

World Health Organization QualityRights E-training

Through the QualityRights initiative, the World Health Organization has been working to transform mental health systems so that they are based on recovery, rights and inclusion. As part of this work, several key capacity building tools have been developed, including the QualityRights e-training platform on Mental health, Recovery and Community Inclusion.



What makes the WHO QualityRights e-training different?

The **WHO QualityRights e-training** is an interactive, dynamic learning experience with different types of learning materials and tools including short videos, information sheets and discussion forums where learners can exchange experiences, learn from each other and ask questions. The e-training incorporates a gaming dynamic utilising quizzes, challenges and a top 20 leaderboard.

What impact does the training have?

To date the e-training platform has been launched and implemented in 11 languages. Close to 70,000 people have enrolled onto the course to date. Ongoing evaluation of the e-training shows:

- **Highly significant changes across each of the 17 attitudinal items measured in pre and post e-training questionnaires** ($p < 0.0001$)
- **38% improvement recorded in overall attitudes** towards a rights-based approach aligned with the CRPD
- **50% improvements recorded on key challenging issues** including legal capacity and the right to decide, ending coercive practices, choice and information about treatment and the right to community inclusion.

What does this mean in practice?

- People with lived experience gain new knowledge about their rights and pathways to recovery, informing their own experiences plus facilitating greater involvement in policy reform alongside policy makers
- Health and social care providers can provide better treatment, care and support.
- Policy makers are better positioned to develop and implement policies that respond to peoples' needs and uphold their dignity and rights.
- Humanitarian workers can integrate rights, empowerment, and inclusion in the recovery processes of the individuals and communities that they serve.
- Organisations of Persons with Disabilities, NGOs and other community organizations can support the mental health of the marginalized individuals and groups that they serve
- Families, carers, supporters, and others can learn about actions to support people in a way that respects their dignity and autonomy, including in moments of distress or crisis.

For every 1 person trained we can positively impact the lives of a further 100 people experiencing mental health challenges. With our global target of training 5 million people, we can improve the lives of more than 500 million people who are experiencing mental health challenges.