



Keeping Current about QOL Assessments for Recovery Planning in Community Mental Health – Clubhouse Program

PowerPoint

This document accompanies the learning exchange lesson plan. After removing the activity answers, it can also be used as a participant handout.

Reference as Wolff, A.C. & Research Team (2026). *Quality of life assessment toolkit. Learning Exchange: Keeping Current about QOL Assessments for Recovery Planning in Community Mental Health – Clubhouse Program* [PowerPoint]. Trinity Western University, British Columbia, Canada. <https://www.healthyqol.com>

Together, let's focus on what matters most to persons with lived experience

Learn more at: [healthyqol.com](https://www.healthyqol.com)

and find additional resources and supporting evidence.

Keeping Current about Quality-of-Life Assessments in Recovery Planning

A learning exchange for Clubhouse Staff

March 9, 2023

TRINITY WESTERN UNIVERSITY

fraserhealth

Michael Smith Health Research BC

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Resource Guide

Downloadable at <https://www.healthyqol.com/resource-guide.html>

Incorporating Patient-Reported Outcome and Experience Measures into Practice: A Focus on Healthcare Providers

Resource Guide – Healthcare Providers

Patient

Healthcare Providers

Process

PCM Intervention

Practice Setting

TRINITY WESTERN UNIVERSITY

BC CANCER

PRAXIS

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UNIVERSITY of BRADFORD

Interior Health

UBC

island health

Birthplace BC

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Research Team

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- **Co-investigators**
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Purpose and Objectives

Purpose: Build on existing knowledge, skills, and attitudes of Clubhouse staff for the routine incorporation of QOL for recovery planning.



1. **Explain** the purpose and meaningfulness of QOL assessments in recovery planning
2. **Administer** the QOL assessments to enhance members' involvement in their recovery
3. **Demonstrate** the scoring and meaning of QOL assessment results to inform recovery planning
4. **Identify** further supports and resources to optimize QOL assessments in the Clubhouse Program

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- Example: What is patient-reported outcome measures (PROM)?



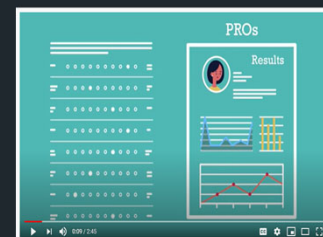
[video](#)

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- Person/Patient-reported outcome measure (PROM)

One of the **ways** we ask, "how are you doing?"

- What are PROMs?
 - Used to measure client's health status in a standardized manner at a point in time
- What do they assess (or measure)?
 - Questions capture how the patient/client is functioning, their quality of life, their mental wellbeing
 - Annual Quality of Life Scale (Clubhouse)
- Why are they needed?
- What are the benefits of using PROMs for clients?



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Routine Outcome Monitoring (ROM)

- Standardized set of questions (a scale) relating to a specific aspect of a person's experience or outcome
- Can be completed by staff/clinicians or patients
 - Completed by the client (their voice) = **person-reported outcome measure**
- Routinely collected over time
- Developed using rigorous methods by researchers to ensure it measures what it is intended to measure

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Quality of Life Assessments

(a specific PROM)

- A person's sense about their place in life given their culture and values.
- QOL is often tied to a person's goals, expectations, and concerns

Quality of Life Assessments

The diagram consists of three overlapping circles. The left circle contains a person icon and the text 'How are you doing?'. The middle circle contains a heart icon and the text 'How is your care?'. The right circle contains a speech bubble icon and the text 'What matters to you?'.

What are quality of life assessments?

These assessments help support you in living your best life possible. They include questions about many different parts of your life, such as your thoughts and feelings about **your**:

- Physical and emotional health
- Healthcare experiences
- Independence
- Social support and relationships
- Living situation and finances

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True or False

1. QOL assessments may interfere with or being intrusive to a therapeutic encounter	True or False F
2. Clinicians own assessments of clients are the best source of information	F
3. Results from QOL assessments can be useful to guide recovery planning	T
4. QOL assessments can open or improve the communication between clinicians and clients	T
5. Clients do not answer PROMs honestly, rather they say what they think the clinician wants to hear	F
6. PROMs can improve client’s motivation and sense of control	T
7. PROMs take too much time	It depends

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Annual Quality of Life Questionnaire

Clubhouse Name: _____

Member's Name:	D.O.B. (ddmm/yy):	Today's Date:
Survey Type: <input type="checkbox"/> Initial Survey <input type="checkbox"/> Annual Follow-up Survey		
Instructions: For each survey item, please mark the circle that best describes you at this time.		

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree
	1	2	3	4	5
1. I respect myself (I believe I am a valuable, worthy person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I take care of myself (emotionally, physically, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am hopeful about my future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am confident in my ability to improve my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have a sense of meaning and purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I have a sense of personal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I feel safe and secure in my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I take initiative to begin and follow through with tasks that are important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I am doing something meaningful in my life, such as work, volunteering or school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I am satisfied with my current relationship with my family (whether close or no contact)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I have friends who are important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I am confident in my ability to recover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I am fully engaged in my recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I am currently supporting others in their recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I am taking personal responsibility for my recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- This 15-item tool is used by Clubhouses
- Focuses on individual’s view of self-respect, self-care, self-control, confidence, meaningfulness of life, safety and security, future needs, relationships, and ability to be involved in recovery planning
- **Activity:** What is it like for you to complete the questions?

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Why is QOL tools Important to you (Clubhouse Staff)?

- Encourage conversations with the clients
- Identify problems that are overlooked
- Discuss areas difficult to described or not easily observed
- Can elicit holistic information of a patient's condition (e.g., health history, biological measures, physical and mental status)
- Prioritize concerns & involve clients in their care for improved shared decision making
- Can monitor client progress over time

How QOL Assessments Make a Difference

The responses to an assessment have been shown to:

- Empower persons living with mental illness.
- Guide more meaningful conversations with you.
- Improve participation in making care decisions with you.
- Promote person-centred care.

Regularly assessing a person's QOL saves healthcare providers and Clubhouse staff time in the long run by focusing on what matters to persons living with mental illness.




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VALUING
THE LIVED
EXPERIENCE

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Break Time! 10 Minutes



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Why is QOL Important to Clubhouse Members?

Asking clients to provide their opinion or perspective about quality of life is beneficial to:

- Recognize clients' expertise in their own life and shifts power
- Help clinicians understand and empathize with client
- Allows for further exploration of the response with the client
- Foster collaboration and shared decision-making
- Focus on a recovery-centred approach (RCCS) and trauma-informed care

Why do these answers matter?

Your answers can help you:

- Receive better care.
- Keep track of your overall health and wellness.
- Get the support you need for recovery.
- Enhance your relationship with your healthcare providers.

They help your healthcare team:

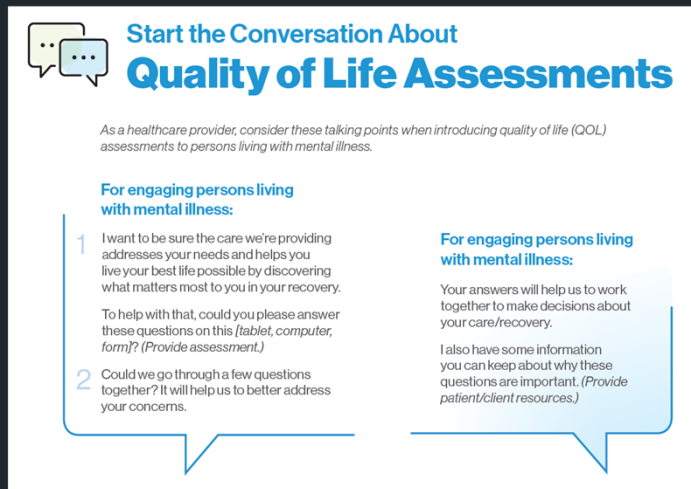
- Understand what matters most to you.
- Make better decisions about your care and recovery.
- Get valuable information that might otherwise get missed during routine healthcare visits.

Your answers can help improve the healthcare system.

In sum, you can live your best life possible.

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EXAMPLE: How to ask a member to complete the QOL Questionnaire?



Start the Conversation About Quality of Life Assessments

As a healthcare provider, consider these talking points when introducing quality of life (QOL) assessments to persons living with mental illness.

For engaging persons living with mental illness:

- 1 I want to be sure the care we're providing addresses your needs and helps you live your best life possible by discovering what matters most to you in your recovery.
To help with that, could you please answer these questions on this *(tablet, computer, form)? (Provide assessment.)*
- 2 Could we go through a few questions together? It will help us to better address your concerns.

For engaging persons living with mental illness:

Your answers will help us to work together to make decisions about your care/recovery.

I also have some information you can keep about why these questions are important. *(Provide patient/client resources.)*

[video](#)

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Group Activity



1. Read the Helena case study – THE FIRST PART
2. On your own, create a script for initial administration of QOL to Helena. What would you say to start a conversation with Helena to complete the QOL questionnaire?
3. Divide into pairs
4. One person (clinician) administer the QOL to the other person (member or Brenda)
5. Debrief
 - *What was it like for you as the clinician?*
 - *What was it like for you as the client?*
 - *For the patients, what was helpful with regards to what the clinician said?*
 - *What would you prefer the clinician to say to you?*
 - *How would what you say on the initial visit differ from the 6 month follow-up in asking the member to complete the QOL questions?*

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Sample Script

- I have some questions for you. . .
 - to understand some things, you maybe having a hard time with
 - to help me understand how you feel about your QOL
- Answer as many as you can and we can help you fill out the ones you may not understand
- These questions will take you [blank] time to fill out
- Indicate what the answers about being used for
 - The information will be used to help with your recovery plan
 - You will have a chance to revisit this to see how you feel you are doing
- After you go through the questions, you may have questions or concerns that we can discuss after you complete it

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What does the QOL score mean?

- Higher rating (strongly agree) scores indicate high level of QOL – where hie/she/they is at in life
- If question is not answer, there is an opportunity to explore further
- You might also review the answers to certain questions (regardless if agree or disagree)
- Scores do **NOT** indicate areas of importance or priority – the member does that
- Monitoring of QOL over time to develop and assess the recovery plan

How would I give my quality of life a number?

There are no right or wrong answers to these questions. It's the "right" answer if it's what you really think or feel.

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree
	1	2	3	4	5
1. I respect myself (I believe I am a valuable, worthy, confident person)	0	0	0	0	0
2. I take care of myself (emotionally, physically, etc.)	0	0	0	0	0
3. I am hopeful about my future	0	0	0	0	0
4. I am confident in my ability to improve my life	0	0	0	0	0
5. I have a sense of meaning and purpose	0	0	0	0	0
6. I have a sense of personal control	0	0	0	0	0
7. I feel safe and secure in my life	0	0	0	0	0
8. I take initiative to begin and follow through with tasks that are important to me	0	0	0	0	0
9. I am doing something meaningful in my life, such as work, volunteering or school	0	0	0	0	0
10. I am satisfied with my current relationship with my family (whether close or no contact)	0	0	0	0	0
11. I have friends who are important to me	0	0	0	0	0
12. I am confident in my ability to recover	0	0	0	0	0
13. I am fully engaged in my recovery	0	0	0	0	0
14. I am currently supporting others in their recovery	0	0	0	0	0
15. I am taking personal responsibility for my recovery	0	0	0	0	0

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Using the QOL results for recovery planning?

How are QOL assessment results used at the individual level?
 Healthcare providers use QOL assessment results to help make better-informed, person-centred healthcare decisions.



- A journey, individualized, on-going process → client defines the journey
- Individuals with mental illness can get well, have control, and decide what matters
- Associated with achieving benefits in various aspects of life
- Prioritizes the voices and perspectives of clients and not the clinicians
- Fosters collaboration and a shared focus on clients' needs, hopes and dreams

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Helen's Recovery Plan

- How to share the results with patients
- How to make decisions with member?

Bold questions are 5 items in the 9-item version

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree
	1	2	3	4	5
1. I respect myself (I believe I am a valuable, worthy person)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I take care of myself (emotionally, physically, etc.)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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What areas of your life would you like support in? (check more than one if necessary)

- Mental health and wellness
- Exploring your community
- Volunteering, education, or work
- Fun & recreation
- Spiritual & personal growth
- Friends & family
- Personal relationships
- Home and life skills
- Physical health
- Services
- Technology skills
- Other

One thing I would like to focus on:

I would like to feel more confident and comfortable in social situations/around people.

Possible steps on my journey:

- I could initiate small conversations with coworkers and Clubhouse members.
- I could take the public bus to work.
- I could try new and meaningful social activities like join a music/art class or volunteer.

Who/what will support me on my journey?

- Clubhouse staff will provide a safe place to practice communication/social skills.
- Clubhouse staff and my family will encourage and be patient with me, take the bus with me until I am able to take it on my own.
- Journaling will help to reflect/ keep track of my goals, ideas, deal with fears and doubts. Clubhouse staff will invite me to join activities and help explore social programs in the community.

My Strengths: What will help me?

- I am respectful, caring, and thoughtful of others.
- I am appreciative.
- I am non-judgmental.
- I can be creative and curious.

My Hopes and Dreams

- Have close/lasting friendships.
- Take control over my fears and insecurities.
- To go out in the community and do activities that I enjoy.
- Have a closer relationship with my family.

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Helen's Recovery Plan

- How to share the results with patients
- How to make decisions with member?

Bold questions are 5 items in the 9-item version	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree
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1. I respect myself (I believe I am a valuable, worthy person)	○	○	●	○	○
2. I take care of myself (emotionally, physically, etc.)	○	○	○	●	○
3. I am hopeful about my future	○	○	○	●	○
4. I am confident in my ability to improve my life	○	○	●	○	○
5. I have a sense of meaning and purpose	○	○	○	●	○
6. I have a sense of personal control	○	○	○	●	○
7. I feel safe and secure in my life	○	○	○	●	○
8. I take initiative to begin and follow through with tasks that are important to me	○	○	○	●	○
9. I am doing something meaningful in my life, such as work, volunteering or school	○	○	○	●	○
10. I am satisfied with my current relationship with my family (whether close or no contact)	○	●	○	○	○
11. I have friends who are important to me	○	○	●	○	○
12. I am confident in my ability to recover	○	○	○	●	○
13. I am fully engaged in my recovery	○	○	○	●	○
14. I am currently supporting others in their recovery	○	○	●	○	○
15. I am taking personal responsibility for my recovery	○	○	○	●	○

My Recovery Plan Progress

Steps taken toward my goal

I started 5 I took all steps

Continue with Plan: Change Plan:

Review Question Guide:

What has worked and hasn't worked? And why?
Initiating conversations at work and Clubhouse is helping me to connect and get to know others better, to make friends, and improve my social skills. I find that engaging and socializing more at work and Clubhouse also gives me purpose and more meaning in life.
Journaling and working with Clubhouse staff helps me to better understand my feelings and challenges, and to achieve goals. Although, I still have doubts and fears about taking the bus and joining community activities/programs, I have picked up cycling which allows me to at least get around and go out in public more. Overall, the steps that I am taking and the supports I am receiving make me feel more excited about improving my social situation and working towards achieving my hopes and dreams.

What are the next steps?
I will increase my engagement/involvement at Clubhouse and continue conversing/connecting with coworkers at work.
I will start volunteering at an animal hospital/shelter or Clubhouse program.
I will join an art class in the community.
I will begin to take the bus with Clubhouse staff or a family member to work.
Engage in daily mindfulness exercises and stop using Cannabis altogether to deal better with my stressors and fears.

Other/Notes

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Use of QOL Results

How are QOL assessment results used at the individual level?

Healthcare providers use QOL assessment results to help make better-informed, person-centred healthcare decisions.

Clinician (individual level) to then inform quality improvement of mental health services (population level)

at the population level?

The routine use of QOL assessment results can help healthcare management leaders:

- Optimize quality improvement initiatives to better meet the needs of persons living with mental illness.
- Demonstrate accountability in providing person-centred healthcare services (e.g., accreditation requirements).

The results can also help government leaders identify needs and make policy and budget decisions.

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- Based on what you heard, what assistance do you need to ensure the QOL assessments are part of your routine with Clubhouse members?

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▸ Purpose and Objectives

Purpose: Build on existing knowledge, skills, and attitudes of Clubhouse staff for the routine incorporation of QOL for recovery planning.



1. **Explain** the purpose and meaningfulness of QOL assessments in recovery planning
2. **Administer** the QOL assessments to enhance members' involvement in their recovery
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4. **Identify** further supports and resources to optimize QOL assessments in the Clubhouse Program

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Attitudes about PROMs – 4 MINUTES

- Complete the same questions we started with
- Complete during lunch time
- 2 options:
 1. Paper form
 2. Follow URL <https://www.surveymonkey.ca/r/AttitudeClubhouse>
or QR code



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Session Evaluation (5-8 MINUTES)


- Evaluation form go here <https://www.surveymonkey.ca/r/QOLclubhouse>



- We really appreciate your feedback!
- Evaluation closes **Mar 17** @ midnight

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Any Questions?
Angela.wolff@twu.ca



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Additional Resources



HealthyQOL.com

Measurement Methods Applications in Healthcare Health Issues

Equitable People Centered Health Measurement

Applications in Healthcare

- Older Adults and Family Caregivers
- Kidney Health
- Healthcare Provider Resource Guide

Learning Resources for QOL Assessment User Groups

- Older Adults and Family Caregivers
- Healthcare Providers
- Healthcare Managers and Leaders
- Government Leaders and Decision Makers

Resources modified from <https://www.healthyqol.com/older-adults>
Schick-Makaroff, K., Sawatzky, R., Cuthbertson, L., Ohlso, J., Beemer, A., Duquette, D., Karimi-Dehkordi, M., Stajduhar, K., Sunyaprakash, N., Terblanche, L., Wolff, A., Cohen, SR. (2021). Knowledge translation resources to support the use of quality of life assessment tools for the care of older adults living at home and their family caregivers. *Quality of Life Research*, 31, 1727-1747. <https://doi.org/10.1007/s11136-021-03011-z>

Team Acknowledgements
<https://www.healthyqol.com/files/Quality-of-Life-Resources-Acknowledgements.pdf>

Together, let's build a people-centred healthcare system for everyone.

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