



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

# Schizophrenia Quality Standards

Newsletter: December 2024



Schizophrenia  
Quality Standards  
National  
Demonstration Project



Ontario Shores  
Centre for Mental Health Sciences

As part of a nationwide effort to advance schizophrenia care in Canada, the Mental Health Commission of Canada (MHCC) and Ontario Shores Centre for Mental Health Sciences (Ontario Shores) have been collaborating to support the implementation of Ontario Health's Schizophrenia Quality Standards (Standards) at four health-care sites. The demonstration project involves the implementation of the Quality Standards to improve schizophrenia care delivery and outcomes.

Looking ahead, the project team is excited to launch the **Schizophrenia Quality Standards National Implementation Toolkit** later in 2025, a resource that will be shaped by diverse perspectives and insights gathered throughout the initiative. To mark the halfway point of the demonstration phase, the **Community of Practice (CoP)** recently convened for a discussion on **lessons learned**, validating key themes that will further inform the development of the National Toolkit and ensure its relevance across various health-care settings.

The CoP meets monthly, aiming to hold space for new learning opportunities and to share best practices. Members of the CoP include representatives from both the MHCC and Ontario Shores, as well as project, physician, clinical, and practice leads from our four demonstration sites. The purpose of the CoP includes:

## knowledge exchange

providing a forum for members to share information and spark discussion related to current implementation activities and past quality improvement initiatives

## support

creating a safe and collaborative space to bring forward challenges and discuss potential solutions

## Main Lessons Learned to Date

Through months of collaboration and learning, core themes have emerged that will be critical to the successful nationwide rollout of the Quality Standards. Below are the main lessons learned from the CoP, highlighting ways to overcome challenges and improve the implementation process:

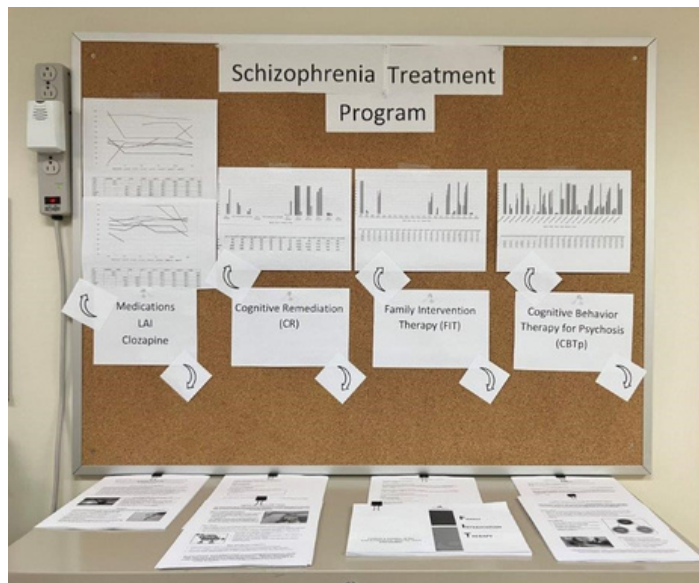
- **Change management strategies and aligning staff workloads**

- Effective **change management** is essential for the success of any quality improvement initiative. One of the key strategies identified is ensuring that staff workloads are aligned with the demands of implementing new standards. Proper alignment not only helps **increase staff resiliency** but also mitigates the stress of adapting to new practices.

- **Learning strategies and access to resources**

A key enabler of successful implementation is ensuring that staff have access to the right resources and support:

- **Dedicated time for work:** Ensuring that staff have protected time to engage in activities related to implementation helps maintain focus and drive progress.
- **Regular circulation of implementation resources:** Keeping resources up to date and regularly circulating them ensures that all team members are equipped with the latest tools and information to carry out their work effectively.
- **Implementation of statements:** By actively applying the Quality Standards and breaking them down into actionable steps, sites can more effectively translate the standards into daily practice.



Our sites are working hard to ensure that resources and information are being shared so everyone understands implementation goals and progress.

- **Communication across sites**

Maintaining an open flow of information across all participating sites helps ensure that

- all staff members are **on the same page** and informed about the latest developments
- **care plans** for patients are comprehensive and consistently delivered, which ultimately leads to better outcomes for both patients and families.

- **Engagement and buy-in from leadership**

When leaders of all levels actively champion the project and engage with staff, they

- empower teams to embrace new practices
- address challenges head on, facilitating smoother adoption of new processes
- ensure that necessary resources and support are made available for successful implementation
- foster a culture of openness and accountability, making it easier for staff to invest in the changes and work toward achieving shared goals.

## Looking Ahead

As we approach the new year and the anticipated launch of the **Schizophrenia Quality Standards National Implementation Toolkit**, the insights from the CoP will continue to guide the work of the demonstration sites and inform the nationwide rollout of the Schizophrenia Quality Standards.

**Thank you** to all members of the CoP for your dedication and contributions to this vital project. Your efforts are helping to shape a brighter future for schizophrenia care in Canada.

Interested in learning more about this project and joining our mailing list? [Visit the MHCC website.](#)

Interested in learning more about the implementation? [Visit the Ontario Shores website.](#)

---



Schizophrenia  
Quality Standards  
National  
Demonstration Project

