



Regional Integrated Mental Health, Alcohol and Other Drugs and Suicide Prevention Plan

A plan for eastern and north-eastern Melbourne

Progress Paper May 2019



Introduction

Eastern Melbourne PHN and its stakeholders have continued to develop the Regional Integrated Mental Health, Alcohol and Other Drugs and Suicide Prevention Plan (the Plan).

The Plan is being developed to improve outcomes for consumers and carers by:

- addressing fragmentation of mental health services and pathways for consumers
- preventing parts of the service system operating in isolation from each other
- identifying gaps, duplication in roles and system failure in local service pathways
- supporting mental health and suicide prevention reform priorities at a regional level aimed at achieving more effective, person-centred care.

This update paper provides an outline of work that has been undertaken since the release of the discussion paper in December 2018.



Outcomes of discussion paper feedback and ongoing consultation

Principles

The feedback supported the principles developed through the consultation process. These principles will guide the development and implementation of the plan:

- understand and acknowledge unique individuals within their context
- respect, listen and hear
- partner with greater transparency, trust, effective communication and shared accountability
- provide a whole of person approach to care based on social determinants
- be responsive to individuals, their families and carers to best meet their needs and be open to new ways of working
- promote equitable and inclusive access
- simplify, coordinate and integrate care
- deliver evidence informed interventions that are data driven, high quality and safe
- supported, skilled, capable and diverse workforce.

Transparency

A commitment to the general principle of greater transparency of information through the development of trust and effective communication between key stakeholders and the community to support better outcomes and accountability was endorsed through the process.



Themes

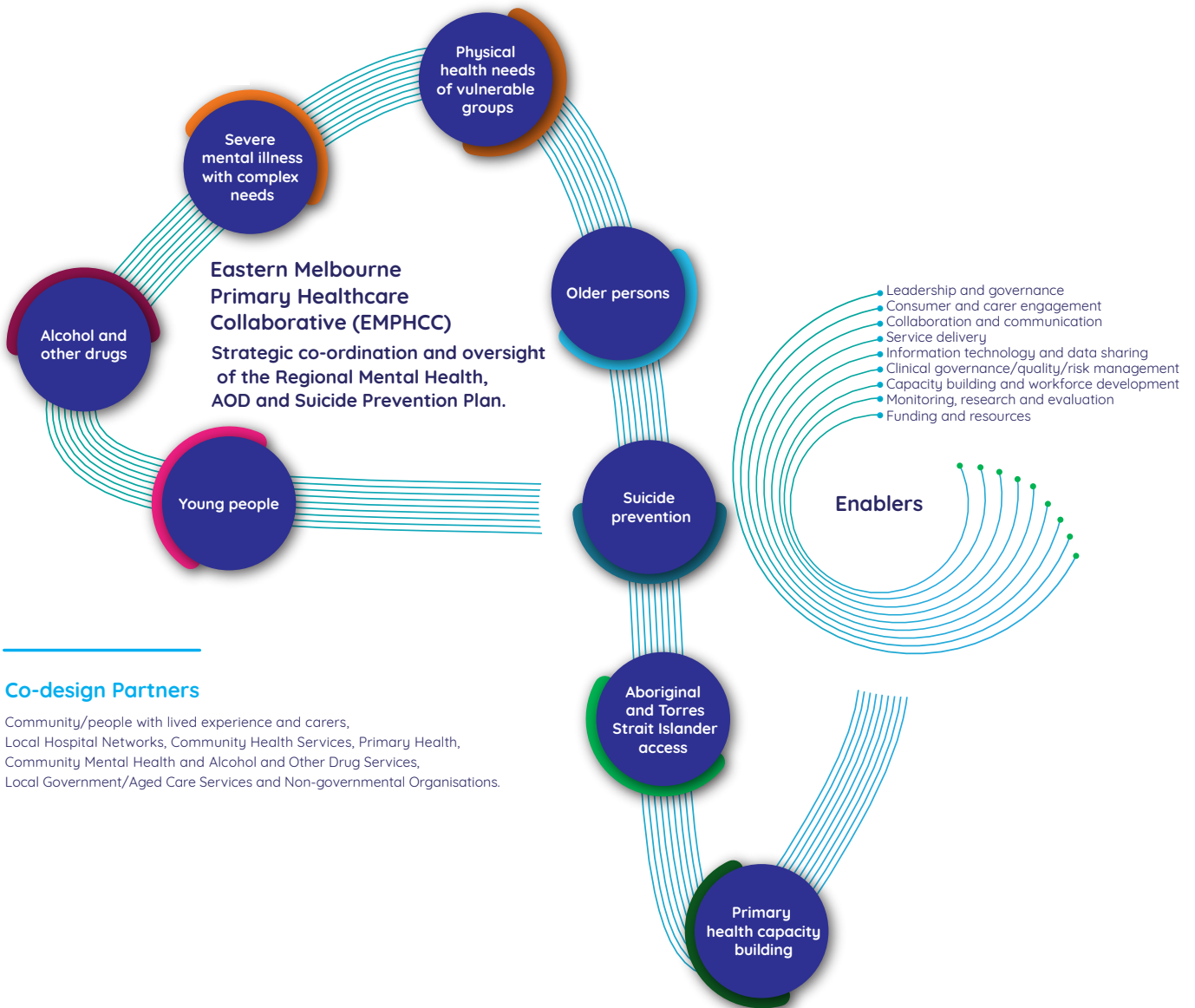
It was acknowledged that consumers, carers and their families experience the service system as complex, unequal in distribution and undergoing significant change and reform. The following 10 themes were seen as priorities:

- improving outcomes for young people
- improving pathways of care for people with alcohol and other drug issues
- severe mental illness with complex needs (previously described as chronic and complex mental health needs but changed through consultation and further development of themes)
- physical health needs of people with a mental illness
- the needs of older people
- suicide prevention
- access to quality and culturally appropriate care for Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities.

- increasing support for GPs and general practice
- the role of quality, safety and clinical governance in complex integrated care
- information management and data sharing

The importance of being cognisant of the broader community service sector and the interface with the health system was also raised.

An ongoing commitment to listening to the voices of consumers and carers was highlighted.



Co-design Partners

Community/people with lived experience and carers, Local Hospital Networks, Community Health Services, Primary Health, Community Mental Health and Alcohol and Other Drug Services, Local Government/Aged Care Services and Non-governmental Organisations.

Progressing the themes

Improving outcomes for young people

Two areas have been identified for focus over the period of the plan at this stage:

- working with consumers and their families and key agencies to develop a process for earlier identification, wide ranging health, education and welfare support, and the capacity to provide a responsive system of care in the east of the catchment
- it has been identified that a broad range of services are being provided in the City of Whittlesea and that it would be of value to develop a mechanism to support a more coordinated system response to support young people in need.

Improving pathways of care for people with alcohol and other drug issues

A co-design process to develop a framework for integrated AOD services to meet the needs of consumers in the EMPHN catchment has been undertaken. Three sources of information have been used to identify gaps and barriers, including: catchment data analysis, EMPHN needs analysis, and the co-design workshops.

During this process, four workshops were held with people with lived experience and key stakeholders from the AOD, mental health and primary health sectors.

The results of the co-design process to identify AOD service opportunities in the Eastern Melbourne PHN catchment have been summarised. Three priority areas are:

- whole-of-person care
- integration and access
- meet the needs of families and carers.

Further work is planned to agree on the objectives and priority actions for the Plan.



Severe mental illness with complex needs

The following five objectives have been agreed for inclusion in the plan:

- improved understanding of consumer experience of care in the region for the purpose of ensuring that care remains focussed on the needs of the consumer
- utilisation of evidence informed interventions in order to reduce avoidable emergency and acute care presentations
- improved access to mainstream social support services and activities (housing and psychosocial support has been identified as the priority)
- improved timely communication and appropriate information sharing between service providers and with consumers and carers
- improved physical health outcomes.

Actions to achieve these objectives are currently being developed with lead agencies identified.

The physical health needs of people with a mental illness has been identified as a priority and will be developed as a separate theme.

The needs of older persons

A broad-based stakeholder forum regarding the mental health and AOD needs of older persons identified four key areas of focus. These areas of focus have been translated into the following objectives:

- increased earlier identification and intervention for older people at risk of mental illness
- improved workforce capability to identify and respond to older people experiencing or at risk of mental illness
- greater community capacity to support older people with mental illness

- enhanced knowledge and understanding of evidence informed best practice approaches to working with older persons with mental illness.

Actions to achieve these objectives are currently being developed with lead agencies identified.

Suicide prevention

EMPHN has been engaged in two place based suicide prevention trials and has recently co-commissioned, in conjunction with the Victorian Government Department of Health and Human Services (DHHS), a catchment wide response for suicide prevention which started in May 2019.

The new model for suicide prevention was informed by the initial learnings from the placed based trials, an extensive consultation and co-design process with key stakeholders from across the EMPHN catchment and an extensive literature review of evidence-based models of care.

Key actions arising from the consultation to be incorporated in ongoing work include:

- develop and implement an agreed regional protocol, pathway and policy to guide practices across acute, general practice and community based suicide prevention and post-vention services (considering lifespan and diversity)
- build the capacity of local communities to recognise and understand suicide prevention and mobilise resources to build community and individual resilience
- build the capacity of professionals for suicide response and suicide safety planning and in particular for general practice.

Access to quality and culturally appropriate care for Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities.

EMPHN have been working collaboratively with DHHS, Aboriginal organisations and other key stakeholders to determine appropriate consultation and regional planning platforms for the development of Aboriginal health, social and emotional wellbeing services. This work is underway in the eastern part of our region, and will commence in the north east part of the catchment later this year. These planning platforms will collaboratively work to establish more effective decision making processes for program and service development for Aboriginal communities as part of the Plan.

Further consultation regarding the needs of the culturally and linguistically diverse communities in our region is planned.

Increasing support for GPs and general practice

Consultation with GPs across the region identified a number of areas that would increase their capacity to support people living with mental illness and AOD issues. Some of these include:

- increased access to timely consultation and specialist care
- tools to support the navigation of the mental health and AOD service system within the clinical consultation
- better referral pathways
- acknowledgement of GPs with specialised skills.

Managing the physical health needs of people with mental illness and improved access and service system coordination for young people with mental health and AOD needs were identified and will be addressed in the relevant focus areas.

The role of quality, safety and clinical governance in complex integrated care

A key project identified by stakeholders for this theme is the development of a shared clinical governance framework to guide improvement and monitor outcomes for consumer experience, quality and safety in an integrated clinical care context. There is significant commitment, good-will and engagement across the Eastern Melbourne PHN catchment from the mental health and AOD sectors to be involved in such a piece of work.

Discussions are underway on how to progress the design and development of a framework to underpin this action. It is envisaged that this will be an iterative process where the framework is tried, tested and revised over time.

Information management and data sharing

Stakeholders have requested better integration of data to inform both the planning, development and ongoing monitoring of service system improvements. A consultant has been employed to establish the best way forward with the data sets currently collected and available, and to develop a plan for improving the capacity to use information to support better outcomes for consumers over the life of the Plan.

A staged approach to data integration has been proposed and requests to relevant agencies has commenced.



Next steps

We will continue to work collaboratively with stakeholders through working groups and individual consultation over the next six to eight weeks to develop and finalise actions for the Plan.

The development of an overarching governance structure to support and guide the implementation of the Plan is critical to ensuring its success. Consideration of this is currently being undertaken and will be included in the final document.

The implementation phase needs to maintain a focus on consumer, carer and family participation and feedback throughout the life of the plan. It has been recommended that a consumer and carer advisory group is developed as part of the governance structure.

In addition, it has been identified by all parties as essential to ensure the collective contributions of the regional planning process result in a set of workable actions with a clear implementation process. As such, identifying mechanisms to support the implementation of the plan is currently being undertaken including roles and responsibilities of identified action leads, stakeholders involved, outcome measures and timelines.

Ensuring all the good work across the region is captured is also critical to completing a comprehensive plan. Stakeholders have been asked to identify current and planned activity where integration is a focus of their respective organisations for inclusion.

During this period feedback is welcome through the Plan website: connectingpeople-ourplan.com.au

A draft plan will be completed by August 2019.



