

Ontario Common Assessment of Needs (OCAN)

Think Tank Event

Experience Based Co-Design (EBCD): Emotional Mapping

- The **OCAN** is the provincial standardized assessment for CMH sector.
- Over **150 stakeholders** from the community mental health (CMH) sector participated in June 2018.
- The event focused on leveraging OCAN and the **Integrated Assessment Record (IAR)** for quality improvement to support client-centred care and improved client outcomes.

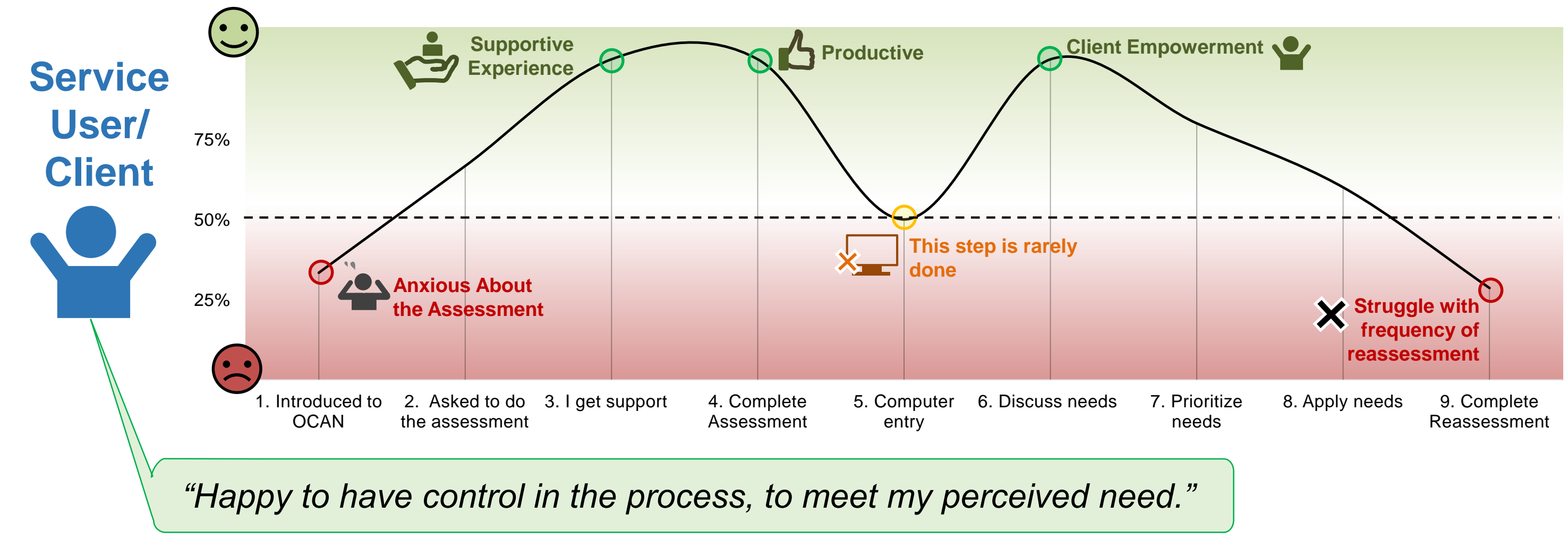
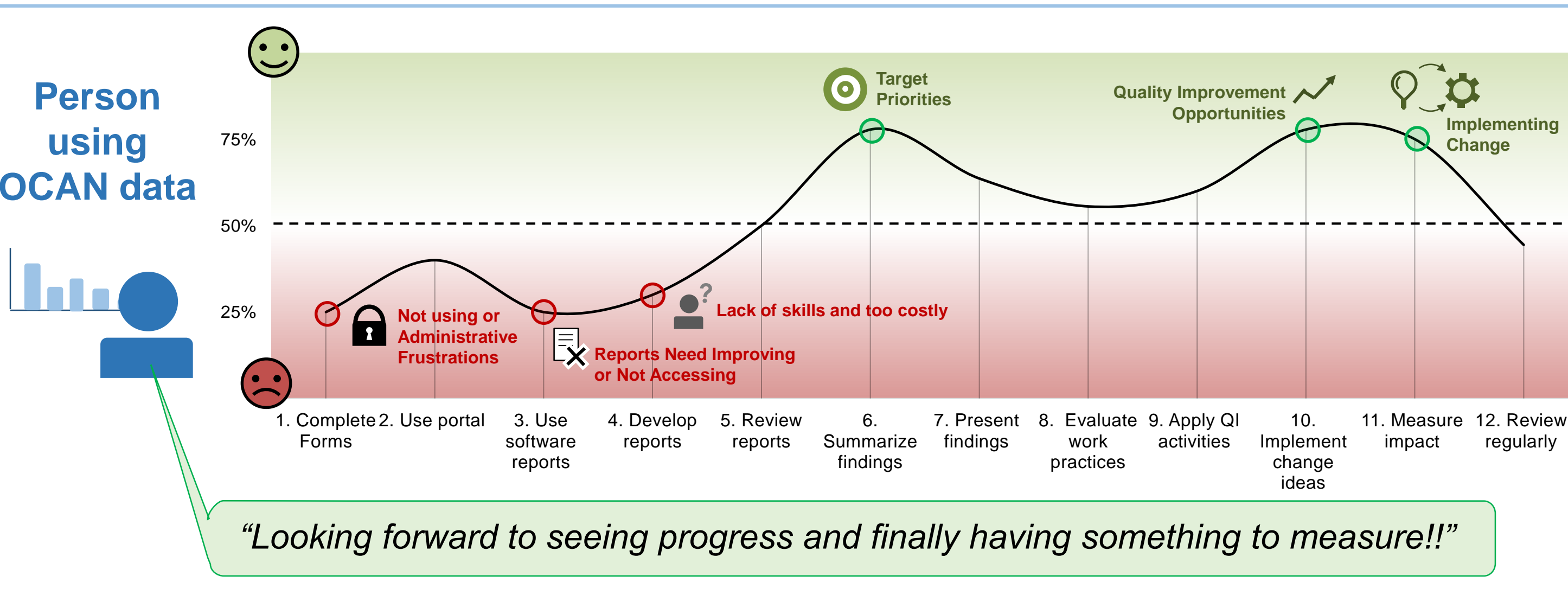
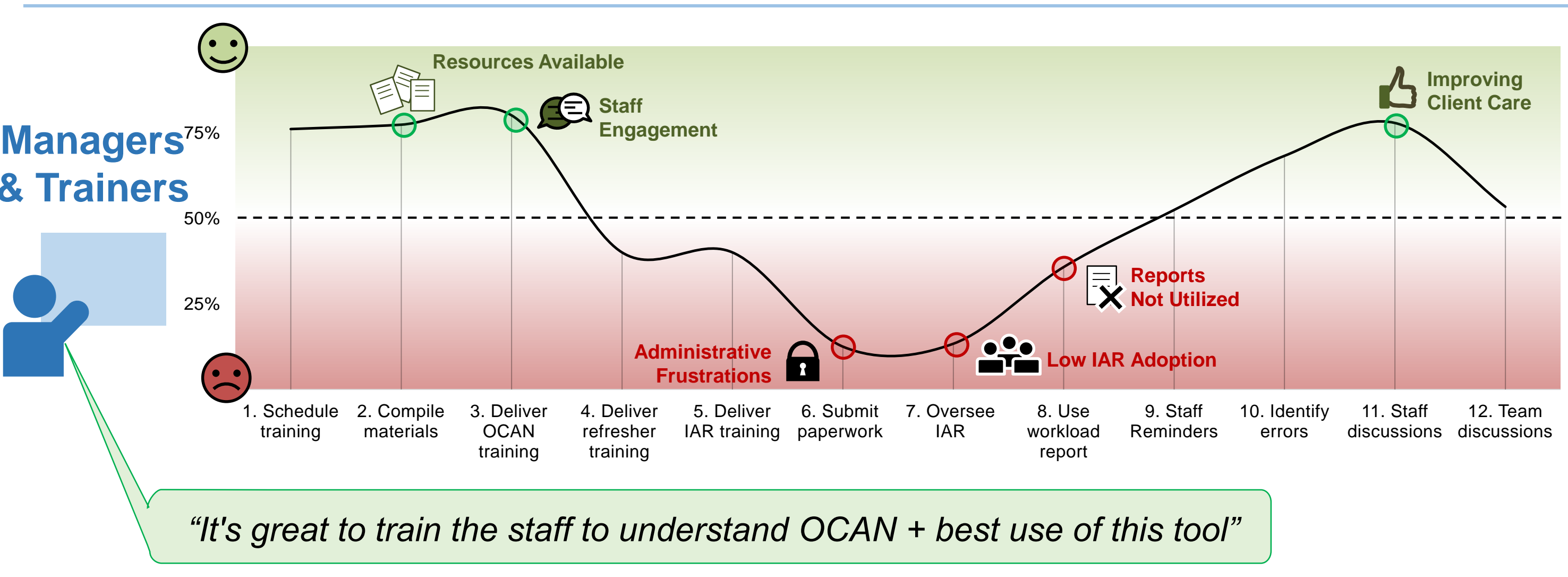
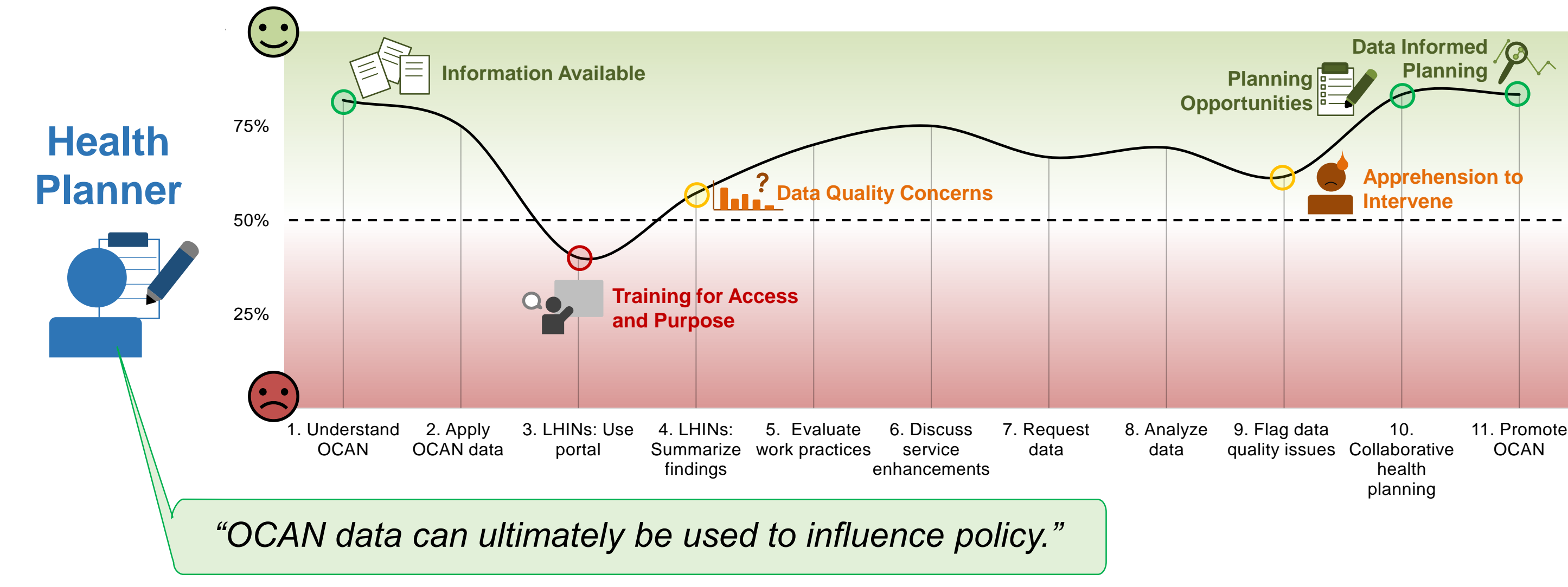
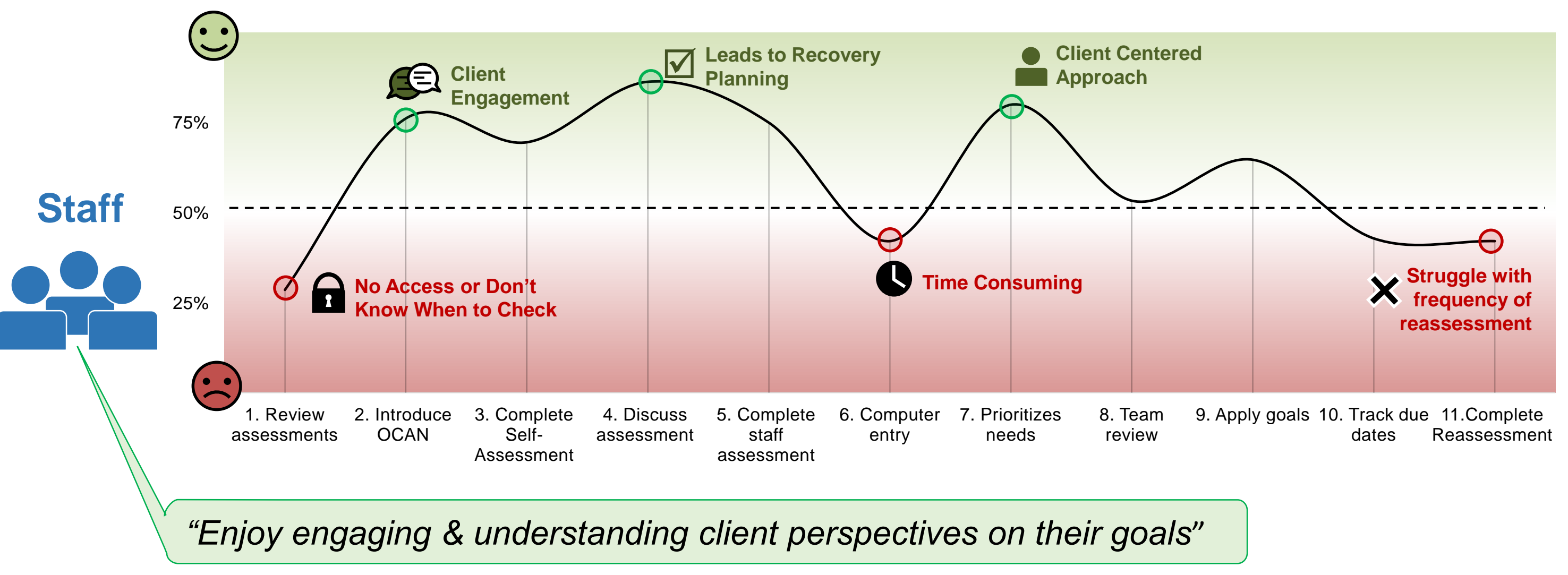
- EBCD**, a Quality Improvement approach that uses tools to capture stakeholder experiences, was leveraged. Participants engaged in **emotional mapping**, a tool often used in EBCD.
- Participants wrote either a positive (**green**) or a negative (**pink**) emotion on a post-it note, and the reason for that emotion.

Optimistic:
client in charge of their care plan

Stressed:
lack experience

- The experience of stakeholders at each step of the OCAN and IAR process is shown here for each role.

Percent of Positive Responses



The majority say OCAN is a clinically valuable tool:

- ✓ OCAN enhances client worker conversations
- ✓ OCAN helped with client recovery planning
- ✓ OCAN data can help Quality Improvement

Common pain points:

- ✓ Administrative - associated with managing IAR accounts
- ✓ How to best utilize the reports

OCAN Think Tank Event contributors: CCIM, OCAN Community of Interest (CoI), Evidence Exchange Network (EENet – CAMH) & Excellence Through Quality Improvement Project (E-QIP)