



QUALITY STANDARD FOR FAMILY ENGAGEMENT

Family engagement is an ongoing process that includes families as active decision makers.

Families should be partners at the organizational and system levels. Evidence suggests that when families have a voice and active role in treatment planning and service delivery, there are better outcomes and greater satisfaction with care, and services are more cost-effective. When they are meaningfully engaged, families also experience less stress, have improved family interactions and feel more confident in their ability to support their child or youth through mental health challenges.

Quality standards are essential to a system that is accountable and constantly improving.

Quality standards complement accreditation standards and clinical practice guidelines from professional bodies. This quality standard focuses on system-level family engagement. That is, engagement focused on improvements affecting networks, care pathways, resources and structures impacting multiple organizations and care settings, in addition to improvements within individual organizations. For more information on quality standards for child and youth mental health, contact cymhstandards@cheo.on.ca.

This quality standard is comprised of eight quality statements.

Together, these quality statements (listed on reverse) serve to formalize family engagement practices and expectations, ensuring consistent, quality family engagement across the province of Ontario. The statements are like principles, describing what high quality looks like, based on evidence. None of these statements stands alone. These statements intersect and work together to form high quality family engagement. Those implementing the standard will need to pay active attention to all areas to ensure strong and sustainable family engagement practices.

Access the full quality standard for family engagement.

Background and rationale and best practices are elaborated for each quality statement in the family engagement quality standard. The document also explains what each quality statement means for families, for agencies and for system decision makers. Visit cymh.ca/fe to obtain a copy of the complete quality standard.



FAMILY ENGAGEMENT QUALITY STATEMENTS

CO-DEVELOPMENT

Families jointly develop all activities and processes involved in system planning and improvements.

COMMITMENT

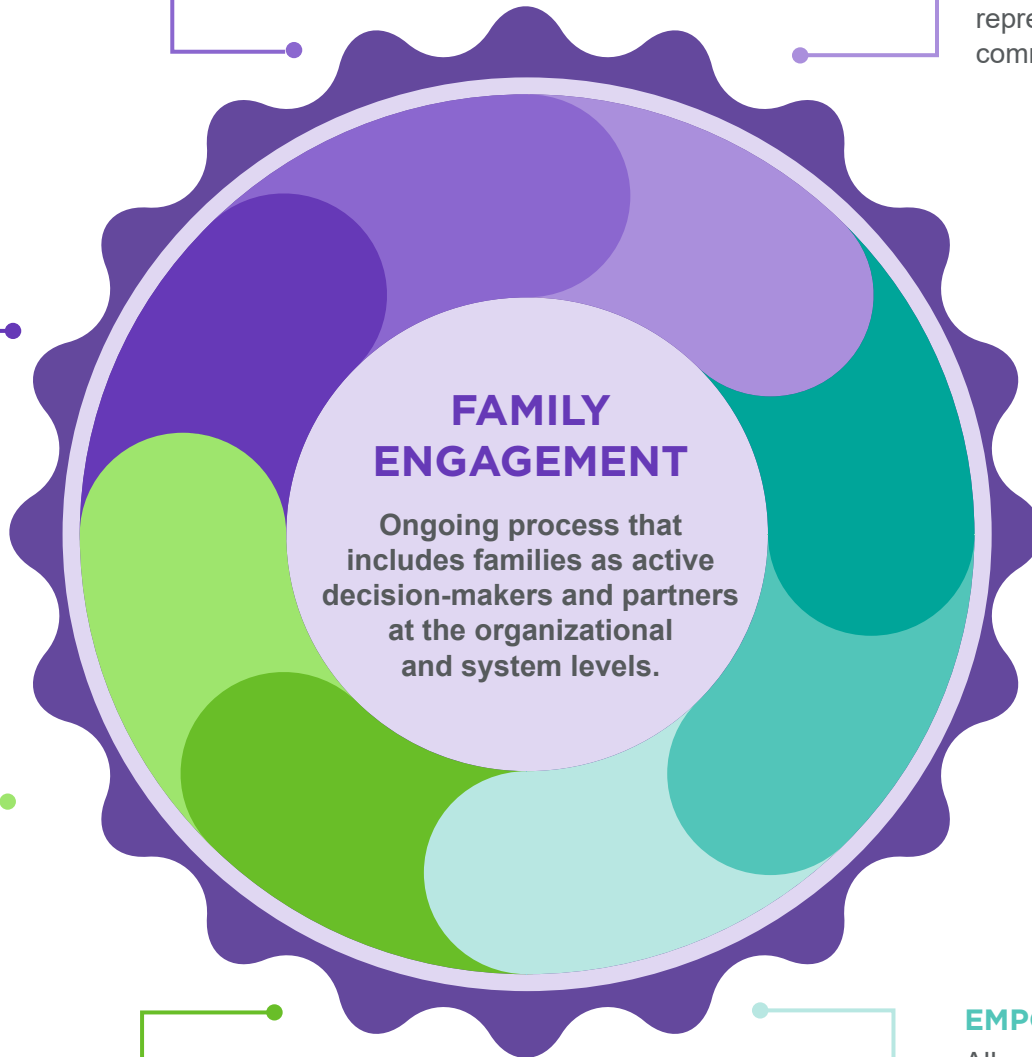
All partners are committed to family engagement and those in system leadership roles are accountable for embedding this commitment in system planning and improvement efforts.

COMMUNICATION

Communication between all partners is timely, transparent, respectful and accessible.

DIVERSITY & INCLUSION

Family engagement practices are inclusive; the diversity of partners is valued, and engagement is representative of the communities served.



RESEARCH & EVALUATION

Families and partners jointly research, evaluate and make ongoing quality improvements in all aspects of system planning.

PARTNERSHIP

Families are essential partners, collaborating in all decision-making processes.

ONGOING LEARNING

All partners, including families, have a shared understanding of the philosophy and practice of family engagement and have accessible, ongoing learning opportunities.

EMPOWERMENT

All partners share trusting, respectful relationships that enable family experience, expertise and perspectives to be clearly reflected in system planning and improvement efforts.