



# 2016 Ontario Perception of Care (OPOC) Results

April 2017

# Highlights

- Ontario Perception of Care (OPOC-MHA) Survey:
  - Administered from November 1-18, 2016
  - Second year using OPOC tool
  - Helps us understand what we are doing well and where we can do better -- and is a crucial component in our ongoing efforts in quality improvement

# Highlights

- Analyses Conducted:
  - Descriptive and correlational analyses conducted
  - Insufficient sample size to support unit/clinic level analyses
- Results:
  - Overall decrease in performance seen
  - Similar themes to 2015 survey identified for quality improvement

# Methodology

- High level analysis done on:
  - Overall (All Programs)
  - Inpatient
  - Outpatient
- Responses grouped into:
  - Positive responses = strongly agree + agree
  - Negative responses = strongly disagree + disagree
- Top/bottom OPOC domains were calculated by counting the top/bottom 10 items in each domain
  - For Overall (All Programs), the Residential or Inpatient domain was excluded

# 2016 OPOC Respondent Numbers/Item Response Range

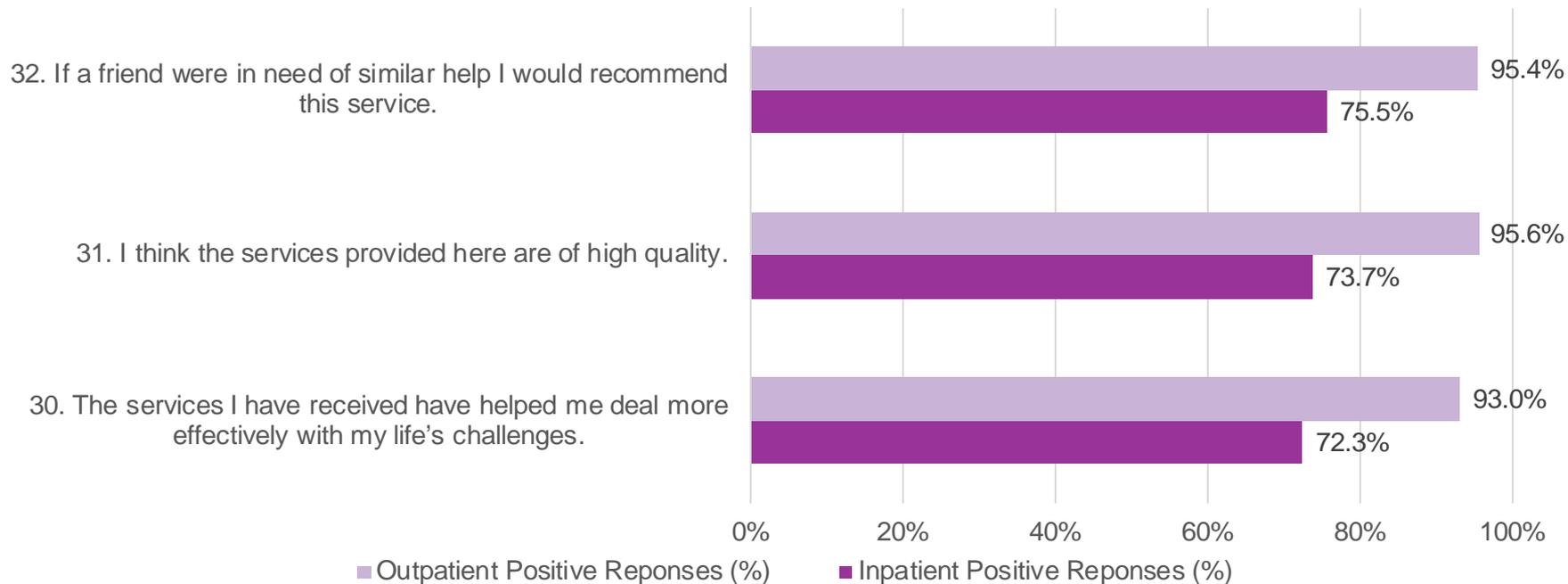
	Registered Patients with mental health, substance use, addiction, and/or gambling-related problems
Overall (All programs)	731
Inpatient	170
Outpatient	561

## Item Response Rate:

- Overall (All Programs): 80.6% – 98.1% (excluding residential/inpatient items)
- Inpatient: 80.4% – 96.6%
- Outpatient: 79.3% – 98.5%

# Overall Experience Chart 2016

## CAMH Overall Experience - OPOC 2016



- Overall, outpatient positive responses were higher than inpatient positive responses for all questions asked in OPOC's overall experience domain. The highest and lowest positive responses for outpatients was item 31 (96%) and item 30 (93%) respectively. The highest and lowest positive responses for inpatients was item 32 (76%) and item 30 (72%) respectively.

# Overall Experience Table 2016

Overall Items	Inpatient					Outpatient				
	Positive Responses (Of those applicable)		Denomi nator	N/A & Missing (Of overall)		Positive Responses (Of those applicable)		Denomi nator	N/A & Missing (Of overall)	
30. The services I have received have helped me deal more effectively with my life's challenges.	72.3%	102	n = 141	17.1%	29	93.0%	475	n = 511	8.9%	50
31. I think the services provided here are of high quality.	73.7%	109	n = 148	12.9%	22	95.6%	501	n = 524	6.6%	37
32. If a friend were in need of similar help I would recommend this service.	75.5%	108	n = 143	15.9%	27	95.4%	502	n = 526	6.2%	35

The table above shows the same thing as the previous slide, broken down into more detail

# Inpatient Overall Experience: 2015 vs. 2016 Results

<b>OPOC 2015</b>	<b>Item 30 =</b> 77.9%	<b>Item 31 =</b> 83.2%	<b>Item 32 =</b> 83.9%
	-5.6%	-9.5%	-8.4%
<b>OPOC 2016</b>	<b>Item 30 =</b> 72.3%	<b>Item 31 =</b> 73.7%	<b>Item 32 =</b> 75.5%

**Note:** Outpatient overall experience results are similar for 2015 vs. 2016

# 2016 Top/Bottom 10 Overall (All Programs) Overview

## Overview:

- The top 10 positive responses for overall ranged from 94.4% to 90.8%.
- The bottom 10 positive responses for overall ranged from 62.4% to 83.0%.
- The highest rated positive response was item 20 – Staff believed I could change and grow (Therapist/Support Workers/Staff) – with 94.4% (same as 2015).
- The lowest rated positive response was item 16 - If I had a serious concern, I would know how to make a formal complaint to this organization (Participation/Rights) – with 62.4% (same as 2015).

## 2015 vs. 2016

- 8 of the top 10 positive responses in 2016 remained the same as 2015
- 8 of the bottom 10 positive responses in 2016 remained the same as 2015
- Orders of items may have changed on both the top and bottom 10 responses

# 2016 Top 10 Inpatient Items – highest to lowest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
20. Staff believed I could change and grow. <b>(Therapists/Support Workers/Staff)</b>	83.8%	119	n = 142	16.5%	28
24. I was given private space when discussing personal issues with staff. <b>(Environment)</b>	81.8%	121	n = 148	12.9%	22
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. <b>(Environment)</b>	81.5%	106	n = 130	23.5%	40
18. I was treated with respect by program staff. <b>(Therapists/Support Workers/Staff)</b>	80.5%	128	n = 159	6.5%	11
19. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). <b>(Therapists/Support Workers/Staff)</b>	80.2%	97	n = 121	28.8%	49
17. I found staff knowledgeable and competent/qualified. <b>(Therapists/Support Workers/Staff)</b>	80.1%	125	n = 156	8.2%	14
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs. <b>(Residential/Inpatient Section)</b>	79.8%	103	n = 129	24.1%	41
4. I was seen on time when I had appointments. <b>(Access/Entry to Services)</b>	79.3%	115	n = 145	14.7%	25
14. I was assured my personal information was kept confidential. <b>(Participation/Rights)</b>	78.2%	115	n = 147	13.5%	23
22. Overall, I found the facility welcoming, non-discriminating, and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable). <b>(Environment)</b>	77.9%	120	n = 154	9.4%	16

# 2016 Bottom 10 Inpatient Items – lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. If I had a serious concern, I would know how to make a formal complaint to this organization. <b>(Participation/Rights)</b>	57.8%	62	n = 147	13.5%	23
37. The quality of the food was acceptable. <b>(Residential/Inpatient Section)</b>	62.8%	54	n = 145	14.7%	25
6. I received enough information about the programs and services available to me. <b>(Access/Entry to Services)</b>	63.3%	58	n = 158	7.1%	12
33. There were enough activities of interest to me during free time. <b>(Residential/Inpatient Section)</b>	63.5%	50	n = 137	19.4%	33
10. I received clear information about my medication (i.e., side effects, purpose, etc.) <b>(Services Provided)</b>	67.7%	51	n = 158	7.1%	12
36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting). <b>(Residential/Inpatient Section)</b>	68.5%	45	n = 143	15.9%	27
29. Staff helped me identify where to get support after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	69.5%	36	n = 118	30.6%	52
8. Staff and I agreed on my treatment services and support plan. <b>(Services Provided)</b>	71.3%	43	n = 150	11.8%	20
27. Staff helped me develop a plan for when I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	71.4%	34	n = 119	30.0%	51
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher). <b>(Residential/Inpatient Section)</b>	72.4%	29	n = 105	38.2%	65

# 2016 Top 10 Outpatient Items – highest to lowest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). <b>(Environment)</b>	98.1%	509	n = 519	7.5%	42
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. <b>(Environment)</b>	97.7%	335	n = 343	38.9%	218
24. I was given private space when discussing personal issues with staff. <b>(Environment)</b>	97.6%	478	n = 490	12.7%	71
20. Staff believed I could change and grow. <b>(Therapists/Support Workers/Staff)</b>	97.3%	504	n = 518	7.7%	43
14. I was assured my personal information was kept confidential. <b>(Participation/Rights)</b>	96.3%	524	n = 544	3.0%	17
18. I was treated with respect by program staff. <b>(Therapists/Support Workers/Staff)</b>	96.1%	520	n = 541	3.6%	20
22. Overall, I found the facility welcoming, non-discriminating, and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable). <b>(Environment)</b>	95.8%	500	n = 522	7.0%	39
17. I found staff knowledgeable and competent/qualified. <b>(Therapists/Support Workers/Staff)</b>	95.6%	518	n = 542	3.4%	19
21. Staff understood and responded to my needs and concerns. <b>(Therapists/Support Workers/Staff)</b>	94.9%	504	n = 531	5.4%	30
25. I felt safe in the facility at all times. <b>(Environment)</b>	94.8%	488	n = 515	8.2%	46

# 2016 Bottom 10 Outpatient Items – lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. If I had a serious concern, I would know how to make a formal complaint to this organization. <b>(Participation/Rights)</b>	63.6%	188	n = 517	7.8%	44
28. I have a plan that will meet my needs after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	73.4%	94	n = 353	37.1%	208
29. Staff helped me identify where to get support after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	77.9%	74	n = 335	40.3%	226
27. Staff helped me develop a plan for when I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	80.0%	69	n = 345	38.5%	216
3. The location of services was convenient for me. <b>(Access/Entry to Services)</b>	80.7%	105	n = 545	2.9%	16
1. The wait time for services was reasonable for me. <b>(Access/Entry to Services)</b>	82.1%	98	n = 547	2.5%	14
11. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). <b>(Services Provided)</b>	83.2%	80	n = 476	15.2%	85
2. When I first started looking for help, services were available at times that were good for me. <b>(Access/Entry to Services)</b>	83.6%	89	n = 543	3.2%	18
4. I was seen on time when I had appointments. <b>(Access/Entry to Services)</b>	85.6%	79	n = 549	2.1%	12
10. I received clear information about my medication (i.e., side effects, purpose, etc.) <b>(Services Provided)</b>	86.8%	57	n = 433	22.8%	128

# Correlation Methodology

- Analysis was split by outpatient and inpatient.
- N/A responses were excluded.
- Pearson, 2-tailed correlations were conducted.
  - The closer the correlation coefficient ( $r$ ) is to +1, the stronger the positive correlation:

<0.2	Very weak relationship
0.2-0.4	Weak relationship
0.4-0.6	Moderate relationship
0.6-0.8	Strong relationship
> 0.8	Very strong relationship

- Overall experience items were excluded from the top/bottom correlated items for overall experience items 30, 31, & 32.
- The 5 highest correlated items (top 5) and 5 lowest correlated items (bottom 5) were reported along with the sample size.

# 2016 Final Conclusions

## 2016 Inpatient Highest Quality Improvement Area Focus

- 1) **Item 29.** Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)
- 2) **Item 27.** Staff helped me develop a plan for when I finish the program/treatment. (Discharge or Finishing the Program/Treatment)
- 3) **Item 8.** Staff and I agreed on my treatment services and support plan. (Services Provided)

## 2016 Outpatient Highest Quality Improvement Area Focus

- 1) **Item 27.** Staff helped me develop a plan for when I finish the program/treatment. (Discharge or Finishing the Program/Treatment)
- 2) **Item 28.** I have a plan that will meet my needs after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)
- 3) **Item 29.** Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)

# 2015 & 2016 Final Conclusions

## Inpatient Highest Quality Improvement Area Focus

2016	<ul style="list-style-type: none"> <li>• <b>Item 29.</b> Staff helped me identify where to get support after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b></li> <li>• <b>Item 27.</b> Staff helped me develop a plan for when I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b></li> <li>• <b>Item 8.</b> Staff and I agreed on my treatment services and support plan. <b>(Services Provided)</b></li> </ul>
2015	<ul style="list-style-type: none"> <li>• <b>Item 29.</b> Staff helped me identify where to get support after I finished the program/treatment <b>(Discharge or Finishing the Program/Treatment)</b></li> </ul>

## Outpatient Highest Quality Improvement Area Focus

2016	<ul style="list-style-type: none"> <li>• <b>Item 27.</b> Staff helped me develop a plan for when I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b></li> <li>• <b>Item 28.</b> I have a plan that will meet my needs after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b></li> <li>• <b>Item 29.</b> Staff helped me identify where to get support after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b></li> </ul>
2015	<ul style="list-style-type: none"> <li>• <b>10.</b> I receive clear information about my medication (i.e., side effects, purpose, etc.) <b>(Services Provided)</b></li> </ul>

Overall theme for the highest quality improvement focus areas in both IP and OP are:  
 Primary) Discharge or Finishing the Program/Treatment; & Secondary) Services Provided domains

# Next Steps

- Analysis of the OPOC family survey
- Unit-specific analysis (where possible)
- Qualitative analysis
- Disseminate results of both surveys with patients, family, and staff
- Programs to develop action plans for priority areas
- Complete pilot with 5 question survey at discharge on two units (3 month) and assess for spread and scale
- Explore opportunity to conduct OPOC survey more frequently or at staggered times across the organization