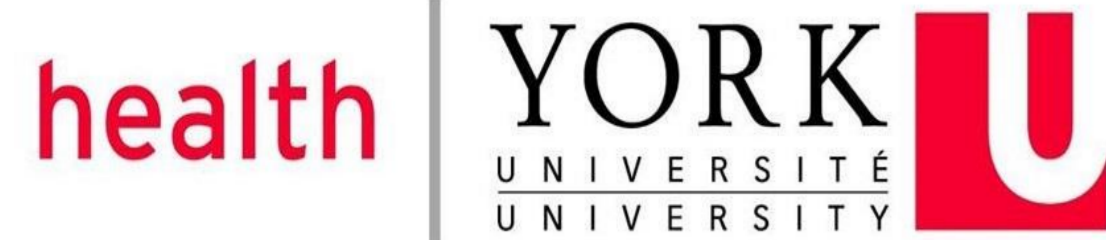


Quality Improvement at CMHA: Accreditation and Client-Family Centered Care



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Host organization

- The mission of **Canada Mental Health Association (CMHA)** York Region is “as a nation-wide, voluntary organization, the Canadian Mental Health Association promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.”
- The CMHA plays a role in providing mental health 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 - Accreditation (Manager of Quality Improvement) and Client-Family Centered Care (Senior Director of Services, Quality & Innovation).

Accreditation

Accreditation Canada (AC) helps to analyze organization performance by comparing to established national standards and knowing where and what organization should improve. Accreditation is an ongoing process and it follows a Qmentum four-year-cycle and mid-cycle occur in the middle of this cycle.

Communication tool :

- Supported to develop and implement this tool to educate the staff in the organization
- This increase awareness in the organization of the importance of AC that enhances quality, safety, efficiency and reduces the risk.
- Applied knowledge from Quality Improvement and Leadership course to understand how accreditation can help this organization



Image 1: Communication tool

Mid-cycle review of accreditation:

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

Client - Family Centered Care

Register Nurses 'Association of Ontario (RNAO) clinical best practice guideline 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
- Identify change ideas that align with accreditation standards from the RNAO 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 help to involved staff in the mid-cycle review
- The RNAO project help to strengthen the value of the organization as client and family centered care and their mission and improve their services

Lesson learned & knowledge

- I gained professional knowledge about Accreditation Canada, how standards measured and evaluated, and the value of policies in health care sector.
- I develop an interest to participate in the review process of AC that evaluates the performance of the organization and identify required improvements for the organization.
- I learned that successful results takes time to accomplish them.
- Build self-confidence and the ability to communicate with professionals regularly from the field of quality improvement.

Recommendations

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