

# Making a Difference With Quality of Life Assessments

*This resource is for healthcare managers and leaders. It focuses on quality of life (QOL) assessments for persons living with challenges in mental health or substance use.*

## What are quality of life assessments?

Quality of life (QOL) assessments are tools that include questions to help measure what matters to individuals about their:

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

**Many tools are available for measuring QOL. These are often referred to as:**

- Patient-reported outcome measures (PROMs)
- Patient-reported experience measures (PREMs)
- Routine outcome measures (ROMs)

The term “patient” refers to all people who have experience with health challenges.

## How are QOL assessment results used?

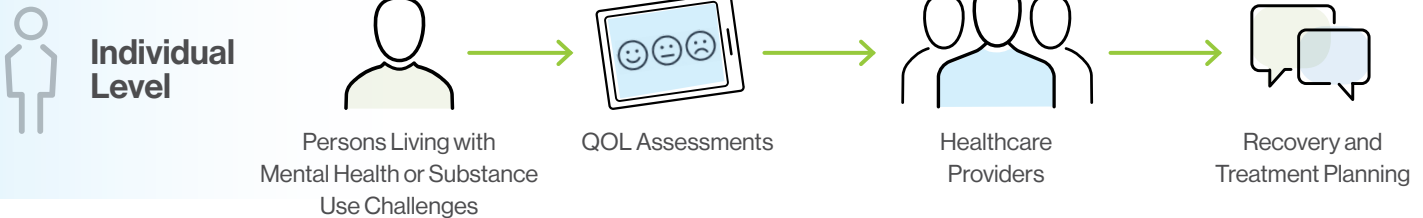


### at the individual level

When used in **collaboration** with persons with lived experience, QOL assessment results can help healthcare providers:

1. **Engage** in more focused and relevant conversations to make better-informed, person-centred decisions about recovery and treatment.
2. **Empower** clients and encourage active participation in their care, promoting a stronger sense of ownership in recovery planning.
3. **Obtain** valuable information directly from clients for individualized recovery and treatment.

## QOL Assessment Process



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

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

and find additional resources and supporting evidence.

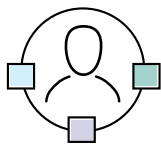
## How are QOL assessment results used?



### at the population level

The routine use of QOL assessment results (e.g., completion rates) can help **healthcare management leaders** at local mental health centres and regional levels to:

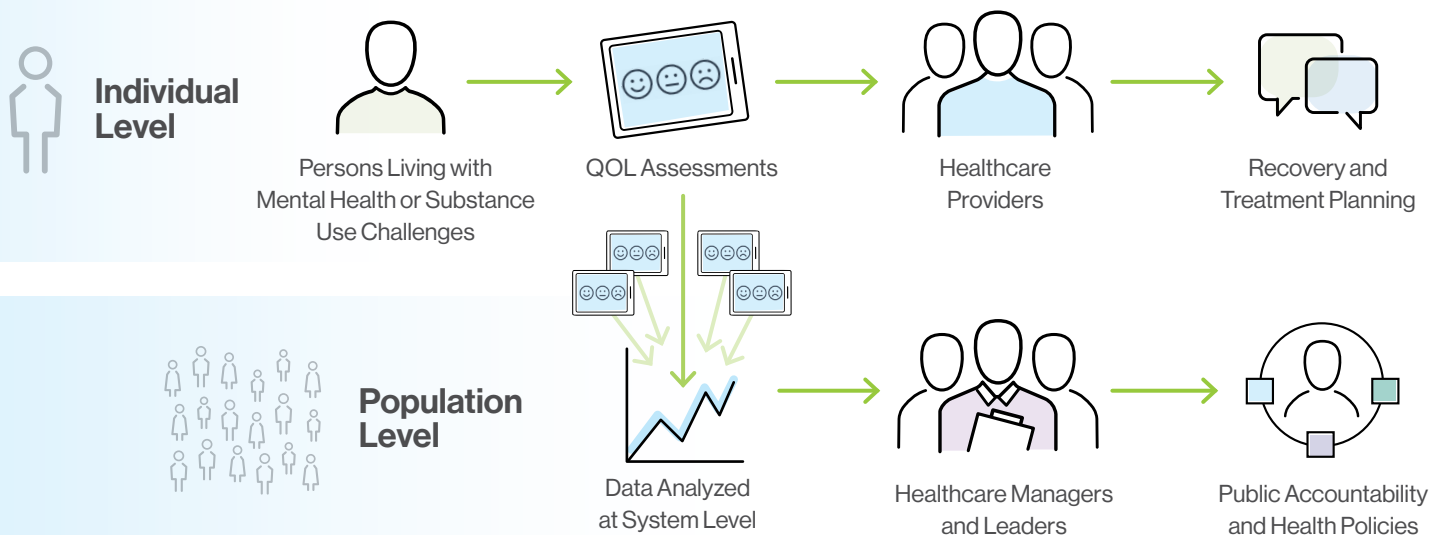
1. Demonstrate **accountability** in providing person-centred, recovery oriented healthcare services (e.g., accreditation requirements).
2. Identify health system **priorities** by focusing on what matters to persons with lived experience.
3. Optimize **quality improvement** (QI) initiatives to better meet the needs of persons living with mental health or substance use challenges. This involves collecting QOL assessments before, during, and after QI initiatives, health system changes, or new policies.



### at the government level

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

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