



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada



Ontario Shores  
Centre for Mental Health Sciences

# **Schizophrenia Quality Standards**

*National demonstration project to  
advance schizophrenia treatment  
and care delivery in Canada*

**Progress Report**

**October 2023 - October 2024**

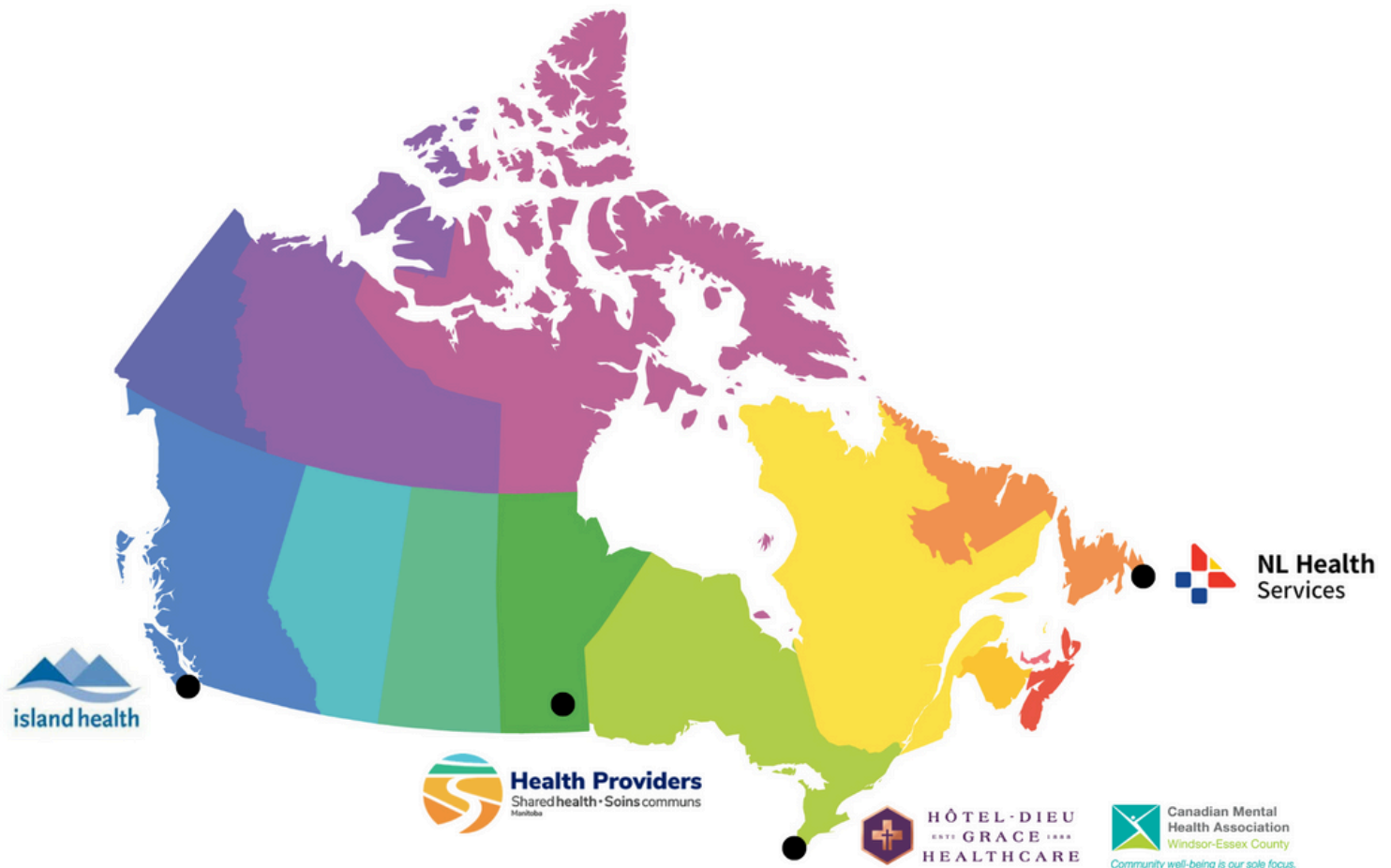


Schizophrenia  
Quality Standards  
National  
Demonstration Project

## About the report

As part of a nationwide effort to advance schizophrenia care, the Mental Health Commission of Canada (MHCC) and Ontario Shores Centre for Mental Health Sciences (Ontario Shores) have been working with four health-care demonstration sites to support the implementation of Ontario Health’s Schizophrenia Quality Standards (Standards).

1. Seven Oaks Tertiary Mental Health Facility, British Columbia
2. Adult Forensic Mental Health Services, Manitoba
3. Hôtel-Dieu Grace Healthcare and Canadian Mental Health Association, Windsor Essex, Ontario
4. Newfoundland and Labrador Health Services, Newfoundland and Labrador

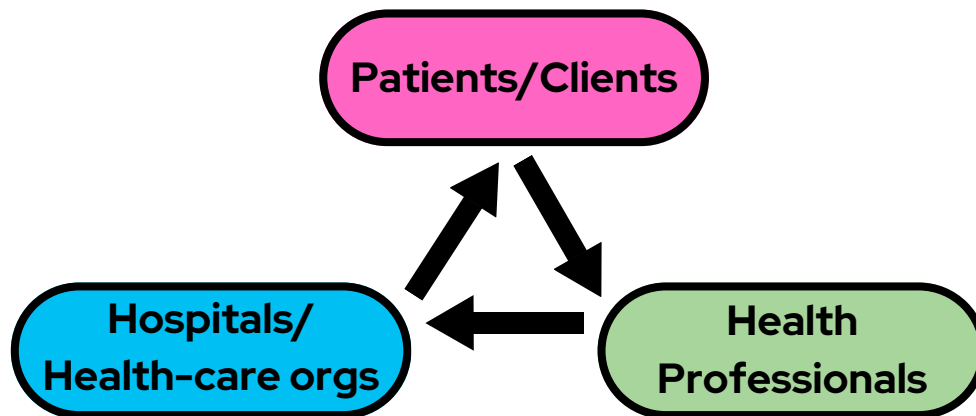


\*Unless otherwise specified, data included in this report are for the period from October 2023 to September 2024.

The Standards were developed by Ontario Health and informed by guidance from the National Institute for Health and Care Excellence (NICE). Adapted to the Canadian context and local conditions, the Standards include a series of [11 statements for schizophrenia care for adults in hospitals](#) and [15 statements for schizophrenia care in the community for adults](#). The statements are actionable, measurable, and grounded in the best available evidence.

The Standards provide benefits to people living with schizophrenia, those with lived experience, and care providers:

- Patients, families, and caregivers know what to ask for in their care.
- Health-care professionals know what care to offer on the basis of evidence and expert consensus.
- Health-care organizations measure, assess, and improve the quality of care they provide.



Recognizing the amount of work and the number of transformational changes that have occurred since the formal launch of the demonstration project in October 2023, this report provides a record of the progress of the [Schizophrenia Quality Standards National Demonstration Project](#) to date\* by key indicators of success. This report also aims to celebrate the work accomplished by all those involved in the demonstration health-care sites.

## Key indicators of success

### 1) Implementation of quality statements

The primary focus of the demonstration project is the implementation of the four quality statements that have a significant impact on schizophrenia care and patient outcomes and require considerable resources for education, training, and measurement. Demonstration sites have successfully implemented all four statements

## Metrics

1. Treatment with clozapine
2. Treatment with long-acting injectable antipsychotic medication
3. Cognitive behavioural therapy for psychosis and cognitive remediation therapy
4. Family intervention therapy

Over the next year, demonstration sites will explore implementing other statements in the Standards.

## 2) Implementation resources

Each demonstration site has received support through a customized and regional approach to deliver evidence-based care and to strengthen patient outcomes through these four core statements.

Some of the benefits of participation in the project include one-on-one customized implementation support, learning events, and core training as part of a national-based Community of Practice, an Evaluation Working Group, a Toolkit Advisory Group, tools and materials for implementation and data collection, and change management support.

## Metrics

- **Trainings**
  - Number of training days: 18
  - Number of clinicians trained in psychotherapies: 80
  - Number of psychotherapy consultation opportunities: 73
  - Number of patients benefiting from clinician training: 634
- **Resources**
  - Number of organizational working group meetings: 20
  - Number of tailored intervention documents and videos: 10
  - Number of tools shared for implementation of standards: 26
  - Number of data collection and planning tools to support the evaluation framework: 8
- **Knowledge exchange and collaboration opportunities:** 35 (from September 2023 to October 2024)

The final report will include many of these indicators. This report will be shared with demonstration sites so stay tuned!

### **3) Putting the quality statements into practice**

Since January 2024, the demonstration sites have worked in partnership with Ontario Shores and MHCC to put into practice quality statements so that evidence-based care can be provided to individuals living with schizophrenia.

Here is a glimpse of the scope of activities so far.

#### **Metrics**

Within the four hospital and four community sites participating in the demonstration project, 634 unique patients have received evidence-based care in alignment with the quality standards:

- **Percentage of patients who have had the opportunity to be engaged in evidence-based care by quality statement:**
  - Treatment with long-acting injectable antipsychotic medication (implemented in April) - 99%
  - Treatment with clozapine (implemented in April) - 96%
  - Cognitive behavioural therapy for psychosis (implemented in April) - 82%
  - Family intervention therapy (implemented in May) - 67%
  - Cognitive remediation (implemented in June) - 59%
- **All demonstration sites have implemented measurement-based care:**
  - Number of workflows created specific to unique programs within sites: 16
  - Outcome indicators, processes, and tools developed: 4

Demonstration sites will continue to collect data on process indicators to show consistent integration of quality statements into workflow, and data on outcome indicators to demonstrate clinical improvement. Continuous quality improvement initiatives will be conducted.

### **Coming Up: Nationwide Expansion**

The demonstration project will serve as a platform to develop a bilingual implementation toolkit to support national scale-up for other organizations interested in implementing the Standards. The toolkit will be released in the summer of 2025. Input from subject matter experts, including patients, families, caregivers, and health-care providers, will help inform the development of the toolkit; their contributions are key to the successful scale-up of the project.

**To find out more about the project, see the roadmap below and consult the MHCC's [website](#).**

# SQS Project Roadmap



1

## **Recruitment & Needs Assessment**

**April - December 2024**

- Launch of expression of interest
- Recruitment of four demonstration sites
- Project kick-off meeting
- Onboarding of demonstration sites

2

## **Implementation, Evaluation & Tools**

**January 2024 - January 2025**

- Official public launch of the National Demonstration Project
- Educate multi-disciplinary teams on implementation, tools and training for quality statements
- Work with teams to create workflows for measurement-based care
- Support of teams through the development of customized tools and learning events
- Development of an Evaluation Framework and Project Logic Model
- Quantitative and qualitative data collection
- Development of an Implementation Toolkit

3

## **Quality Improvement, Evaluation, Reporting & Toolkit Testing**

**February - April 2025**

- Conduct quality improvement audit
- Implementation Toolkit review and validation
- Implementation Toolkit usability testing
- Final analysis of evaluation and reporting

4

## **Mobilization & Scale-Up (funding pending)**

**May - Fall 2025**

- Sustainability plan for maintenance of quality statements at the demonstration sites.
- National launch of Implementation Toolkit
- Roll-out of mobilization activities to support national scale-up
- Dissemination of knowledge products and lessons learned through partnership engagement