

Revised Quality Mental Health Care Framework

The Quality Mental Health Care Framework, revised in 2025, builds on nearly 100 interviews with people with lived and living experience, health-care organizations, and partner organizations across Canada, as well as existing national and international frameworks. Key experts, including family members, caregivers, care providers, policy makers, senior leaders, and administrators, provided guidance on the development of this framework.



DIMENSION	QUALITY MENTAL HEALTH CARE TO ME IS...
EQUITABLE	accessible, recognizes the systemic inequities and barriers, and ensures my needs are met regardless of my socio-economic status including my age, location, financial status, racial, ethnic, or cultural background, visible or non-visible disability, gender identity, or sexual orientation
INTEGRATED	coordinated, collaborative, seamless, includes my support system, and available across my care journey
APPROPRIATE	the right care, at the right time, by the right team, in the right place
STIGMA-FREE AND INCLUSIVE	judgment-free, supportive, and safe while respecting my identity, experiences, and preferences
RECOVERY-ORIENTED	care that recognizes my unique health journey and supports me in leading the recovery or life that I desire
TRAUMA-INFORMED	care that recognizes and understands the impact of trauma and ensures I feel safe and supported to exercise my own power in my care
EVIDENCE-BASED	care that uses scientific, experiential, pragmatic, and/or cultural knowledge and is evaluated over time
A POSITIVE WORK-LIFE ENVIRONMENT	delivered by providers and staff who feel psychologically safe and supported in their workplace

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