

CHRISSY

“ I WANT TO HAVE A BETTER LIFE AND BE A GOOD MUM ”

Age: 28

Occupation: Unemployed

Education: Secondary (Completed Year 10)

Location: Ferntree Gully

Family Status: Single mum, living with her two children

Nationality: Anglo Australian

Health:

- Childhood trauma
- Substance use (alcohol)
- Overweight – feels like it is due to her medication



CONFRONTING
IMPULSIVE
LACK OF INSIGHT
IMPATIENT

KEY FINDINGS FOR CHRISSY

SERVICE NEEDS

- Experienced staff (must be female)
- Very high flexibility – “ I need services that can fit around my lifestyle”
- Family-centred – “Parenting is hard and I don’t want to lose my kids”

GOALS

- Have stability and security in my life
- Have ongoing support (emotional, financial)
- Have a better life (now)

FEARS & FRUSTRATIONS

- Inconsistent staff
- Being challenged or questioned
- Strict boundaries
- Emotional vulnerability during therapy
- I want to see a psychologist for as long as I want
- Lack of flexibility in services

PROVE YOURSELF TO ME – I’VE BEEN IN THIS SYSTEM A LONG TIME!

RECOGNISE THAT I’M A GOOD MUM – PROTECT MY KIDS AND ME, AND KEEP US TOGETHER.

TRUST

I ONLY WANT FEMALE WORKERS.

I NEED SERVICES THAT ARE FLEXIBLE AND FAMILY FRIENDLY.

I WANT TO BE ABLE TO SEE MY PSYCH AS OFTEN AS I WANT.

(CHOICE & CONTROL)

DON’T OVERLOAD ME WITH INFORMATION I DON’T NEED – I WON’T READ IT!

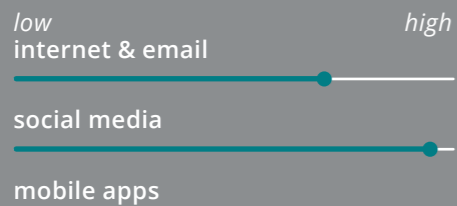
MAKE SURE THE INFO I NEED IS THERE WHEN I NEED IT, IS EASY TO UNDERSTAND, AND SIMPLE TO ACCESS.

COMMUNICATION

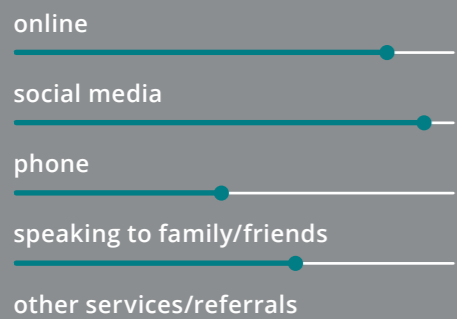
PERSONALITY



TECH USAGE



PREFERRED CHANNELS



INCOME LEVEL



BIO

Hi, I’m Chrissy. I’m a single mum living in Ferntree Gully with my two kids who are 5 and 7 years old. I’m currently unemployed and have been in and out of jobs for the last 10 years.

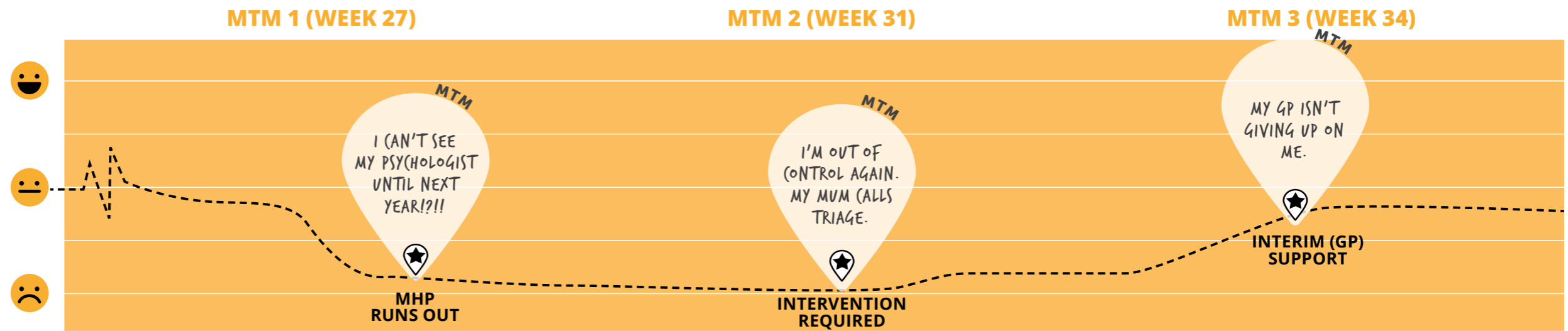
I have had mental health issues since I was in my late teens. In the past, I’ve had support from a number of different places, but no one is helping me at the moment.

My mum lives nearby but we had a big fight recently, so I’m not talking to her much at the moment. She is always trying to tell me how to parent my kids. I was seeing a guy for a while but we broke up a couple of months ago. My friends are too busy with their own issues. I feel really alone.

This persona was adapted from



SUMMARY OF MOMENTS THAT MATTER (MTM) FOR CHRISSEY



IMPACT

Individual



- MH declines as no clinical support in place.
- Financial stress/inability to pay out of pocket for psychology sessions – lack of control.
- Impact on parenting of two children.
- Impact of increased drinking on Chrissy and her children.
- Lack of trust – disengages with support network as a result.
- Lack of control and choice – fear of hospitalisation and losing kids.
- Some hope is restored.
- Feeling like someone cares.
- Increased stability.

Support Network



- Mum – Stress associated with Chrissy's behaviour and mental health.
- GP – Additional management (emotional and clinical) required for Chrissy.
- GP – Additional administrative time spent finding appropriate support options.
- GP – Personal stress associated with providing support.
- Mum – knowing who and when to call for help.
- Duty of care for grandchildren versus loss of trust from daughter.
- Lack of support for GP as no 'care team' in place.
- Mum and GP can work with Chrissy as a team to put supports in place.

System



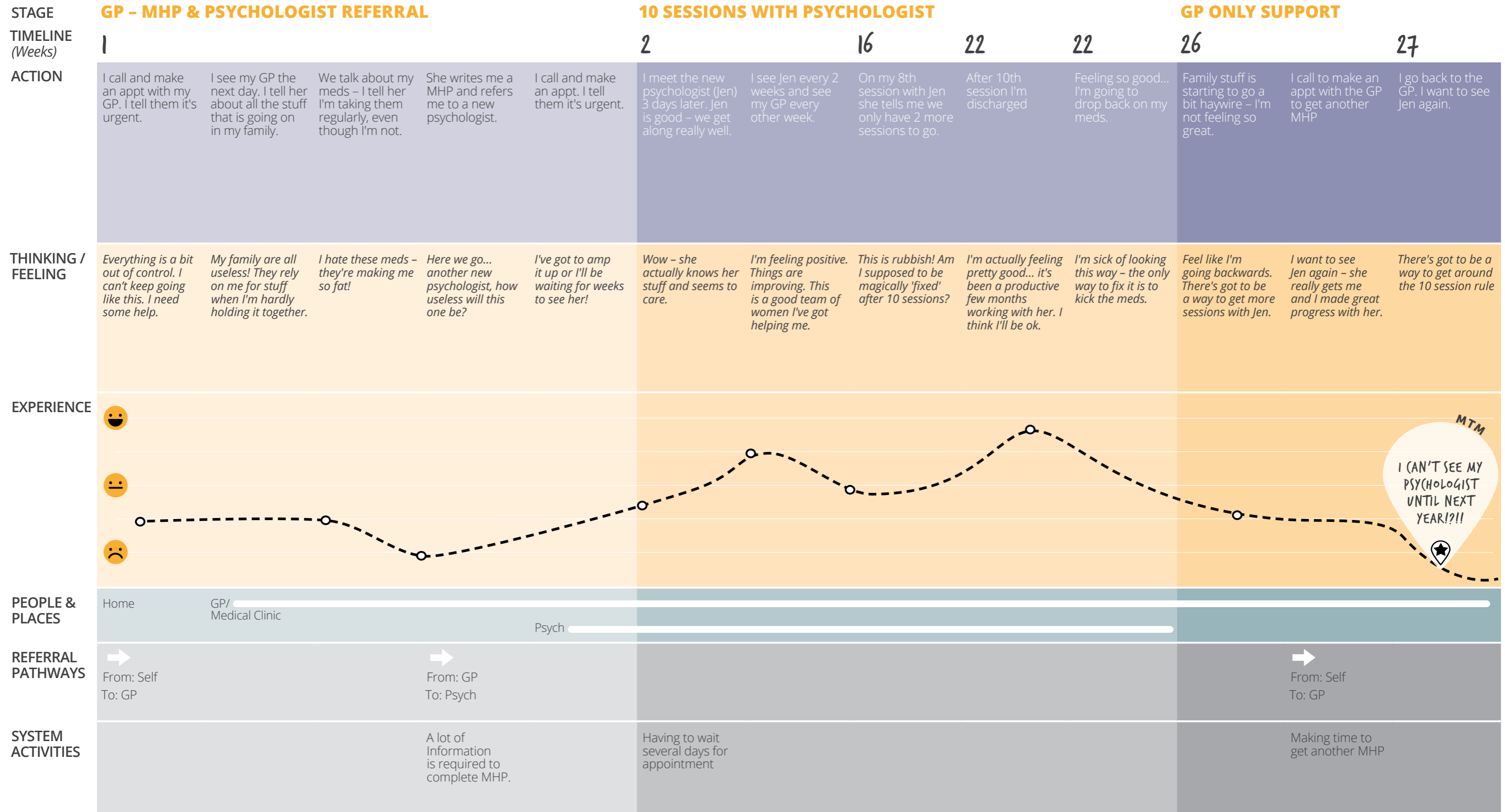
- GP availability for other patients.
- Availability of resources that provide information on new MH referral pathways.
- Quality of care provided due to stress on system.
- Unnecessary contact with the acute system (triage).
- Potential avoidable hospital admission.
- Use of carer support services.
- Potential involvement of services such as Child First/Child Protection.
- Sharing of information/consent requirements.
- Capacity of system required to accommodate Chrissy's needs (eg. preference for female, family centred, etc).
- Positive outcomes of this support model will reduce the load on other clinical services.

CHRISSEY'S JOURNEY

SCENARIO

Chrissy visits her GP stating that she is feeling completely overwhelmed by everything at the moment. Chrissy states she is struggling to keep her house tidy, get the kids to school on time and is drinking more. She expresses concern that her current medication is causing an increase in weight gain. She wants to stop taking it.

Chrissy has tendencies to search for conflict and is not sure what support she needs to address the issues in her life. She is highly resourceful and has trialled a number of providers but is not yet satisfied.



MTM
I CAN'T SEE MY PSYCHOLOGIST UNTIL NEXT YEAR!?!?



STAGE TIMELINE (Weeks)	GP ONLY SUPPORT 30			TRIAGE 31		GP ONLY SUPPORT 32		34		STEPPED CARE 35		
ACTION	GP tells me it's not possible until next year.	GP tries to discuss other options, but I'm not interested.	Things are getting worse. The house and kids are out of control. I'm drinking too much. I'm falling back into depression.	My Mum steps in – she calls Triage. I'm so angry with her for doing this – I DON'T WANT TO GO TO HOSPITAL	Triage does an assessment. They tell me if I want to stay out of hospital. I must see my GP.	I go back to see my GP.	GP tells me she needs to do some research into available services. She wants to see me twice a week until we get something in place.	GP starts to look into other service options – she has a lot to learn. She insists I start taking my meds again. I agree.	I see her every few days. She tells me about a lot of new services. I'm not that keen to try other things.	She tells me about some counseling options available through a new program called Stepped Care. I reluctantly agree to try it out.	GP tells me she's still looking at what other support I can access until the next MHP next year.	
THINKING / FEELING	<i>Stupid GP! She can't organise anything. I know what I need!!</i>	<i>This is ridiculous! I'm asking for help. I need help!</i>	<i>I've got to get it together. They'll take my kids away.</i>	<i>I can't go to hospital – they'll take my kids away. I don't want DHHS involved again. I wouldn't send my dog to a MH ward</i>	<i>What's my GP going to do? She couldn't help me before! This system is crazy.</i>	<i>I'm a bit embarrassed – I was pretty rude to her last time I saw her.</i>	<i>I want to see Jen! Don't talk to me about all this 10 sessions rubbish!</i>	<i>She actually does care about me. She is really trying to help.</i>	<i>I know what works for me. All these new groups and things are not my scene.</i>	<i>Here we go again!</i> • Have to tell my story again • How many sessions this time? • Is this actually going to help?	<i>Thank god she is helping. I've got no idea where I'd even begin.</i>	
EXPERIENCE												
PEOPLE & PLACES	GP			Triage		GP						
REFERRAL PATHWAYS				→ From: Family member To: Triage		→ From: Triage To: GP				→ From: GP To: Stepped Care		
SYSTEM ACTIVITIES	MHP only allows 10 sessions in a calendar year!	Other options cost money; are too far away. Needs to see a female.		Privacy and information sharing schemes need to be considered here	Feeling lack of control over situation		GP having the time and knowledge to research other service options				Will service be able to accommodate Chrissy's needs location, time, preference for female?	