

Improving the Transition Pathway Through Choice and Beyond

Whanganui ICAMHAS CAPA Journey

Introduction

- * Janice Bowers : CNM (lead)
- * Elisabeth Turner: Clinical coordinator
- * Jo Hollins : Registered Nurse
- * Stephanie Robinson : Social worker
- * ICAMHAS team Whanganui DHB

MH&A Quality Facilitator Programme

- Sponsored by Health Quality and Safety Commission
- Delivered by Ko Awatea
- First Programme was run in 2017/2018
- 5 Priority Areas : (Improve service transitions)
- Improvement Theory and Practice
- Presentation

Aim Statement

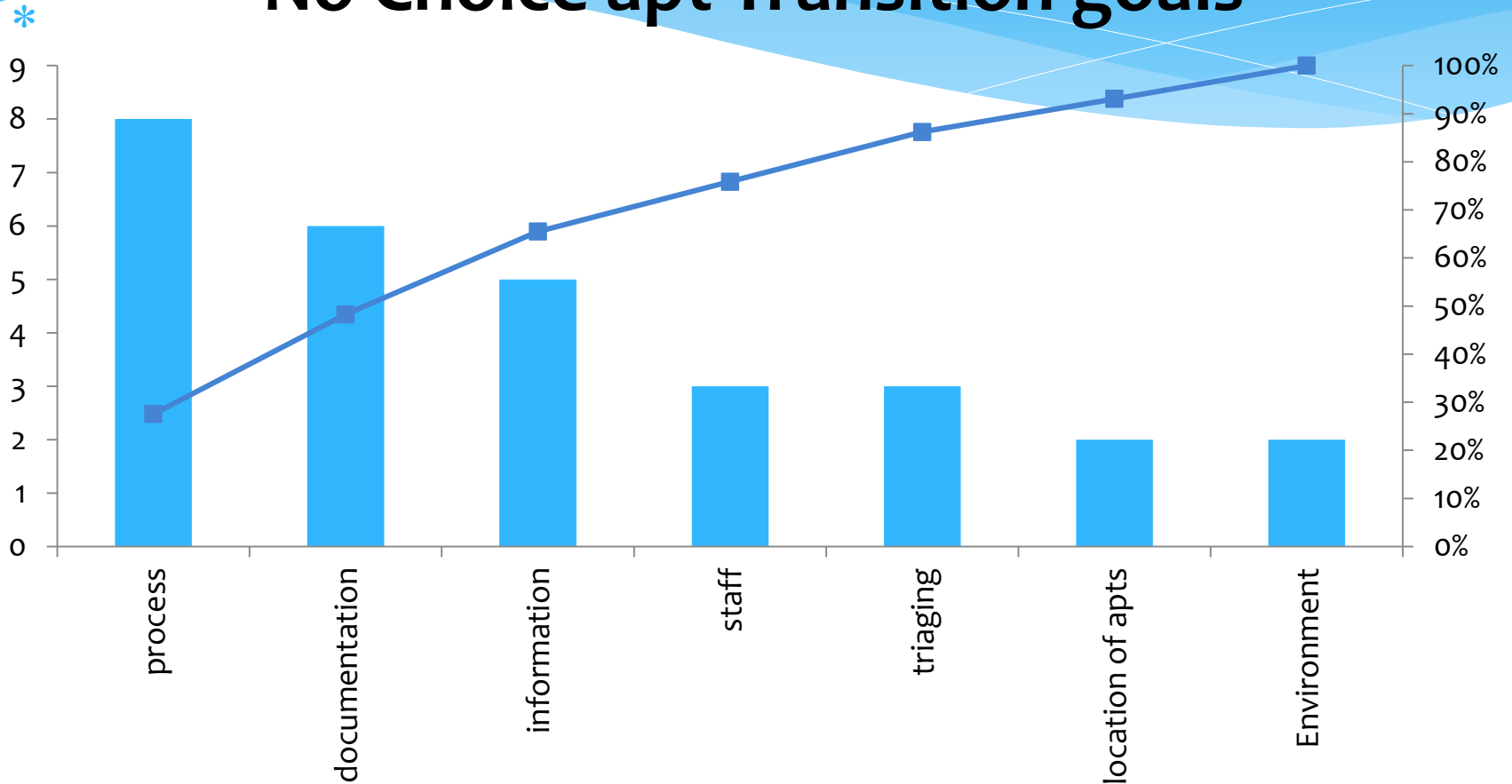
- By February 2018 ICAMHAS Whanganui will promote service transition by improving the number of young people/family who have developed at their first appointment (Choice) a collaborative strength based personalised goal by 46% to 100% .

Why

- * Easy in easy out transitions making a stepped care approach
- * Support recovery and help build resilience
- * Better outcomes for all
- * Services matched to needs
- * Services delivered by the most appropriate available agency.
- * Young people /whanau being key decision makers in services they receive
- * Empower wellness and positive life changes.

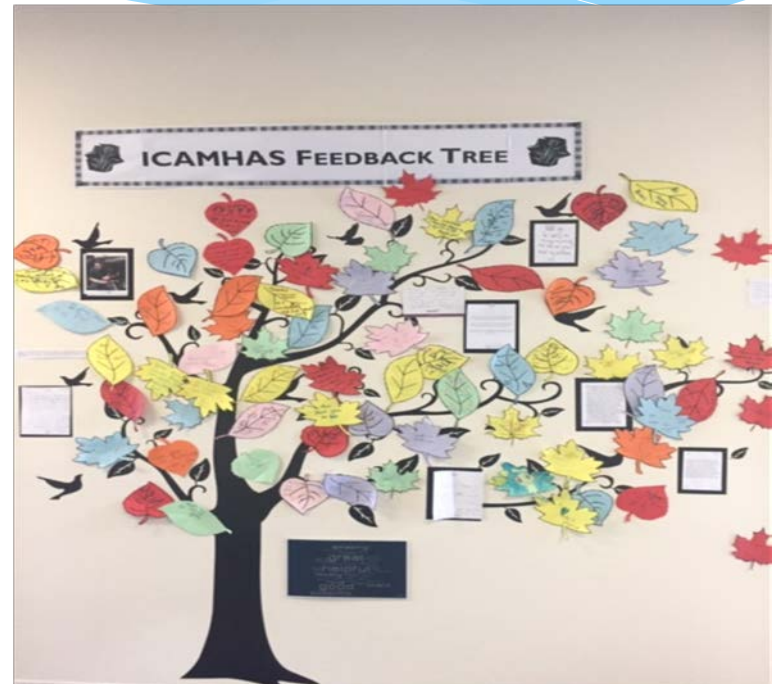
Diagnosis of the problem

No Choice apt Transition goals



Quality Improvements

- Choice outcome letter
- Choice worksheet
- Choice pamphlet
- Feedback Tree
- MDT process
- Implementation of CAPA
- Focus on client centred care
- Quality improvement culture
- Knowing how we are doing board



Challenges

- Patience
- Getting everyone on board
- Allowing everyone to have a voice
- Letting Go
- Changing the way people work
- Fitting CAPA to KPI requirements

Learnings

- * Communication
- * Having the right mix of team members
- * All projects need leaders
- * Not all decisions are democratic
- * Everyone moves at a different pace
- * Change requires commitment and energy
- * Having protected time creates an environment where quality improvement is expected

CAPA Group

- Referral process
- Choice work
- Partnership calendar
- TRAP
- Assessment and developmental forms
- Consent form
- MDT

Care Bundles Group

- Research of best practice



Anxiety Disorder

References

Ministry of Health. (2018). *Social, Emotional and Behavioural Difficulties in New Zealand Children: Summary of Findings*. Wellington: Ministry of Health.

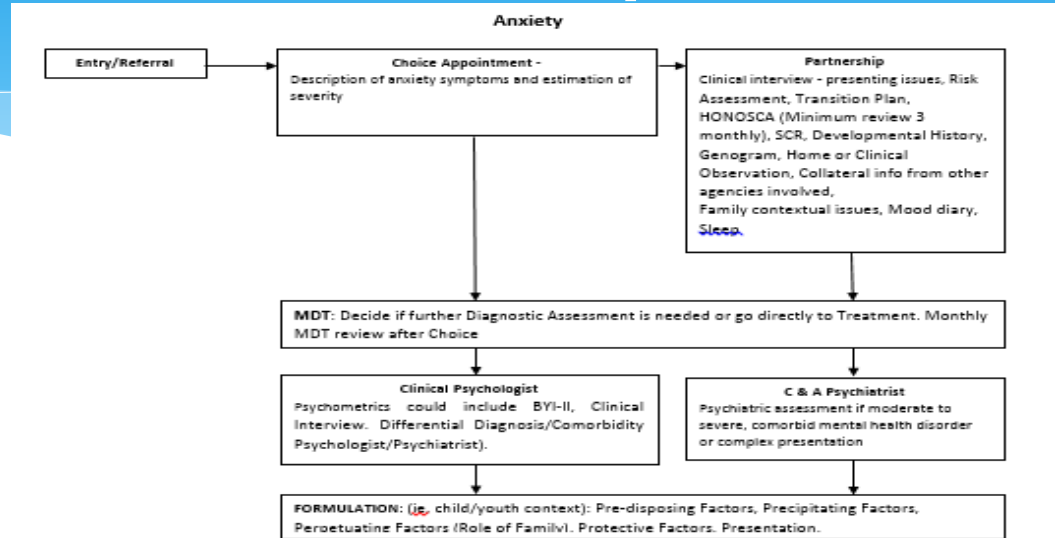
Ministry of Health. (2018). *Social, Emotional and Behavioural Difficulties in New Zealand Children: Technical Report*. Wellington: Ministry of Health.

National Institute for Health and Care Excellence (NICE) (UK). (2014, reviewed 2017). *Anxiety disorders*. Quality standard [QS53].

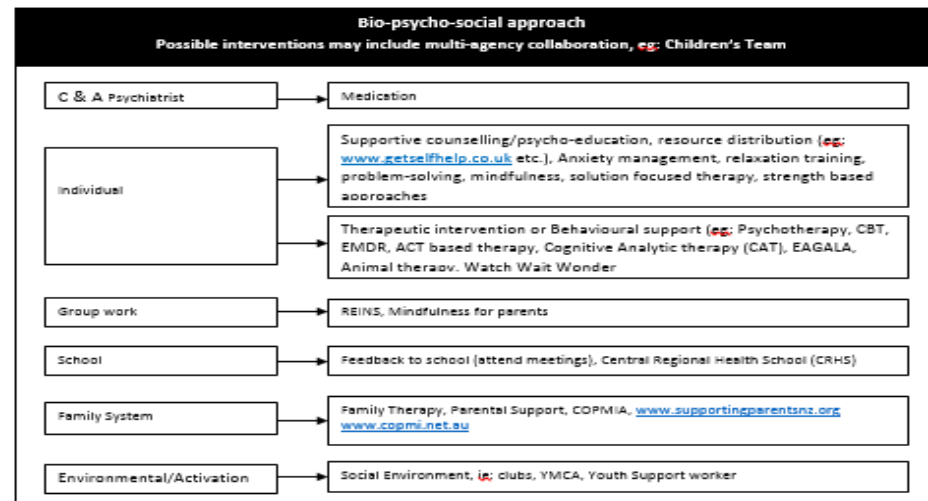
Werry Workforce Wharaurau. (2014). *Stocktake of the infant, child & adolescent mental health/AOD workforce: National summary*. Werry Workforce Wharaurau: Auckland.

Care Bundles Group

- Development of care bundles



- Utilisation and practice



Relationship Group

- “Adopt an Agency”
- Audits
- Education and Presentations
- Internal DHB Relationships
- Training days and Team Culture

Acknowledgements

- * The ICAMHAS team (for believing in the process and then embracing the changes)

