

# OPOC-MHA Virtual Implementation Update

June 2021

On May 11, 2021, PSSP hosted a webinar to share examples from providers on virtual administration of the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), lessons learned, opportunities, challenges, and client experience of virtual implementation. Approximately 180 participants heard examples of virtual implementation of the OPOC-MHA, asked questions and received practical tips on administration and practice.

This summary, while not exhaustive, includes considerations and practical ideas to support successful virtual OPOC-MHA implementation.

## Principles

### Quality of Care Domains

- Access – Keep the burden of access on the service provider not the service user
- Equity – Collect sociodemographic data for improvement purposes
- Person-centered – Offer service user a choice of method of administration
- Effective – Use OPOC, an evidence based tool, to gather service user feedback
- Efficient – Prepare for the session to ensure a positive experience for the service user
- Safe – Confirm the service user has a safe environment in which to complete survey

## Strategies

- Offer service user a choice of modalities by which to complete the survey: phone interview, video appointment, OTN
- Consider timing of the survey – initial visit vs return. This decision may depend on modality of completion, agency implementation plan (start of service vs end of service), independent or facilitated completion
- Consider using staff or volunteers to contact service users to complete the survey
  - Surveyors can be clinical staff, admin, peer/family supporters, trained volunteers
  - To reduce bias, surveyors should not be someone directly involved in the respondent's care
- Be cautious with e-mail distribution: OPOC keys (unique code that allows an individual to enter the OPOC-MHA website) should not be linked to any identifying or personal health information.
- Completion during a session
  - Take break during the session so the service user can complete the tool either independently or with the help of a facilitator (facilitator should be removed from the service user's care). Method can be used in individual or group sessions.

- Drop off and pick up survey at service user's home
- Email all and invite to respond – then schedule a virtual group survey completion session and distribute keys
- Consider opportunities to implement the OPOC caregiver version, which could be facilitated by asking for caregiver's contact info during the service user's session

## Technology and Access Considerations

- Virtual technological opportunities include: Phone, smart phone, video, OTN
- Access to free phones has been provided by some agencies
- Internet access <https://www.opoc.ca/> works in all browsers including cellphones
- Ensure service user has a safe space to access the internet
- Access to OPOC survey by mail – least return rate but lots of written comments
  - Personalize your message to clients to reflect virtual service - <http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf> )  
- see page 7 and 8 of the OPOC-MHA Implementation Guide

## Implementation Options & Suggestions

- There are different options available to organizations for OPOC implementation (refer to pages 9-15 of the OPOC-MHA Implementation Guide for more details - <http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf>)
  - Blitz – offer the survey to as many service users as possible one or two times a year over a 1 – 4 week period
  - Ongoing – ask at different times during treatment (e.g. at the 5 fifth visit and again at discharge)
  - Administration can be at individual session or group session
- Administration can be targeted for QI purposes – use Guidelines for Using Select OPOC Questions - <http://improvingsystems.ca/img/OPOC-Guidelines-for-Using-Select-OPOC-Questions.pdf>
- Options that have worked for youth (and may work for other populations as well) – offering thank you gifts, taking a break and having them complete the survey independently during a live session
- Virtual Client Experience Survey (VCES) – asks questions about virtual administration, contains 5 OPOC questions; currently being translated to French; Brief VCES also available (note: VCES does not currently have an associated provincial database or reporting portal) <https://edc.camhx.ca/redcap/surveys/?s=7CRKNYT7FY>
- Human resource options to support survey administration: volunteers, trained peer supporters, admin staff, staff not currently assigned to their regular duties (e.g. those on modified duties)
- Consent for virtual/3<sup>rd</sup> party – follow agency practices/policies (e.g. related to implied consent vs formal consent)

## Practical Tips from Colleagues



**Both Client and Staff Engagement is important to the success of implementation. Clients need to know their feedback is useful. Staff must value client involvement in their service.**

### Client Engagement

- Client directed session – client offered choice of technology, timing of appointment
- If virtual – have a copy of the OPOC in front of client to facilitate administration
- Conduct more check-ins during the session to aid focus
- “We ask because we care” - explain importance of asking demographic questions and the use of the information
  - <http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf> page 38
- Introductory scripts provided
  - <http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf> page 47-51

### Staff Engagement

- Feedback from OPOC should be displayed and discussed with staff and clients - OPOC Shareback Templates
  - <http://improvingsystems.ca/img/OPOC-Shareback-L1-1.pdf.pptx>
- OPOC is a best practice - Service Accountability Agreements require performance measures and quality improvement indicators. OPOC data meets these requirements
- Data is equity – “Use the data to drive action and accountability” to improve services
  - <http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf> - pages 26-27
- Internal staff competition – display rates of completion, by staff or program, with a thermometer to encourage rates of OPOC-MHA completion

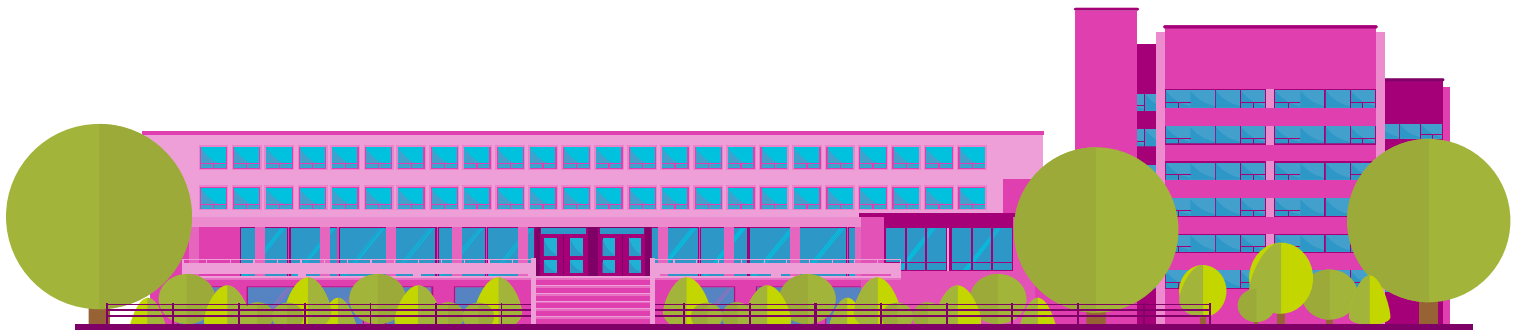
### OPOC-MHA Technical Issues

- Keys – “getting the key to the client is the hardest part”
  - Keys can be distributed by mail, email, during a session (e.g. in the chat box, over the phone during an interview)
  - Review OPOC Website Navigation Guide for succinct technical Key administration instructions
    - <http://improvingsystems.ca/img/OPOC-Website-Navigation-Guide.pdf>

- Which OPOC-MHA version? – There are 5 versions of the OPOC-MHA
  - OPOC-MHA for Registered Client, OPOC-MHA for Non-Registered client, OPOC-MHA for Crisis, OPOC-MHA for Supportive Housing, OPOC-MHA for Caregiver (see page 9 of Implementation Guide for Decision Tree)  
<http://improvingsystems.ca/img/OPOC-Implementation-Guide-Fifth-Edition.pdf>
- Response rate – <http://improvingsystems.ca/> - page 34
  - Build consistent invitation to complete the OPOC with all clients to ensure a reliable response rate
  - Compare the number of surveys that were completed to how many individuals you see in your program or organization
  - Delete all unused keys from the OPOC website (keys that were not offered to service users; keys offered to service users who decline to complete the survey should be discarded)

***Please refer to the webinar recording <https://vimeo.com/548413452>  
and the resources for additional information.***

***Thank you all for your passion for improving service user experience!***



## Resources

If you have any questions, please connect with your [PSSP Implementation Specialist](#).

OPOC Project Home Page: <http://improvingsystems.ca/projects/ontario-perception-of-care>

OPOC Orientation Webinar: <https://www.surveymonkey.com/r/TWXY5S8>

OPOC Guidelines to support Virtual OPOC Administration:  
<http://improvingsystems.ca/img/Guidelines-to-Support-Virtual-OPOC-Administration.pdf>

About CAMH's Provincial System Support Program: <http://improvingsystems.ca/about>

The Excellence through Quality Improvement Project: <http://www.e-qip.ca>

OPOC – Guidelines for Using Select OPOC Questions (QI on the Fly) -  
<http://improvingsystems.ca/img/OPOC-Guidelines-for-Using-Select-OPOC-Questions.pdf>

Virtual Client Experience Survey (VCES) -  
<https://edc.camhx.ca/redcap/surveys/?s=7CRKNYT7FY>

Questions? Contact Beth Powell or Jonathan Berges, Implementation Specialists, CAMH

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