OPOC Self-Assessment Tool for Organizations

Your Name: _____

E-mail address: _____

☐ If you would like to be contacted by an OPOC Implementation Specialist, please check this box and email your completed self-assessment to opoc.mha@camh.ca. Otherwise, this is an internal self-assessment document for your organization.

Which of the following OPOC implementation roles or tasks have you performed? Please check all that apply:

Designated OPOC Lead
Survey facilitator
Generating reports
Presenting results
Reviewing data
Staff training
Leadership support
Data entry
Quality improvement planning
Other: _____

Scoring the tool

Each of the questions in the table below represents a core component of OPOC implementation, including survey administration, data review, and application of results for quality improvement purposes.

Each item contains a 4-point rating scale (not yet even close = 1, some way to go = 2, nearly there = 3, we're there = 4) as well as an unscored "not sure" rating.

You are asked to rate each item to the best of your ability, taking into account the various elements in the descriptor. Your rating should be based on how many of those elements are present in your organization, and how well you think they are occurring. If you are completing this at an organization with multiple programs or multiple OPOC implementation plans, you may wish to complete a separate form for each program or implementation approach.

Question	Item	Rating
1. Leadership support for OPOC	Leaders at various levels of the organization are engaged and supportive of OPOC implementation as part of standard practice and use of OPOC data for quality and equity improvement purposes.	Not sure Not even close Some way to go Nearly there We're there
Comments:		
2. Designated OPOC Lead	An OPOC Lead is identified. The lead takes primary responsibility for overseeing OPOC implementation. Where capacity exists, a team approach is used, ensuring coverage for staff absences.	Not sure Not even close Some way to go Nearly there We're there
Comments:		
3. Dedicated resources for OPOC implementation	The organization dedicates resources to OPOC implementation, such as allocating time for staff to work on OPOC administration, run reports, and support OPOC-related improvement processes; supplies and equipment are accessible if required.	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
4. Staff competency with OPOC implementation	All staff involved in the administration of OPOC have been trained and feel comfortable with their role in OPOC administration (e.g., have reviewed the recorded OPOC orientation webinar and other relevant resources).	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
5. Sustainability of OPOC implementation	A process exists for identifying when staff transitions that will affect OPOC implementation are pending, and how onboarding/training for staff new to OPOC will occur.	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		

Question	Item	Rating
6. OPOC implementation plan	An OPOC implementation plan exists and is followed. The plan consists of a regular schedule of administration (minimum annually and more frequently if warranted by the types of programs, population served, and any reporting requirements).	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
7. Improving OPOC implementation	A process has been defined to regularly review the OPOC implementation plan and update it as required (minimum annually). Opportunities exist to review what is working well as well as challenges regarding OPOC implementation.	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
8. Depth and breadth of OPOC implementation	OPOC is administered in all programs, to a minimum of 10% of clients served across the organization and 10% of clients served within a program (unless there is a compelling reason not to).	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
9. Proficiency with the OPOC reporting portal	Individuals within the organization are proficient to run OPOC reports, use different filters, look at the data in different ways including through an equity lens, and compare it to provincial OPOC and other sources of data. This also includes a qualitative review of the client comments.	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
10. Reviewing / sharing OPOC data	A defined schedule and process exists and is followed for reporting and disseminating OPOC data at multiple levels (e.g. teams, leadership, Board of Directors, clients).	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		

Question	Item	Rating
11. Planning for quality improvement using OPOC data	Defined opportunities exist to discuss OPOC data and define program and organization quality and equity improvement opportunities (e.g. through team meetings, quality improvement councils, client and family advisory councils, etc.).	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		
12. Using OPOC data to inform quality improvement activities	OPOC data is used regularly to inform quality improvement projects and address equity gaps.	☐ Not sure ☐ Not even close ☐ Some way to go ☐ Nearly there ☐ We're there
Comments:		