Implementing an Interagency Collaborative Care Planning System: Post Pilot Analysis

Michelle Harper

Manager: Child and Youth Mental Health Service Redesign Demonstration Project – Grampians Region

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Background

The focus of the project is early intervention:

“Early in Life, Early in Illness and Early in Episode”

The project aims to achieve systemic change across a number of sectors including mental health, primary care, education, family and welfare services, alcohol and other drug services, early childhood development and youth specific services

Supported by 16 Consortium member agencies along with a growing network of partners across the clinical and non-clinical sectors
Why create an interagency coordination model?

1. To provide appropriate and timely coordinated support.

2. To develop a service system to support interagency care planning.

3. To ensure the routine provision of evidence-based best practice interventions within a client-centered, family inclusive context.
Consultation Process
Focus groups were conducted with young people and family/carers regarding their experiences of getting help.
Consultation Themes

1. Accessing and Navigating Services
2. Interagency Collaborative Practice
3. Communication and Confidentiality
4. Ongoing Support
The Process of Developing an Interagency Model

Principles to establish Interagency Culture

Underpinning Procedures

Service Delivery
The Process of Developing an Interagency Model

- Valuing and respect for infants, children, young people and their families; keeping them at the centre of our thoughts, conversations and decisions.
- Mutual respect for individuals and the agencies they represent.
- Regular, open and honest communication with in privacy and confidentiality guidelines.
- Acknowledgement of the skills and strengths of each other.
- Collaborative decision making that is non-hierarchical.
The Process of Developing an Interagency Model

- Interagency Coordinated Referral Process
- Interagency Collaborative Care Planning
- Interagency staff induction & education strategy
- Process of ongoing evaluation and review
The Process of Developing an Interagency Model

- **Principles to establish Interagency Culture**
- **Underpinning Procedures**
- **Service Delivery**

Young person & their family’s needs are identified & appropriate intervention/support in place.
The Interagency Model

- Client centered
- Family inclusive
- Collaborative approach
Implementation

• Developed and supported collaborative partnerships
• Established an Interagency Service Coordination Model
• Invested in Cross-Sector Capacity Building
  - Develop a well informed, trained and supported inter-sectoral workforce
  - Promote greater understanding of mental health/mental illness literacy, early identification, early intervention and access to support for treatment
• Piloted the model and care planning process
• Evaluated
Criteria

The target group is defined as being children and young people (aged between 0-25 years) with both multi-agency involvement and complex needs:

- Who are/should be seen by more than one agency and more than one discipline

- Have multiple issues/problems that need to be addressed concurrently

- Whose outcomes are likely to be better if the care and services they receive are coordinated across agencies and over time
## Stawell Pilot – Evaluation

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>The age cohort of young people participating:</td>
<td>6-24 yrs (M=14.4)</td>
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<tr>
<td>Average number of agencies involved in collaborative care planning:</td>
<td>n = 4</td>
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<tr>
<td>Average number of participants involved in the development of the collaborative care plans:</td>
<td>n = 6</td>
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<td>No. of participants who had an allocated key worker:</td>
<td>100%</td>
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Evaluation Continued

Client Centred Family Inclusive Service Provision

• In 87% of the pilot cases, the consumer was an active participant in the development of their collaborative care plan

• In 75% of the pilot cases, the family/carer was an active participant in the development of the collaborative care plan

• Client & Family centred goals were addressed (e.g. housing, managing symptoms, reengagement in school)
Consumer Reported Outcomes

- Reduced rate of suspension
- Reengagement in education
- Improved mental health & wellbeing
- Engagement in work experience
- Consumer voice was heard and valued

It was better than the other times that we’ve had to see people. They didn’t really know us very well, and we got sick of always having to start at the beginning every time we saw someone different – some times then, we couldn’t be bothered. But this was good, it was better.

Everybody being together and talking about me with me there, and also me having a chance to say what I think as well.

I didn’t have to repeat my story.
Benefits for the family/carer:

- Enhanced support
- Clear understanding of roles and responsibilities
- Active participation
- Improved outcomes

Carer has an overwhelming role and the regular meetings allows her to voice her experience and issues, gain support and understanding and have a clear knowledge of the various roles and who to talk to should crises occur.

From the family perspective, felt great to be included, given role clarity and their problems taken seriously.

The young person and his carer felt supported and it also took away some of the fear they had regarding workers - particularly Child Protection.
Benefits for Service Providers

This approach has enabled more timely and improved outcomes. This is evident when I reflect on the client goals that have been achieved.

It was fantastic, timely and a relief. It allowed me to get on with my role, with the reassurance I was referring properly to other services.

Having all the client’s team together to discuss how everything is going, what our roles are and what we are doing with the client.
Where to from here?

- Implementation extended to the Wimmera and Central Highlands regions
Where to from here?

• Embed collaborative model into routine practice
• Strengthen the identification process
• Further evaluation
  - Quality Assurance (file audits)
  - Research Project: A qualitative study looking at the experiences of young people, their family/carers and professionals involved in collaborative care planning
• Sustainability
• Promote the vision
Questions?

Michelle Harper- michellehar@bhs.org.au
(03) 5320 4100