

# Link-me+ Mental Health Model of Care

Overview for GP Practices

Link} {me<sup>+</sup>

**phn**  
EASTERN MELBOURNE  
An Australian Government Initiative

 THE UNIVERSITY OF  
MELBOURNE



## Acknowledgement of Country

Link-me+, Eastern Melbourne PHN and University of Melbourne acknowledge the Wurundjeri people and other peoples of the Kulin Nation on whose unceded lands our work in the community takes place. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present. EMPHN is committed to the healing of country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

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## Recognition of lived experience

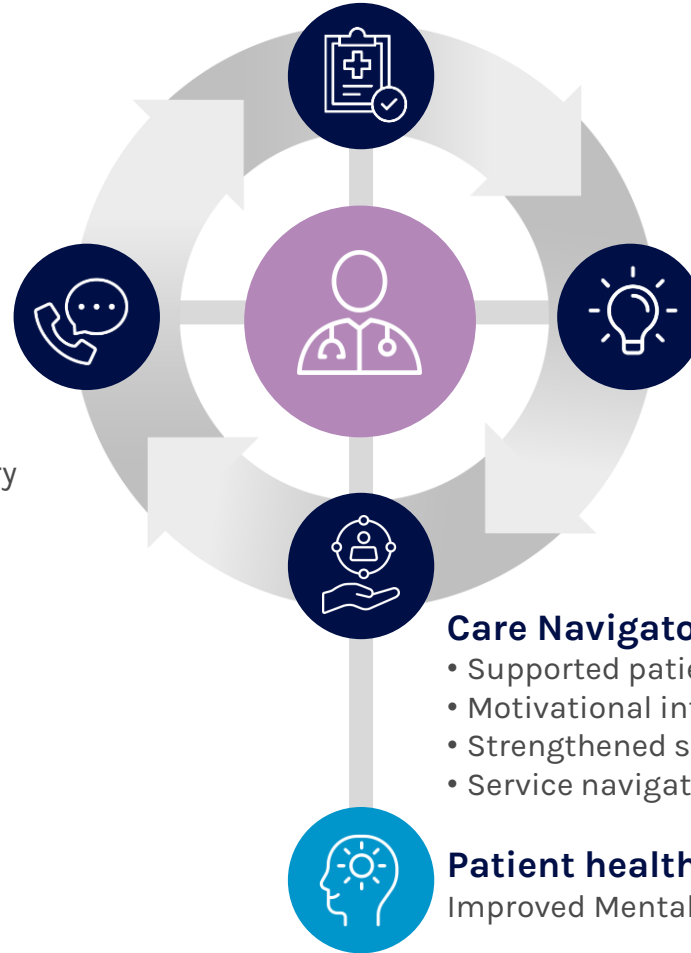
We recognise and value the knowledge and wisdom of people with lived experience, their supporters and the practitioners who work with them and celebrate their strength and resilience in facing the challenges associated with recovery. We acknowledge the important contribution that they make to the development and delivery of health and community services in our catchment.



# Link-me+ Model of Care

## Service Navigation Support

- Support Connect referral advice line
- Online Service Directory



## Patient Questionnaire

- Mental health prognosis
- Tailored resources
- Support to provide personalised care

## GP Education and Support

- Capacity building in complex mental health areas
- Connections to local networks

## Care Navigators (for patients with severe prognosis)

- Supported patient care
- Motivational interviewing
- Strengthened self-efficacy
- Service navigation support

## Patient health outcome

Improved Mental Health and Wellbeing

# Model of Care

## PILLAR 1 GP Support



Building trusted local networks to support GPs and connect them

Providing GPs with capacity building opportunities through in-house clinical education visits

## PILLAR 2 Connecting Care



Phone line support for mental health navigation and referral linkage to services

Utilise existing secondary services for clinical advice

Access to EMPHN Service Finder – mental health & social services directory

## PILLAR 3 Link-me+



Patient-facing prognostic tool categorising anxiety and depression symptom severity from minimal to severe

Embedding of on-site Care Navigator for higher intensity patients care coordination needs

Funded by Eastern Melbourne PHN

Funded by MRFF (UoM)

Start



Patient books an appointment with GP participating in Link-me+




Eligibility Check:

- 18+ years old
- Not opted out of SMS from clinic

Prior to the appointment, patient receives an SMS from the clinic with a link to the Link-me+ Questionnaire

using Future Health Today (FHT) software




Patient Clicks on the Link




Patient Report and GP Summary Sent to Medical Record

Available in GP Inbox or Holding File 15min after patient submits




Patient results - including feedback and resources - are instantly accessible online and as a PDF for patients



Invitation to research evaluation survey (baseline and at 6 months)

Link-me+ Questionnaire is completed online on secure website

- Socio-demographics
- PHQ-9
- GAD-7
- Risk factors
- Mental Health Goals



**GP Support (Pillar 1)** + **Connecting Care (Pillar 2)**

GP discusses results with Patient at the appointment



Provides QR code or new link if questionnaire is not completed


**Care Navigation (Pillar 3)**

Report | K-10 | Action Plan

Review progress


Final review | K-10

CN handover to GP using template


**Minimal Prognosis**

Patient can access online wellbeing resources for maintaining mental health (promotion + prevention)



**Mild Prognosis**

Patient receives tailored online mental health resources according to mild symptoms (prevention + early intervention)



**Moderate Prognosis**

Patient receives tailored online mental health resources according to moderate symptoms + usual care (intervention)



**Severe Prognosis**

Patient receives online resources and can access up to 8 sessions of **Care Navigation** to tailor treatment and support to their mental health journey

*Your answers suggest that overall, your mental health and wellbeing is in good shape. You might like to take some practical steps to maintain it.*

*Your answers suggest you might be finding daily life a little harder and less enjoyable than normal. Taking some steps now can help boost your mental health.*

*Your answers suggest you are finding life hard, and your mental health and wellbeing is being affected. It might be a good time to talk to someone about it.*

*We would like to connect you with some help. Your answers suggest you are having a hard time and would benefit from seeking support to improve your wellbeing.*

# Link-me+ today



21 practices have signed on



Top 5 support areas:  
Anxiety, energy, sleep,  
health, activities

# What GP's and Practice Managers are saying

“The communication through Best Practice is working really well”

– Practice Manager

“It opens up conversations that I might not have had otherwise.”

– GP

“[Care Navigators] often have that time to think about additional supports that the patients can use on top of what we have.”

– GP

I would tell them to get on [Link-me+] because it's been nothing but positive.”

– Practice Manager

“There's minimal workload for the practice manager really, I would say. Once it's set up, it's very self-sufficient.”

– Practice Manager

“There's been one person that has actually had the courage to speak about something quite specific to their mental health, which they were cruising along, but they filled this questionnaire and they were like, look, this is something that I need to address.”

– GP

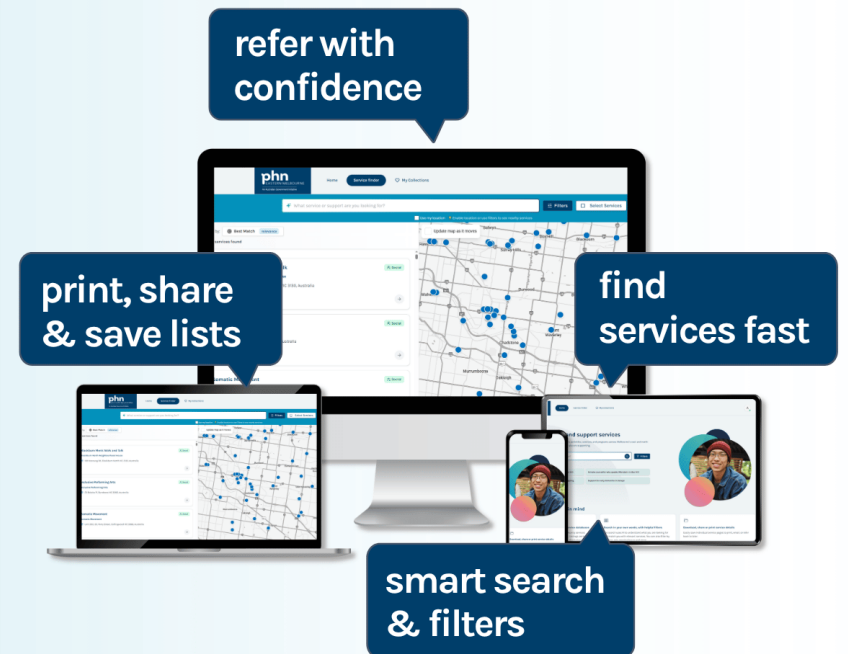
# Service Finder

“Service Finder makes it easier to find the right support when you need it.”



## EMPHN SERVICE FINDER

Up-to-date mental health services and local social support in east and north-east Melbourne at your fingertips.



[www.servicefinder.emphn.org.au](http://www.servicefinder.emphn.org.au)



# Questions?

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# Thank you!

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