

The Ontario Perception of Care Tool for MH&A (OPOC-MHA)

Supportive Outreach Service

OPOC-MHA Data Summary
August 2022



The Ontario Perception of Care Tool for MH&A (OPOC-MHA)

Supportive Outreach Service

"The OPOC-MHA tool is a standardized way for gathering client feedback on the quality of care received across both community and hospital settings. This brings the client's voice forward as a source of evidence to support program, agency and system quality improvement efforts.

There are currently five versions of the OPOC-MHA, and the one provided during the course of the 4 weeks was the OPOC-MHA for Non-Registered Clients. This is for individuals who are receiving service but not registered in a program. This can include family members or supporters who are receiving service but not registered in a program.

Evaluating perception of care data is an important way to measure client experience within the healthcare system. Actionable items from the OPOC-MHA can be used to bring about necessary service change in areas such as access, quality of care, and safety." *(OPOC-MHA, 2022)*

The Non-Registered Client surveys were distributed for 4 consecutive weeks, beginning Wednesday, July 20th in Hanover, and concluding on Wednesday, August 10th in Owen Sound.

9 OPOCs were received from Hanover in week 1, 15 from Owen Sound in week 2, 1 from Hanover in week 3, and 12 from Owen Sound in week 4 – for a grand total of 37 OPOCs.

Questions asked are broken down into categories, comprising of Access/ Entry to Services, Services Provided, Participation/ Rights, Therapists/ Support Workers/ Staff, Environment and Overall Experience.

Demographic information is also collected to help organize the information and identify potential inequities in service.

Clients are informed that all surveys are anonymous, they can skip any question they do not wish to answer and that the purpose of these surveys is to gather information and use it towards quality improvement initiatives within the SOS program.

When responding, answers are based on scale of 1-4, with 4 being Strongly Agree, 3 Agree, 2 Disagree and 1 Strongly Disagree. Average scores are provided for each question, out of 4, excluding the N/A responses. Clients have an opportunity to provide comments after each category of questions, and have an opportunity at the end of the survey to comment on aspects of their experience that were helpful and areas where improvements could be made.

Supportive Outreach Service

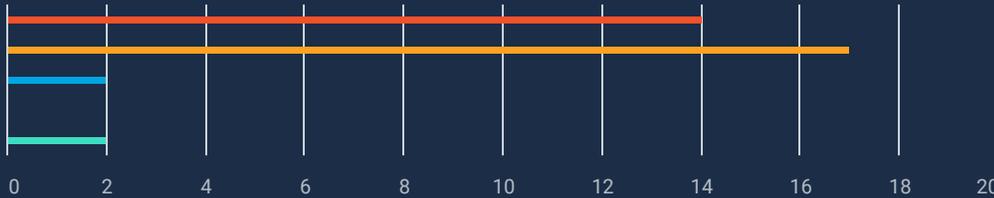
— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

* Access/ Entry to Services

When I first started looking for help, services were available at times that were good for me.



35
Replies



3.36

The location of services was convenient for me.



35
Replies

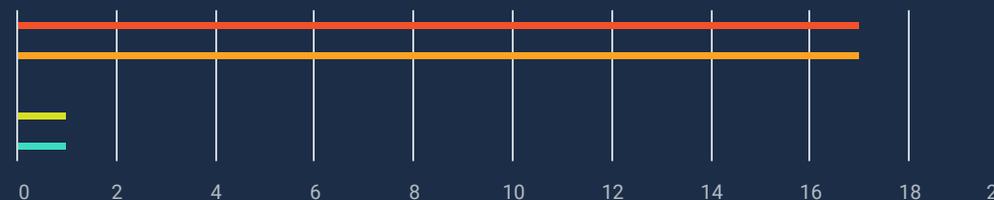


3.49

I felt welcome from the start.



36
Replies

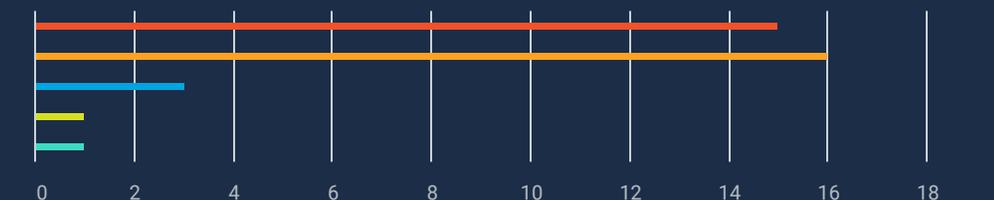


3.43

I received enough information about the programs and services available to me.



36
Replies



3.29

Supportive Outreach Service

* Access/ Entry to Services- Comments

"Covid made environment uncomfortable."

"Everyone is very friendly and not judgmental."

"Should have services for people that smoke weed as well, not just all for harder drugs."

"When covid started I was forced to wear a mask when I cannot for my health, so I stopped coming."

"I received enough information about the services that I inquired about only."



Supportive Outreach Service

— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

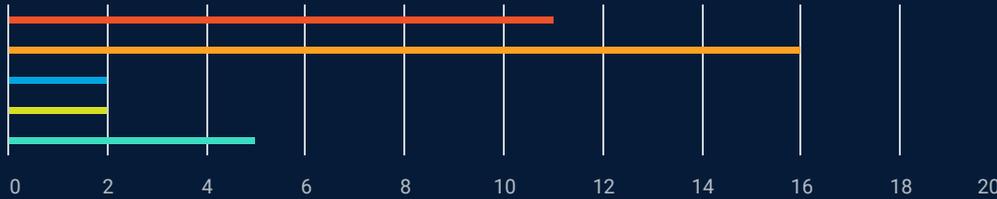
* Services Provided

Responses to my crises or urgent needs were provided when needed.



36

Replies



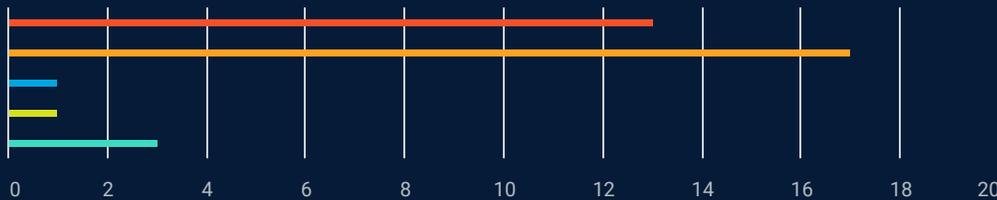
3.36

I was referred or had access to other services when needed (including alternative approaches).



35

Replies



3.31

Supportive Outreach Service

* Service Provided- Comments

"Excellent available resources."

"Worker helped to guide me to other services to meet my needs."



Supportive Outreach Service

— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

* Participation/ Rights

If I had a serious concern, I would know how to make a formal complaint to this organization.



34

Replies



2.97

Supportive Outreach Service

— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

* Therapists/ Support Workers/ Staff

I found staff knowledgeable and competent.



34

Replies



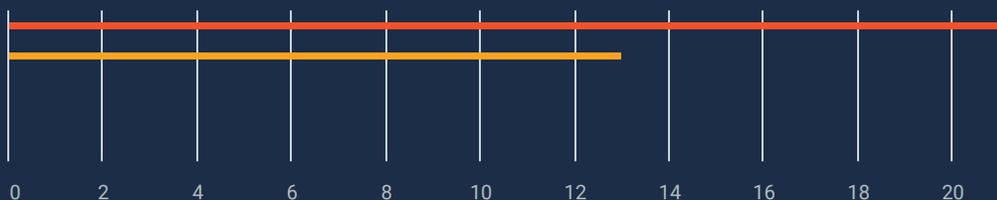
3.56

I was treated with respect by program staff.



34

Replies



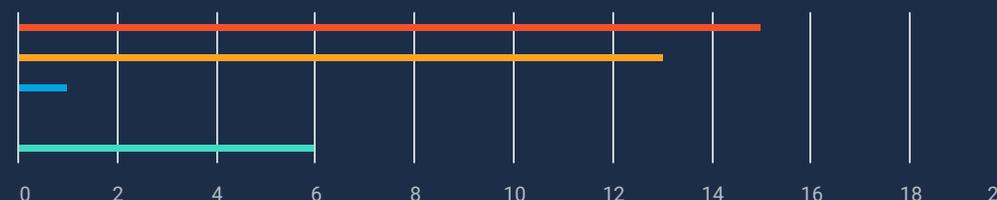
3.62

Staff were sensitive to my cultural needs (eg. language, ethnic background, race).



35

Replies



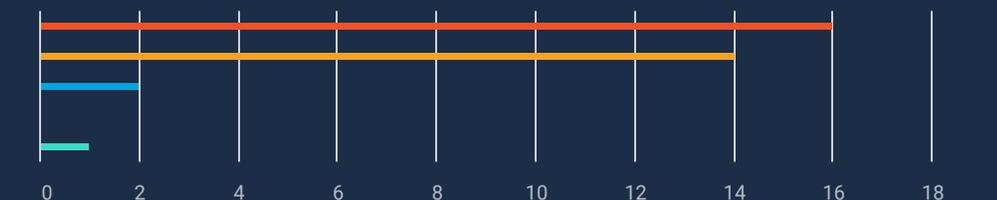
3.48

Staff understood and responded to my needs and concerns.



33

Replies



3.44

Supportive Outreach Service

* Therapists/ Support Workers/ Staff- Comments

"Very understanding and helpful in all aspects."



Supportive Outreach Service

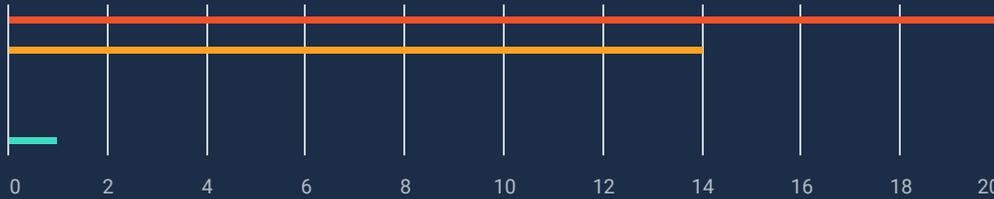
— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

* Environment

Overall, I found the facility welcoming, non-discriminating and comfortable.



35
Replies

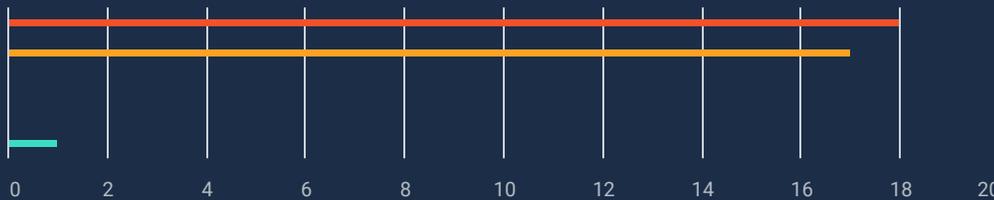


3.59

Overall, I found the program space clean and well maintained.



36
Replies

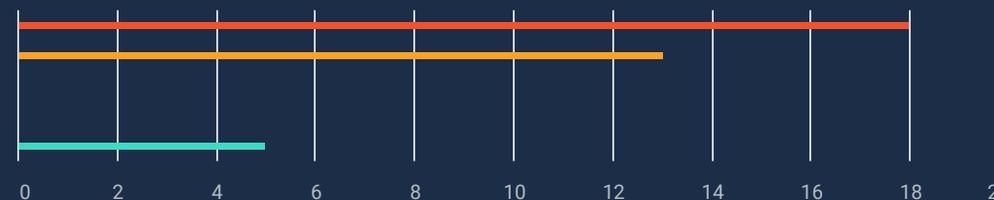


3.51

I was given private space when discussing personal issues with staff.



36
Replies

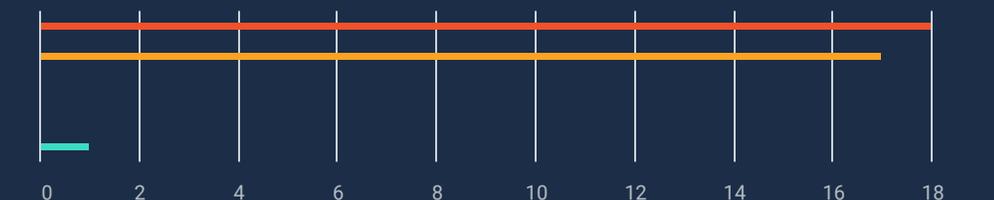


3.58

I felt safe in the facility at all times.



36
Replies



3.51

Supportive Outreach Service

— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

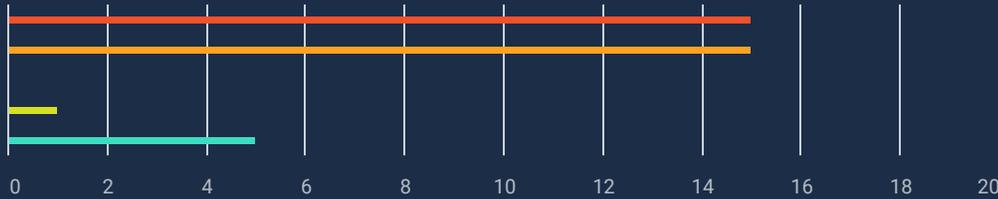
* Environment- Continued

The program accommodated my needs related to mobility, hearing, vision and learning, etc.



35

Replies



3.42

Supportive Outreach Service

* Environment- Comments

"I felt safe in the facility at all times because of C."

"Masking is difficult for those who are hard of hearing."



Supportive Outreach Service

— Strongly Agree — Agree — Disagree
— Strongly Disagree — N/A

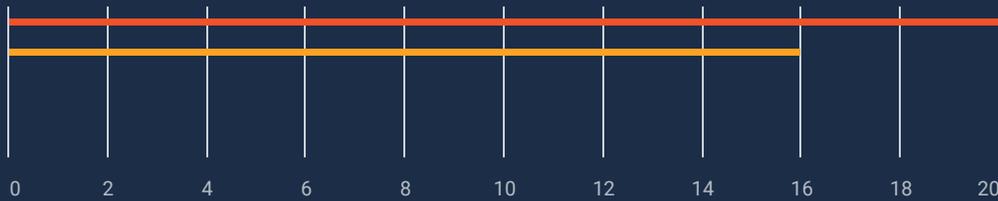
* Overall Experience

I think the services provided here are of high quality.



36

Replies



3.56

Supportive Outreach Service

* Overall Experience- Comments

"Please keep this program going. I find it very helpful to everyone."

"I don't have anything to compare this program to, so not sure if it's high quality."



Supportive Outreach Service

Treatment Helpful- Comments

"Yes it was helpful- being able to speak to someone that would not judge or not understand what I would talk about. Therefore it helped me get through rough times."



"Everything is good. No complaints."

"Feminine supplies each month is a big help, along with pizza. Toilet paper too. Everything is helpful, all services provided. There is help here for anyone who needs it."

"Warm environment. People were helpful."

"Trying to find services to access housing and mental health supports and getting me hooked up with services for financial support."

"All good. They make sure you have the things you need."

"Easy to find people to talk to here, like having regular staff to depend on."

"Helpful to deal with the cost of living, and helpful with budgets and rising costs."

"Hoping program stays around for good."

"Very helpful here- variety of programs is particularly helpful. I was able to join a group and a career college, and turned my experiences into a book."

"People are welcoming and helpful."

Supportive Outreach Service

Treatment Improvement- Comments

"Donations of clothing (not just winter clothing) would be super helpful. Maybe if there are bins behind a table that are sized, and someone says that they are in need of clothing, the worker could pick out clothing for them. Raincoats too."

"Better presentation of each organization's table. Poster with all services available here too would be great."

"More clothing available would be ideal. Needs more things for men. A care package would be ideal for men and women."

"To provide cat or dog food, litter would be helpful."

"Different organizations, such as churches, would be helpful to have here."

"More sleeping bags, blankets, things to keep warm in the winter."

"Privacy needs to remain important. Medication, prescriptions and injections should be confidential between you and your doctor."



The Ontario Perception of Care Tool for MH&A (OPOC-MHA)

Supportive Outreach Service

Decrease in OPOCs over the 4 Weeks

- There was a location change for SOS in Hanover during week 3, and it was also a rainy and stormy day. Many of the individuals that did attend had taken the survey during the first week, and the few that had not declined the survey.
- In Owen Sound, it's more difficult to reach all who attend. There is a large line at the beginning of the service for pizza, and as the OPOC table is only so large (and we facilitated many surveys as well), we only had capacity to ask a couple of people at a time if they wished to do a survey.

Recommendations for the Future:

- Having a larger table in Owen Sound to accommodate more individuals completing surveys at one time would be very helpful.
- Ensuring there are two people for survey assistance during the first hour in Owen Sound, as this is when the site seemed to be the busiest.
- Being located near the pizza table did help, as we were able to speak with individuals once they received their pizza.
- Having snacks/chocolate also helped incentivize individuals to do the survey.
- Having laptops or iPads available in the future for OPOC collection, along with paper copies of the survey is ideal. This way individuals can choose which method of completion they are most comfortable with.
- Also ensuring there is someone to facilitate the survey if requested (read the questions, answer any questions that come up) was helpful too.
- Adding more length of time between OPOC visits for the Hanover site (as opposed to completing them back to back), as I did see many of the same individuals come through the second time I attended, which was two weeks after the first visit.

Feedback on the Survey:

- The language was difficult for some to understand.
- The "Services Provided" section – many had mentioned that they agree, but that responses to crises or referrals, or access to other programs were provided only when asked or inquired about.
- The "Therapists/Support Workers/Staff" section, specifically the statement "I was treated with respect by program staff." It was mentioned to me that staff has been great, but a couple of people did not feel respected during the peak of Covid as they were required to wear a mask or not access services.
- There were a couple of people who felt the demographics section was discriminatory (ie. differentiating between black Canadians and white Canadians).
- Some had mentioned that the language used in the survey is too complex, and could be made simpler.
- Overall, the overwhelming response verbalized was how grateful individuals are for this service. Having everything in one place, treating themselves to pizza, and being able to access services, and pick-up supplies is greatly appreciated and needed.

The Ontario Perception of Care Tool for MH&A (OPOC-MHA)

Supportive Outreach Service

References

The Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA). (2022). The Centre for Addiction and Mental Health. Retrieved from <http://improvingsystems.ca/projects/ontario-perception-of-care>