

## WHO QualityRights Training in Madrid. Changing the Paradigm in Mental Health Care

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I have heard about QualityRights trainings for many years. I started having direct contact with Michelle Funk as a result of other WHO mental health initiatives in 2021. Last year, I was fully integrated with the WHO QualityRights project.

### QualityRights Trainings in Madrid

**Promoting quality, human rights and recovery in mental health. Transforming services, promoting rights**

On the 12. April 2022 there was an event for the launch and global rollout of the WHO QualityRights e-training on Mental health, Recovery and Community Inclusion, making this online platform available, for the first time, to all people in all countries. This launch marked the starting point for mobilizing stakeholders across the world to undertake sustained actions towards advancing mental health, ending stigma and discrimination and changing attitudes and practices on a large scale, within and across countries.

Trainings elaborated by WHO are splendid. They are very well designed which makes it easy and enjoyable to learn. It responds brilliantly to meeting the needs to transform mental health care services. And to the implementation from the approach of human rights, following the UN Convention on the Rights of Persons with Disabilities. In short: it is a jewel that promotes the change of mentality necessary for this necessary revolution based on our rights.

### **Introduction: Guidance on person-centred and rights-based community mental health services**

Recent reports from government agencies, the United Nations, nongovernmental organizations and the media highlight extensive and wide-ranging violations and discrimination experienced by people with mental health conditions and psychosocial, intellectual or cognitive disabilities. In the health-care context people experience violence, abuse and neglect. In the wider community they are actively discriminated against in education, employment, housing and social services. Furthermore, national mental health, guardianship and other laws prevent people from making decisions on all aspects of their lives.

In 2012, WHO created the QualityRights Initiative. This global program is working to improve the quality of care provided to people with mental health conditions and to promote the human rights of people with mental health conditions, psychosocial, intellectual, and cognitive disabilities. Its approach to care and support is rights-based and recovery-oriented. Freedom from coercive interventions, respect for the right to informed consent, and the promotion of autonomy, choice, community inclusion and recovery are at the core of this program.

<https://www.who.int/activities/transforming-services-and-promoting-human-rights-in-mental-health-and-related-areas>

## **What is the QualityRights educational program?**

QualityRights is WHO's global initiative to improve the quality of care provided by mental health and social services and promote the human rights of people with mental health conditions and psychosocial, intellectual, or cognitive disabilities. It offers a new approach to mental health care which is rights-based and recovery-oriented.

Within the mental health care context, many people using services are exposed to inhuman living conditions, harmful treatment practices, violence, neglect, and abuse. Many are also systematically detained and treated without their informed consent.

People report that services do not respond to their needs, nor support them to live the lives they wish to lead in the community - instead their experience leaves them feeling hopeless about their lives and disempowered.

In the wider community context, people with mental health conditions and psychosocial, intellectual, or cognitive disabilities are subjected to stigma and extensive inequalities that permeate all aspects of their lives. They are discriminated against in education, employment, housing, and social services. They are often excluded from social, cultural and leisure activities and denied the right to fundamental civil and political rights such as the right to marry, have children, to vote or be elected. Also, they are more likely to experience emotional, physical, and sexual abuse than the rest of the population.

Through Quality Rights, WHO is supporting countries to put in place policies, strategies, laws and services that are in line with international human rights standards including the Convention on the Rights of Persons with Disabilities (CRPD), covering dementia, autism and other diagnoses related to mental health.

QualityRights Objectives:

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

[https://cdn.who.int/media/docs/default-source/mental-health/qualityrights/qr-flyer-19.10.22-for-web.pdf?sfvrsn=f724cada\\_1](https://cdn.who.int/media/docs/default-source/mental-health/qualityrights/qr-flyer-19.10.22-for-web.pdf?sfvrsn=f724cada_1)

## **e-training QualityRights, What does it consist of?**

WHO QualityRights Core training: mental health and social services. Core Training.

Consist of Five Modules:

1. Human rights.
2. Mental health, disability, and human rights
3. Legal capacity and the right to decide.
4. Recovery and the right to health.
5. Freedom from coercion, violence and abuse.

<https://www.who.int/publications/i/item/who-qualityrights-guidance-and-training-tools>

Face-to-face: Ideally, it is aimed at 25 participants who have completed the e-training and consists of a 40-hour course over 5 days.

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## How was the process developed in Madrid?

My collaboration with Michelle Funk, was intense and smooth. She is the Unit Head of the WHO Policy, Law and Human Rights team in the Department of Mental Health and Substance Use. Since 2000 Michelle Funk has been responsible for establishing the global framework for supporting countries to develop their mental health policies, laws and services. Michelle is the responsible person of WHO QualityRights educational programs.

I encouraged the Spanish Ministry of Health to take an interest QualityRight trainings. We held several online meetings, and finally, Michelle was scheduled to launch Quality Right in Spain on October 10th, on World Mental Health Day.

So, the next step was about actively involving the Regional Government of the Comunidad de Madrid. It is true that due to the trust and active support of Mercedes Navio Acosta, Head of the Regional Mental Health and Addiction Coordination Office of the Madrid Health Service, it would not have been possible to realize Quality Right trainings in Madrid. Fundación Mundo Bipolar has been teaching classes and coordinating courses with them since 2015, this fact was already a guarantee. In addition to the mutual trust that has been generated over the years. Once they accepted the challenge, a complex process began to accredit the online courses. As for the face-to-face sessions, the only feasible thing was a 10-hour face-to-face training for health professionals in Madrid. So we had to adapt the programme.

For more than six months we were working, Juan Carlos Duro Martínez, Head of Continuing Education in Mental Health. Regional Coordination Office for Mental Health and Addictions. Madrid Health Service. Michelle, and Ana Tijerino from WHO-Europe, who speaks Spanish.

The bureaucratic requirements for its accreditation of the courses were arduous. In this sense, Ana María Tijerina, helped us very much by completing the documentation in Spanish, investing time and knowledge to comply with the Regional Government requirements.

The entire process required great dedication and sacrifice on the part of all the organizers, both in Madrid and WHO. I coordinated all the development with the different actors.

I chose the teachers who were going to give this 10 hour "workshop". A psychiatrist, a nurse, and a former student of our youth courses, an expert by experience. One of the main conditions was that they speak English.

It had to be adapted. So, I coordinated a program. It started with dissemination. In the first instance there were not enough interested students. So, it was offered again 15 days later. The material had been translated into Spanish, and we received it shortly before classes. The ideal would have been to start with the e-training, but due to the little time available, the Regional Government decided to carry out the so-called workshop face-to-face training first. The program was as follows (attached). It was a hybrid type. The second day was face to face.

On April 20. and 21. 2023, finally, we celebrated the training. First day was online at afternoon and second day, face-to-face during the morning. It was a hybrid course. Five hours each day. Ten hours in total. It was planned that 25 people would attend, but in the end, there were 12. However, the degree of involvement and the richness of the exchange of experiences and points of view were extraordinarily positive. This was demonstrated by the official internal evaluation. The most appreciated were the ones delivered by lived experienced experts contents.

The last step, the e-training courses, has been confirmed recently. It will be during the last trimester of 2023; the online courses will be offered to all health professionals in the Community of Madrid; nearly 10,000 health professionals from the Autonomous Community of Madrid. We will have to work hard to make it appealing to the health professionals in Madrid. The WHO QualityRights program is very well not known, yet, in Spain.

Once the students provide the WHO QualityRights certificate, the Health Department of the Community of Madrid will grant credits to those who take these courses.

All interested people can take the course online. You are cordially invited.

SIGN IN

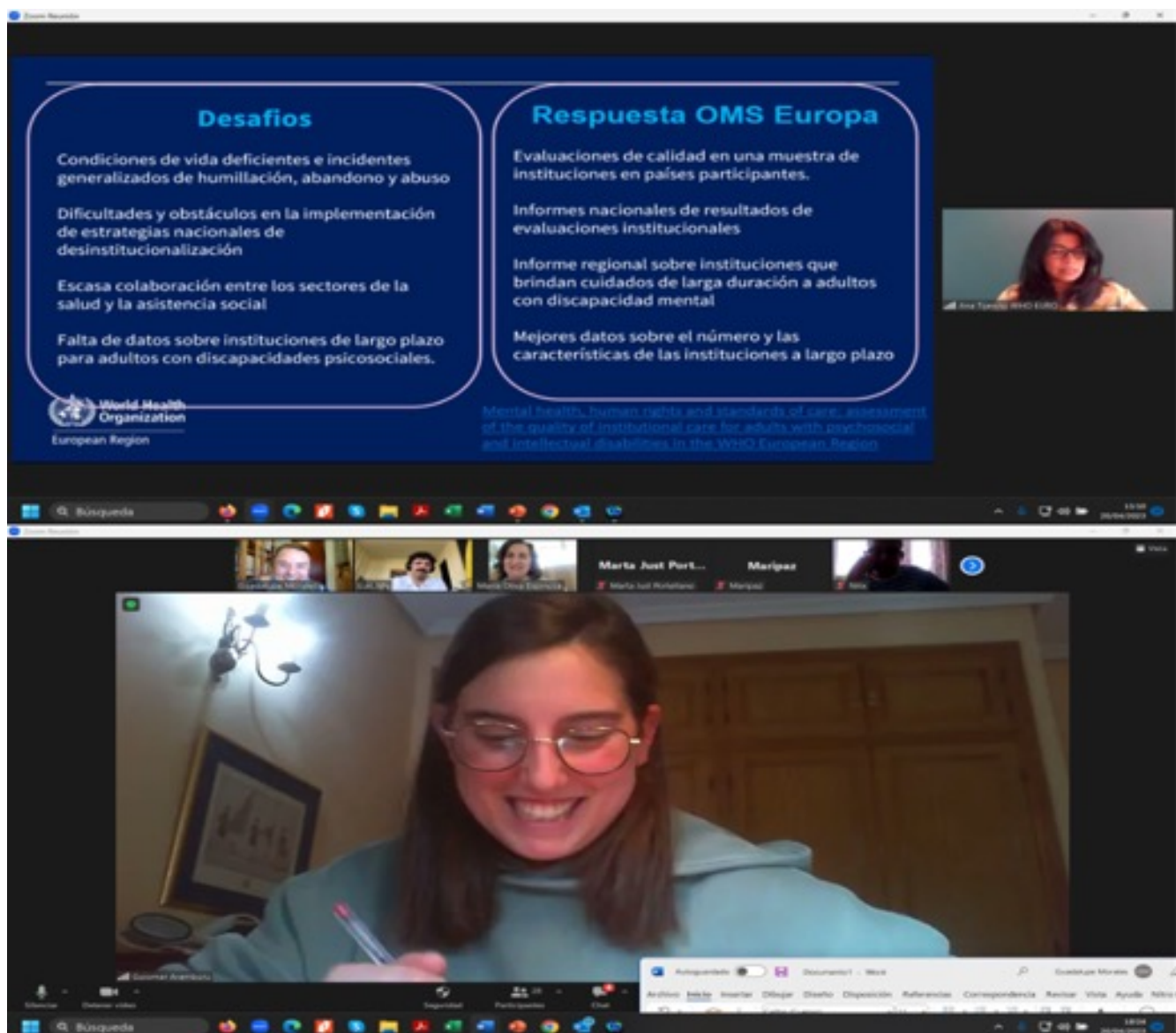
<https://humanrights-etrain-qualityrights.coorpacademy.com/signup>

Material

First Day. Online. 15:30-21:00

Ana Tijerino. WHO-Europe

Giomar Aramburu. Former student of Fundación Mundo Bipolar peer2peer trainings. Trainer







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Dirección General  
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de Salud  
CONSEJERÍA DE SANIDAD

## Jornada de actualización sobre Calidad y Derechos Humanos en salud mental (OMS QualityRights)

20 y 21 de abril de 2023

Híbrido. Virtual primer día. Presencial, segundo día

[Para ir a forMadrid pinchar aquí](#)

# INSCRIPCIÓN



QualityRights

• PARA LA OBTENCIÓN DEL CERTIFICADO ES IMPRESCINDIBLE  
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CONSEJERÍA DE SANIDAD

**Dirigido a:** Profesionales sanitarios de la Consejería de Sanidad (Medicina, Psicología, Terapia ocupacional y Enfermería)

**Objetivo general:** El programa QualityRights de la Organización Mundial de la Salud (OMS) tiene el propósito de transformar los servicios sociosanitarios de salud mental en todo el mundo, mejorando la calidad de la atención y del apoyo que prestan, mediante la promoción de los derechos humanos de las personas con discapacidad psicosocial.

#### Objetivos específicos:

- 1-Dar herramientas previstas en el programa OMS QualityRights para transformar los servicios de atención en salud mental adoptando la perspectiva de la Convención de la ONU sobre los Derechos de las Personas con Discapacidad y el enfoque de la Recuperación
- 2- Fundamentar y trabajar para la eliminación de las medidas coercitivas en salud mental
- 3- Aumentar la competencia de los profesionales en la perspectiva de los derechos humanos en la atención a las personas con problemas de salud mental.

**Metodología:** Se combinará teoría con prácticas interactivas (casos prácticos, debate en grupo, etc.)

**Duración:** 10 horas. **Número de plazas:** 50

**Fechas y horario:** 20 de abril de 2023, de 15:00 h a 20:30 h (Por ZOOM) y 21 de abril de 2023, de 9:00 a 14:30 h (PRESENCIAL)

**Lugar:** Centro de Salud Paseo Imperial. C/ Toledo 180 Madrid

**Coordinadora:** Guadalupe Morales Cano. Directora Fundación Mundo Bipolar

Fechas	Horario	Contenido	Profesorado
20 de abril de 2023	15:30-16:00	Bienvenida y explicación Programa QualityRights (OMS)	Ana María Tijerino. Oficial Técnico Equipo de Salud Mental. OMS Europa
	16:00-17:30	La salud mental, la discapacidad y los derechos humanos	Guadalupe Morales. Periodista. Fundación Mundo Bipolar
	17:30-18:30	Testimonio. Experiencia en primera Persona Salud mental, el estigma y la discriminación	Giomar Aramburu. Fundación Mundo Bipolar
	18:30-19:00	Descanso	
	19:00-20:30	La Convención ONU sobre los Derechos de las Personas con Discapacidad	Luis Nocete. Psiquiatra. H. Príncipe de Asturias
	20:30-21:00	Resumen y conclusiones del día	Guadalupe Morales Luis Nocete, / Marta Just
21 de abril de 2023	9:00-10:30	La recuperación y el derecho a la salud mental	Marta Just. Enfermera. H. Príncipe de Asturias
	10:30-11:00	Protección contra la coerción, la violencia y el maltrato	Guadalupe Morales
	11:00-11:30	Descanso	
	11:30-14:00	Comprender el conflicto para desarrollar alternativas a la coerción. Propuestas para una mejora de la atención y los entornos en salud mental.	Luis Nocete. Psiquiatra. H. Príncipe de Asturias Marta Just. Enfermera H. Príncipe de Asturias.
	14:00-14:30	Cierre del curso, Conclusiones.	Marta Just/Guadalupe Morales/Luis Nocete