



A
Summary
of
The Journey Forward
Mental Health & Addiction
Action Plan 2011- 2014

“There is no health without mental health”



Capital & Coast
District Health Board
ŪPOKO KI TE URU HAUORA

Introduction

The Journey Forward Action Plan 2011-2014 provides guidance and direction to Capital and Coast District Health Board (C&C DHB) as it reconfigures mental health and addiction services, and responds to the mental health needs of our community. This Action Plan continues to progress The Journey Forward 2005 – 2010.

Key challenges in mental health and addiction services are:

- To strengthen the way services and agencies work together at a system level to meet the needs of mental health and addiction service users and their families/ whanau within C&CDHB's population
- To ensure effective and efficient recovery focussed mental health and addiction services that benefit service users and their families/ whanau
- To foster a culture where the needs of mental health and addiction service users and their families/ whanau are heard and addressed collaboratively by the sector.

Future Directions in Mental Health

We expect to see the following changes in services available to C&CDHB population over the term of this Action Plan.

For the Whole Population:

- Services are responsive to need and population changes, address disparities and barriers
- Distribution of and access to services is equitable and accessible across whole of life
- Whanau Ora models are supported
- Increased inter-sectoral collaboration is evident
- Services are aligned to the service coverage schedule
- Shift away from supported community residential mental health services towards more provision of services to people in their own homes.

For the Service User

- Accessible, responsive, reliable services for individuals and their families/whanau
- More participation of people in their own recovery and development of resilience
- Service users receive most effective and efficient services to recover and develop resilience
- Evidence based services are matched to assessed need
- Individuals receive safe, high quality and culturally responsive services
- Service users are well informed about their treatment and support choices
- Services are integrated and collaborative for the benefit of individual service users
- Services are realigned to meet the changing demographic of the population, i.e. a reduction in general adult services with increases in services for children and youth, older people, Pacific people and people with alcohol and addiction issues.

Primary care is the constant provider with access to specialist mental health and addiction as need arises.

Providing Value for Money

- Comprehensive & integrated system
- Transaction costs are minimised
- improved delivery against contracted volumes and improved productivity
- Information is shared appropriately
- Robust purchasing & evaluation framework including increased purchasing of services based on outputs and outcomes.
- Services align with population need and service coverage requirements.

Action 2014

Improving the health of our local people, families and communities and reducing inequalities within our population

Actions	When	Intended Outcomes
<i>Shared assessment and planning processes</i>		
Develop, implement and review a common assessment process <ul style="list-style-type: none"> • Develop a shared consumer led assessment process and goal oriented recovery plan • Implement • Review & update process. 	2011 2012 2013	One story = one form <ul style="list-style-type: none"> • Services work together with service users and other agencies to provide holistic & service user centred services. • Collaboration and consistency in service provision and information • ‘Assessment process is a systematic, whole systems assessment that has, as its focus, the strengths, needs and goals of the service user and the family and friends who support them.’
Develop, implement and review a single service user led and held recovery plan based on the common assessment process <ul style="list-style-type: none"> • Develop • Implement • Review and update. 	2011 2012 2013	Supporting independence by services assisting service users to focus on achieving their recovery goals and/or building resilience <ul style="list-style-type: none"> • Recovery plan is meaningful to the service user, goal focused and consistent across all partnership providers. • All people requiring partnership treatment and support will have a joint recovery goal focused plan • Services focus on education, well being and recovery of service users and family.
<i>Realign services to meet identified population need and national requirements</i>		
Carry out Know the People Planning for the C&CDHB population <ul style="list-style-type: none"> • Map access to services against the population by ethnicity, age, gender and disadvantaged population groups. • Identify which population groups receive more or less service compared to population and Te Rau Hinengaro • Determine the number of people unable to move on from mental health services due to issues/ determinants outside of the service currently being used. 	2011 2011 2012	<ul style="list-style-type: none"> • Mental health & addiction services are aligned with population need and service coverage requirements to deliver a comprehensive continuum of services • Where possible service users will access services in a location convenient to them at the time that meets their needs. • Services must be accessible for physically disabled people.

Actions	When	Intended Outcomes
<p>Align service specifications and contracts with service user needs and service coverage requirements</p> <ul style="list-style-type: none"> • Compare current services purchased with service coverage requirements to identify where services are fit for purpose • Develop relevant transition plan to align services with population need(particularly the priority populations identified) and service coverage requirements • Implement changes • Support service models that utilise natural supports in the community and are closely linked to primary care. E.g. CMHT located in primary healthcare • Carry out an environment scan. 	<p>2011</p> <p>2011</p> <p>2011-2012</p> <p>Annually</p>	<ul style="list-style-type: none"> • Services available for service user match identified need and service coverage requirements • Services align with other agencies services
<i>Reconfigure supported accommodation and community services</i>		
<p>Increase the proportion of people supported in their own homes through reduced utilisation of supported accommodation:</p> <ul style="list-style-type: none"> • Implement increased housing coordination • Implement friendly landlord agreements to support transition to private homes. • Reconfigure supported accommodation services to meet the changing demographic needs of the population • Implement transition services • Reconfigure community support services • Identify and link service users to the supports required for recovery. 	<p>2011</p> <p>2011</p> <p>2011</p> <p>2011</p> <p>2012</p> <p>2011 -</p>	<ul style="list-style-type: none"> • Services support service users to lead their own recovery • Actively support service users towards a life well lived, • Reduce stigma and normalise life by using current supports available. • Once people are stable, , community based supports are available until no longer assessed as necessary • Natural supports already available in the community are utilised as the first choice for support.

Integrated delivery of services

Actions	When	Intended Outcomes
<i>Single point of entry and transition between services</i>		
<ul style="list-style-type: none"> • Identify barriers and strengths to entry and exit • Develop a single point of entry for all services – while any door leads to the right door, all entry (including NGOs) must go through the single point – expand role of Te Haika to include all mental health services (excluding primary care). 	<p>2012</p> <p>2012</p>	<p>C&CDHB residents have equitable and streamlined access to and utilisation of mental health and addiction services</p>

Actions	When	Intended Outcomes
Develop a shared framework for entry and exit from all services using a partnership approach.	2012	<ul style="list-style-type: none"> • Service users experience a seamless service with an easy and well informed transition between services. • The range of services offered are supported by common service protocols and procedures, and clear roles and responsibilities for each service
<i>Shared electronic health record</i>		
Implement shared electronic health record if financially viable – this will include appropriate levels of access and security including recovery plans	2013	Information is shared appropriately with service users, services and agencies to enable recovery

Financial and clinical viability of services

Actions	When	Intended Outcomes
<i>Quality information</i>		
Quality improvement is supported by business as usual use of information. <ul style="list-style-type: none"> • Supplement national information with local information as needed. • Analyse and share information with providers and through the publication of anonymised league tables of service performance measures. 	2011	Information is available to continually improve service quality, to determine local need, and to monitor and evaluate service performance
<ul style="list-style-type: none"> • Implement methods of disseminating current mental health and addiction information including an information directory of local mental health and addiction services. This includes links to a range of electronic supports such as E-therapies in primary care, Depression website, Drug websites 	2013	Service users are informed of possible treatment and support alternatives to support their recovery.
Develop a system for consistent qualitative feedback on services <ul style="list-style-type: none"> • Develop a set of common questions to be included in all providers stakeholder surveys • Implement • Share aggregated results with sector 	2011 2012 2014	There is comprehensive and comparative stakeholder feedback on all aspects of the mental health and addiction sector
<i>Workforce</i>		
Implement Lets Get Real in all mental health services including: <ul style="list-style-type: none"> • Consistent competency based and joint training carried out across the sector, initially incorporating primary, secondary and NGOs. • Providers use the most appropriate workforce group to support service users, e.g. 	2012	Right People - Appropriate skill mix to support population need in all services

Actions	When	Intended Outcomes
peer support workers and nurse practitioners		
Mental health & addiction clinicians are available to community and primary providers for specialist advice. This may include rostered psychiatrist phone clinics and development of virtual teams	2011	Secondary and tertiary mental health services are a centre of excellence providing an easy point of contact for advice for other health services and agencies

DRAFT

Improving the culture and working together

Actions	When	Intended Outcomes
<p>Development of partnerships between the DHB and key multi-sectoral services focussing on strategic brokerage for our service users. This includes:</p> <ul style="list-style-type: none"> • the development of housing coordination for mental health and addiction service users (also part of earlier action), • policies that enable service users to retain their homes while using mental health & addiction services • Training and advice for WINZ and housing staff 	<p>2011</p> <p>2013</p> <p>2014</p>	<p>Service users non health needs are appropriately met by our inter-sectoral partners</p>
<p>Implement local, regional & national plans as applicable in the C&CDHB region including:</p> <ul style="list-style-type: none"> • Let's Get Real • Addiction Plan • Eating Disorder Plan • Regional Mental Health and Addiction Plan • CLAW 	<p>Dates vary by plan</p>	<ul style="list-style-type: none"> • The most appropriate sub-regional configuration of mental health & addiction services is available to service users • most effective use of resources (quantity and quality) with economies of scale, cost benefit