
CONFERENCE ABSTRACT

Cocreative care quality management in community mental health care centers.

23rd International Conference on Integrated Care, Antwerp, Flanders, 22-24 May 2023

John Deloof¹

1: De Mare, Kortrijk, Belgium

De MaRe en De Bolster innovated the view on care quality management by rethinking their framework starting from a client-centered perspective. In order to be succesfull in the Qualicor external care audit proces these organisations made the organisational shift to cocreative practice in quality care management. Clients and those involved in their lives are a fundamental partners in this proces. These organisations created numerous examples of good practice, such as cocreative quality panels, client-councils, advisory boards, involvement of clients in recruitment and selection of staffmembers, etc.