

National Mental Health Consumer Experiences of Care Project

Brigid Clarke

Senior Project Manager

Mental Health, Drugs & Regions Division

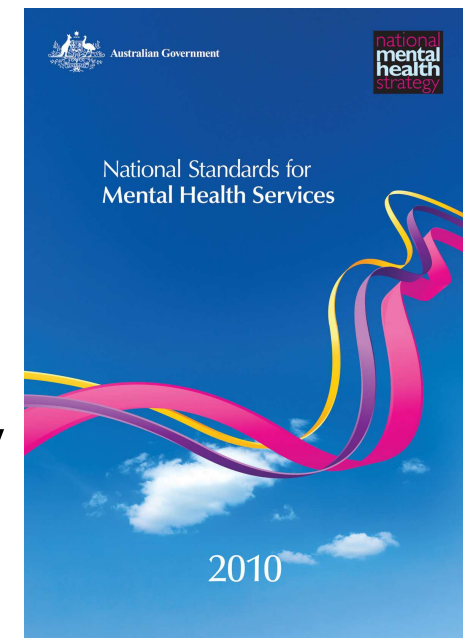
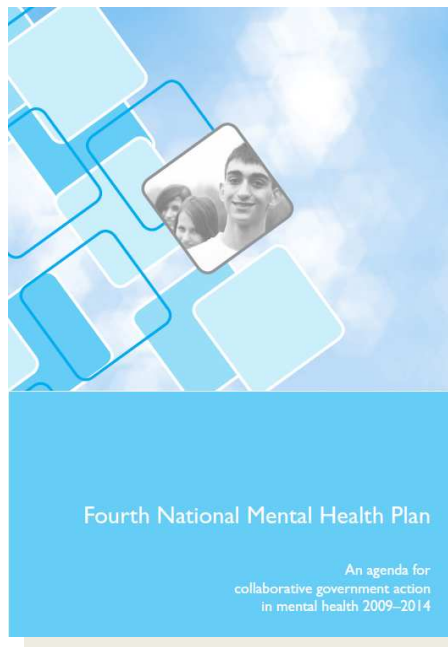
Brigid.Clarke@health.vic.gov.au

MHISS agenda

4th National Mental Health Plan

Jurisdiction Work

- QLD / PMHA: CPoC
- NSW: MH CoPES
- WA: Consumer & Carer Survey
- Vic : MH ECO



Project Objectives

1. To develop a draft instrument that:
 - a. Incorporates evidence from existing experience of care measures
 - b. Measures the recovery orientation of care from a consumer perspective based on the recently revised National Standards for Mental Health Services.
 - c. Measures the degree to which consumers see themselves as being involved and engaged in their care
 - d. Informs service-level quality improvement.
2. Undertake a targeted proof of concept trial and refine the draft instrument

National Mental Health Consumer Experiences of Care Project					
Phase 1 Project Scoping	Scoping of national policy environment and experience of care measurement literature including survey tools in mental health and broader health care Recruitment of Project Team June to September 2011				
Phase 1 Literature Review and Consultation	Literature Review Consumer perspective and Technical perspective literature reviews of Australian and international sources September to October 2011		National Consultation Process 94 experts and key stakeholders across all jurisdictions consulted via 35 face to face meetings and teleconferences. Late October to Early November 2011		
Phase 1 Tool Development	Consumer tool development workshops Early December 2011	Email consultation with National Consumer and Carer Register Mid December 2011	Development of Proof of Concept Plan November 2011 to February 2012	Proof of Concept Trial site recruitment December 2011 to February 2012	Presentation of Draft Instrument & PoC Plan to MHISS for endorsement Mid March 2012
Phase 2 Proof of Concept Trial	Detailed Proof of Concept Trial Implementation Plan March to April 2012	Obtain ethics approval for 6 sites nationally March to May 2012	Conduct Proof of Concept Trial at 6 sites nationally Late April to July 2012	Evaluate Proof of Concept Trial August to September 2012	Final Project Report and Implementation Recommendations End October 2012

Purpose

Consumers

- Improve service experience for themselves and others

Service providers

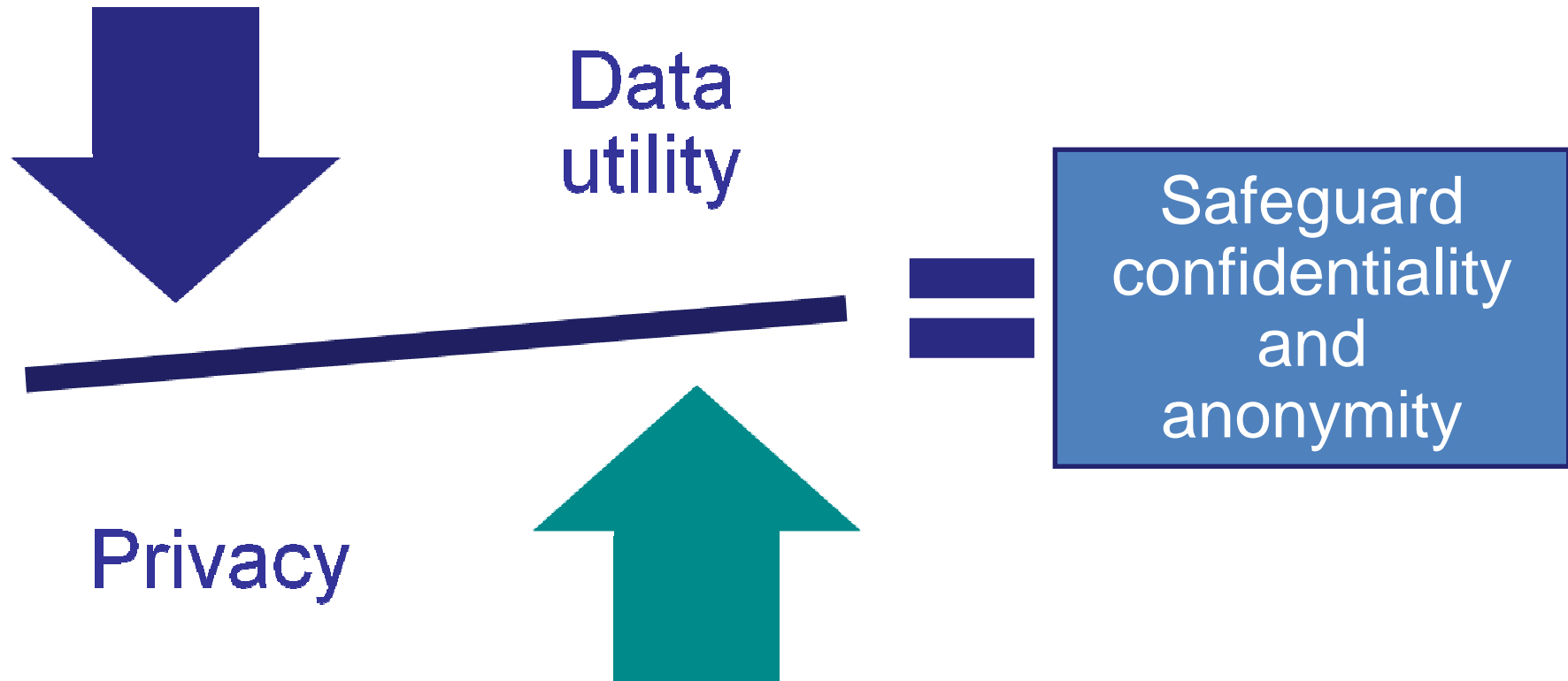
- Quality improvement
- Tracking performance
- Benchmarking and learning from other services

Government

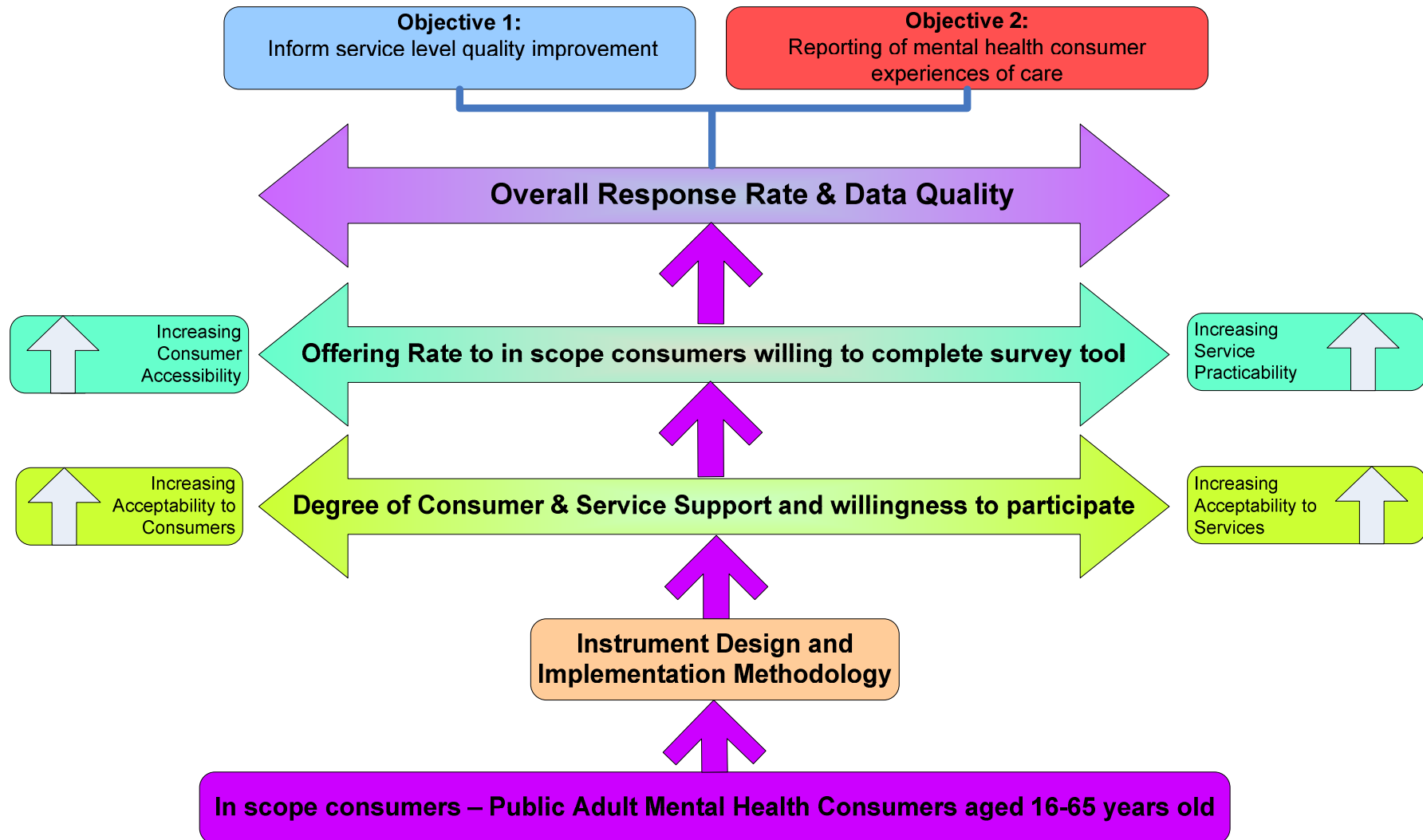
- Performance monitoring and reporting
- Quality improvement
- Benchmarking

Findings to date: Consumers

health



Findings to date:



Domains

health



Issues & Challenges

- Multiple aspirations of instrument
- Product & Process
- Alignment issues & Opportunities

