively with my lifes challenges.	Overall Experience	2.83	18.6%	65.1%

The table below that is called **"Areas of Improvement."** This table is **auto-populated** to display the five questions where you received the highest percentages of 'disagree' and 'strongly disagree' responses across all of your OPOC data.

Here is an example of that table:

Areas of Improvement (This table is auto-populated based on top 5 average score of disagree & strongly disagree)				
Question Type	**Domain**	**Average Score of Disagree & Strongly Disagree**	**Disagree %**	**Strongly Disagree %**
29. Staff helped me identify where to get support after I finished the program/treatment.	Discharge or Finishing the Program/ Treatment	1.9	34.6%	3.8%
1. The wait time for services was reasonable for me.	Access/Entry to Services	1.63	27.8%	16.7%
28. I have a plan that will meet my needs after I finish the program/ treatment.	Discharge or Finishing the Program/ Treatment	2	32.7%	
11. I was referred or had access to other services when needed (including alternative approaches).	Services Provided	1.83	32.8%	6.9%
35. The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).	Residential or Inpatient program (respond rate calculated for this subgroup of clients)	1.75	33.3%	11.1%

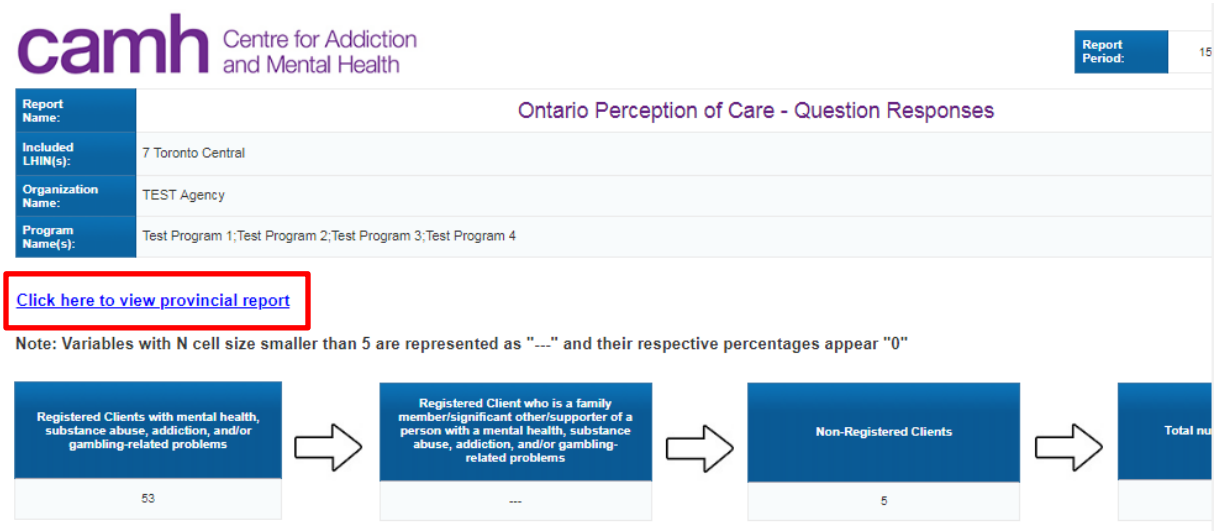
The very last table in this tab displays the subscale scores from the OPOC. Based on the validation work, there were three subscales that emerged; the 'overall perception of care' scale, the 'experience accessing services' scale and the 'experience within services scale'. The questions that are associated with each of the subscales are displayed under the name of that subscale.

Here is an example of that table:

OPOC Subscales	
Scales	**Average score (excluding N/A responses)**
Overall Perception of Care (average score calculated for questions 1-8,12-15,17-18,20-25,30-32)	2.98
Experience Accessing Services (average score calculated for questions 1-6)	2.88
Experience Within Services (average score calculated for questions 7,8,12-15,17-18,20-25,30-32)	3.02

The Provincial Report

In order to access the Provincial Report, on the **Question Responses Tab,** click on the link that is being highlighted below. That will open a new report with all the provincial data.



The Question Responses Tab

This tab displays all of the provincial OPOC data in the database, in the same format as your individual agency reports.

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.	3.32	12,212	46.1%	10,667	40.3%	2,015	7.6%	926	3.5%	652	2.5%	26,472	90%
2. When I first started looking for help, services were available at times that were good for me.	3.29	12,141	43.1%	11,896	42.3%	2,293	8.1%	952	3.4%	859	3.1%	28,141	95.6%
3. The location of services was convenient for me.	3.34	13,001	46.1%	11,750	41.7%	2,220	7.9%	723	2.6%	481	1.7%	28,175	95.7%
4. I was seen on time when I had appointments.	3.48	14,219	53.8%	9,654	36.5%	1,155	4.4%	381	1.4%	1,006	3.8%	26,415	89.8%
5. I felt welcome from the start.	3.57	17,740	63%	8,631	30.6%	1,011	3.6%	485	1.7%	295	1%	28,162	95.7%
6. I received enough information about the programs and services available to me.	3.4	14,020	49.9%	11,194	39.9%	1,825	6.5%	595	2.1%	450	1.6%	28,084	95.4%

The Client Demographics by Province Tab

This tab will display the same data as seen in your agency tab but it will display the data for the entire province.

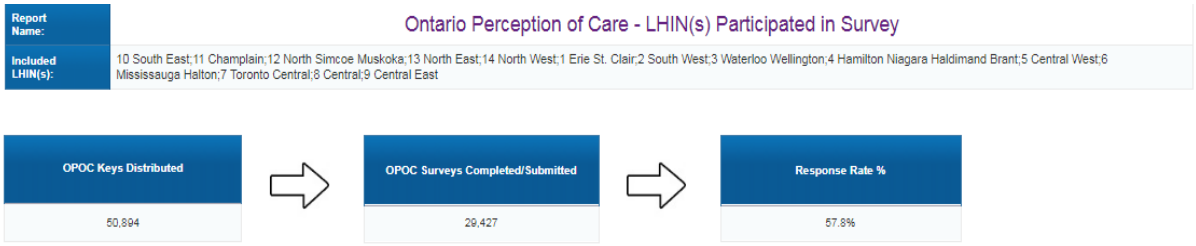
The Treatment Demographics by Province Tab

This tab will display the same data as seen in your agency tab but it will display the data for the entire province.

The LHIN(s) Participated in Survey Tab

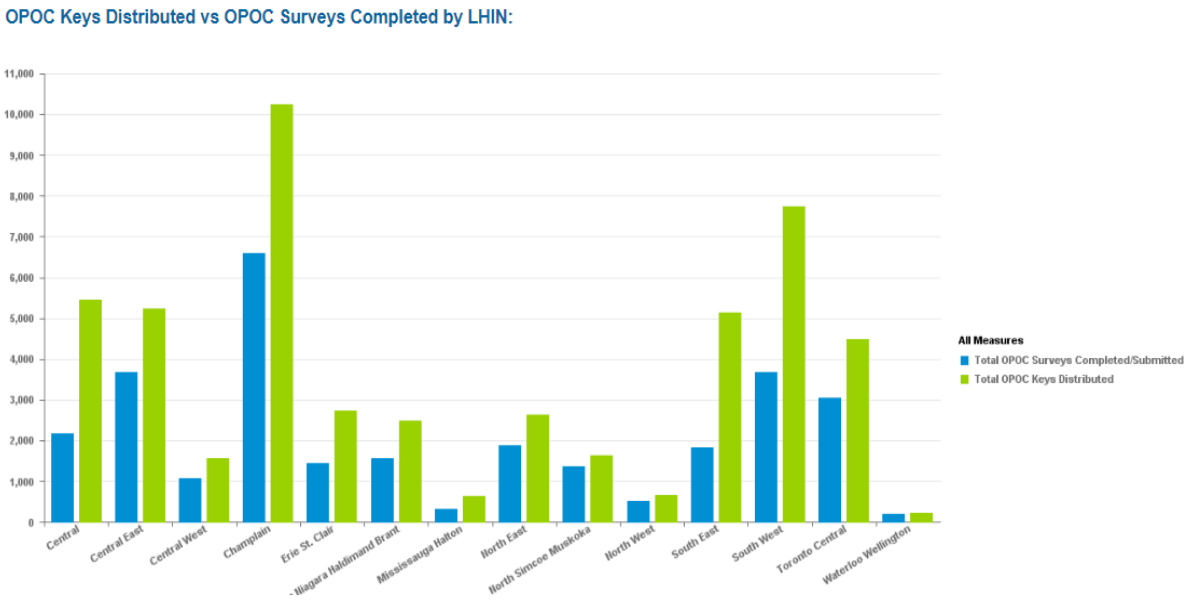
This is the final tab in the reporting platform. It displays the LHINs that have started implementing and using the OPOC website. It displays how many keys each LHIN has distributed and how many OPOCs have been completed in each LHIN.

Here is an example of that tab:



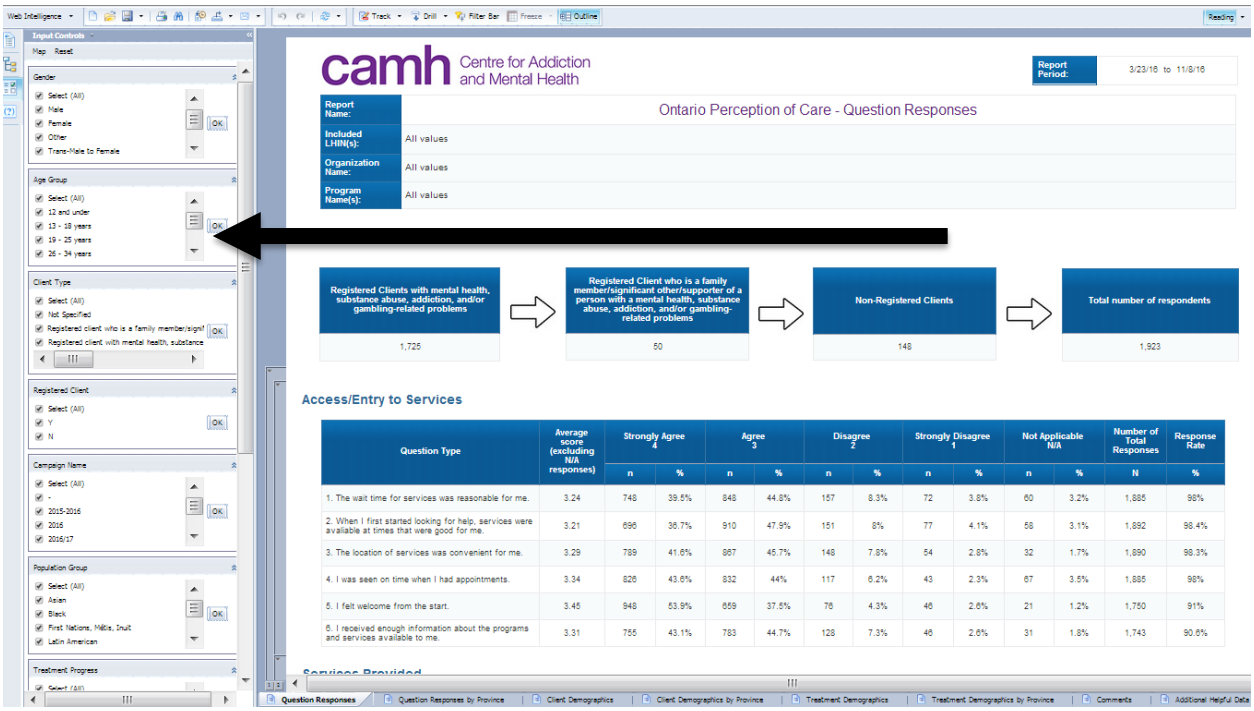
Report Name:	Ontario Perception of Care - LHIN(s) Participated in Survey
Included LHIN(s):	10 South East;11 Champlain;12 North Simcoe Muskoka;13 North East;14 North West;1 Erie St. Clair;2 South West;3 Waterloo Wellington;4 Hamilton Niagara Haldimand Brant;5 Central West;6 Mississauga Halton;7 Toronto Central;8 Central;9 Central East

OPOC Keys Distributed	OPOC Surveys Completed/Submitted	Response Rate %
50,894	29,427	57.8%



Reporting Platform Filters

On your left-hand side you will see Input Controls, also known as filters.



Here is an example of the filters:

How to Use the OPOC Filters

Please Note: The filters you select will apply only to data within the single report tab that you have selected (across the bottom). There are multiple tabs at the bottom of the reporting platform as noted previously. In order to have the same filter applied across the multiple tabs, you will need to re-apply the same filter across the various tabs.

1. In order to use the filters, you must first decide how you want to filter the data, for example, if you want to filter your data by Gender, you must first click on the **Select (All)** check box**.** This will **deselect** all of the other options. The reporting platform will always default to show you all of your data, therefore the Select (All) box will be selected for each filter when you first log in.

2. Once you have deselected all the options by clicking the Select (All) box, you then select which specific group(s) you would like to look at.

In this example I selected Female. Once you selected the group(s) you would like your data to be filtered by, please click the **OK** *button. This will refresh your data and it will now be filtered by that group(s).*

How to use more than one filter

Steps 1 and 2, as described above, will be the same steps you use to filter the data further.

For example, if you want to filter the data to see information for Females that are between the ages of 19-25 you would first deselect all the options for Gender and then select Females and click OK.

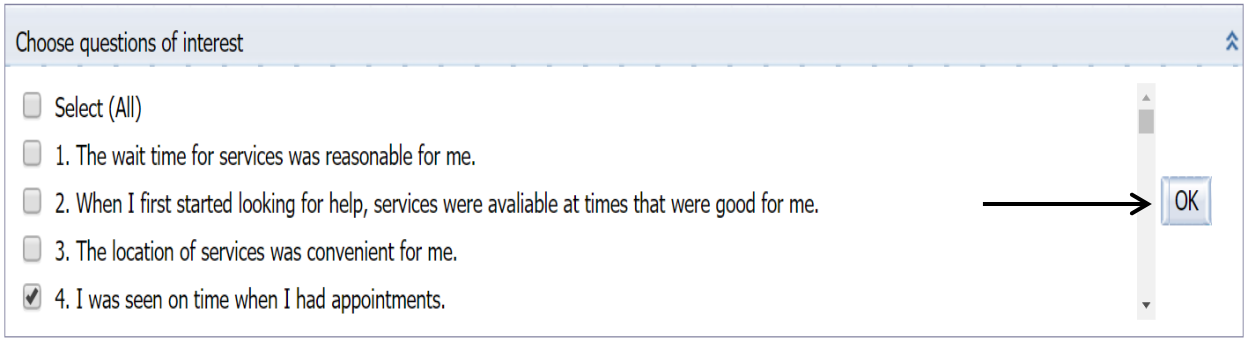
Then, move down to the next filter which is Age. Deselect all the options for Age and then select 19- 25 years and click OK to apply that filter.

PLEASE NOTE: If you do not hit the **OK** button on the first filter before moving on to the next, your data will NOT be filtered properly. The system will only filter by the option that you click **OK** for, and not by both filters. **As such, be sure to click OK after you make your selections in each filter section.**

The Additional Helpful Data report tab filter

This tab in the reporting platform has one additional filter that the other tabs do not have, called **"Choose questions of interest."** This is the filter that allows you to pick which OPOC questions you want to display in the table and graph called **"top priorities for the coming year."**

This filter looks like this:



This filter works exactly like the other filters. First click **Select (All)** to deselect the default questions that are checked off. Then you individually select each question you want displayed and click the **OK** button. You can select as many questions as you like.

Exporting Your OPOC Report

In order to export your data, in the top left corner of the platform you will see the highlighted button

Once you click on this button and you will see the following options:

PLEASE NOTE: The Export Data to CSV option is currently disabled as this format shows cell sizes that are less than 5. In order to protect client anonymity in the reporting system we have disabled this option.

<u>The Export Document As Option</u>

This option allows you to download your entire report, meaning that you will get a file **<u>that contains all five tabs in the reporting platform.</u>** This option, for example, would be helpful when you are generating a report for one program or the entire organization.

Choosing this option will give the following five options:

PLEASE NOTE: That the CSV archive and text options are disabled and will show an error message. This is also related to client anonymity as noted above.

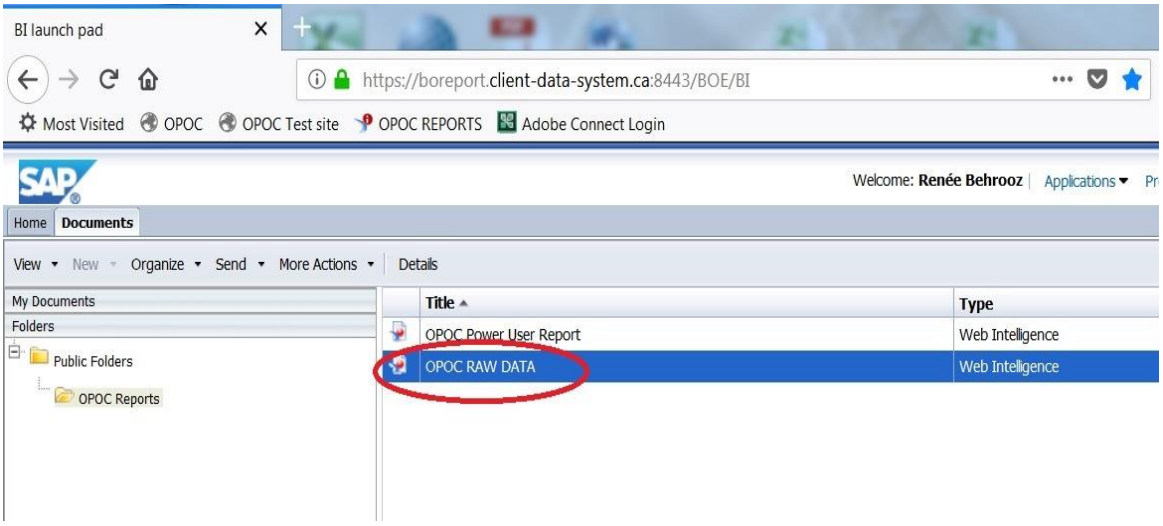
Extracting the data to an excel file is the best option. The report is much too large for it to be extracted to a PDF and fit one tab per page. If you export the report to PDF it will take some time because it is a large file (usually 770 page PDF) and it will cut off all of the reporting tabs. Select Excel, this will be compatible with all versions of Excel.

The Export Current Report As Option

This option also has the same five options displayed above and the same applies to all the options. As noted above, the best option is to export to an Excel file and not to a PDF. The CSV archive and text option is also displayed for this option. This option is different from the "Export Document As" option because it **ONLY exports the current report tab that you are viewing.** For example, if looking at the "Questions Reponses" tab it will only download the report for that tab.

Exporting OPOC Raw Data to Excel for Power Users ONLY!

1. Access the OPOC reports directly with this link: https://boreport.client-data-system.ca:8443/BOE/BI
2. Click **OPOC RAW DATA**

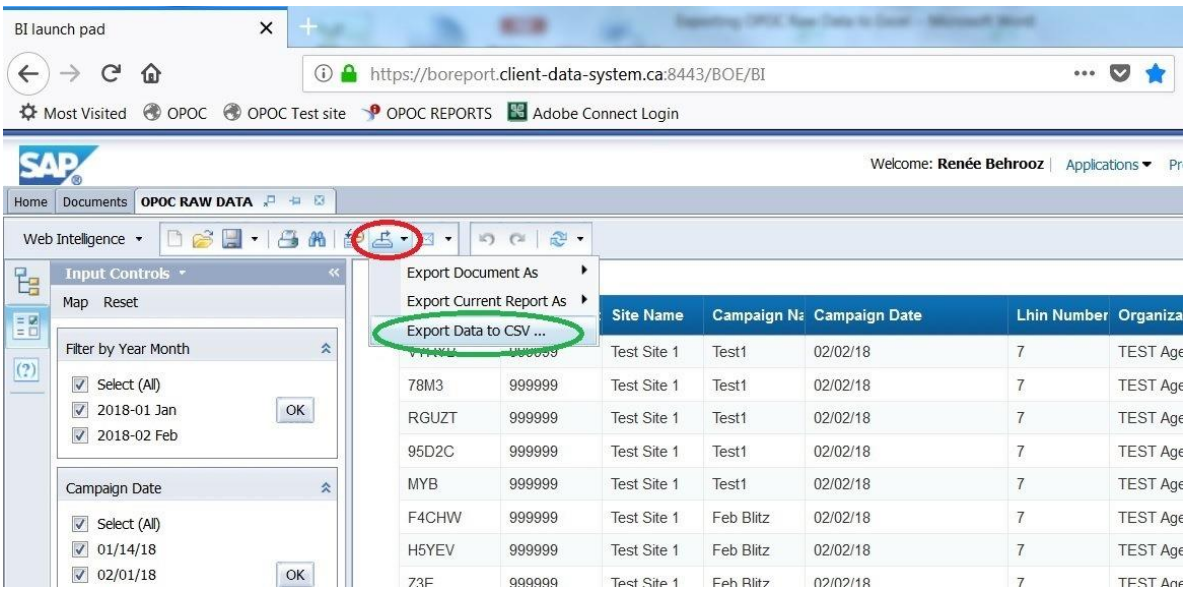


3. Apply any of the filters on the left hand side. The default is to display all of your raw data.

4. Click Export button (**red circle**)

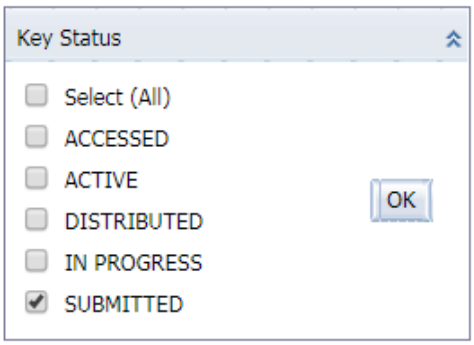
5. Select "Export Data to CSV" in dropdown menu (**green circle**) -> then click OK

6. Open/Save file in Excel **(NOTE: this will export ALL raw data)**



OPOC Key Data

In the OPOC raw data report you can now also look at your OPOC key data. You will see the following filter. This filter will allow you to check you key information.



Here are the descriptions of each of the options on that filter.

New Update: Previously the raw data report only included "SUBMITTED" surveys, now it includes all the key statuses in "DISTRIBUTED (or) ACTIVE", "ACCESSED", "IN PROGRESS" & "SUBMITTED". New column(2nd column) is added to show the "Status" of the key.

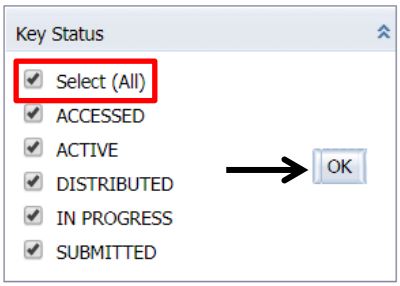
DISTRIBUTED (or) ACTIVE: is when agency creates a key and distributes to client.
ACCESSED: is when client accessed the key.
IN PROGRESS: is when client in middle of survey or never hit submit button.
SUBMITTED: is when client completed survey and hit submit.

CAMH only reports on SUBMITTED data but now agencies have access to all other key statuses in this raw data report, so missing or unfilled survey key(s) can be tracked.

NOTE: * By default filter on left "Key Status" is checked to only SUBMITTED surveys.
* To check the status of a specific key please use filter "Check OPOC Key status - case sensitive" but before make sure to Select (All) in filter "Key Status".

You can also search for a particular OPOC key.

1. Click on the Select (All) check box in the “Key Status” filter. Afterwards, click the “OK” button.



2. Enter the key you are looking for and then Hit the “OK” button.