



PROJECT PROFILES

CMHA Windsor-Essex County

Safe Beds

Project status as of June 12th, 2024

The team at CMHA Windsor-Essex County sought to reduce the voluntary withdrawal rate from their Safe Beds program and resolve issues related to SORs, client goal achievement, and team cohesion. The program had previously expanded to run 24-hours, which led to some scheduling and staffing changes. In response, the team felt it was important to develop a set of consistent practices among staff to ensure that all clients were receiving quality care. As a part of their project, they developed and implemented a standardized form to gather information from clients about the quality of their care. This form has allowed them to shift their focus to experience-based co-design within the program and improve the quality of communication with clients.

Project Highlights

Problem / Opportunity Statement



Since CMHA Windsor-Essex County's Safe Bed program opened 24 hours a day, Safe Beds has struggled to implement effective interventions and maintain good rapport with clients due to goals at intake not matching outcomes reported at discharge.

AIM Statement



Safe Beds hopes to reduce the percentage of unachieved goals per month for clients that voluntarily withdraw from Safe Beds after 5 days to 35% by November 30, 2024.

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