

Adult Community Mental Health Redesign

Northern Adelaide Local Health Network

Staff Update



Dr Jeff Harvey and Helen Fahey, Leads for the Access and Intake Focus Group

Model of Care consultation

The draft NALHN Adult Community Mental Health Model of Care was distributed to all staff for consultation on 13 August for a four week period of review. Over 35 submissions were received totaling approximately 300 separate comments. A number of additional focus groups were conducted by the Project Management Committee with both the lived experience group and with GP's. These focus groups provided even more suggestions about how the Model of Care could be enhanced and we have included as many of these suggestions as possible.

Draft Model of Care feedback

We have collated all of the detailed comments and have endeavored to include as many as we can into the final version of the document. Here are some examples of the feedback: *"there is nothing reflective of Recovery approach"*, or *"it sounds jargony"* to *"it needs references for those wanting to read more"*. Other feedback suggested that *"the collection of feedback from consumers and carers to improve consumer experience is positive"* and *"it shows honourable intent"*. Some of the suggestions related specifically to operational matters within mental health service delivery and it is expected that aspects of service delivery will be addressed in the next phase of the Community Redesign Project. Most significantly, this phase will be dedicated to the development of new service delivery models for adult community mental health. Overall, the comments from the Model of Care consultation phase were very helpful in refining the document and overall the process has been extremely positive.

The endorsed version of the current Model of Care

The latest version of the Model of Care has been endorsed by the Adult Community Mental Health Redesign Governance Committee and will soon be available on the NALHN Intranet for all to see. The Model of Care is a "living" document that can be developed and changed as our service develops. We expect to revise the Model of Care based on how our service plans have developed and from the ongoing feedback we expect to receive over the next phase of the redesign project.



The Model of Care Phase and the Service Planning Phase

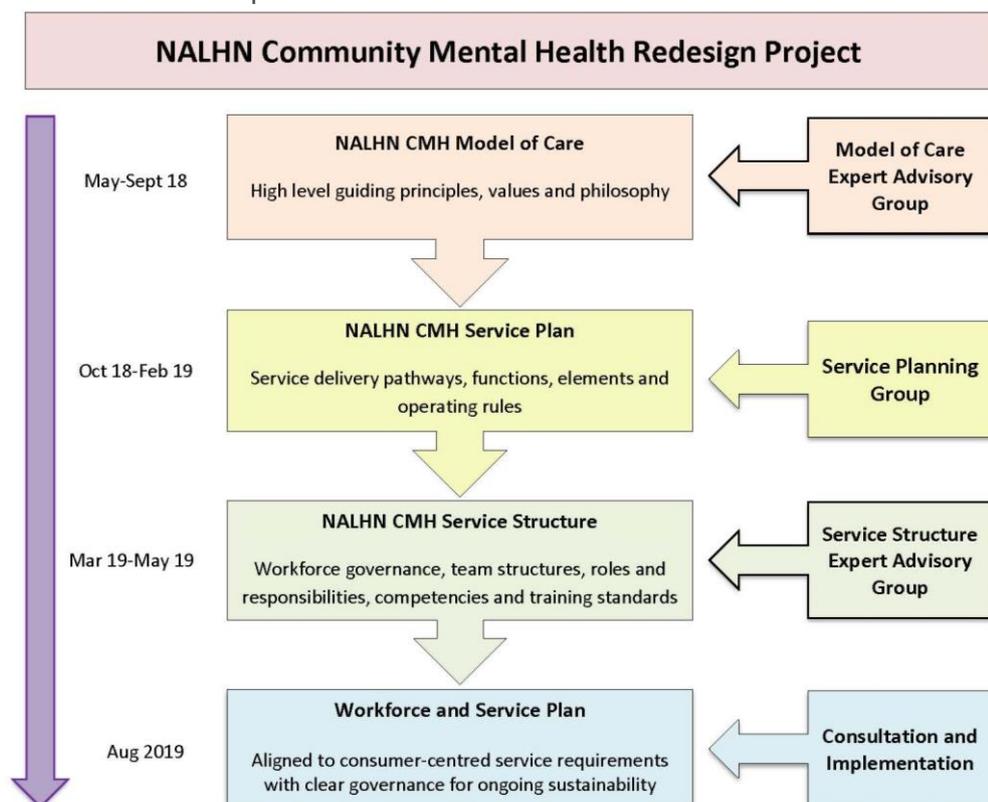
We have tried to develop the NALHN Adult Community Mental Health Model of Care so that it provides an overview of our community mental health service and highlights our service aspirations. The document isn't designed to provide specific information about how services will be delivered; more to provide a sense of the philosophy that defines our organisation.

The soon to commence Service Planning Phase of the Adult Community Mental Health Redesign Project will focus specifically on community mental health "core business" and on developing our service delivery plan. There will soon be five focus groups formed and these will comprise consumers, carers and staff who, over the next few months, will start to discuss and develop a new service delivery model for community mental health in NALHN. The focus groups will be:

- Access, intake & assessment
- Care planning and treatment
- Discipline specific intervention and therapy
- Shared care, treatment and transfer of care
- Documentation, outcome measures and KPIs

An expression of interest process was conducted during September, and the Project Management Committee is currently informing applications about when the focus groups will start. Stay tuned for more information in the coming weeks.

The community redesign project has a number of important phases that will need to be completed before the project is finalised. Detailed below is a flow chart that highlights the important milestones for the project, including some of the projected timeframes for completion.



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Communication

Staff information sessions

Staff forums have been conducted while the Model of Care was out for consultation and it was an opportunity for the Project Management Team to meet with the various teams and to thank everyone for their contribution in developing the Model of Care. It was also an opportunity to discuss the next phase of the Community Redesign Project, including the commencement of the Service Planning phase of the project.

The Intranet page

The Intranet page continues to be updated with the latest versions of project documentation, including meeting action plans, workshop summaries and progress of the project. Check back regularly to ensure you don't miss anything.

Generic email address

We have our own email address. Meeting requests, staff information and newsletters will come from this address. You can also contact at:

HealthNALHNCMHRedesign@sa.gov.au and if you have any questions, concerns or feedback please let us know.

For more information

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