Leadership in and Quality Evaluation of Mental Health Services

Professor Edmond Chiu
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)

- Comprehensive
- Accessible
- Responsive
- Individualised
- Transdisciplinary
- Accountable
- Systematic (Seamless)