



## The Journey Forward Update Released by The Journey Forward Leadership Group

Issue Five

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### Contact Us

If you have questions you would like answered or have any suggestions that would make these updates more useful and relevant please let us know by e-mailing [journeyforward@kites.org.nz](mailto:journeyforward@kites.org.nz)

### Overview

Two years into its programme, the Journey Forward is now entering into the phase of implementation for many of the workstream developments. Much progress is evident in improved communication between services and the people working in them and an increased opportunity for dialogue between consumers and providers continues.

At the February Journey Forward Leadership Group meeting, there was much discussion about the need for 'champions' to be active in their respective parts of the sector, motivating and modeling improved practice. There is a refreshing faith that vision comes first and that the task is to find ways to bring change about, rather than resources being the key dictating factor. The support of the development of Local Innovation Groups is an acknowledgment that finding ways to improve services will arise within local communities when services and stakeholders work together.

### Introduction

The Journey Forward undertook process-mapping workshops in late 2006. Process mapping follows an individual's journey through the system and highlights ways that services can meet their needs better. This update profiles some of the key activities that have resulted from the process mapping exercises.

### Trauma Discussion Paper available

That trauma and its aftermath can have a drastic effect on recovery progress has never been a mystery to service users and their opinions were well canvassed through the process mapping exercises. In accord, Dr Emily Street, Consultant Clinical Psychologist, Te Whare O Matairangi, a member of the Acute & Crisis Work stream has prepared a concise and easily read **Discussion paper** about this complex issue. The paper represents the combined experience from the Acute and Crisis Work stream and provides a brief summary of the literature related to trauma and how acute and crisis mental health services should respond. It is anticipated that providers of services will use this document to inform their practice and it is envisaged trauma informed practice will be supported through work force development initiatives.

### Gender Sensitivity in Acute Services: Discussion Paper

The experience of using mental health services can have specific challenges if you're a female. A **discussion paper** on meeting the needs of women in acute and crisis settings has been prepared by donna, a mental health consumer consultant, and Dr Jacqueline Short, Consultant Forensic Psychiatrist (Women's Services), both members of the Acute & Crisis workstream. The document is a guide for best practice when designing new services, and summarises gender issues, in particular difficulties faced by

## THANKS

Many thanks to donna, Dr Jackie Short and Dr Emily Street who prepared the discussion papers. This work is undertaken in addition to their existing work.

lesbians when they utilise mental health services. The solutions identified in this paper are in keeping with the challenge of Responsiveness, as set out in *Te Tahuu Improving Mental Health 2005-2015. The Second New Zealand Mental Health and Addiction Plan*"

Both of these papers are already being used in the establishment of Short-term assessment and recovery service (STARS) informing both service design, and the development of an integrated training plan.

### Consumer Experience Informs Process Mapping:

The value of the outcomes of the 2006 process mapping exercise is now becoming clear and is informing the progress of The Journey Forward. The Process Mapping Status paper just published clearly outlines possible solutions to the many issues that were identified. Look for it on the website. The value of bringing together consumers / tangata whaiora, family /whanau and service providers in this process has been invaluable. The papers described above are valuable resources to enabling and improving services.

Consumers/tangata whaiora reinforced during the process mapping workshops, the common problem of 'having to become very unwell before anything happens'.

The Improving Access Work stream has supported the development of a link worker role that will ensure better collaboration between specialist mental health services, non-government organisations and primary health services. The specific focus of the role is currently being explored. These **recommendations** were presented to and approved by the C&C DHB Board on the 5th December 2007.

### STARs On Track

Plans for the establishment of the first Short Term Assessment and Recovery service in Wellington are proceeding and the facility is expected to be open later this year. The building intended for its use is presently undergoing purpose-designed alterations. The Acute & Crisis Work stream continues to support the development of the STARs.

Addictions Joint Hutt Valley and Capital and Coast Working Group This work stream is up and running. The **Addictions Working Group** (click the link for a list of members) combines with the wider sector for an Addiction Network meeting. These meetings inform both Capital and Coast and Hutt Valley DHB addictions services. Anyone from the Addictions sector is welcome to attend.

The next Addictions Network meeting is at the Johnsonville Community Centre, (3 Frankmore Avenue) on April 28<sup>th</sup> at 1pm. The agenda will be announced shortly. All are welcome.

### Journey Forward Roadshow:

If your group or service would like to hear more about the Journey Forward programme please e-mail; [journeyforward@kites.org.nz](mailto:journeyforward@kites.org.nz)

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