



Eastern Melbourne PHN Mental Health Stepped Care Model



Facilitating a person to live a meaningful and contributing life, considering whole of person care.

01: EMPHN's Mental Health Stepped Care

A new way of delivering mental health services.

This is an exciting period of change and reform, which provides an opportunity to better tailor services to people in our community who will experience a mental health issue at some time in their life.

From 2018, Eastern Melbourne PHN (EMPHN) will continue to fund mental health services, but in a new way – an innovative, person-centred, individually tailored, integrated model of care with an emphasis on recovery. The new model ultimately aims to improve outcomes for people with mental health issues in our community.

EMPHN has developed a Mental Health Stepped Care Model in line with mental health reform across Australia. The model seeks to respond to the National Mental Health Commission's recommendations for new models designed to deliver substantive reform. This level of reform was called for by the Commission following its extensive review of a range of mental health programs and services detailed in its report *Contributing Lives, Thriving Communities – National Review of Primary Mental Health Programs (2014)*.

EMPHN's Mental Health Stepped Care Model:

- utilises the strengths of local service providers to meet the mental health needs of people in our catchment
- provides mental health services across the continuum of need, for people requiring low intensity support to higher levels of support
- has an emphasis on recovery, is person-centred and integrated with other services such as education and employment, family and social functioning, and physical health among others
- facilitates collaboration with the person's significant others and members of the person's care team to deliver the best possible care
- aims to reduce the stigma associated with having a mental health issue
- uses allied health professionals, psychologists, mental health nurses and peer workers, as well as eHealth technology.

EMPHN's model was developed following extensive co-design and engagement with stakeholders over more than a year during 2016 and 2017.

From January 2018, the phased transition to mental health stepped care started in the north-east of EMPHN's catchment and the remainder of EMPHN's catchment will transition to mental health stepped care by early 2019, following open tender processes.

We look forward to working with our mental health providers, consumers and carers, to provide better care and support for those in our community experiencing mental health issues.

More information on EMPHN's Mental Health Stepped Care Model is available on our website www.emphn.org.au/mh-steppedcare.

For consumer referrals and information about available mental health services, please contact EMPHN's Referral and Access Team 03 9800 1071.

Robin Whyte
CEO
Eastern Melbourne PHN



From 2018, Eastern Melbourne PHN will continue to fund mental health services, but in a **new way** – an **innovative, consumer-centred, individually tailored, integrated model** of care with an emphasis on **recovery**.

02: What to expect from Mental Health Stepped Care



Mental Health Stepped Care is an evidence-based, staged system of care that includes a range of mental health interventions, from the least to the most intensive.



Clinical staging (0-4) is determined by using a combination of assessment information about help-seeking, and level of symptoms and functioning.



According to the clinical stage, the level of intensity of care is matched to the complexity of the conditions experienced by the consumer.



There are a range of service interventions including eHealth solutions such as online support groups and apps, to group therapy, individual therapy and care coordination.



The range of services are delivered by psychologists, social workers, occupational therapists, credentialed mental health nurses and peer workers among others.



The model emphasises collaborative care working with the consumer's GP, care team and significant others when appropriate.



The model also addresses other needs including physical health, education and employment, alcohol and other drug harm reduction, family and social functioning, and suicide and self-harm reduction.

EMPHN's Mental Health Stepped Care Model videos

To find out more about EMPHN's Mental Health Stepped Care Model see our videos at www.emphn.org.au/mh-steppedcare



03: What's new?

Referral points into the Mental Health Stepped Care Model

- Referrals accepted from anyone, including self-referrals, carers/families, GPs, psychiatrists, paediatricians, mental health clinicians, health workers, maternal and child health workers and schools, among others.
- Referrals can be made via EMPHN's Referral and Access Team or directly with Mental Health Stepped Care Model providers.
- Service is available to people of all ages.
- A consumer must live or work within the EMPHN catchment and not be able to afford and/or access a similar service.

Comprehensive assessment

- Comprehensive assessment with services matched to consumer's needs utilising a clinical staging approach.

Whole of model approach

- Mental Health Stepped Care Model providers offer the full range of intervention types, and provide clear pathways between intervention types as individuals' needs change.

Keeping GPs at the centre of care

- The model aims to keep GPs at the centre of consumers' care, playing a central role in managing the care and physical health of their patients.

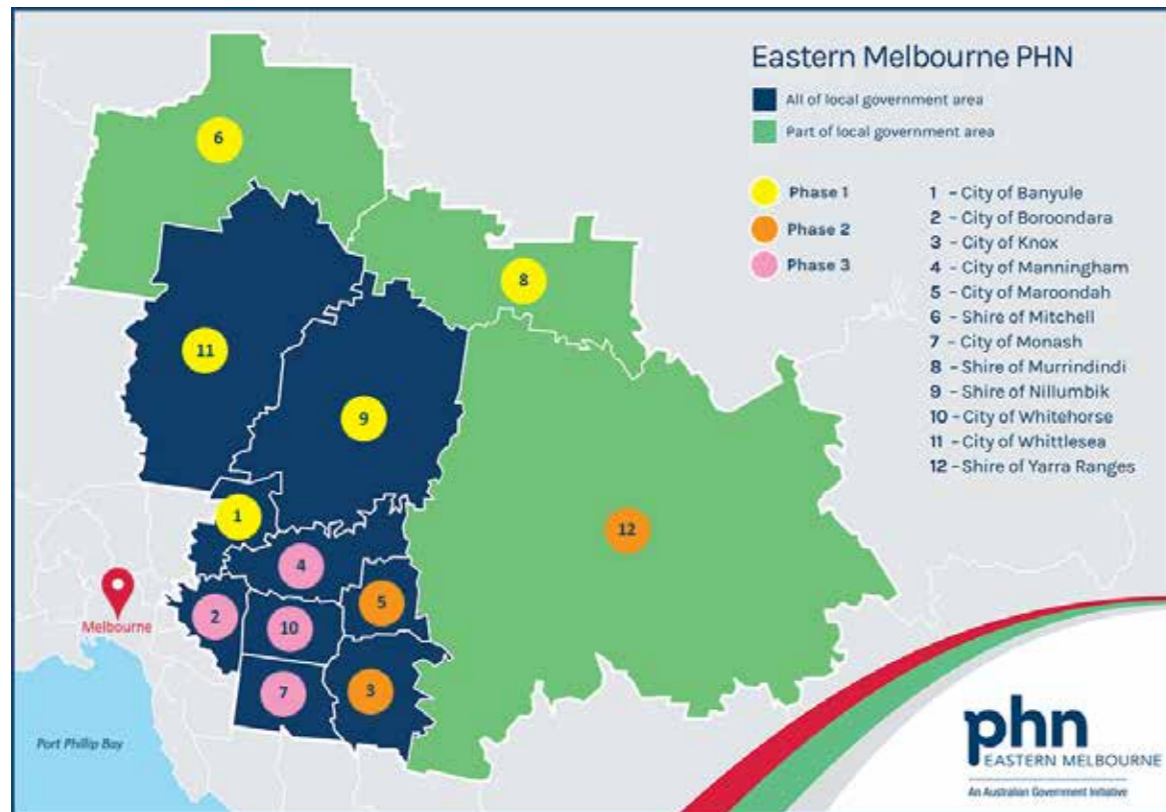
Addressing 'whole of person' needs

- Interventions are tailored to address an individual's associated needs in relation to physical health, education and employment, alcohol and other drug harm reduction, family and social functioning, and suicide and self-harm reduction.

Collaborative care planning

- The Mental Health Stepped Care Model emphasises a collaborative approach to care planning between consumers, carers and care team members, including GPs and other mental health providers.
- Support options are continually reviewed and re-calibrated to best match the consumer's changing needs over time.

04: Phased transition



Within the EMPHN catchment, a phased transition to our Mental Health Stepped Care Model is planned:

Phase 1: North East (January 2018 onwards) City of Whittlesea, Shire of Nillumbik, City of Banyule, and parts of the shires of Mitchell and Murrindindi within the EMPHN catchment.

Phase 2: Outer East (July 2018 onwards) cities of Knox and Maroondah, and Shire of Yarra Ranges.

Phase 3: Inner East (January 2019 onwards) cities of Manningham, Boroondara, Whitehorse and Monash.

Transitioning consumers

Current mental health providers contracted by EMPHN, delivering Psychological Strategies and Mental Health Nursing Services, will transition consumers to alternative care arrangements, including the new Mental Health Stepped Care Model, in the phases outlined above.

Transition will include:

- working with consumers and carers to understand any ongoing care needs
- developing a transition care plan with each consumer, carer, their referrer and other health care professionals for ongoing care
- updating treatment reports for consumers
- communicating with consumers, carers and members of the care team, such as GPs, psychiatrists and other health care professionals about the changes.

A range of referral options are available to consider for transition of care. EMPHN's Referral and Access Team (Ph: 9800 1071) is available to provide support and discuss possible service options for consumers.

As part of the transition to the Mental Health Stepped Care Model, the programs of Mental Health Nursing Services (formerly MHNIP) and Psychological Strategies (formerly ATAPS) will end as the phased transition occurs. The Mental Health Stepped Care Model will comprise a varied workforce, including psychologists, mental health nurses, social workers, occupational therapists and peer workers among others. Services such as clinical care coordination and evidence-based psychological interventions within a primary care setting will form part of the suite of services offered in the new Mental Health Stepped Care Model.

Tools, plans and referrals

Visit our website for further information or contact EMPHN's Mental Health Referral and Access Team.

www.emphn.org.au/mh-steppedcare
Tel. 03 9800 1071

05: Key messages for consumers and carers

- Eastern Melbourne PHN is continuing to fund mental health services, but in a new way.
- EMPHN has developed a Mental Health Stepped Care Model in line with mental health reform across Australia which all PHNs are required to deliver.
- To smooth the transition from existing services to the new model, a phased transition is planned based on geographic areas in EMPHN's catchment, consistent with the phased implementation of the National Disability Insurance Scheme in this area.
- At each planned transition phase, mental health providers contracted by EMPHN will work with consumers to transition them to alternative care arrangements, including the new Mental Health Stepped Care Model.
- The model shifts the focus towards an early intervention approach where people with mental health issues have their needs addressed earlier, rather than waiting until problems worsen and require more intensive intervention.
- This is an exciting period of change and reform and an opportunity to develop more innovative and integrated mental health services for consumers, addressing mental health and other health and social support needs.
- The new Mental Health Stepped Care Model ultimately aims to improve outcomes for people with mental health issues in our community.
- More information on EMPHN's Mental Health Stepped Care Model is available on our website www.emphn.org.au/mh-steppedcare.
- For information on referrals and about available mental health services, please contact EMPHN's Referral and Access Team 03 9800 1071.

06: Intended Outcomes

There are three broad outcomes EMPHN is seeking to address:

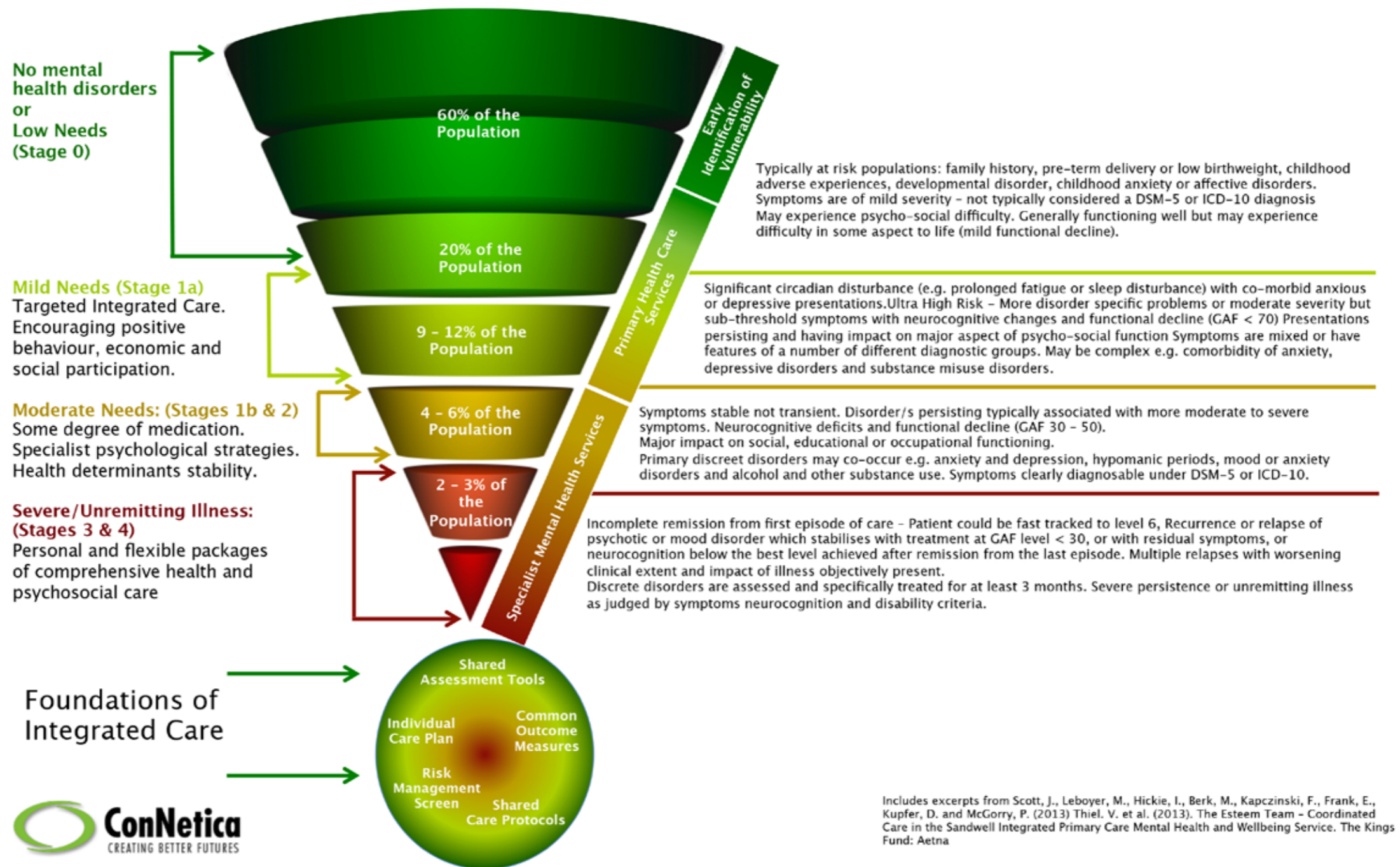
01. Consumer (individual) outcomes: improved health outcomes and experience for consumers through active implementation of a person-centred approach and a holistic assessment of needs.
02. Organisational/workforce outcome: improved practitioner experience through implementing a mental health stepped care model that is easy to integrate with, work collaboratively with and navigate for providers. The mental health stepped care model must ensure the provider workforce is delivering mental health services at the top of their scope.
03. System outcomes: Improved system efficiency, through improved access, integrated and collaborative care, improved referral pathways and consumer journeys, and through evidence-informed services delivered with cost effective use of resources.

07: EMPHN's Mental Health Stepped Care Model - Clinical Staging

EMPHN has sought to define clinical staging in the Mental Health Stepped Care Model for its catchment. Clinical staging (0-4) is determined by using a combination of assessment information about help-seeking, and level of symptoms and functioning. Clinical staging includes six stages from at-risk but asymptomatic (Stage 0) to chronic and unremitting disorder (Stage 4), see below. According to the clinical stage, the level of intensity of care is matched to the acuity and complexity of the conditions experienced by the consumer.

Once an assessment is complete, based on the clinical stage, the most appropriate, cost effective, mental health support options are matched to the individual's needs. Clinical staging in a population mental health stepped care model will have a range of modalities or 'suite of services' suitable for each stage to reflect the spectrum of services from lowest to highest intensity. A consumer may access one or more interventions detailed for any clinical stage but it should correlate with the intensity and need the consumer is presenting with.

Integrating Aspects of Clinical Staging in a Population Mental Health Stepped Care Model



For more information

Eastern Melbourne PHN
Referral and Access Team

P: 03 9800 1071

W: www.emphn.org.au/mh-steppedcare



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