

# Successful Implementation of Ontario Perception of Care Survey in Outpatient Mental Health Program

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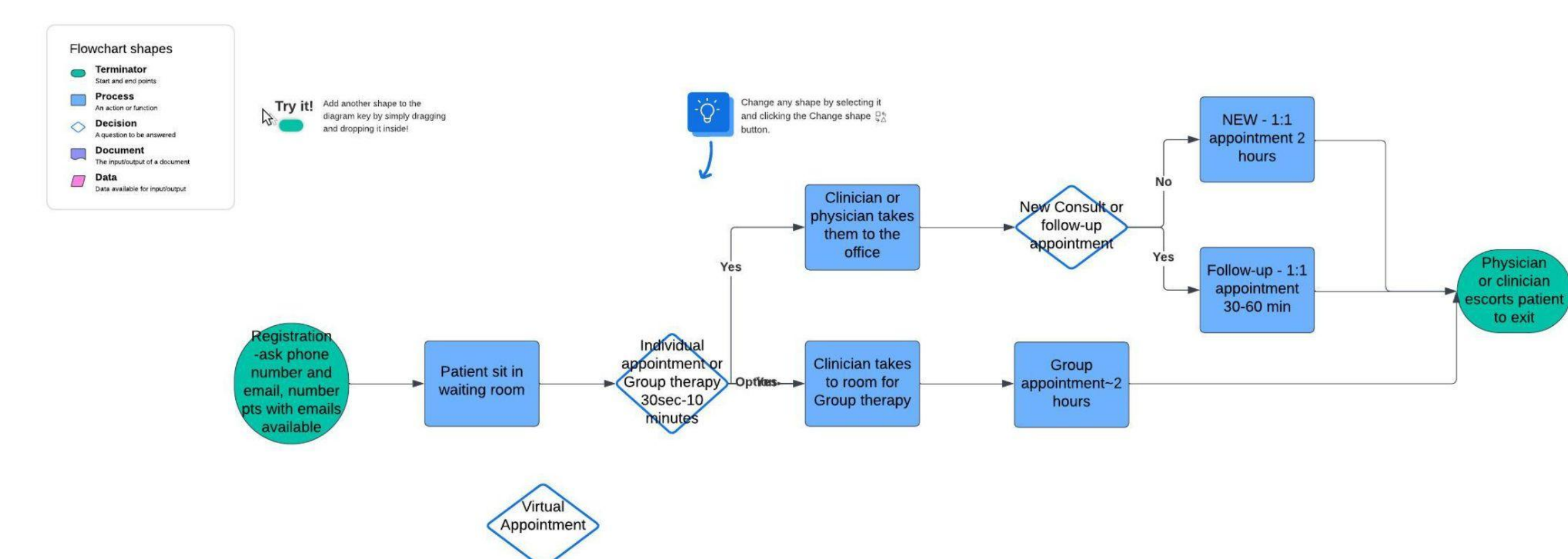
**Western**  
 The Centre for Quality, Innovation and Safety

**AIM Statement:** By April 2024, at least 80% of registered Mental Health outpatients who have had at least one appointment with a clinician or psychiatrist within the last 6 months will have had an opportunity to complete the Ontario Perception of Care (OPOC) patient experience survey.

## PROBLEM DEFINITION

Outpatient Mental Health service at Victoria Hospital, London Health Sciences Centre, lacks an efficient and sustainable system to distribute validated patient satisfaction surveys (Ontario Perception of Care) across the program. A recent pilot survey demonstrated a 15.6% response rate. Once implemented, the survey results must also be appropriately disseminated to relevant teams, to ensure patient feedback supports quality improvement within the program.

## PROCESS MAP



**Figure 2.** Process map for patients attending outpatient Mental Health service (Victoria Hospital)

### Stakeholder Analysis: Completed via Survey by Administrative Staff asking Patients:

See: <https://docs.google.com/spreadsheets>

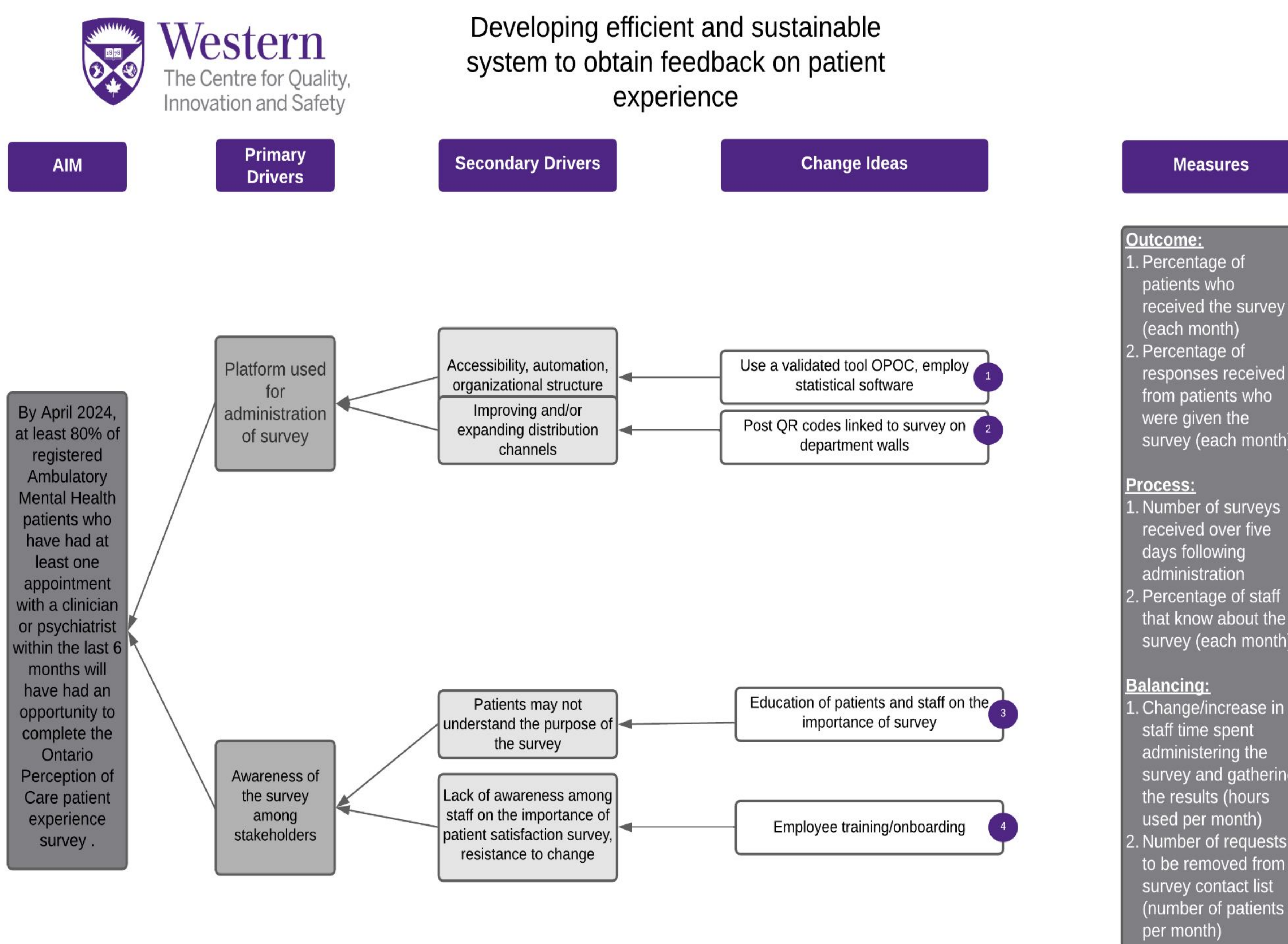
#### Results:

- 63% preferred email/text for method of communication
- 53% preferred email/text for method of administration

## BACKGROUND

Implementing a validated tool for patient experience surveys in mental health outpatient service is vital to evaluate and improve service delivery and offer patient-centered care.

Survey administration had to be planned with thoughtful engagement of both patients and the employees in the process



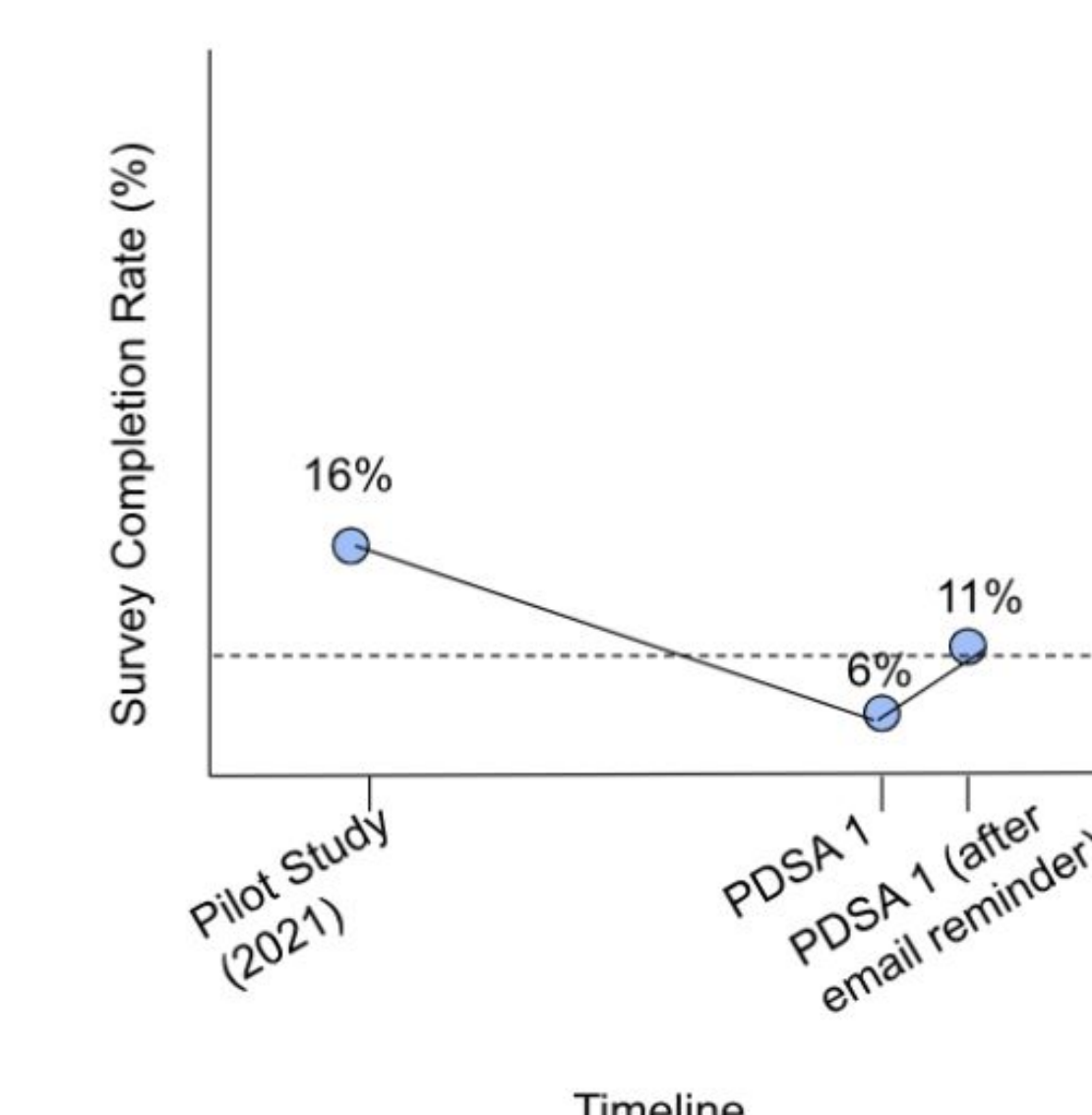
#### Future opportunities for improvement:

- Optimize email availability - 53% of patients had email documented.
- Provide option for caregiver surveys for patients unable to complete survey
- Identify survey distribution options for patients without email.

## IMPLEMENTATION

- 2 PDSA Cycles were implemented, involving:
- The administration of the OPOC Survey to a small subset of outpatients (Track-to-Wellness), then
  - All other outpatient Mental Health patients who accessed the program within the previous 3 months
  - A reminder was sent at 1 week after initial distribution

## MEASUREMENT & RESULTS



**Figure 3.** Run Chart demonstrating progress of pilot survey project and 2 PDSA cycles

## SUSTAINABILITY

- Process Owners** - Dr. Vasudev and Jennifer Newman along with clinical and admin. staff
- Documentation Standard** - All admin staff are trained to confirm emails of patients at points of contact
- Monitoring Plan** - SOP for Surveys to be sent out and responses reviewed biannually

**AIM Statement:** By April 2024, at least 80% of registered Outpatient Mental Health patients who have had at least one appointment with a clinician or psychiatrist within the last 6 months will have had an opportunity to complete the Ontario Perception of Care (OPOC) patient experience survey.

Include the following:

1. Paragraph to describe the significance of the problem supported by data

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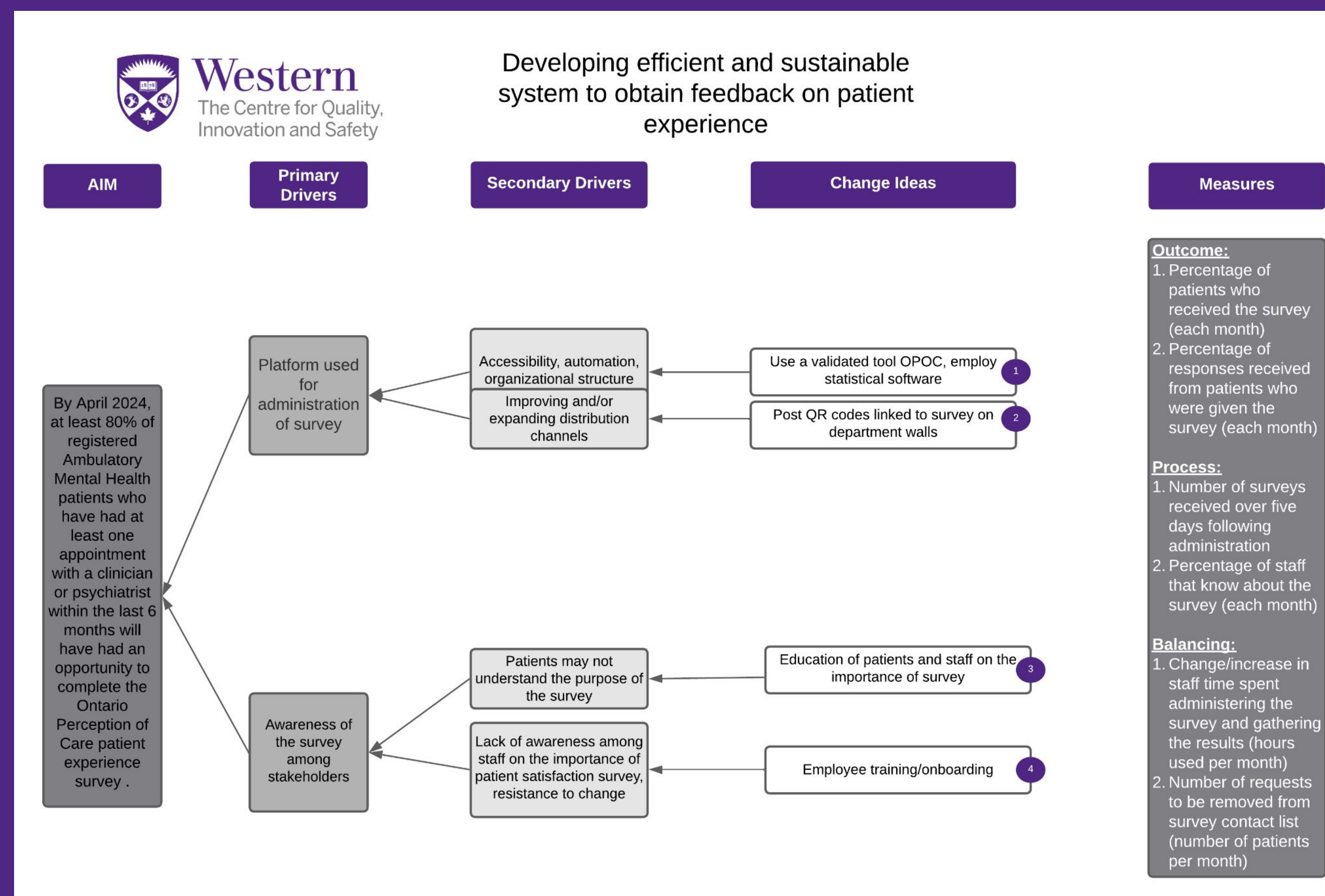
## ROOT CAUSE ANALYSIS

Include the following:

1. Relevant diagrams (Cause & Effect, Process Map) + who involved in construction
2. Paragraph to describe learnings from stakeholder analysis
3. Pareto Chart + which stakeholders involved in construction

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# SOMEONE FIGURE OUT WHAT TO SAY HERE



Include the following:

1. PDSA cycles
2. Reflection on implementation challenges and lessons

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## MEASUREMENT & RESULTS

Include the following:

1. Run or SPC chart
2. Process and balancing measures
3. Discussion about the reasons for observed improvement (or lack of improvement)

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## SUSTAINABILITY

**Process Owners** - Dr. Kamini and Dr. Newman along with clinical and admin. staff  
**Documentation Standard** - response rates will saved to Excel file and updated regularly  
**Monitoring Plan** - survey response rates and results will be reviewed biannually

<https://docs.google.com/spreadsheets>