



# Start the Conversation About Quality of Life Assessments

*These talking points focus on quality of life (QOL) assessments as part of a recovery-focused, person-centred approach. These conversation starters may help healthcare managers and leaders when they talk to other healthcare managers and leaders to better meet the needs of persons living with challenges in mental health or substance use.*

## **“I’d like to discuss the use of QOL assessments to:**

- Enhance healthcare performance and accountability.
- Understand client recovery processes to shape programs, policies, or resource allocation.
- Inform service improvements across the system to better meet the needs of persons living with mental health or substance use challenges.”

## **“QOL assessment data help ensure that our organisation is providing recovery-focused, person-centred care by revealing the needs of individuals.”**

Healthcare viewpoints of persons living with mental health or substance use challenges:

- Provide unique information regarding healthcare performance.
- Allow us a more complete picture of what matters to individuals.

These powerful data need to be routinely collected for analysis.

## **“QOL assessment data provide important information for evaluating and optimizing quality of care for our organisation.”**

We can use these data to evaluate, monitor, and improve the quality of care and experiences of persons living with mental health or substance use challenges.

These data provide the best available evidence to make decisions about person-centred quality improvement initiatives and changes we may choose to implement.

## **“QOL assessment data may help us demonstrate accountability for person-centred recovery-focused, healthcare services.”**

QOL assessment results provide powerful information that demonstrate how clients' voices are integral in evaluating healthcare service delivery and future improvement.

## **What to Do**

- ✓ **INITIATE** regular, meaningful conversations in supervisory meetings with clinical coordinators
- ✓ **TALK** with your teams about the concerns, resources, and supports for the consistent collection of QOL assessments.
- ✓ **ACCESS** reports on QOL assessment data.
- ✓ **USE** QOL assessment data to inform healthcare decisions and guide program planning.
- ✓ **START** the conversation with other healthcare managers and leaders.

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.