

# **Leadership in and Quality Evaluation of Mental Health Services**

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# The Mental Health Service

- **The Primary Purpose** of any mental health service is to improve the mental health and quality of life of our patients and their families
- **The Secondary (value added) Purposes** –
  - Training of mental health professionals
  - Research into better treatment and management
  - Improve the mental health of society through education, destigmatisation and policy development

# Leadership

- The Psychiatrist by virtue of the extent and duration of training; depth of knowledge and level of clinical competence is the recognised leader in the multidisciplinary mental health team.

# Leadership

As a leader, the Psychiatrist MUST demonstrate the following –

- Ability to develop, cultivate, nurture mutual respect in a multidisciplinary team.
- Highest level of clinical, academic and ethical competence.
- Ability to solve complex clinical problems.
- Capacity for collaboration within the team and with community services.

# Quality “Assurance”(Evaluation)

- Each mental health service at its foundation should establish clearly articulated AIMS, PURPOSES (“Mission”) and corresponding evaluative processes.
- It should set out the VALUES, ATTITUDES and expected behaviour of all members of staff.
- Have in place clear lines of responsibility and accountability.

- The methodologies of evaluation can be many and confusing, often subject to political influences.
- However, the **BASIC ELEMENTS** include :-
  - Quantitative measures
  - Qualitative assessments

# Quantitative Measures

- “Key Performance Indicators”- KPIs.
- Financial Audits.
- External Accreditations using pre-determined criteria applicable to all services.

# Qualitative Assessments

- Personal Appraisals of attitudes, values, behaviour and performance.
- Survey of staff.
- Feedback from patients and families.
- External reviews of quality of service.



# The Important Staff Evaluations

- Values
- Attitudes
- Commitment
- Collegiality
- Advocacy
- Job Satisfaction
- Learning

# What will make a quality mental health service?

The **C.A.R.I.T.A.S.** principles. (From the WPA Consensus Statement in Old Age Psychiatry)

- **C**omprehensive
- **A**ccessible
- **R**esponsive
- **I**ndividualised
- **T**ransdisciplinary
- **A**ccountable
- **S**ystematic (**S**eamless)