

MENTAL HEALTH SERVICE AS A LEARNING ORGANIZATION

THE FIT-ACADEMY OF GGZ NOORD-HOLLAND-NOORD

The FIT-Academy, a learning organization within the Mental Health Service GGZ Noord-Holland-Noord (GGZ NHN), is dedicated to fostering social learning and continuous improvement in mental health care. Guided by the principles of flexibility, innovation, and top ambulatory service, the academy visualizes its learning model as a tree, with the roots representing the mission, vision, and core values.

The branches symbolize various learning aspects, including learning together, digital learning, evaluation, regional impact, national and international collaboration, and learning from the future. This article explores the key features and initiatives of GGZ NHN's FIT-Academy as a learning organization, emphasizing the importance of client-focused learning and innovation in mental health care.



Learning Together

At the heart of GGZ NHN's learning organization is the commitment to learning together through meetings with clients and their personal networks. This vision transforms the client's recovery process into a learning experience and treatment into a moment of shared learning. GGZ NHN has established the 'Sharing Knowledge Together' knowledge network to facilitate mutual professional knowledge exchange.

The network comprises over twenty expert networks, each specializing in specific areas of knowledge, diagnostics, and trans-diagnostic approaches. Professionals in the organization can easily access up-to-date knowledge, apply it effectively, and actively participate in continuous knowledge sharing and enrichment.

The academy also encourages the connection between scientific and professional knowledge with the experiential knowledge of clients and employees, including experience experts who play an integral role in the expert networks.



Digital: Blended Learning

GGZ NHN embraces a 'digital first' approach to training, ensuring that the FIT-Academy's refresher and further training offerings are blended to combine both online and in-person learning experiences.

This strategy aims to maintain training quality while enhancing accessibility and independence of learning through the use of digital tools and platforms.

The academy's Central Learning Platform offers a range of training options, including professional e-learning through GGZ academic and personal development and effectiveness modules via Goodhabitiz.

Implement and Learn

As an organization dedicated to development and innovation, GGZ NHN continuously evaluates its practices to improve client care. Following the Plan Do Check Act (PDCA) cycle, they engage in an ongoing knowledge cycle to bring maximum value to their customers. Inspired by lean methodology, GGZ NHN fosters a culture of continuous improvement by training hundreds of employees in the principles of continuous improvement.

The FIT-Academy conducts action-oriented research, involving focus groups, observations, and interviews, to inform decision-making and improve services promptly. Both qualitative process evaluations and quantitative outcome measures from clients contribute to meaningful improvements in the organization.

Learning in the Region

GGZ NHN recognizes the importance of prevention and aims to extend mental health expertise to various places in society to address emerging problems and respond effectively. Through partnerships with other care sector organizations and social domain entities, GGZ NHN collaborates to promote mental health and well-being in the region.

These partnerships include general practices, district nurses, nursing homes, social district teams, housing support, police, judiciary, and schools. The FIT-Academy plays a pivotal role in providing knowledge and training to these partners, contributing to a movement toward positive mental health.

National and International Learning

While emphasizing learning within its region, the FIT-Academy also actively contributes to national and international learning networks.

The academy aims to learn from all partners engaging in training, education, and work visits, fostering a culture of continuous knowledge exchange. Internationally, GGZ NHN connects with the European Community based Mental Health Service Providers (EUCOMS) network, focusing on mutual learning through exchange opportunities.

They also participate in the Value Network International Connecting and the International Initiative for Mental Health Leadership (IIMHL), enriching the organization's international learning opportunities.

Innovate

Learning from the Future: GGZ NHN's FIT-Academy looks forward to the future by recognizing current trends and developments to anticipate emerging needs.

The learning cycle involves identifying visible signals, as well as creating new knowledge and acting upon it, both individually and as an organization.

Embracing innovation as a learning process, GGZ NHN encourages its employees to see themselves as designers of breakthroughs, fostering a culture of continuous improvement and adaptability.

Learning from the future requires the development of new languages and perspectives, allowing space for emerging meanings and ideas.

Conclusion

The FIT-Academy of GGZ Noord-Holland-Noord exemplifies a mental health service that embraces social learning and innovation. By turning every meeting with a client into a learning moment and establishing dynamic knowledge networks, GGZ NHN fosters continuous improvement and knowledge exchange among its professionals.

Embracing digital learning, the academy ensures the quality and accessibility of its training programs. Collaborating with regional and international partners, GGZ NHN aims to extend mental health expertise and positively impact society.

Through a commitment to learning from the future, the academy continues to evolve and adapt to emerging needs and challenges in mental health care.

René Keet
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Chair of EUCOMS Network



FIT Academy team

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