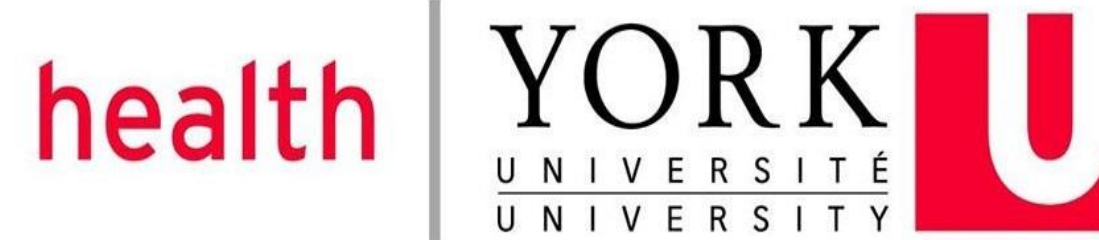


Quality Improvement at CMHA: Accreditation and Client-Family Centered Care



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Host organization

As a National, voluntary organization, the mission of **Canadian Mental Health Association (CMHA)** York Region and South Simcoe is to “promote the mental health of all and support the resilience and recovery of people experiencing mental illness.”

The CMHA plays a vital role in providing mental health service to everyone: young people, adults, family members, friends, and caregivers who need help.

Roles and responsibilities:

- My position in the CMHA was **Quality Improvement Coordinator**
- Assisted with two main projects under the supervision of Quality Improvement Manager and the Senior Director of Services, Quality & Innovation respectively:

1. Accreditation
2. Client-Family Centered Care - RAO Clinical Best Practice Guidelines

Accreditation

Accreditation Canada (AC) helps organizations analyze their performance by comparing to established national standards. This allows organizations to know where and what to improve. Accreditation is an ongoing process and it follows a Qmentum four-year-cycle and mid-cycle occurring at the 2-year midpoint.

Communication Tool :

- Supported the development and implementation of a Communication Tool to educate the staff in the organization
- This Tool increased awareness in the organization of the importance of AC that enhancing quality, safety, efficiency and reduced risk.
- Applied knowledge from Quality Improvement and Leadership course to understand how accreditation could help this organization



Image 1: Communication Tool

Mid-cycle review of accreditation:

- Analyzed the variance Qmentum Standards between 2017 and 2019
- Evaluated the policies and procedures, to identify the improvements for the organization
- This helped the organization to improve care to their clients who value it most.
- Applied my knowledge gained in various courses in my program

Client - Family Centered Care

Register Nurses 'Association of Ontario (RAO) Clinical Best Practice Guidelines for Client- Family Centred Care provides key recommendations for medical providers and organizations to promote the delivery of person-centred care.



Image 2: Client & Family centered care for mental health

Main activities in this project:

- Collected data related to client and family centred criteria from standards of accreditation
- Identified change ideas that align with accreditation standards from the RAO Best Practice Guidelines.
- Reviewed practices and policies to identify opportunities for improvement relating to client and family-centred care
- Applied knowledge from various courses related to client & family centered care
- The purpose was to improve client experience and satisfaction with the services by treating them as unique individuals, not just their illness.

Impact of projects on CMHA

- The Accreditation project helped to prepare the CMHA York region for the mid-cycle review of AC
- The Communication Tool helped to involve staff in the mid-cycle review process
- The RAO project helped to strengthen the value of the organization because it is in direct alignment with client and family centered care and their mission and their commitment to improve their services

Accomplishments

- I gained professional knowledge about Accreditation Canada, how standards are measured and evaluated, and the value of policies in the health care sector
- I developed an interest in AC's review process to be able to evaluate and improve the performance of the organization.
- I learned that successful results take time to accomplish them.
- I built self-confidence and the ability to regularly communicate with professionals from the field of quality improvement



Image 3: Achievements to the success

Recommendations

- Be confident and ask lots of questions
- Take initiatives and be willing to learn continuously
- Participate in the organization's activities to better understand their culture
- Be honest with your supervisor and admit if you made a mistake