



Ontario Centre of Excellence  
for Child and Youth  
Mental Health

Centre d'excellence de l'Ontario  
en santé mentale des  
enfants et des adolescents

Bringing People and Knowledge Together to Strengthen Care.  
Rassembler les gens et les connaissances pour renforcer les soins.

# What is quality?



# About us

We bring people and knowledge together to strengthen the quality and effectiveness of mental health services for children, youth and their families and caregivers.

## SERVICE AREA SUPPORT

strengthen skills and knowledge in key areas that lead to **improved outcomes**

## SYSTEM SUPPORT

provide consistent evidence-informed approaches that **enhance service planning and delivery**

## IMPACT AND INNOVATION

inspire excellence and innovation through **continuous learning, evolution and innovation**



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# What is QUALITY?



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# What is quality?

Improved child and youth mental health outcomes requires high quality services.

Quality of care  
and services



Outcomes for  
children, youth  
and families



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# What is quality?

**Quality** is the result of many efforts all aimed towards having optimal mental health for children and youth.

A system with high quality care “is accessible, appropriate, effective, efficient, equitable, integrated, patient centred, population health focused, and safe.”

Source: Excellent Care for All Act, 2010



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# What is quality assurance?

**Quality assurance** helps ensure programs and services meet established standards.

QA refers to “all of the planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.”

Source: American Society of Quality



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# What is quality improvement?

**Quality Improvement** helps ensure programs and services continue to improve, innovate and evolve for optimal outcomes for children, youth and their families.

QI refers to “all actions taken throughout the organization to increase the effectiveness and efficiency of activities and processes in order to provide added benefits to both the organization and its customers.”

Source: Council on Accreditation, in the Ontario Child Welfare Quality Network, 2009



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# What is performance measurement?

**Performance measurement** helps ensure strategic priorities and targets are being met.

Performance measurement refers to “the regular collection of information for monitoring how a policy, program or initiative is doing at any point in time.”

Source: Treasury Board of Canada

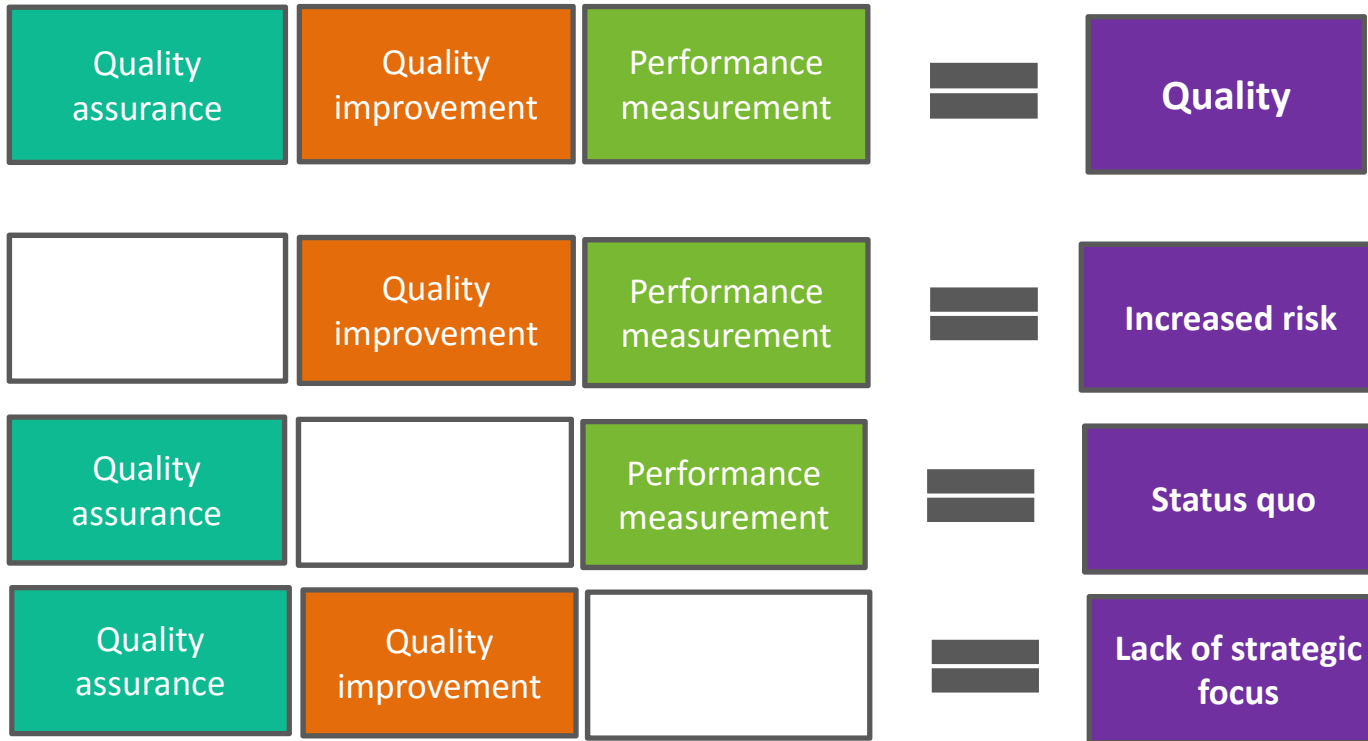


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# What is quality?





# QA/QI: Compare and contrast

	Quality assurance	Quality improvement
Focus	Assure standards are consistently met	Improve processes and systems, continually <i>raise the bar</i> on performance
Outlook	Retrospective: Review and correct	Proactive: Identify processes or systems for improvement. Then test, make and measure changes
Goal	Meet minimum standards, reduce variation and reduce error	To exceed expectations and produce excellent outcomes
Responsibility	All. Where there is a need to meet internal or external standards	All interdisciplinary teams
Motivation	To get it <i>right</i> . Often required by state and federal law	To become <i>great</i> .
Frequency	Regularly, in conjunction with goods or service delivery or process implementation	Continuous activity
Begins with	Understanding standards and examining goods, services or processes	Proactively selecting a process or system to measure and improve after collecting data

Source: Stratis Health



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# Examples of QA, QI and PM initiatives



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# Case study 1

Your organization wants to obtain client feedback  
and improve the quality of services



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# Case study 1: Client voice

- Quality assurance, quality improvement or performance measurement?
- Having policies and practices on obtaining client feedback, monitoring and responding to complaints. This can include using a survey developed by the agency or several types of methods.





# Case study 1: Client voice

- Quality assurance, quality improvement or performance measurement?
- Establishing youth and family advisory committees to identify ways they can provide feedback and ensure actions are taken to improve services. Methods are standardized and linked to outcomes.





# Case study 1: Client voice

- Quality assurance, quality improvement or performance measurement?
- Improving response rates, setting targets for various ways youth and families provide feedback, and setting targets for improving scores.





## Case study 2

Your organization wants to implement a new  
evidence-informed practice  
(Trauma-Focused Cognitive Behavior Therapy)



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## Case study 2: TF-CBT

- Quality assurance, quality improvement or performance measurement?
- Developing new policies and practices on clinical supervision and using an implementation science approach to train staff on TF-CBT to improve clinical outcomes





## Case study 2: TF-CBT

- Quality assurance, quality improvement or performance measurement?
- Implementing trauma-focused cognitive behavior therapy, based on client needs and profiles





## Case study 2: TF-CBT

- Quality assurance, quality improvement or performance measurement?
- Reporting on clients seen and percent with improvements



# Case studies



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## Case Study- PM, QI, or QA?

- Your organization has been using the Native Wellness Assessment (NWA) since 2014. It is part of your PM framework.
- You set a target for one item of the tool “The more I learn about my culture, the more confident I feel about my life.” You have set a target for an average score of 3.5/4 (87.5%). You reported the 2015 results (80%) along with this benchmark to your stakeholders





## Case Study- PM, QI, or QA?

- Your organization has been using the Native Wellness Assessment (NWA) since 2014. It is part of your PM framework.
- Your organization set a minimum standard that every indigenous youth and family go through the NWA annually. You are currently reviewing all the files to ensure that this standard has been met.



# Case Study- PM, QI, or QA?

- Your organization has been using the Native Wellness Assessment (NWA) since 2014. It is part of your PM framework



## Native Wellness Assessment (NWA-S) (Self-Report Form)

13	The Creator made a way for me to live a good life.	DK	0	1	2	3	4
14	The more I learn about my culture, the more confident I feel about my life.	DK	0	1	2	3	4
15	The more I learn about the importance of my spirit the more I want a good life.	DK	0	1	2	3	4



## Case Study- PM, QI, or QA?

- Your organization has been using the Native Wellness Assessment (NWA) since 2014. It is a part of your PM framework.
- During your file review you notice that clinicians and clients are consistently missing one necessary item. After a discussion with leadership and teams you schedule agenda items to discuss proper completion with all teams at all staff meetings.







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