



# WHO QualityRights

Transforming services & promoting rights in mental health



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World Health  
Organization



# WHO QualityRights objectives

- Build capacity to **combat stigma and discrimination** and promote human rights and recovery
- Promote the **participation** of persons with lived experience and support civil society
- Create **community-based services** and **supports** that are inclusive and respect human rights
- **Reform** national policies and legislation in line with the CRPD and other international human rights standards



# QualityRights e-training

## Mental health, recovery & community inclusion

### **Overall aim:**

To build capacity and change mindsets and practices to end stigma and discrimination promote a human-rights based approach to mental health

Personal & professional level, it can help to:

1. Understand and improve our own mental health and wellbeing;
2. Learn how to support friends, family and members of the community who experience mental health difficulties;
3. Gain knowledge and skills to tackle stigma and abuses
4. Gain expertise and skills to help transform services towards a person-centred, rights-based recovery approach.



# Impact of WHO's QualityRights e-training

## Think big

Imagine 100 thousand people completing the QualityRights e-training in Poland

1 person trained

Positively impacting the lives of 100 people experiencing mental health challenges

1 thousand people trained

Improving the lives of 100 thousand people experiencing mental health challenges



# QualityRights e-training platform



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Badges



Mental health, recovery and community inclusion: 6 results

Human rights  
WHO QualityRights Initiative

Human rights, mental health and disability  
WHO QualityRights Initiative

Legal capacity and the right to decide  
WHO QualityRights Initiative

Ending coercion, violence and abuse  
WHO QualityRights Initiative

Quality services and community inclusion  
WHO QualityRights Initiative

Mental health, well-being and recovery  
WHO QualityRights Initiative



# QualityRights e-training modules



- What are human rights
- How violations affect diverse groups
- How stigma and discrimination contribute to denial of human rights
- Actions that can be taken to defend human rights

- Explains different models of disability
- Explores stigma, stereotypes, discrimination and violations in mental health
- Introduces UN CRPD



# QualityRights e-training modules



- Introduces legal capacity and importance of right to make decisions
- How supported decision making, recovery plans & advance plans help avoid coercion & promote legal capacity
- **In depth case analysis**

- Explores coercion, violence and abuse in services
- Concrete strategies to end such practices
- Reporting & complaints mechanisms to ensure coercion-free services
- **In depth case analysis**



# QualityRights e-training modules



- Key standards to be met in services
- How to achieve independent living and community inclusion
- Need for deinstitutionalisation
- Importance of linking people to community based services & supports

- Explores the right to health & how good mental health & well being are central to SDGs
- What recovery means, why is this approach important in services?
- What actions can be taken to promote recovery?





# WHO certificate

● CERTIFICATE ●

DATE: 10/02/2019

## MENTAL HEALTH, RECOVERY AND COMMUNITY INCLUSION

CELLINE COLE

has completed all the modules relevant to this  
certificate on

QUALITYRIGHTS E-TRAINING



Dr Soumya Swaminathan  
Chief Scientist  
World Health Organization, Geneva





# QualityRights e-training overview



<https://www.youtube.com/watch?v=2iXeCmatYYA>



# QualityRights e-training impact on attitudinal change (6)

## What we are hearing from people on the platform

*“Life changing!”*

*“Am most grateful to this special training for helping me to upgrade my professional knowledge about human rights.”*

*“Wow. Learning has indeed taken place. I pray to resolve from making the final and only decision for my patients without caring for their legal capacity.”*

*“Coercion, violence and abuse at work must end NOW!!!”*

*“Very educative, it got to a point I bowed my head because I felt ashamed of how on numerous occasions I used substitute decision instead of supportive decision. I seriously think all health workers especially mental health workers in Ghana can help respect these rights a lot.”*



**Access QualityRights e-training at:**

**<https://www.who.int/teams/mental-health-and-substance-use/policy-law-rights/qr-e-training>**

**THANK YOU!**