Spotlight Presentation 4-1:

Building Quality Improvement and Data Capacity within the Community Mental Health and Addiction Sector

Presenter:

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Description:

The Roadmap to Wellness, released in March 2020, is the Ontario government's plan for the mental health and addictions (MHA) system. To respond to the challenges faced in the sector, the Roadmap sets out four pillars to guide the delivery of MHA services in Ontario, including: improving quality, expanding existing services, implementing innovative solutions, and improving access.

Through E-QIP, MHA providers in Ontario have access to training, education, coaching, and other tailored supports, to advance QI culture and capacity at the organization level. This includes building data and measurement skills to support QI, planning and data driven decision making. E-QIP also supports community-based MHA providers in the development of their organizational-level Quality Improvement Plans (QIPs) and the collaborative QIPs required for OHTs.

In this presentation, we will provide an overview of the QI activities, skills, and knowledge of community-based MHA providers in Ontario that have engaged with E-QIP. We will reflect on the lessons learned over the last eight years and identify opportunities for continued advancements in QI and data capacity in the MHA sector.

Session objectives and learning outcomes:

- Demonstrate how quality improvement activities can address key challenges facing the sector including access to care and wait times
- Demonstrate how to use data to drive decision-making
- Understand how to develop and implement a quality improvement plan (QIP)

Full description:

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A significant hurdle encountered by the MHA sector is the inadequate coordination and integration across the health care continuum, resulting in inefficiencies and sub-optimal client/family experience, as people navigate between services. Community-based MHA providers are committed to collaboration across the system to better integrate mental health and addiction supports among hospitals, primary care providers and the community sector, improving the overall navigation of the system. This includes participation in local Ontario Health Teams (OHTs), working as a coordinated team with other health care providers – including hospitals, doctors, and other community care providers. However, achieving improved integration is challenging if the community sector lags in quality improvement and data capacity.

The Excellence through Quality Improvement Project (E-QIP) works to advance integrated and coordinated care by supporting community-based MHA providers to advance their quality improvement (QI) and planning efforts with a goal of better serving the needs of clients and front-line staff,

across the continuum of care. E-QIP emphasized the pivotal role of collaborative partnerships between community MHA providers, healthcare institutions, and key partners in advancing the delivery of services that are accessible, integrated, and meet the needs of clients. Community-based MHA providers deliver a range of support and services to clients across the province, including addiction support, live-in treatment, mental health services, supportive housing, etc.

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