

iMPAct:

EXCEPTIONAL EXPERIENCES IN MENTAL
& PHYSICAL HEALTH CARE

2018 MPA Conference Snapshot

The 2018 Medical Psychiatry Alliance (MPA) Conference brought together more than 300 patients, families, health care providers, and members of the greater community to explore what it means to create an exceptional experience in mental and physical health care.

We collected thousands of responses at six interactive stations that revealed shared priorities and a vision to shape exceptional experiences in health care.

What We Learned

Everyone wants to be heard, understood, and validated

Exceptional experiences in mental and physical health are anchored in human connection. Everyone participating in an interaction wants to be heard, understood, and validated. As we look to continue creating exceptional experiences, it is important to consider the value of incorporating human touch in our approach.

How We Can Create Exceptional Experiences:



Connect Mind and Body Through Conversations

Enable and support both verbal and non-verbal communication for patients and providers.



Collaborate to Integrate Care

Encourage collaboration between patients, providers, and other stakeholders throughout the system to share knowledge and find solutions.



Make the Journey Easier

Ensure access to care is coordinated, integrated, timely and equitable.



Advance the Quality of Care

Deliver high-quality health care that is accountable, measurable, evidence-informed, and is continuously evolving through process improvement.



Shape a Healthier Tomorrow

Invest in people and use resources wisely to ensure exceptional experiences are sustainable.

Enabling Success

Education, technology, information, research, and community resources are important enablers to support the creation of exceptional experiences in mental and physical health care.

Amplifying our iMPAct

At this year's conference, *MPA Amplified: Spreading Education and Innovation*, we will take our learnings to the next level and explore how we can enable exceptional experiences through education.

Join us to continue the conversation on Tuesday, October 8, 2019.

2019 Conference registration: <https://www.cpd.utoronto.ca/mpa/>

A full report of conference learnings will be posted on <https://www.medpsychalliance.ca>