

Why rural practitioners value shared support planning

Child & Youth Mental Health Service Redesign Demonstration Project
Grampians Region



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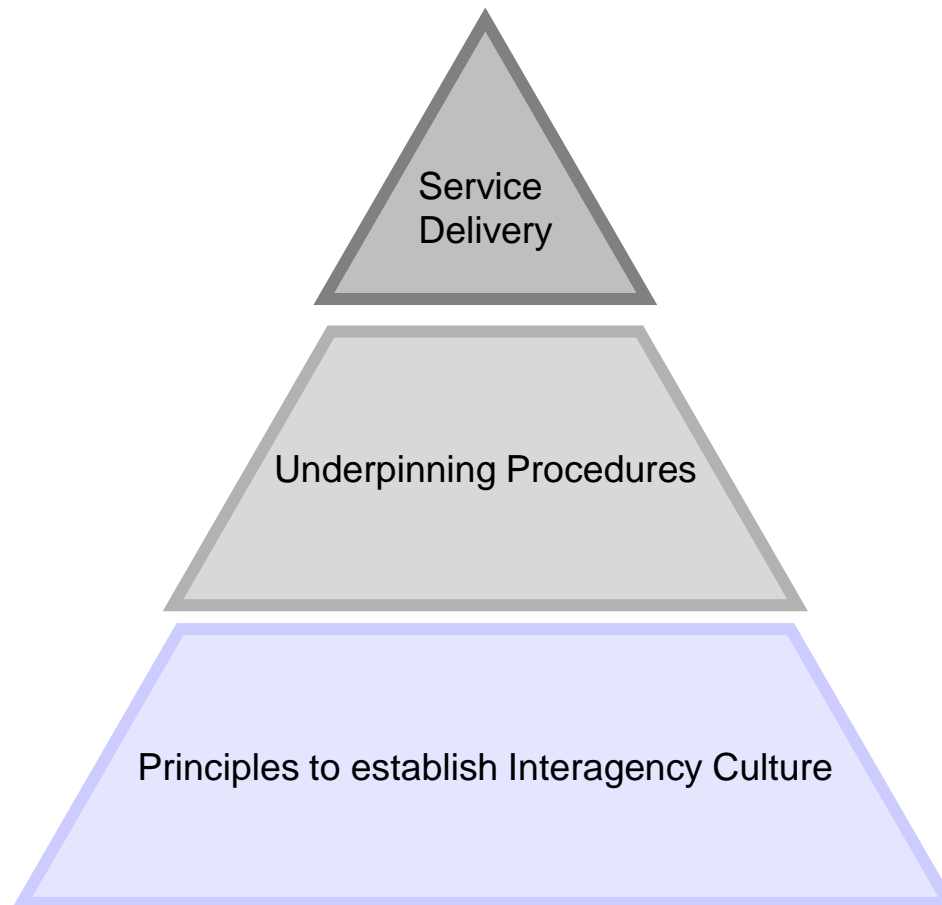
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Shared Support Planning

- A collaborative approach putting young people and their families at the centre
- Supported by 16 Consortium member agencies along with a growing network of partners across the clinical and non-clinical sectors
- 36 agencies 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 working together



Interagency Model of Shared Support Planning



The Interagency Model

- Client centered
- Family inclusive
- Collaborative approach



What do practitioners have to say about the Shared Support Planning?

- Ethics approval was sought to gather qualitative experiences of young people, families and practitioners who have participated in Shared Support Planning
- Due to recruitment difficulties there is only sufficient information to analyse data from semi-structured interviews from practitioners
- Six practitioners from a different agencies participated in interviews to share their experiences and three main themes emerged



Theme 1: Client Centred

- The client is in the driver's seat as it was put by one participant "...they are at the centre of what we do...". The client is present in the meetings and their goals form the basis of the plan going forward
- Preparing the client supports them in the process, "...I think one of the biggest keys in it is keeping the client well informed."
- Clients are empowered to choose who participates in the shared support planning process and "it really empowered (them) with some decisions".
- Being client centred was a main contributor to the model's success



Theme 2: Co-ordination

- Shared support planning promoted effective and continuous communication, “it cuts down on confusion...everyone knows what everybody’s up to...”. This reduced duplication.
- Working together formed “good working relationships, you form respect for the other workers as to what they do and the challenges that they are up against...”.
- Practitioners gained a greater understanding of other agencies had clear roles by “all (being) aware of what each other is working on.”
- Co-ordinating to get everybody in the one place at an agreed time was a challenge, “trying to get every worker in the one spot at the one time”.



Theme 3: Workload

- Practitioners spoke of the time it took in learning the task of shared support planning, “...I find it really, really good now that I’ve got my head around it and I know what it is...”.
- It was clear that although it takes some effort in the beginning it saves time in the long run with practitioners saying “...at the end of the day it does cut down the work of doubling up...”.



Conclusion

- Shared support planning is a collaborative approach that places the client at the centre of what we do
- It is an empowering and rewarding process for clients and practitioners
- Shared support planning improves coordination through effective communication, respect for each other and defined clear roles
- It takes work to learn and embed a new process but shared support planning saves time through reducing duplication of work and being focused on the client





Thank you



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