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Community Mental Health Services

IMPROVING THE INVOLVEMENT OF THE FAMILIES IN THE MANAGEMENT PLAN

PROBLEM: Based on an 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 :

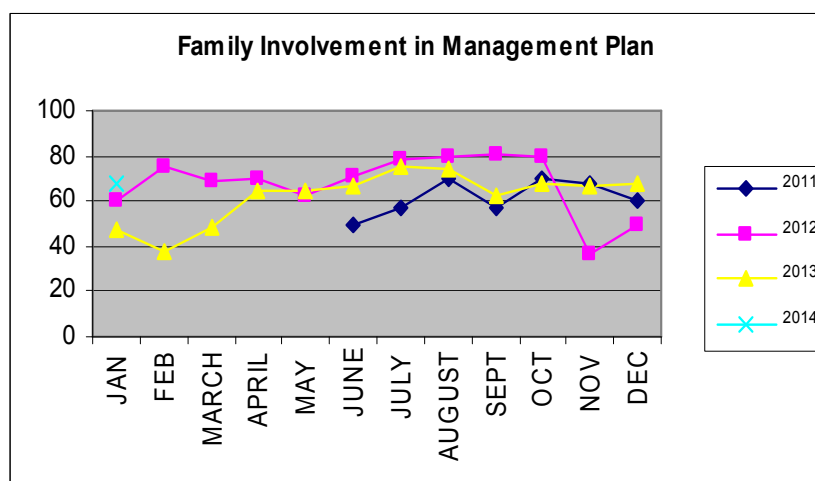
AEDON, RH

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
3. start the open house program 6/2011
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
8. start monthly pts /families meetings 5/2013

RESULTS:

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



CONCLUSIONS:

- The rate of involvement increased from 48% to 80% over 9month
- We identified new obstacles and the need to redefine our criteria 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