

# Psychiatric Consultation and Advice Service Sector Briefing

29 August 2018

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**phn**  
EASTERN MELBOURNE

An Australian Government Initiative

# Welcome to country



We acknowledge the Wurundjeri people and other peoples of the Kulin nation as the traditional owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

# Agenda

1. Background
2. Service redesign report
3. In scope and out of scope
4. RFT timelines and submission process
5. Evaluation criteria and pricing schedule
6. Q & A



# Background

# 2017 Pilot service

## Psychiatric Secondary Consultation & Advice service:

- Providing GPs with better access to psychiatrists for consultation and support with the management of consumers with mental health and alcohol and other drug (MH&AOD) issues
- Building the capacity of GPs to enable them to confidently deliver mental health care
- Two modes of service delivery...

# Psychiatric Secondary Consultation and Advice Service Innovation Workshop Report

Available to download from EMPHN's Mental Health webpage:  
<https://www.emphn.org.au/what-we-do/mental-health>

Inspire. Empower. Improve.



Psychiatric Secondary Consultation and Advice Service  
Innovation Workshop Report

Prepared by  
Improvement Foundation (Australia) Ltd  
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Rundle Mall SA 5000  
[www.improve.org.au](http://www.improve.org.au)

# Top identified priority areas

- The service interface appears and operates as one service offering
- Minimum access 9-5 M-F
- Alignment with mental health stepped care model
- Inclusive of both mental health and alcohol and other drug related referrals
- Simple access points of entry
- Streamlined referral process
- Primary consultations (face to face/ telehealth) for more complex clients
- Care Team approach
- Financial Model.



# **RFT - 'Psychiatric Consultation & Advice Service'**

## **In-scope and Out of Scope**



# Service Aims:

Building capacity of GPs and EMPHN  
Commissioned MH & AOD services by:

- Psychiatrist providing assessment, consultation, advice and modelling
- Improving service integration
- Enhancing 'whole-of-person' care.

# Specific service outcomes:

- Improving the timeliness of psychiatric advice and support for Service Users
- Increased access to psychiatric treatment options in a primary care setting
- Increased service integration and sector capacity building
- Easing the burden on tertiary level mental health services, and emergency departments
- Supporting capacity building of EMPHN commissioned MH and AOD providers.

# In scope

- For the provision of service to people living or working within the EMPHN catchment
- Capacity building of GPs and EMPHN commissioned MH & AOD service providers
- Support collaborative care
- Mental Health Stepped Care Model champion
- Appropriate workforce
- Location
- Service delivery modes, e.g. phone, secure telehealth, secure email, face-to-face.

# Service Delivery Formats

1. Secondary consultation (majority)
  - De-identified phone/email advice
  - Identified client, with written response.
2. Primary consultation
  - The referrer must be present;
  - Only for consumers presenting at Clinical Stage 3 or 4 (see next slide);  
**and** where secondary consult doesn't meet consumer needs.

*Delivery format to be determined by the service provider*

## Clinical Staging Descriptions and Characteristics

Clinical Stage	Description	Characteristics
<b>Stage 0</b>	Non-help seeking asymptomatic people with risk factors	A range of factors that increase the risk of mental ill health, including but not limited to: family history of mental illness, childhood abuse, developmental disorder, perinatal trauma, childhood onset anxiety and affective disorders
<b>Stage 1a</b>	Help-seeking people with presenting symptoms which are distressing, but are not specific to one disorder, are of low to moderate severity and have limited impact on functioning.	Typically help-seeking individuals with non-specific anxiety or depressive symptoms, where those symptoms are of mild to moderate severity and the functional impacts are mild.
<b>Stage 1b</b>	People with attenuated signs and symptoms of severe mental disorders, with moderate to severe functional impacts	Development of attenuated signs and symptoms of anxiety, depression, bipolar or psychosis or mixtures. Diagnosis is often unclear and where it is, comorbidity is common. Social, education and employment functioning is often moderately to severely impaired.
<b>Stage 2</b>	People with discrete first episode signs and symptoms with major functional impacts	Clear cut first episode psychotic, manic, severe depressive or mixed signs and symptoms, with severe symptoms and major social, educational and employment impacts.
<b>Stage 3</b>	People with recurrent or persistent signs and symptoms with ongoing severe functional impacts	Signs and symptoms have not remitted after 12 months or there has been a recurrence of a previous Stage 2 illness.
<b>Stage 4</b>	People with signs and symptoms which are severe, persistent and unremitting	Signs and symptoms persist for more than two years in spite of provision of a range of specialised interventions.

# Sector Capacity Building

Champion for the EMPHN Mental Health Stepped Care Model by:

- Providing 3-5 GP clinic visits per month
- Support General Practice to refer to Mental Health Stepped Care, as appropriate
- Support EMPHN commissioned service providers to consider the physical health needs of consumers, and encourage connections back to their GP.

# Out of Scope

- Direct referrals from consumers/carers
- Referrals from non-EMPHN commissioned services
- GPs out of catchment, where the client also resides out of the EMPHN catchment
- Provision of services that would be more appropriately delivered by other primary mental health or stepped care services
- Requests for a second opinion, where the consumer is already under the care of a psychiatrist or Local Hospital Network (LHN)
- Duplication of existing services
- Provision of services that would be more appropriately delivered within an acute or hospital setting, etc.
- Written reports, or diagnostic clarification for the purpose of NDIS/DSP or other similar applications, where that is the sole purpose of the referral.



# **RFT Timelines and submission process**

**Emma Newton**

Manager System Redesign & Service  
Transition (Mental Health/AOD)



# RFT Indicative Timelines

Activity	Timeline
Tender release date	24 August 2018
Tender briefing	29 August 2018
Pre-qualification closes	4pm AEDST, 7 September 2018
Closing date for questions	4pm AEDST, 16 September 2018
RFT closes	4pm AEDST, 19 September 2018
Tender Outcome notification	early November 2018
Service delivery commences	by 3 December 2018

# Prequalification requirements

The online response to this tender is in two parts:

1. Part E Response Schedule E1 – Pre-qualification Eligibility Criteria form
2. Part E Response Schedule E2 – Weighted Evaluation Criteria form

Successful completion of E1 is a mandatory requirement before you can access Schedule E2

# Prequalification requirements

## Pre-qualification Attachments:

Part E - Attachment 1 Partnering, sub-contracting and other Third Party Arrangements (IF REQUIRED)

Part E - Attachment 2 Tenderers Legal Proceedings (IF REQUIRED)

Part E - Attachment 3 Tenderers Referees template (MANDATORY)

Part E - Attachment 4 Contract Departure template (IF REQUIRED)

The remainder of the tenderer mandatory eligibility requirements are set out according to Part E - documents (Prequalification).

# Prequalification requirements

All Responses must meet the following eligibility criteria:

- The tenderer has the capacity to commence service model delivery by 3 December 2018
- The tenderer must be able to deliver the proposed services within the geographical boundaries of EMPHN
- The tenderer complies with all requirements of this RFT.

The remainder of the tenderer mandatory eligibility requirements are set out according to Part E - documents (Prequalification).

# EMPHN tender portal:

Register via EMPHN's eProcure online portal

<https://www.eprocure.com.au/emphn/>

The screenshot shows the EMPHN tender portal website. At the top, there are navigation tabs: "eastern melbourne phn home", "my watch list", "my details", and "help/faqs". Below the tabs is the logo for "phn EASTERN MELBOURNE" with the tagline "An Australian Government Initiative". The main content area is divided into two columns. The left column is titled "Eastern Melbourne PHN" and contains a welcome message, a paragraph about the portal's purpose, a paragraph encouraging registration, and a list of benefits for logged-in users. The right column is titled "member login" and contains a sign-in form with fields for "Email address:" and "Password:", a "LOGIN" button, and a link for "Forgotten your Password?". Below the login form is a "Not a member?" section with a "Benefits of registering?" list and a "REGISTER" button.

eastern melbourne phn home my watch list my details help/faqs

**phn**  
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An Australian Government Initiative

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## Eastern Melbourne PHN

Welcome to Eastern Melbourne PHN's eTendering Portal. This is where you will find information about procurement opportunities such as Expressions of Interest (EOIs) and Requests for Tender (RFTs) for delivery of health and other services (e.g. ICT or cleaning services), or goods. The Portal is one of the ways Eastern Melbourne PHN is ensuring a transparent and accountable process and one that is more cost and time efficient for our providers and our PHN.

We encourage current and potential suppliers of goods and services to register on this Portal. **Registration is free.** Just click on the registration link and complete your details. You will receive a confirmation of your registration, which will include your login credentials.

Once logged in you will be able to:

- receive email notifications when you register your interest in an opportunity we publish to eProcure;
- view and download Tender documentation;
- use the Question Forum, anonymously and confidentially, to ask questions and see answers to all the questions related to Tenders; and
- submit your Tender response electronically.

The eProcure helpdesk is available by dialling **1800 377 628** if you need any assistance registering or experience any difficulties logging in or downloading/uploading any documents from/to this Portal.

To access Eastern Melbourne PHN's website visit: <https://www.emphn.org.au/>

## Public Opportunities

### member login

Please sign in below.  
Existing users, login below, new users can register for free.

Email address:

Password:

**LOGIN** [Forgotten your Password?](#)

### Not a member?

**Benefits of registering:**

- Free to register.
- Simple to sign up.
- View a list of open opportunities.
- Be updated on any tender changes.
- Questions & Answers forum.
- Electronic Submissions.

**REGISTER**



# **Evaluation criteria and pricing schedule**

# Evaluation criteria

#	Criteria Category	Weighting
1	Service model and structure	35%
2	Organisational capability	20%
3	Consumer/client/care participation	10%
4	Quality Systems, Risk Management and Performance Management	15%
5	Suitability of budget and value for money	20%

# Pricing Schedule

The indicative amount of funding available to deliver this service has not been determined.

Tenderers are asked to submit their service budget via the EMPHN Pricing Schedule template available in eProcure.

EMPHN are looking for a service that provides the best value for the health dollar.



# Tender documents

Part A: Conditions of Tendering (to be read in conjunction with Part C)

Part B: Service Requirements

Part C: Reference Schedule (to be read in conjunction with Part A)

Part D: Proposed Contract terms and Conditions

Part E: Response Schedule (to be completed online in eProcure)

Part E: Response Schedule Attachments (uploaded with your online response)

Weighted Evaluation Criteria Attachments:

Part E – Attachment 5 – EMPHN Pricing Schedule template (MANDATORY)

Part E – Attachment 6 – Summary Risk Table template (MANDATORY)

Appendices:

Part B Appendix 1 Service Re-design Report from the Innovation Foundation



# Q and A

Rachel Pritchard  
Manager, Mental Health & AOD

Emma Newton  
Manager System Redesign and Service Transition Mental Health and  
AOD

Anne Lyon  
Executive Director, Mental Health and AOD

**FOR MORE INFORMATION**

Please submit any questions in the  
'questions' tab of the tender on  
EMPHN's eProcure