



What is the OPOC?

The OPOC is a validated and evidence-based tool that standardizes how mental health, addictions, and concurrent disorder services collect clients' perception of care. The tool was developed by the Centre for Addiction and Mental Health (CAMH) and is approved for use in assessing client satisfaction/perception of care for accreditation purposes.

Client feedback is vital in helping us to identify opportunities for CONTINUOUS IMPROVEMENT



OPOC Demonstration Project

In February 2019, CCTB was one of thirteen CYMH agencies that participated in a provincial quality improvement initiative referred to as the "OPOC Demonstration Project." The goal was to test out the OPOC tool and its potential for use within the CYMH system. At CCTB, the OPOC was implemented over a two week period across specific CYMH programs and services through a blitz format. The two program areas included in the project were:

- Intensive Services:** Home-Based Child and Family Intervention, Day Treatment, Residential
- Counselling and Therapy Services:** Infant and Child, Youth, Adolescent

Youth Responses: 37 in total (35 in Counselling and Therapy and 2 in Intensive Services)

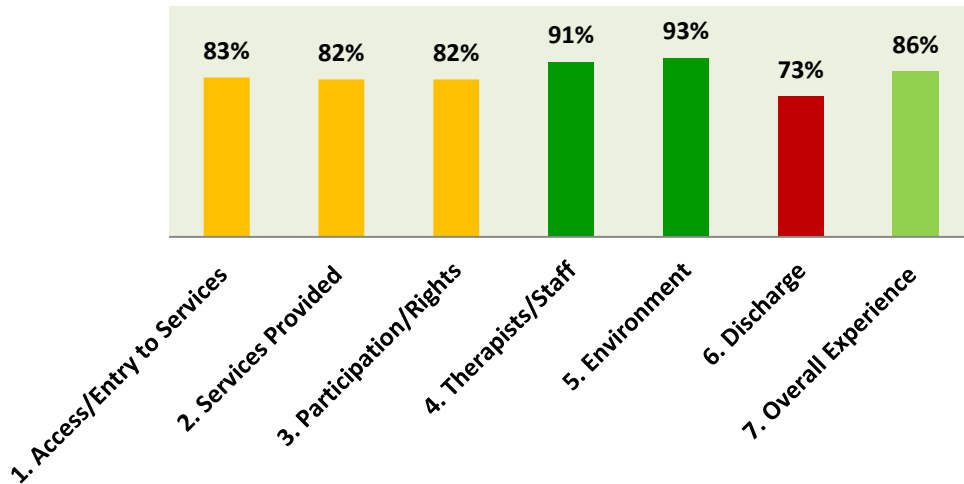
Caregiver Responses: 58 in total (38 in Counselling and Therapy and 20 in Intensive Services)



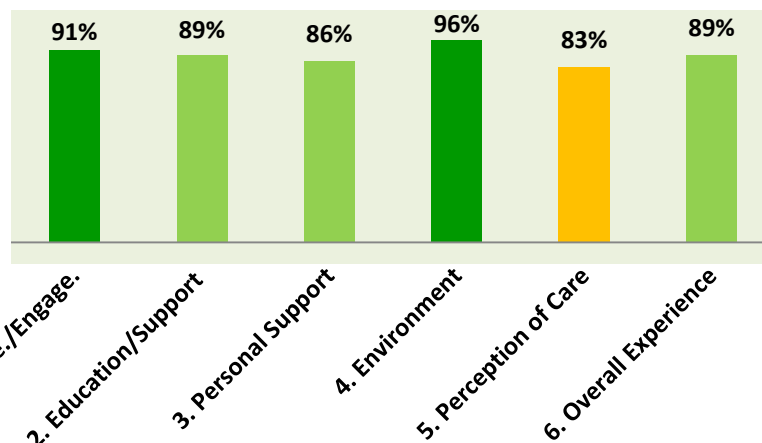
Participants were asked to rate their level of agreement to a number of questions in key areas. The weighted overall average for each area is summarized below using a colour-coded rating system.

GREEN high	90-100%
LIGHT GREEN medium high	85-89%
AMBER fair	80-84%
ORANGE medium low	75-79%
RED low	74% and below

RESULTS



YOUTH SURVEY



CAREGIVER SURVEY