

VISION

We envision a mental health system where consumers are full participants in the design, delivery and evaluation of services.

MISSION STATEMENT

The Maryland Consumer Quality Team empowers consumers as partners with providers, policy makers and family members, to improve care in the public mental health system to ensure services meet the expressed needs of consumers.

VALUES

The Maryland Consumer Quality Team values the following:

- The knowledge that individuals with mental illness can and do recover and lead healthy and productive lives
- The right of individuals with mental illness to be equal partners in their health care
- The important role of health care professionals in the treatment of individuals with mental illness
- The important role of family support in the treatment of individuals with mental illness
- A diverse network of providers and policy makers who deliver mental health services in a culturally competent manner
- Education and ethical research designed to improve the quality of life for individuals and their families living with mental illness
- Open-mindedness and avoiding blame

GOALS

- Effect positive change addressing the needs and concerns of *individuals* served by the Public Mental Health System
- Provide consumer feedback to the programs and providers to bring about quality improvement
- Provide consumer feedback to the Mental Health system to bring about quality improvement

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