Drivers and facilitators of mental health-related QI at two Family Health Teams

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Objective: We have developed a framework to drive improvements in the implementation of Collaborative Mental Health Care models in primary care settings. We are now exploring Family Health Teams’ (FHTs) experiences in implementing mental health related quality improvement (QI) initiatives informed by the framework.

Design: We use a case study research design and are informed by the Consolidated Framework for Implementation Research (CFIR). We used in-depth qualitative interviews and thematic analysis to understand the approaches taken by members of the FHTs to implement QI.

Participants: Health care providers and administrators comprising the QI teams at two FHTs in Toronto.

Findings: Despite robust leadership, infrastructure and processes for QI at these two established FHTs, mental health has not been on the QI agenda. Participants uniformly agreed that it is an important area for future work. Our Quality Improvement framework could be useful to guide selection of aims and specific measures to drive this work further.

Facilitators of QI

- Leadership & Championing
- Team Engagement
- Team Functioning
- Culture of QI
- Infrastructure (Staff & Data)
- Feasibility of Measures

Drivers of QI

- External
- Internal
- Patient-Centered Outcomes
- Provider Identified Issues
- Meaningful Measurement

HC Decision Making Bodies (Quality – HQO, Primary Care - AFHTO), Choosing Wisely

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