

Media Release

From: Tracey Adamson, Chief Executive

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Subject: Community-based adult mental health and addiction services

A new model of care for community-based adult mental health and addiction services in Wairarapa will be introduced this year. For the first time in New Zealand, support and treatment for people with needs for both types of services will be available from a single point in the community.

The new service model aligns with the mental health component of Tihei Wairarapa, a Wairarapa-wide initiative which is working towards greater integration of all services to provide better and more holistic health care.

“Putting the needs of people using mental health and addiction services at the centre of everything we do, rather than trying to match people to services, will help achieve better outcomes for them,” said Masterton GP Dr Hilary Ryan, the clinical leader of the mental health component of Tihei Wairarapa. “It is also consistent with the DHB’s wider Clinical Service Plan’s focus on improving the experience of people using services.”

A 2010 report on mental health and addiction problems that occur at the same time, Te Ariari o te Oranga, found that between one third and half of people using mental health services also had addiction problems. The proportion of people using addiction services who also had a mental health problem was much higher, at up to 70 per cent.

“Providing addiction services together with mental health services means that people will receive comprehensive support from one place, reducing the need to navigate their way around numerous organisations,” said Wairarapa DHB clinical director of mental health, Dr Zarko Kamenica.

Wairarapa DHB’s agreements with seven service providers, covering alcohol and drug addiction, mental health day programmes and community residential care services, expired in June after being in place for six years.

Wairarapa DHB chairman, Bob Francis, said an evaluation panel including independent GP, iwi, clinical and consumer representatives and Wairarapa DHB managers reviewed 11 proposals received from local and national providers as part of a process of moving to the new model.

“The board accepted the panel’s unanimous recommendation that it adopt the proposal for a single service received from national mental health service provider Pathways, in partnership with addiction services provider CareNZ,” Mr Francis said. Local provider King Street Artworks will continue to provide art-based day programmes with changes that reflect broader community use of the service.

From 1 November, Pathways and CareNZ will work together to provide all people using services with one assessment, one record, one recovery plan and one service. Housing and employment facilitation and support, and information services will be part of the mix. People using services will have access to their health record via secure internet access and can share this with their GP or specialist if they wish to. This is not possible under the current arrangements.

“People using these mental health and addiction services and their families will be actively involved in planning and delivering care, a concept that is known to improve outcomes,” Mr Francis said.

“Within this way of working, there will often be fewer services involved in a person’s recovery plan, reducing the risk of people falling through gaps,” said the panel’s alcohol and drug advisor, independent psychotherapist Rick Williment. “There will be a more integrated response to mental health and addiction issues, and to attending to the related social needs of people using the services. The systems to ensure referrals have been followed up will be easier to monitor.”

Ronald Karaitiana, Rangitāne’s representative on the evaluation panel, said more work was still to be done to decide how kaupapa Māori services would be provided in future. “Through its special relationship with Māori, the DHB is working closely with Ngāti Kahungunu and Rangitāne to agree on how to best meet the needs of Māori people who use services and how to best support their whānau.”

“Our priority is to make the move to the new provider smooth for people who use services,” Wairarapa DHB chief executive Tracey Adamson said. “A detailed plan for this is being developed, involving existing and future providers and clinical and community representatives.”

All staff employed by the current providers of mental health and addiction services will be offered the opportunity to apply for positions with Pathways or CareNZ and all applicants will be interviewed.

Dr Kamenica said there would be no change to mental health services provided by Wairarapa Hospital other than an expected closer involvement with the community-based service.

The Tihei Wairarapa and Wairarapa Clinical Services Plans are available at www.wairarapa.dhb.org.nz

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Further information from:
Tracey Adamson
Chief Executive, Wairarapa DHB
Phone: 06 946 9858

Community-based mental health and addiction services

Questions and Answers

Q. What is the new community-based mental health and addiction model of care being introduced in Wairarapa?

The new model will provide people who use non-DHB mental health and addiction services with one assessment, one record, one recovery plan and one service. Housing and employment support and information services will be part of the mix.

Q. Who is this service for?

A. The service is for people with moderate to severe mental health and/or addiction problems.

Q. What are 'community-based' mental health and addiction services?

Community-based services are those provided by organisations other than the specialist secondary service in the DHB's Mental Health Service. GP and other primary care services are also referred to as community-based services.

Q. Why bring mental health and addiction treatment services together in a single service?

A large proportion of people using these services experience both mental illness and addiction problems at the same time. Providing addiction services together with mental health services means that people receive comprehensive support from one place, reducing the need to navigate their way around numerous organisations.

Under the new Wairarapa model for community-based mental health and addiction services, people will have access to all services based on their assessed and prioritised needs, rather than their diagnosis.

Q. What services are included in the new model of care to be provided by Pathways and CareNZ?

A. The services to be provided by Pathways, together with CareNZ, include:

- mobile support services
- addiction clinical services
- detoxification
- addiction intensive outpatient services
- methadone treatment services
- employment facilitation
- housing facilitation and support
- residential care

Q. Will any other service providers be involved in this model?

Yes. King Street Artworks will continue providing their art-based day programme which helps people with mental health and addiction problems to recover and stay well.

Q. What changes will there be to services currently available in Wairarapa?

A. Generally speaking, the community-based services that are currently available for people with mental health and/or addiction problems will continue to be available.

What will change is how these services support people to recover and remain well. Changes in mental health services over the past decade have recognised the benefits of helping people engage with natural supports including family/whānau and community activities.

Q. Who is Pathways? What experience do they have?

A. Pathways is NZ's largest provider of community-based mental health and wellness services. Pathways supports people to live well and be part of the communities of their choice by providing a range of support services around employment, housing, practical daily living and being healthy.

Pathways was established in 1989 by a group of people who were concerned about homelessness and a lack of support for people with experience of mental illness. At that stage, the mental health sector was dominated by institutions and large group houses. Pathways saw the need to be different and introduced a model of community-based, residential support in quality accommodation. Since then, Pathways has entered new communities around New Zealand and provides a wide range of community-based services including mobile support, respite services and residential support.

Q. Who is CareNZ and what experience do they have?

A. CareNZ has been providing alcohol and drug addiction services in New Zealand for over 50 years. With a head office in Wellington, CareNZ provides services in Kapiti, Porirua, Lower Hutt, Wellington, Christchurch, South Auckland and Waikato.

CareNZ helps people – as well as those who love them – struggling with alcohol and/or drug abuse problems to change their lives for the better. Every year CareNZ assists more than 3,500 New Zealanders overcome their addiction issues.

Q. How will Pathways and CareNZ work together to provide a single service?

A. Pathways will hold the contract with Wairarapa DHB to provide services. It will have a subcontract agreement with CareNZ to provide addiction treatment services. The single service will be overseen by a Wairarapa manager. Pathways and CareNZ staff will work side-by-side in the same building, which will improve knowledge, skills and co-ordination of care.

A shared patient management system will mean people will only have one record and recovery plan under one system, with everyone working towards same goal.

Q. Have Pathways and CareNZ worked in this way before?

A. While Pathways and CareNZ have never before combined to provide a fully-integrated service model, they have worked together closely for a number of years on systems development, projects and at an operational level. The two organisations share core values: both are committed to putting the specific needs of people who use services at the centre of their work.

Q. Where will the new service be based?

A. The service will operate from a centrally-located service hub in Masterton, providing a welcoming environment for all to use with rooms that will be available for meetings and assessments. An interim arrangement for this may be needed until Pathways and CareNZ secure their ideal location.

Pathways and CareNZ will provide an administrative and service base for both their own staff and other relevant community or DHB services that wish to use it. The service hub will be able to expand to include specialist or primary care services if this opportunity arises under Teihei Wairarapa.

Q. How will people access these mental health and addiction services?

A. The new model places people who use services at the centre of everything that happens. They will walk into or contact the central service hub, having been self-referred or referred by their GP or the DHB Mental Health Service. Their needs will then be discussed and identified and they will be connected with the right service or health professional – either within the service or with the DHB Mental Health Service or their GP.

Q. How will residential care services be provided? Will there be any change?

A. There will be a pool of residential care beds. These beds will be used for people experiencing more severe mental health or addiction issues including long-term high-needs residents, community-level detoxification, respite care and short-term rehabilitative residential care.

In the short-term, there will be minimal impact on the circumstances of people currently using these services. As the needs of each person are reviewed and the service evolves, the shape of residential care services will reflect the needs of those using them. If any changes to existing arrangements are needed, these will be fully and clearly discussed at the time with people using services, their family/whānau and other supports.

Q. Will the new service employ people who use mental health and addiction services?

A. Yes. Across all of their services in other parts of New Zealand, Pathways and CareNZ have a high degree of commitment to employing people with lived experience of mental illness and/or addictions. They will continue to do this in Wairarapa. They will also develop the capacity for people who use the service to be involved in planning, reviewing and developing services.

Pathways and CareNZ recognise the importance that being employed plays in enjoying good mental health. To assist in this, they will provide a dedicated employment facilitation service that will help people who are eligible to use mental health and addiction services find and maintain work.

Q. How will people using existing services make the changeover to the new providers?

A. A plan for this transition is being developed for each type of service. Clinicians from the DHB Mental Health Service, Pathways and CareNZ will work closely with each current provider to minimise disruption for people using services and help make their move to the new service as smooth as possible.

Q. Who will make sure that the wellbeing of people using services is maintained throughout the transition?

A. A local steering group will oversee the transition to the new service provider. The steering group includes Dr Zarko Kamenica who is the clinical director of Wairarapa Hospital Mental Health Service, Dr Hilary Ryan GP who, along with Dr Kamenica is a lead clinician for the mental health component of Tehei Wairarapa, chief executives of Wairarapa DHB, Pathways and CareNZ, and the DHB quality manager. Representatives of local iwi will also be invited to participate in this governance group.

Q. How will the needs of Māori people using mental health and addiction services be met?

A. Wairarapa DHB wants to work with iwi to identify how kaupapa Māori mental health and addiction services will be provided in the future.

Q. Is the move to the new model and a new provider a cost cutting exercise?

A. The primary purpose of these changes is to improve outcomes for people with mental health and addiction problems. However, the single service model does provide some natural cost efficiencies as there will be fewer back-office tasks. This is consistent with the three aims of the Wairarapa Clinical Services Action Plan – to improve the health of the whole population, improve the patient's experience and to reduce and control costs.

Q. What will this mean for service providers currently holding Wairarapa DHB contracts to provide mental health or addiction services?

A steering group will work with each provider, along with Pathways and CareNZ, to agree a transition plan. The focus will be on ensuring continuity in the delivery of services and minimising disruption to all.

Q. Will staff of existing service providers in Wairarapa have the opportunity to apply to work in the new model?

A. Yes. All staff employed by the current providers of mental health and addiction services will be offered the opportunity to apply for positions with Pathways or CareNZ if they wish to. All applicants working for current providers will receive an interview. All positions will be advertised by 10 September and positions will be filled by mid-October.

Q. How was the decision to adopt the new service model and provider made?

A. An evaluation panel including independent GP, iwi, clinical and consumer representatives and WDHB staff reviewed the 11 proposals received through an open tender process.

The panel unanimously recommended that the proposal for a single mental health and addiction service received from national provider Pathways in partnership with CareNZ be adopted. It also recommended that the King Street Artworks day programmes for people with mental health and addiction needs continue. The DHB Board accepted the panel's recommendations in full.

Q. What was the membership of the evaluation panel and who did the members represent?

A. The panel was made up of 11 people chosen for their clinical and management experience and expertise. Where potential conflicts existed locally, panel members were selected from outside of the region. The panel members were as follows:

- Dr Hilary Ryan – GP and clinical leader of the mental health component of Tihei Wairarapa
- Rick Williment (Wellington) – Registered Psychotherapist, independent alcohol and drug addiction advisor
- Ron Karaitiana – Rangitāne o Wairarapa Board
- Lynne Whata – Ngāti Kahungunu ki Wairarapa representative
- Doug Banks (Hawkes Bay) – Service user advisor and qualified psychotherapist
- Frank Bristol (Whanganui) – Service user advisor
- Simon Phillips – Portfolio Manager, Mental Health Planning & Funding, Hutt Valley DHB
- Andrew Curtis-Cody – Acting Mental Health and Addiction Service Manager, Wairarapa Hospital
- Helen Pocknall – Director of Nursing and Midwifery, Wairarapa DHB
- Marie Daly – Portfolio Manager, Mental Health and Addictions, Wairarapa DHB
- Joanne Edwards – Portfolio Manager, Strategic Development & Population Health, WDHB

Q. What is the Wairarapa Clinical Services Action Plan?

The Wairarapa Clinical Services Action Plan is a clinically-led service plan for all Wairarapa health services. It was developed in 2009. The 10-year plan aims to transform health services into a single, linked system of safe, quality care centred on patients and service users. The plan can be viewed at www.wairarapa.dhb.org.nz

Q. What is Tihei Wairarapa? How does it relate to the new mental health and addiction model?

A. Tihei Wairarapa is a Wairarapa-wide initiative which explores how all services can integrate more closely to provide better and more holistic health care. It builds on the Wairarapa Clinical Services Plan. Tihei Wairarapa aims to provide patients with:

- an enhanced experience of a wider range of care closer to home
- more active response to their health issues and more flexibility in the type and level of care provided
- more prospective planning which is likely to result in longer, healthier lives with less reliance on Emergency Departments, hospitals and aged residential care facilities
- an enhanced network and sharing of information to reduce patient frustration and improve care

- reduced cost, waiting times and travel to access the care and treatment required.

The new mental health and addiction model of care is consistent with Tihei Wairarapa's mental health component. The Tihei Wairarapa plan can be found at www.wairarapa.dhb.org.nz