PROBLEM: Based on ongoing monitoring (since June 2011) of families involvement with patient’s management plan in mental health home care services; it was noted that families are involved in 48% of cases only

AIM: to increase the percentage of the families’ involvement with the management plan in the community care program to 85% in 9 months. A long term plan is to achieve 90% involvement by the end of the year 2013. A secondary outcome is to improve the Patient’s and staff satisfaction with the community care program and minimize the Relapse rate.

TEAM:
- Head Nurses/Charge Nurses
- Psychiatrist
- Staff nurses
- Coach
- Quality Management

Sponsor: AEDON, RH

INTERVENTIONS:
1. Staff questionnaire to collect preliminary data about the obstacles to deliver the service 4/2011.
2. Introduce the monitoring tool and collect data about family’s involvement in 5/2011.
4. Prepare leaflets to educate the families about mental illness 2012.
5. Set criteria of “involvement of families” to redefine the data collection 2/2013.
6. Introduce the Individual Service Plan and encourage the families to participate into it 3/2013.
7. Engage social worker in pts/families decision making.

RESULTS:
- Run chart for percentage of involvement post intervention (5/2011-01/2014)

CONCLUSIONS:
- The rate of involvement increased from 48% to 80% over 9 months.
- We identified new obstacles and the need to redefine our criteria to raise involvement to 90%.
- Encourage community awareness program in Arabic.

NEXT STEPS:
- Update the monitoring tool with new defined involvement criteria.
- Started staff and patient satisfaction survey 4/2013.
- Establish clinical outcome measure to investigate link between increased involvement and improved outcome and relapse prevention.
- Encourage the role of the social worker in the CMHS.