

# Advancing OCAN and IAR to support the Patient's First Priorities

*The example of Mental Health in the Champlain LHIN*

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*Event OCAN Think Tank*

*Date June 21, 2018*



**Ontario**

Local Health Integration  
Network

Réseau local d'intégration  
des services de santé

## Presentation Objectives

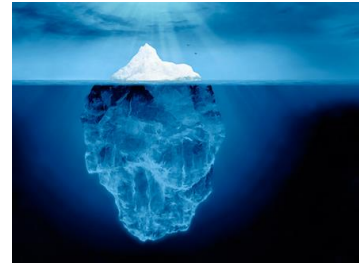


- Set performance context between the Ministry of Health and Long Term Care, the LHINs and their Health Service Provider partners
- Identify the opportunity the OCAN presents to drive Patients First change
- Promote the system level capacity to affect the change

### Experiential Aim:

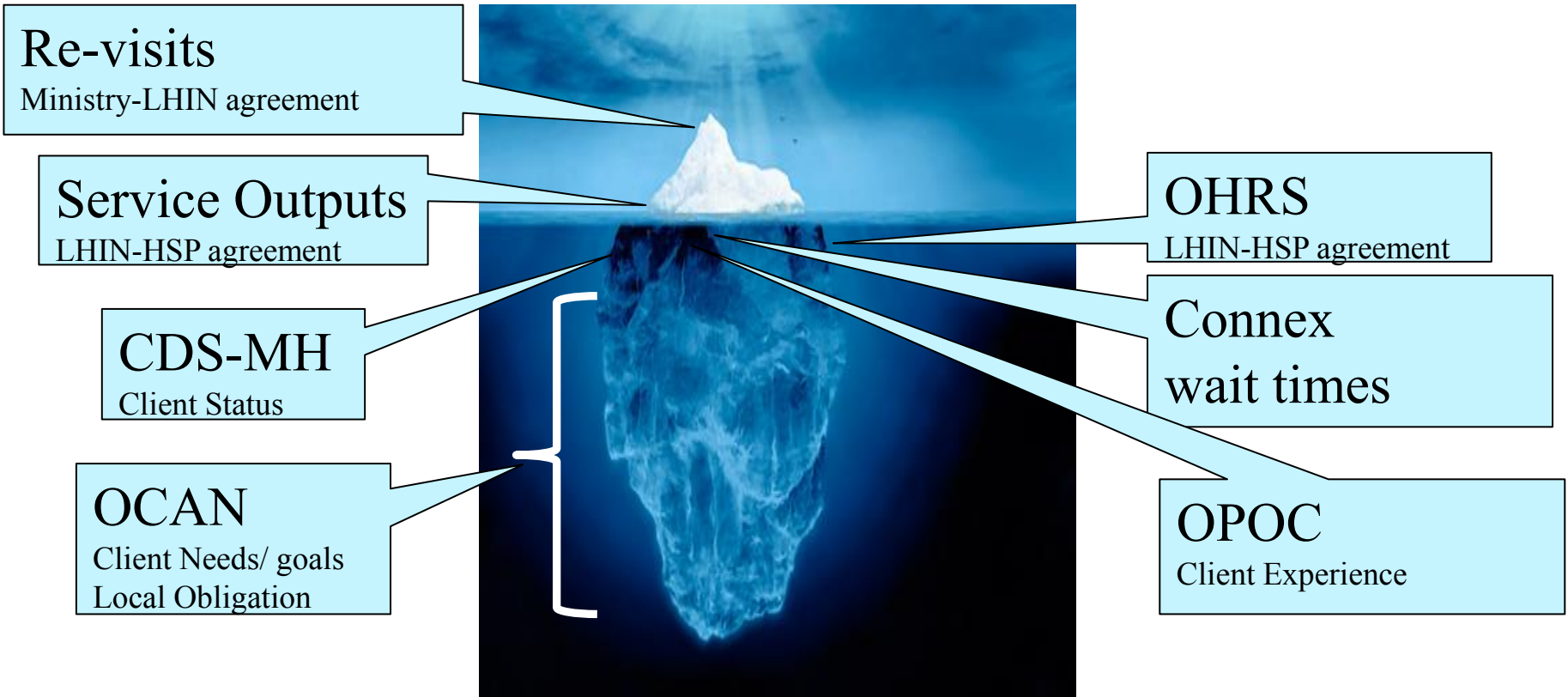
*to generate system level interest in collaborating on the advancement of OCAN and the IAR*

# The Performance Context



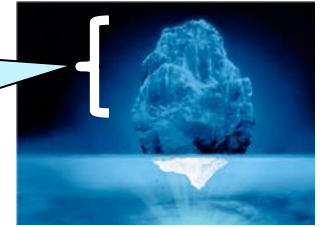
1. Ministry – LHIN Accountability Agreement
  1. *Mental health and substance abuse emergency department re-visits*
2. LHIN – Health Service Partner Accountability Agreements
  1. *Fiscal accountability*
  2. *Service activity accountability*
  3. *Shared accountability for system performance (re-visits)*
3. Ontario Health Reporting System (OHRS)
4. Connex wait time information
5. Common Data set –Mental Health (CDS-MH)
6. Ontario Perception of care Tool (OPOC)
7. Ontario Common Assessment of Needs (OCAN)
8. Integrated Assessment Record (IAR)

# Performance Context



# OCAN

A Client Centred approach to understanding Needs and Goals and a Local Obligation (*Champlain*)



- Rationale
  - *An assessment based on client's goals*
- Description
  - *Core, self, and full assessments*
  - *Ability to compare self versus staff assessment*
- Domains
  - *Life domains*
    - *No Need, Met Need, Unmet Need*
- Integrated Assessment Record
  - *An opportunity to collaborate on OCANs of common clients*
  - *An opportunity to LINK OCANs to other client care assessments*

## Why does Champlain LHIN support the principle of Common Assessment and the platform of the Integrated Assessment Record (IAR)?

- Promotes a client centered approach to care
  - *Clients don't need to repeat the same information*
- Enables faster care planning and easier collaboration
  - *Providers can access information about common clients from other partners more efficiently*
- Provides a standardized approach to identify needs and trends across a client group
- Facilitates system level dialogue and needs based planning

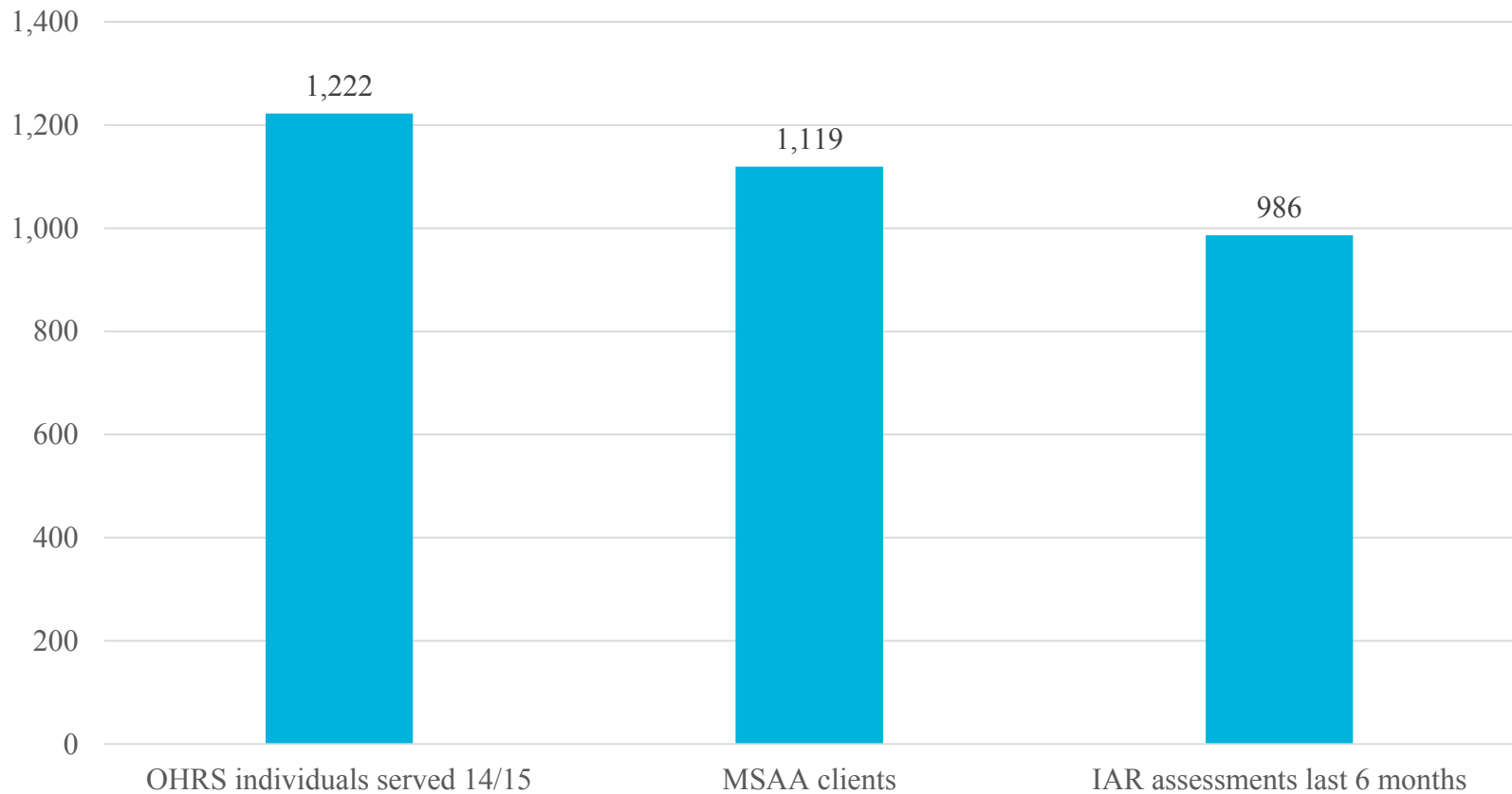


## OCCAN in Champlain

- Almost all appropriate programs use the OCCAN (at least in paper form)
- 19 Agencies Initially uploaded OCCANs to the Integrated Assessment Record
- 8 Agencies regularly reporting
- 15,867 OCCANs uploaded to Date
- 406,727 total assessment of all kinds uploaded to IAR
- Limitations
  - *Consistency* ✓
  - *Reliability* ✓ ?
  - *Validity* ✓ ✓



# OCAN leading Agency representativeness

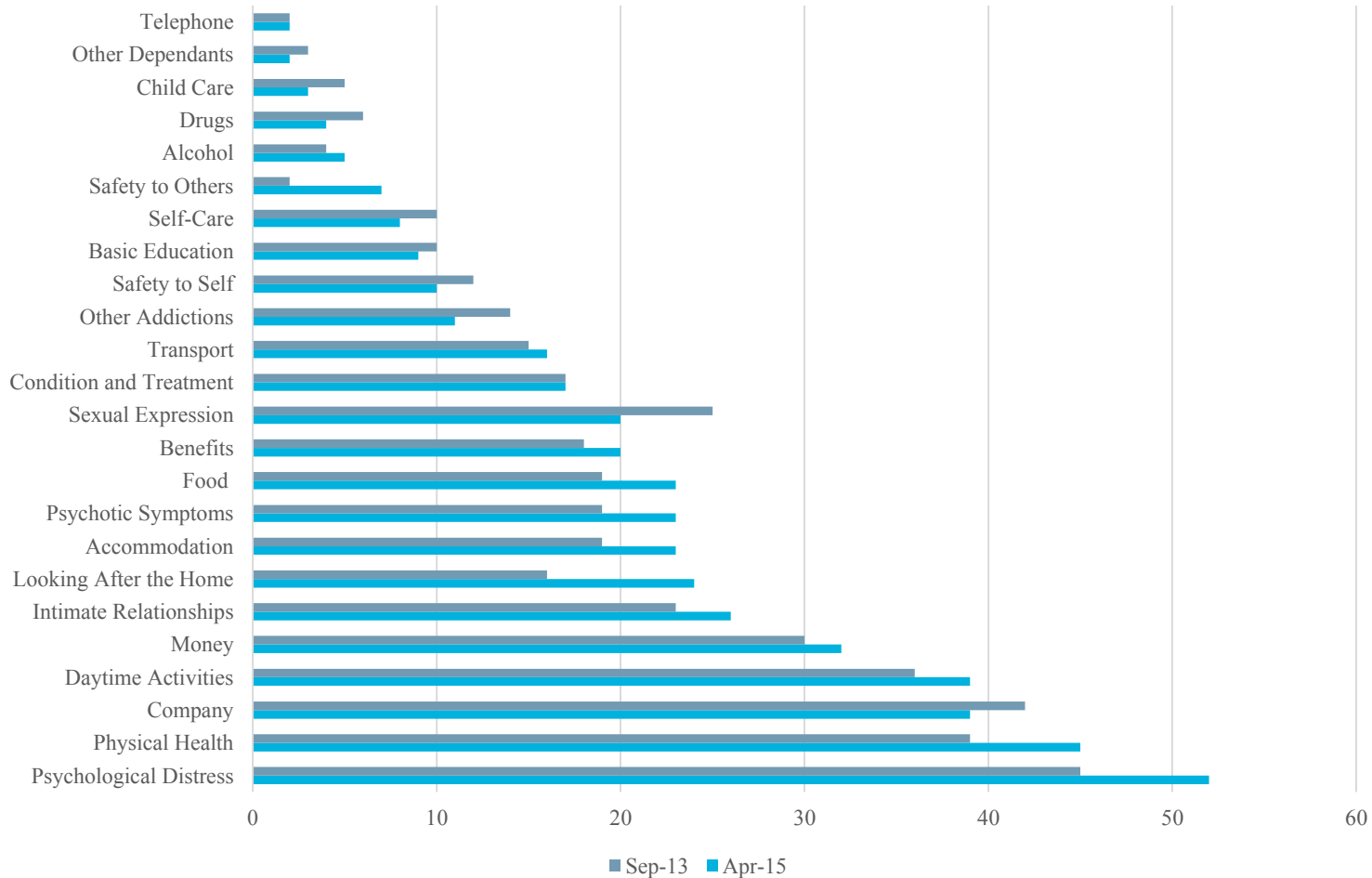




# O CAN example change in unmet needs, Champlain Case Mgt



% identifying unmet needs

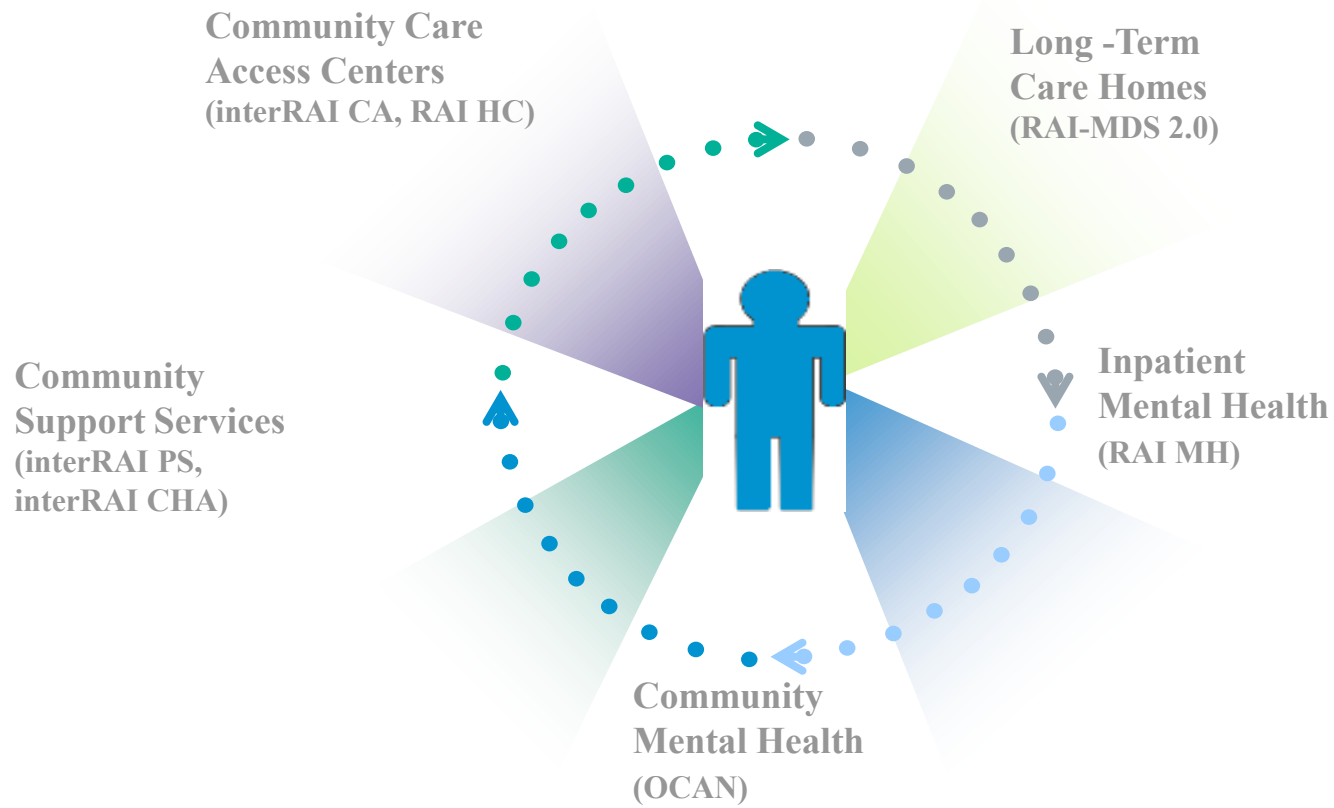


# Champlain LHIN Report– Comparison of Top Client Rated Unmet Needs Across Service Types: 2017/18 FY

Case management (CM)		Assertive Comm. Treatment (ACT)		Early Intervention (EI)		Social Recreation (SR)		Psychogeriatric (PG)	
Psychological Distress	47%	Physical Health	32%	Psychological Distress	36%	Company	39%	Company	71%
Physical Health	41%	Company	30%	Psychotic Symptoms	29%	Daytime Activities	37%	Physical Health	71%
Company	40%	Daytime Activities	26%	Safety to Self	21%	Psychological Distress	37%	Psychological Distress	71%
Daytime Activities	36%	Intimate Relationships	21%	Accommodation	14%	Physical Health	29%	Food	43%
Money	27%	Psychological Distress	21%	Benefits	14%	Sexual Expression	23%	Other Addictions	43%
Looking After the Home	19%	Psychotic Symptoms	21%	Company	14%	Looking After the Home	21%	Accommodation	29%

Need Domain	Service Types	Examples of Implication for System Planning and Monitoring
Physical Health	all services except EI	<ul style="list-style-type: none"> <li>• Coordination with primary healthcare</li> </ul>
Company	all services Top in SR and PG	<ul style="list-style-type: none"> <li>• Service development to address this of social isolation</li> <li>• Validates SR is working with the right client population</li> </ul>
Psychological Distress	all services	<ul style="list-style-type: none"> <li>• Aligns with research indicating an increase in anxiety and depression</li> <li>• Explore staff training requirements</li> </ul>
Psychotic symptoms	ACTT and EI	<ul style="list-style-type: none"> <li>• Validates that ACT and EI are treating the right client populations:                             <ul style="list-style-type: none"> <li>- ACT is focusing on clients with more complex symptoms</li> <li>- EI is treating youth in the early stages of psychosis</li> </ul> </li> </ul>
Food	PG	<ul style="list-style-type: none"> <li>• Coordination with community support services such as meals on wheels</li> </ul>
Safety to Self	EI	<ul style="list-style-type: none"> <li>• Reinforces the importance of youth suicide prevention strategies</li> </ul>

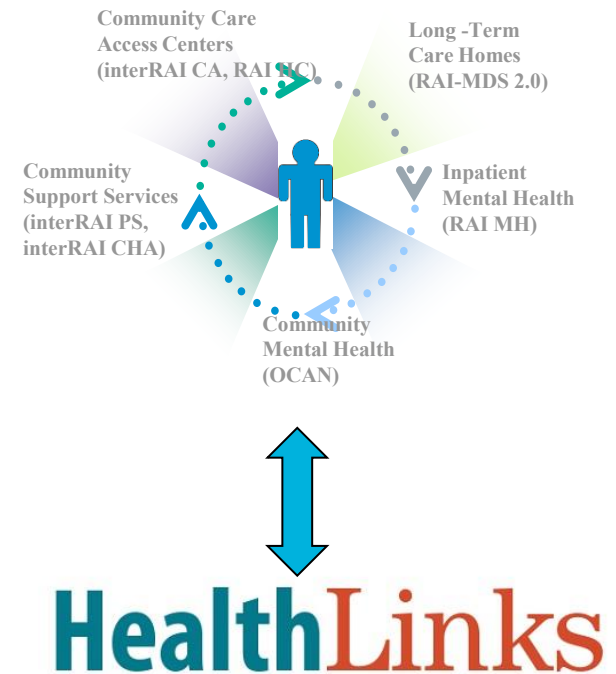
# The promise of a client centred integrated approach



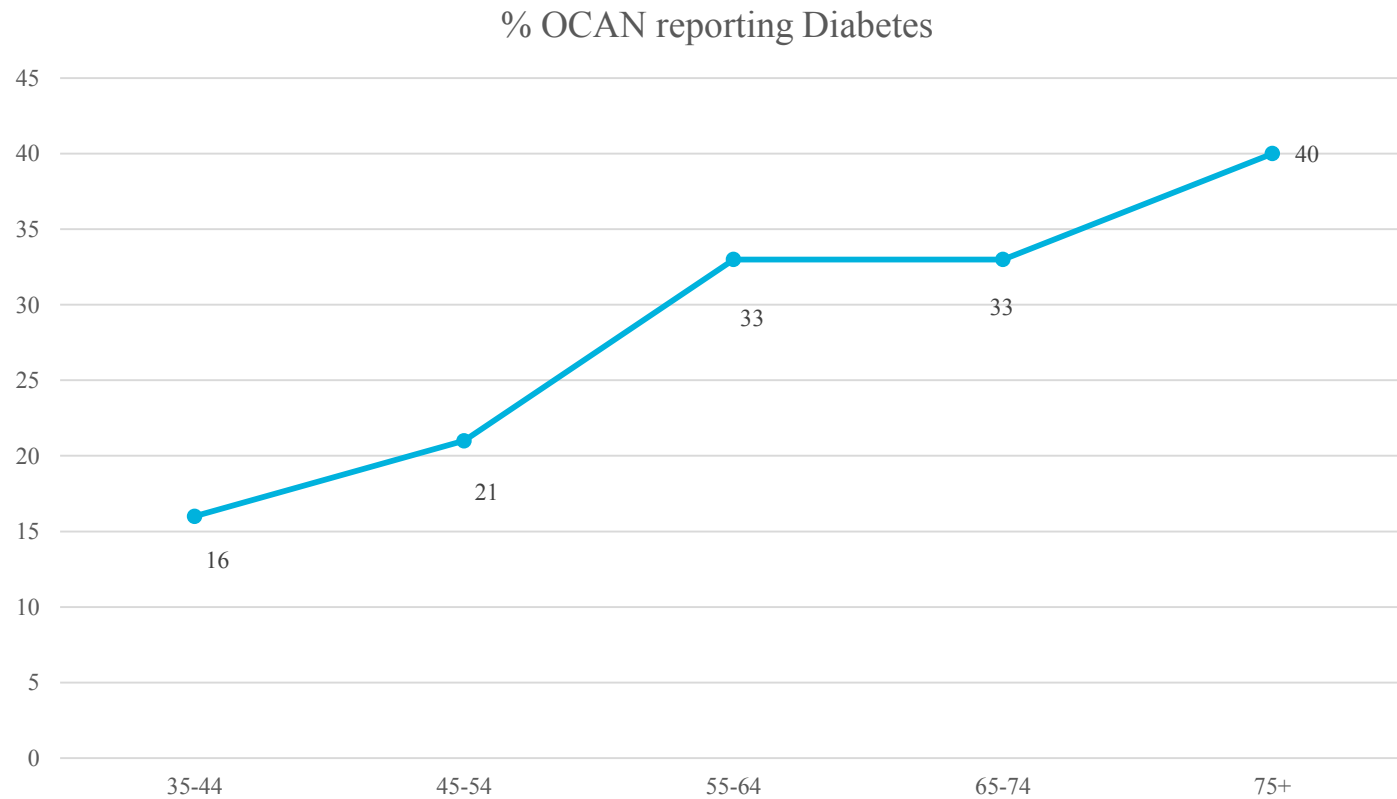
# OCAN and Health Links



- Affinity of mental health intensive case management/ supportive counselling and the Health Links Care Coordination Approach
- Over 1,000 Health Links Coordinated Care Plans have been facilitated by MH Case Managers
- Having engaged clients through OCAN can make valuable contribution to their Coordinated Care Plans

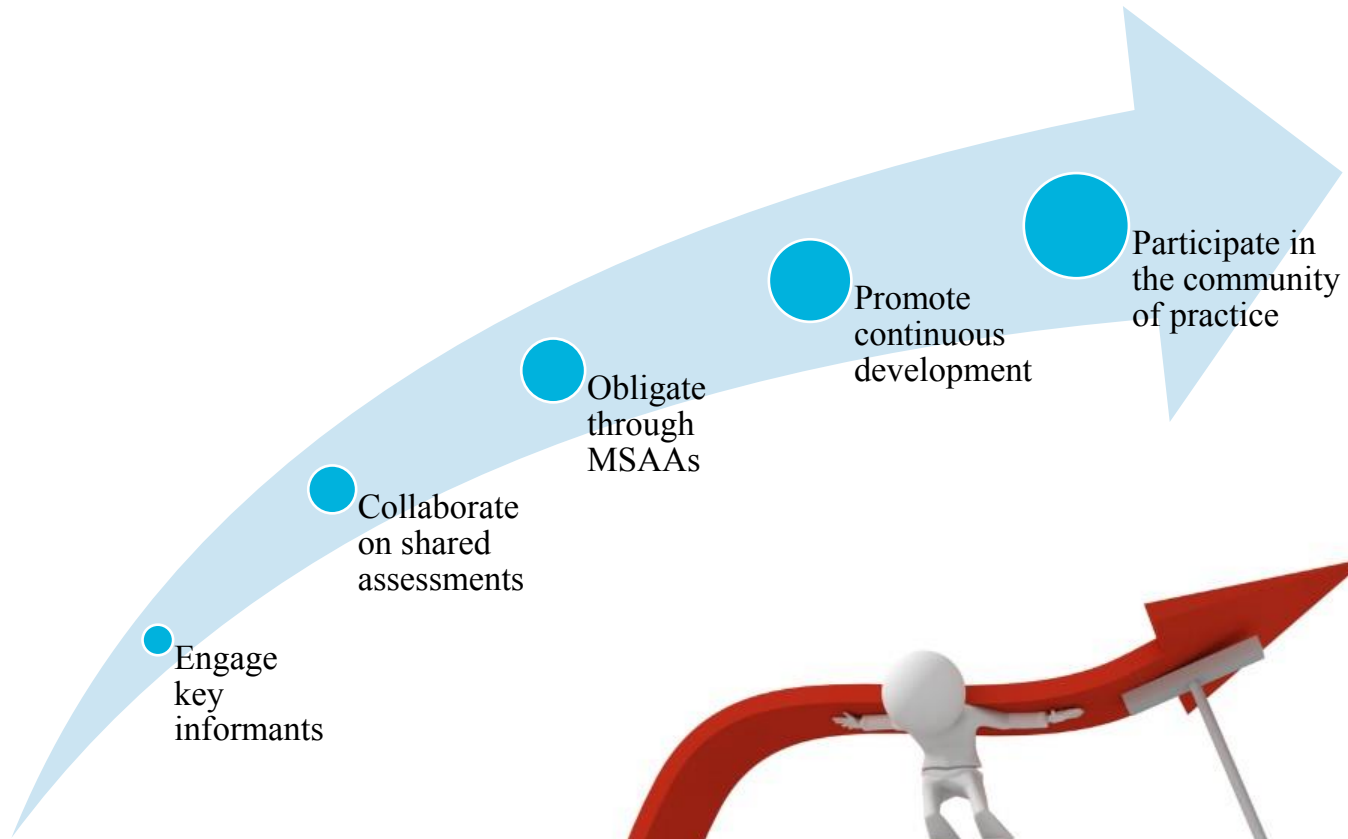


# The importance of an Integrated Assessment Record



# LHIN Activities

- Promote the benefits of exploring client identified needs as a way to improve services and systems
- Explore with individual agencies the barriers to upload
- Support the development of improvement plans to assist agencies in meeting MSAA obligations
- Convene Working Group of representatives who work with Assessments and IAR regularly:
  - *Explore IAR usage and dialogue about needs identified through assessments*
  - *Review highlights of LHIN reports as a group to identify opportunities to collaborate on improvements*
  - *Develop strategies to improve service coordination for common clients through expanded viewing of assessments in IAR*



# Flipping the Iceberg



<https://www.youtube.com/embed/D187F9ktzc0>



**Thank You!**



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