

PREPARING FOR THE COMING SERVICE SYSTEM

Lessons from Partners in Recovery in Lower Murray
May, 2016

R E D P A N T H E R

Who are we?

Cath Murphy, Director of Disabilities and Mental Health Services, Mallee Family Care

Garth Boyd, Support Facilitator, Mallee Family Care

Graham Panther, Redpanther Consulting

Evaluating Lower Murray Partners in Recovery

- *Mallee Family Care: lead agency of Lower Murray PIR*
- *Evaluation looking at:*
 - *Impact of the program*
 - *Role of the Support Facilitator*
 - *Outcome measurement practices*
 - *Preparing for the future service system*

The big question

What could be radically better about people's experience of mental health services in this region?

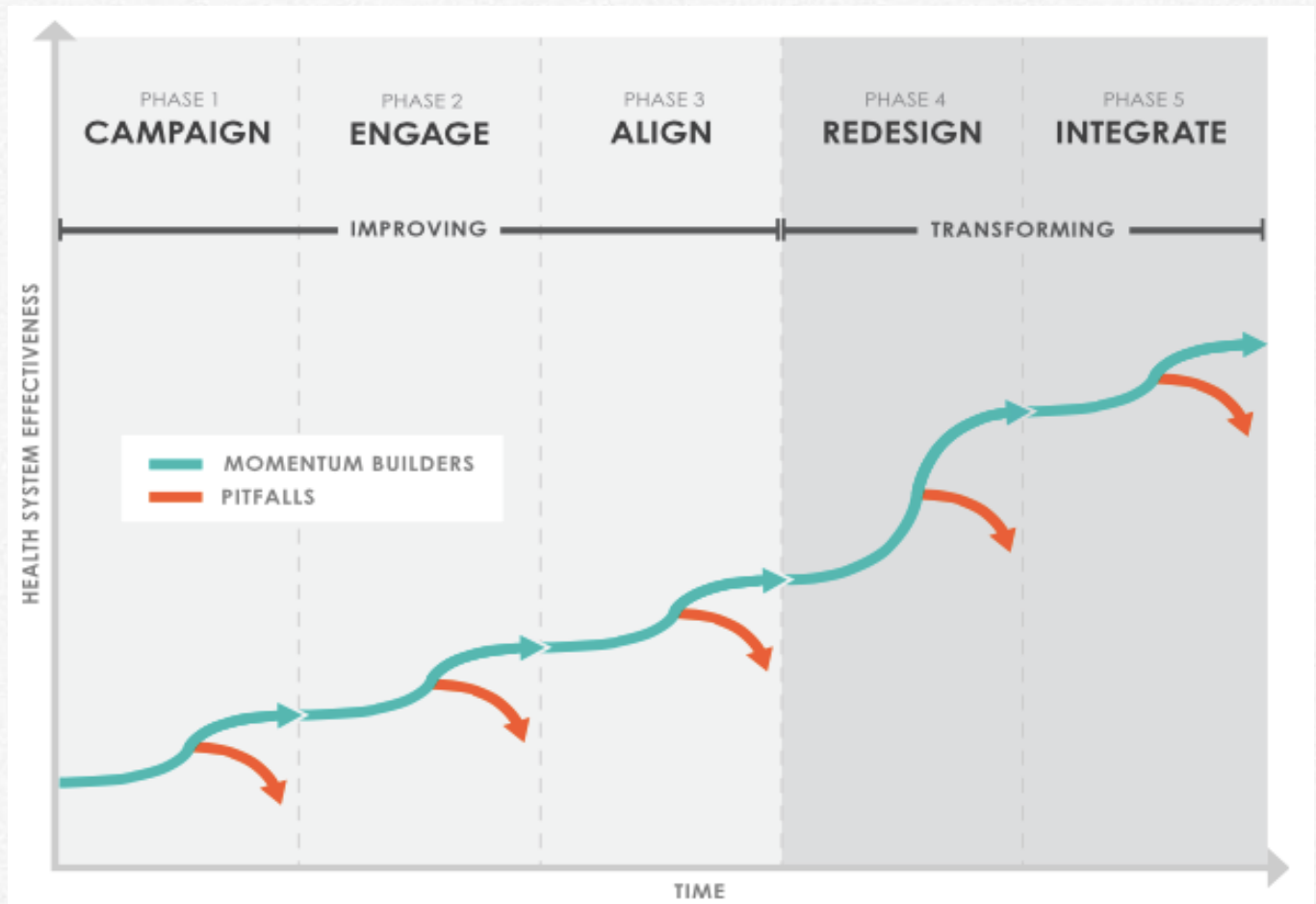
The opportunities

System improvement: What PIR can do

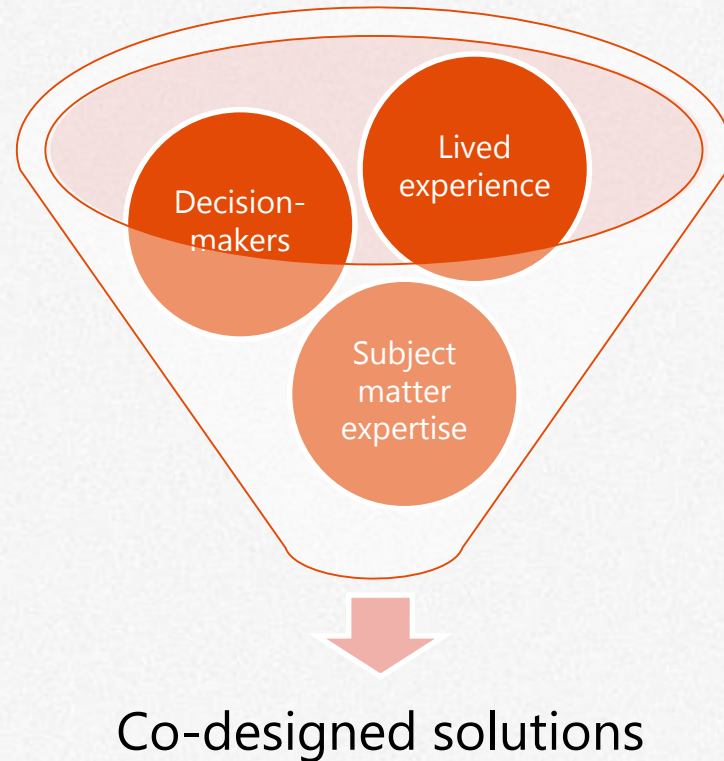
System transformation: Stepped Care, NDIS

How can our collective vision inform the coming service system?

Don't just improve the system, transform it



Co-design: the right ingredients



Co-designing the vision

Traditional consultation asks 'what can we do for you?'

Co-design asks, 'what can we do together?'

Co-design workshops with:

- *People using mental health services*
- *Family and friends*
- *Mental health professionals:*
 - *clinical and community*
 - *operational & strategic*
 - *Including PHN and PCP*

The workshop process: focus on experience

- *No lanyards, no titles – guess the psychiatrist*
- *Design thinking – focus on the experience rather than getting too caught up in the detail*

Pain points	Happy moments
A referral is just another way of saying 'no'	Finally a 'yes'!
Telling your story again and again – one step forward, two back	Not judging someone based on the file
It's a maze with no guide – GPs can't help. Took years to find someone who understood	The gamechanger – someone you click with, who listens, and can make things happen
The missing middle	Having somewhere to go
Lost freedom, lost rights, lost personhood	Equality, no judgement, holistic view
You find someone, then they're gone	Having a constant advocate
No one deals with everything at once	Coming together as a team, including you and your family

The dream: Mildura

The first answer is always 'yes'. Workers are empowered to be problem solvers, with a 'can do' attitude.

People feel good about accessing mental health services. The relationship between workers and community members is the most valuable thing we have.

We see people as people first and foremost. We recognise that labels have some value but can be damaging.

We have a user-friendly mental health system where you have as much choice as possible.

The dream: Swan Hill

Everyone has access to early help, without the need for a diagnosis or a GP visit.

You only have to tell your story once, to a warm, welcoming person who cares, and who can connect you with the additional support that's available.

When specialists are needed, they come to where you're comfortable.

The community has a greater understanding of mental distress, so non-mental health spaces are more welcoming, and people know where to go for that early help.

How might we...

How might we ensure people's first experience of seeking help is a good one?

How might we redesign the system so people hear "yes" more often than "no"?

'Early help' for adults – access guaranteed, without a diagnosis or a GP referral.

'Pop up' one-stop-shops – not being sent somewhere else

A health information centre, with a concierge

How might we...

Do we even need assessment?

How might we radically change the way we get to know people, so they feel heard, and go away feeling good?

Flipped assessments – consumers interview workers for the 'job'

Owning your story – write, record, or film it, take it with you to each new service

The Guardian Angel – one single, warm and welcoming first port-of-call for community services, who can work out your eligibility for help; a less intensive PIR for everybody.

Value of co-design

"I'm so thrilled to be at the table, it's been very empowering."

– Consumer

"So much of our work is process, red tape. We're not allowed to dream."

– Mental Health worker

"There's a collision going on my head, between how we provide a compassionate service, and how we operate as a business. This has really helped my thinking."

– Senior clinician

What next?

Evaluation: how can PIR address the issues raised?

Further scoping – identify what providers are collectively up for

Frame up a project as the next 'momentum builder':

- *Specific timeframe and clear objectives*
- *Co-designed 'prototyping'*
- *Seek out opportunities within the coming funding options, philanthropic, or low-resource ways to trial these ideas.*