

**Community of Interest (COI) for Racialized Populations and
Mental Health and Addictions webinar:**

Exploring OCAN's Potential for Health Equity

July 26, 2016

Panelists:

Kevin Barclay, Champlain Local Health Integration Network

Deqa Farah, Fred Victor Centre

Dawnmarie Harriott, Working For Change

Jennifer Zosky, Community Care Information Management

Moderator:

Sheela Subramanian, Canadian Mental Health Association, Ontario

About the COI

The Community of Interest (COI) for Racialized Populations and Mental Health and Addictions is a provincial forum for knowledge exchange and collaborative knowledge creation. Our goal is to strategically leverage existing or emerging evidence to improve provincial, LHIN and provider policy, planning and practice.

Our partners include Across Boundaries, Addictions and Mental Health Ontario, CMHA Ontario, CMHA Peel, CAMH, the Evidence Exchange Network, Fred Victor, Ontario Peer Development Initiative, Wellesley Institute, Women's Health in Women's Hands, and Working for Change.

[Learn more about us on our website.](#)

Why this webinar?

- COI work on racialized populations, mental health and addictions and ER use
 - Knowledge exchange about key evidence and promising practices; stakeholder dialogue
- Many questions emerged:
 - How are racialized populations reflected in Ontario's mental health system?
 - Are they accessing services?
 - Are needs being met?
- Is health equity data collected in mental health?
 - More than population numbers
 - Social determinants of health, trauma
 - Potential for Ontario Common Assessment of Need

Webinar Goals

This webinar will highlight how organizations can use the Ontario Common Assessment of Need (OCAN) when planning your programs and services.

In this webinar you will learn about:

- What is the OCAN, who is using it, its value to the mental health system, and potential benefits for equity-related planning at the program, agency & provincial level;
- Opportunities and challenges for clients and organizations;
- Considerations and perspectives from persons with lived experience; and
- Future plans for OCAN to help regional and provincial planning for programs and services with equity in mind.

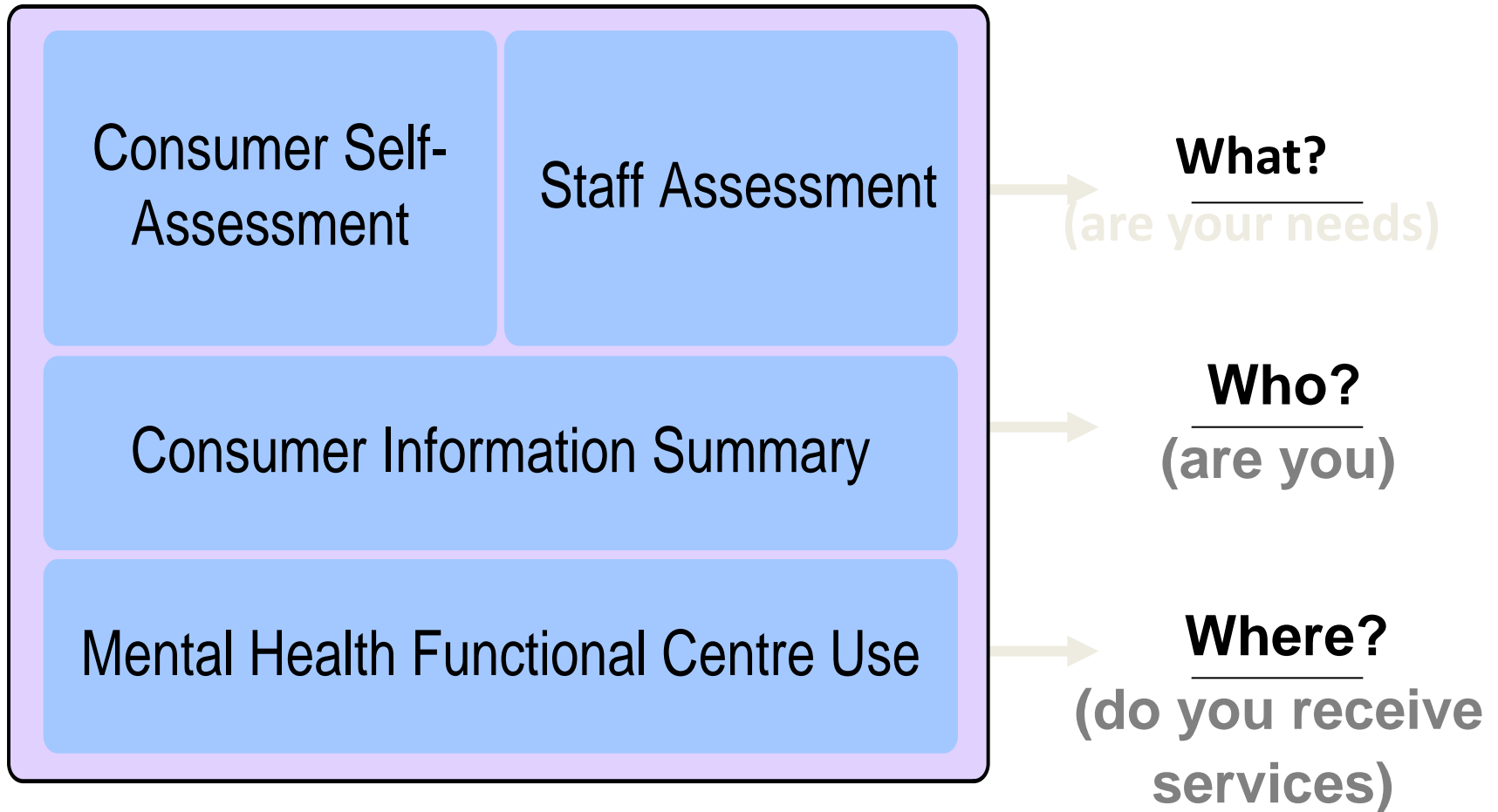
Introducing our panelists...

To get started, what is OCAN?

About OCAN

- The Ontario Common Assessment of Need (OCAN) is the provincial standardized assessment tool that allows key information to be electronically gathered for the community mental health sector
- 201 Health Service Providers (HSPs) have implemented OCAN
 - Assertive Community Treatment Teams, Mental Health Case Management, Mental Health Crisis Intervention, Peer/Self-help Initiatives, Primary Day/night Care, Psycho-geriatric, Social Rehabilitation/Recreation, Supportive Housing, Vocational/Employment, Clubhouses, Community Mental Health Clinic, Counseling & Treatment, Crisis Support Beds, Diversion & Court Support, Early Interventions, Eating Disorders, Forensic, Concurrent Disorders
- **Supports a consumer driven approach** with the inclusion of a self-assessment
- **Supports conversations** with consumers about needs, strengths and actions
- **Tracks progress and changes in needs over time** as it is completed every 6 months
- Provides aggregate data to **inform planning and decision making** that is consistent with a recovery approach
- Further **facilitates inter-agency communication** through common data standards

OCAN at a glance



OCAN Staff Assessment – Scoring Need

The intent of the needs assessment is to highlight the major issues that stand in the way of a person's recovery.

UNMET NEED SERIOUS PROBLEM

2

A major issue that stands in the way of person's recovery, regardless of its cause or whether help is provided

1

MET NEED

No serious problem because of help given. Would be serious problem if help was stopped

Which of these ratings applies to the need in this domain?

0

NO NEED NO SERIOUS PROBLEM

Person is independent in this domain or is relatively independent with minimal help that would not lead to a serious problem if stopped.

9

UNKNOWN

No or not enough information available

**What equity information does
OCAN collect?**

OCCAN : Consumer information

Summary

- ✓ Basic Demographic Information
- ✓ Contacts
- ✓ Consumer Capacity
- ✓ Aboriginal Status
- ✓ Culture and Citizenship
- ✓ Legal Status
- ✓ Housing Type
- ✓ Employment Status
- ✓ Education level
- ✓ Psychiatric History
- ✓ Income
- ✓ Presenting Issues

OCCAN Domains

- OCCAN has 24 Domains which identify areas of need and strength

Health conditions and symptoms (9)

- *Physical Health*
- *Psychotic Symptoms*
- *Information on condition and treatment*
- *Psychological Distress*
- *Safety to Self*
- *Safety to Others*
- *Alcohol*
- *Drugs*
- *Other Addictions*

Social Determinants of Health (15)

- *Accommodation*
- *Food*
- *Looking After the Home*
- *Self-Care*
- *Daytime Activities*
- *Company*
- *Intimate Relationships*
- *Sexual Expression*
- *Child Care*
- *Basic Education*
- *Telephone*
- *Transport*
- *Money*
- *Benefits*
- *Other Dependents*

OCCAN elements related to identifying racialized populations

14. What culture do you (consumer) identify with?

15. Aboriginal Origin (select one)*

- Aboriginal Non-aboriginal Consumer declined to answer Unknown
-

16. Citizenship Status (select one)

- Canadian citizen Temporary resident Consumer declined to answer
 Permanent resident Refugee Unknown
-

17. Length of time lived in Canada (number of years/months):

18. Do you have any issues with your immigration experience? (select all that apply)

- None Experience with war/incarceration/torture
 Lack of understanding of the Canadian system/resources Refugee camp
 Applying previous work experience/professional qualifications Experience with other trauma
 Separation from family members/significant others Other _____
 Family left behind in refugee camp Consumer declined to answer
 Unknown
-

19. Can you tell me about your immigration experience?

20. Experience of Discrimination (select all that apply)

- Disability Mental illness Other _____
 Ethnicity Race Consumer declined to answer
 Gender Religion Unknown
 Immigration Sexual Orientation
-

21. Service recipient preferred language:*

22. Language of service provision:*

Open Ended Questions in OCAN

Please write a few sentences to answer the following questions:

- What are your hopes for the future?
- What do you think you need in order to get there?
- How do you view your mental health?
- Is spirituality an important part of your life?
- Is culture (heritage) an important part of your life?

**What opportunities does OCAN
create for advancing equity in
organizations?**

Using OCAN to Advance Equity: Organizations

There is potential at three levels:

1. Client outcomes
2. Organizational planning
3. Partnership development

Benefits of OCAN at the Client Level

- Enables clients' voice to be heard
- Addresses the social determinants of health
- Gathers info about clients' strengths and areas of need
- Facilitates service planning
- Enhances coordination between services

Benefits of OCAN at the Client Level

- Electronic tool
 - facilitates information sharing
 - avoids duplication
 - ensures service continuity in case of staff changes

“From the OCAN, my case worker can check if my health is getting worse, and...she can help me. It helps in my day-to-day living and...functioning. The questions on mental health, jobs and housing are good. I am able to get physical and mental health supports.” ~ PWLE

**What are some of the
challenges of using OCAN
to advance equity in the mental
health system?**

Challenges

Obtaining quality data depends on:

- 1) Ensuring that OCAN is asking the right questions
- 2) Ensuring OCAN is being used effectively by service providers

Challenges/Limitations

- Clients may be reluctant to disclose personal data
 - Fear of stigma and discrimination
 - Contextual factors that influence behaviour

“Some people may not feel comfortable disclosing their addictions because they might be denied services. There are certain things that people would like to keep private, like their criminal or legal history. Sometimes they’re not comfortable talking about all their needs, especially if it’s something they’re embarrassed about.” ~ PWLE

- Clients may be unaware of how data will be used
- Differences between service providers and clients

Other Challenges of Using OCAN

- Language
- Missing domains on the OCAN
 - The immigration/settlement experience
 - Employment & education
 - Trauma across the lifespan
- Time requirements for administration
- Frequency of OCAN (6-months requirements)
- Privacy concerns that impact data sharing

OCCAN Aggregate Report

Report #1A: Aggregated Assessments Response Report (OCCAN v2.0 Full Assessments and OCCAN v1.0 Assessments)

Organization: 4292 Fred Victor Centre
 Report Generated: 25 July, 2016
 # of OCCANs: 799

		Response Count	Response %
What culture do you (Consumer) identify with? In addition to high number of clients who identify as Canadian, significant number of clients who identify as Afro-Caribbean, Somalis and Tamils	Canadian	246	31%
	African American	12	2%
	Afro-Caribbean	58	7%
	Somalis	40	5%
	South Asian	22	3%
	South East Asian	6	1%
	Spanish	6	1%
	Swiss	1	0%
	Tamils	42	5%

Language of Service Provision Provide services in language of population served - Somali and Tamil	English	701	88%
	Spanish	2	0%
	Serbian	1	0%
	Somali	35	4%
	Persian (Farsi)	5	1%
	Tamil	43	5%
	Korean	1	0%
	Cantonese	3	0%
	Mandarin	7	1%
	Akan (Twi)	1	0%

OCAN Aggregate Report

Report #1A: Aggregated Assessments Response Report (OCAN v2.0 Full Assessments and OCAN v1.0 Assessments)

Organization: 4292 Fred Victor Centre
Report Generated: 25 July, 2016
of OCANs: 799

Experience of Discrimination	Count	Percentage
Disability	120	15%
Ethnicity	126	16%
Gender	83	10%
Immigration	79	10%
Mental Illness	231	29%
Race	113	14%
Religion	56	7%
Sexual Orientation	9	1%

Understanding peoples' experiences of discrimination helps to inform service provision

What domains do clients identify needing help?

Report #4A: NEED ANALYSIS - (UNMET + MET NEEDs) - MOST RECENT CONSUMER SELF-ASSESSMENT BY FUNCTIONAL CENTRE

Organization: 4292 Fred Victor Centre

Report Generated: 25 July, 2016

of OCANs: 374

Domain	UNMET NEED		MET NEED		UNMET NEED %	MET NEED %	% of all OCANs
	OCANs #	OCANs %	OCANs #	OCANs %			
725 09 76 - Case Management Mental Health (343 Assessments)							
Psychological Distress	126	37%	117	34%	37%	34%	71%
Physical Health	92	27%	137	40%	27%	40%	67%
Accommodation	82	24%	145	42%	24%	42%	66%
Company	127	37%	97	28%	37%	28%	65%
Daytime Activities	97	28%	124	36%	28%	36%	64%
Food	47	14%	164	48%	14%	48%	62%
Benefits	79	23%	119	35%	23%	35%	58%
Money	89	26%	103	30%	26%	30%	56%

Top 8 areas of need (unmet and met)

Change in Unmet Need

**Report #6A: CHANGE IN UNMET NEED AT MOST RECENT ASSESSMENT BY FUNCTIONAL CENTRE
CONSUMER SELF-ASSESSMENT**

Organization: 4292-Fred Victor Centre

Report Generated: 25 July, 2016

of OCAN Consumer sets: 407

(Set defined as two assessments of one consumer over time)

PREVIOUS ASSESSMENT		MOST RECENT REASSESSMENT				
Domain Name	# of UNMET NEED	# of Reassessed OCANs	Reassessment Rating Description	% of Reassessed OCANs	Graph for # of Reassessed OCANs	
725 09 76 - Case Management (375 Assessments)						
Accommodation	36	6	Met Need	17%		6
		19	Unmet Need	53%		19
		11	Unknown	31%		11
Food	17	5	Met Need	29%		5
		9	Unmet Need	53%		9
		3	Unknown	18%		3
Alcohol	11	3	No Need	27%		3
		3	Met Need	27%		3
		2	Unmet Need	18%		2
		3	Unknown	27%		3

****Converting unmet need to met need or no need improves quality of life***

Accommodation

- Progress for 17%
- Remains a problem for 53% - highlights the issue of lack of housing

Looking After The Home

- Progress for 29%
- Remains a problem for 53%

Alcohol

- 54% progress in supporting clients with issues related to alcohol - conversion from unmet need to met need and no need

**PWLE are central to the
success of OCAN.**

**How have CSIs or peer-based
organizations responded?**

PWLE Perspectives

- Important to remember history of PWLE and the mental health system
- What are the concerns in the Consumer Survivor community?

**What is needed to address PWLE
or CSI concerns about OCAN?**

Addressing Concerns

- Changed perceptions of the tool
- Understanding OCAN is a tool that requires other components of care
- How can we inform the community about OCAN's value?

What about privacy and consent?

What happens to information

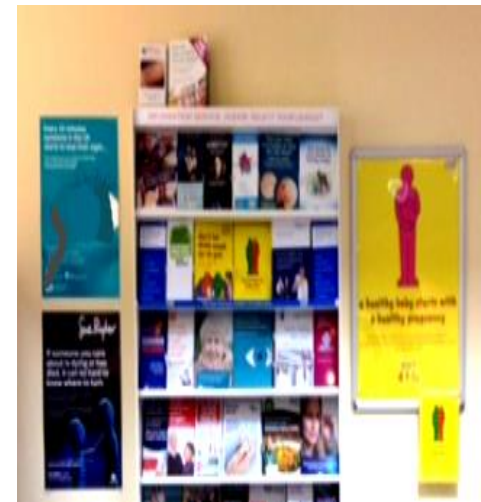
- OCAN is entered electronically and stored in an organization's internal software system
- The information on needs, strengths and actions is used to guide work with individual clients. OCAN is a framework-Adapt approach to using OCAN to fit your client group and organization's culture
- A copy of the OCAN is uploaded to the Integrated Assessment Record (IAR)
 - IAR provides a central repository where consented assessments can be quickly accessed by health service providers within the client's circle of care to inform service delivery and improve coordination
 - De-identified aggregate reports are generated from assessments uploaded to IAR for decision making and planning at various levels

Understanding Consent

- Organizations use their own policies and procedures for gathering consent directives for the disclosure of personal health information (PHI)
- OCAN should be treated in the same way as any other PHI collected
- As part of the assessment standard, all completed assessments should be uploaded to the IAR
- The consent you gather from the client determines if an uploaded assessment can be viewed by other service providers within the client's circle of care and authorized to use the IAR
- If consent is not granted, the assessment is not viewable in the IAR
- Uploading all assessments ensures that common assessment data is available to generate de-identified aggregate reports for decision making and planning at various levels

Consent Resources

- Organizations follow their own policies and procedures
 - *Customizable resources available:*
 - Script
[\(download here\)](#)
 - Brochure
[\(download here\)](#)
 - Poster
[\(download here\)](#)
 - Consent Form
[\(download here\)](#)



**How can OCAN be used in regional
and provincial planning?**

Using OCAN to Support Regional and Provincial Planning

- The OCAN offers a needs assessment of our health system that is driven by the client's perspective.
- The OCAN also offers a way to gauge impact over time from the client's perspective with respect to met and unmet needs.
- Client's perspective is the heart of the OCAN and very few of our system monitoring measures are so closely driven by the client's perspective.

**How might LHINs use OCAN to
advance health equity?**

How can LHINs use OCAN to Advance Health Equity?

- Presently the LHIN receives reports on groups of clients served. The OCAN also collects demographic information on clients.
- The LHIN is committed to reducing inequities amongst different socio-demographic populations with respect to health outcomes
- The OCAN offers the opportunity to compare needs, and progress on addressing those needs, amongst different socio-demographic groups IF:
 - Meaningful socio-demographic information is collected on clients
 - Comprehensive and consistent OCAN information is collected together (IAR)
 - Resources and partnerships are brought together to analyze, understand and act on the information collected

**Are there any plans to use OCAN
data in provincial planning?**

Provincial Level

- MOHLTC made a decision to support the implementation of standardized assessments to enhance quality of care in a number of community health sectors including mental health
- MOHLTC sees OCAN data as an important source for understanding client populations accessing community mental health services
- OCAN is identified as one source of data to be used in the score card to support Phase 2 of the Mental Health and Addictions Strategy
- Institute for Clinical and Evaluative Sciences (ICES) is the organization working with the MOHLTC. ICES currently has an extract of 2 years of OCAN data they are analyzing to develop indicators as part of Mental Health and Addictions Strategy. For example, OCAN is being considered as a source to track wait times for services

Questions?

For more information, please contact:

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How did we do?

Share your feedback on this webinar:

<https://www.surveymonkey.com/r/OCANHealthEquity>