



Mental Health Update and Education Series - Session Seven

**Launching the Tasmanian HealthPathways Mental Health Request pages and 2023
Mental Health Services Wrap Up**

This meeting will start shortly.



Mental Health Update and Education Series - Session Seven

Launching the Tasmanian HealthPathways Mental Health Request pages and 2023 Mental Health Services Wrap Up

Zoom meeting – 29 November 2023, 6:30pm – 8:00pm

Acknowledgement of traditional owners

We acknowledge the Tasmanian Aboriginal people as the traditional owners and ongoing custodians of the land on which we are meeting today. We pay our respects to Elders past and present.

We would also like to acknowledge Aboriginal people who are joining us today.



Learning outcomes

After this session, I will be able to:

- Describe the Statewide Mental Health Services reforms relevant to primary care including Access Mental Health, the Southern GP liaison Clinic, the Peacock Centre and HITH
- Describe PHTs current suite of commissioned mental health services and other free mental health supports for Tasmanians
- Review the Tasmanian HealthPathways Mental Health Request pages to access local supports and referral pathways
- Understand how services fit within a stepped care system with reference to the IAR (initial assessment and referral guidance for mental health care)

Some housekeeping

- Tonight's meeting is being recorded.
- Please use the Zoom chat feature to ask questions or raise your hand during the allocated question time.
- At the end of the meeting your browser will automatically open an evaluation survey. We appreciate you taking the time to complete this to help us improve our events programme.
- Please don't forget to register for your next webinar at:
<https://www.primaryhealthtas.com.au/for-health-professionals/events/>

Presenters

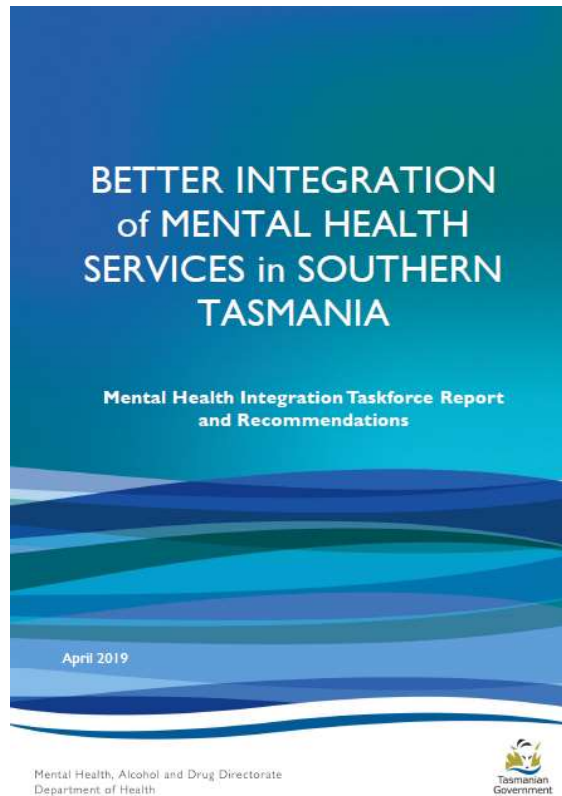
- **Dr Honor Pennington**- Director, Adult Community Mental Health Service, THS
- **Hannah Nolan** - GP Clinician Liaison, Acute Care Stream, THS.
- **Audrey van Wyk** - Clinical and Community Programs Manager, Richmond Fellowship Tasmania Inc
- **Richard Lewandowski** – Clinical Lead, Richmond Fellowship Tasmania Inc
- **Nikki Riley** - Program Coordinator, Horizons Service & Operations, Baptcare
- **Suzy Canadi** - Partnerships Manager, SANE
- **Darren McKay** – Manager, Head to Health, Launceston
- **Kristy Mayne** - Country Outreach manager, RAW
- **Miranda Stephen** – Director, Mindfulness Programs Australasia
- **Dr Anna Seth** - GP Clinical Editor, Primary Health Tasmania

Revisiting the Mental Health Reform Program

Progress & achievements in adult mental health services

November 2023

Background



- Community
- Respect
- Recovery
- Lived experience
- Integration
- Workforce



Reform objectives

- Enhancing the experience and outcomes of consumers
- Improving the health of the population
- Reducing per capita cost of care.



Milestones 2022



Ongoing development of Continuing Care Stream throughout 2022

Milestones 2023



Ongoing development of Continuing Care Stream throughout 2023

Unique count of consumers accessing MHS			~3% population with severe MH condition (AIHW) 2022/23
2018/19	2022/23	Growth in consumers accessing	
10,803	12,900	+19%	Tasmania – 17,170
4,541	5,689	+25%	Southern region – 8,960

Statewide Mental Health Services
 Department of **Health**

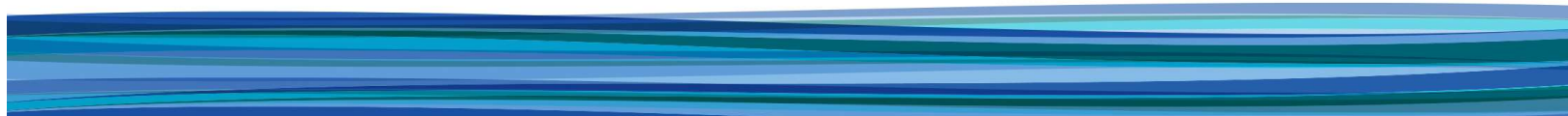
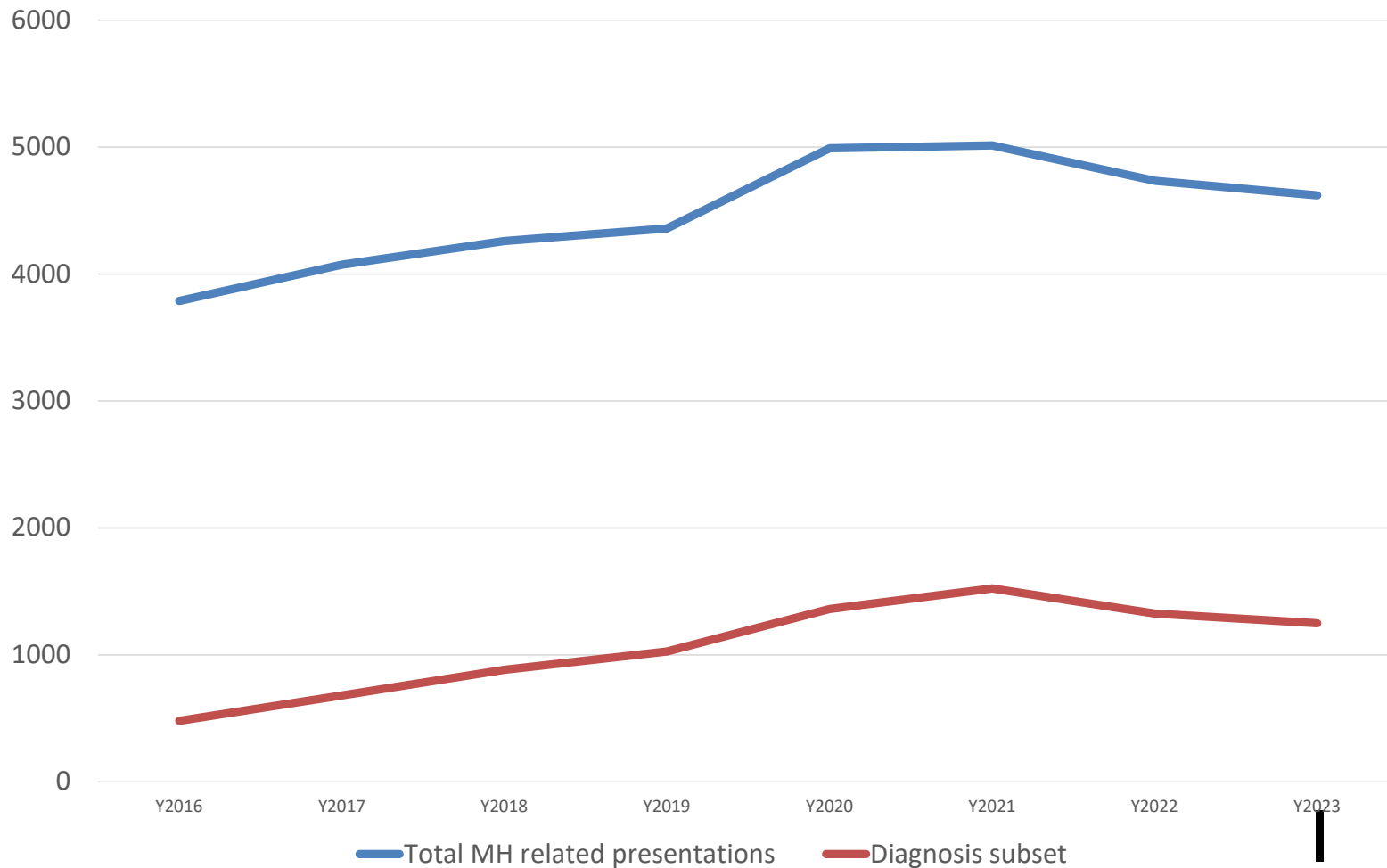


Access Mental Health 1800 Helpline	2018	2023*	Change
Total calls received	-	9,019	-
Total triages recorded	5,400	6,800	26%
Total consumers triaged	4,300	6,075	41%

Mental Health Emergency Response	2022	2023*	Total
Total tasks attended	1,594	1,249	2,843
Average time on task	86 Mins	86 Mins	86 Mins
% of people remaining in the community	75.2%	73.9%	74.6%
% of uses of MH Act by MHER team	4.9%	4.8%	4.9%

RHH Emergency Department	2018	2023	Change %
Total mental health related presentations	4,259	4,620	+8%
Consumers presenting for first time (MH related)	1,636	1,499	-8.4%
28 day re-presentation rate to ED	21%	19%	-2%
Average length of stay in ED	12.3hrs	11.2hrs	-9%
Presentations admitted to inpatient mental health	17%	22%	+5%
Average wait for inpatient mental health bed	21hrs	12hrs	-43%
Current MHS client when presenting to ED	32%	24%	-8%

RHH ED - Mental Health related presentations by year





GP Liaison - Acute Care Stream

In October 94 GPs referred through to Access Mental health services.

Once a GP referral is received, Access mental health will attempt contact to the client to conduct a clinical triage.

With no acute risks identified the client will then be discussed in MDT and offered a Collins street clinic appointment.

The Collins street clinic is an outpatient clinic that can offer a 90-minute psychiatric assessment with recommendations provided to the GP for continued care.

MENTAL¹⁷ HEALTH SERVICES - THE ACUTE CARE STREAM

What is available for clients in the community that do not present as an acute risk to themselves or others but require a mental health intervention?

○

CHECKPOINTS FOR A COLLINS STREET CLINIC REVIEW

GP will then receive the assessment and recommendations within 48 hours of the assessment.

+

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Current number of Collins street clinic assessments that occur 10-15 a week

○

- ❖ Needs a GP referral via the Access mental health referral form and a consistent GP to continue to be the care provider
 - ❖ No Acute risks to self or others
- ❖ Only a maximum of 2 Collins street clinic reviews within a 12-month period to reduce the risk of becoming routine care providers.



Richmond Fellowship Tasmania

Mental Health Nurse Program



Mental Health Nurse Program



- **Who is it for?**

- **Referral Pathway**

<https://www.primaryhealthtas.com.au/templates/mental-health-nurse-program-referrals/>

- **What does the program provide?**

Context

- Level 4 service (Stepped care model)

Level of Care	Levels of severity most commonly associated with the level of care	Description of clinical services	Broader non-health support services likely to be needed
Level 4 – High Intensity services	Severe mental illness (may be persistent or episodic) where there is not a high level of risk, complexity or disability	High intensity services including periods of intensive intervention that may involve multi-disciplinary support	Psychosocial support and community supports such as peer support, social participation or lifestyle interventions.

- Re-design of service

Mindset
TAS

Horizons

Baptcare

Baptcare Horizons

Commonwealth Psychosocial Support Program

Eligibility

For people:

- ▶ aged 18+ (no maximum age)
- ▶ Experiencing an episode of severe mental ill-health, no formal diagnosis required
- ▶ Not connected with the NDIS or another psychosocial program
- ▶ Completed Referral Form sent to horizons@baptcare.org.au



Baptcare Horizons

WHAT WE DO:

- Support people to identify goals, strengths and barriers
- Support people to build skills, strategies and resources to work towards these goals
- Support people to understand and manage their mental health experiences, creating opportunity for prevention and intervention and for them to live well with or without symptoms
- Outreach: We meet people in their home and community- wherever they feel safe and comfortable
- Short term service- up to 26 weeks

WHAT WE DON'T DO

- Counselling/Psychology Services
- Transport
- Long term support
- Crisis Services
- Clinical Services
- Friendship
- Medication monitoring

SANE

We're people like you.

SANE is the leading organisation in Australia for people with recurring, persistent or complex mental health issues and trauma, and for their families, friends and communities. Delivering free, quality accessible services:

1. SANE Support Line- Single information and counselling session, national:

>20,000 calls (inbound and outbound) each year

2. SANE online Community Forums 24/7 - Peer support and moderation, national:

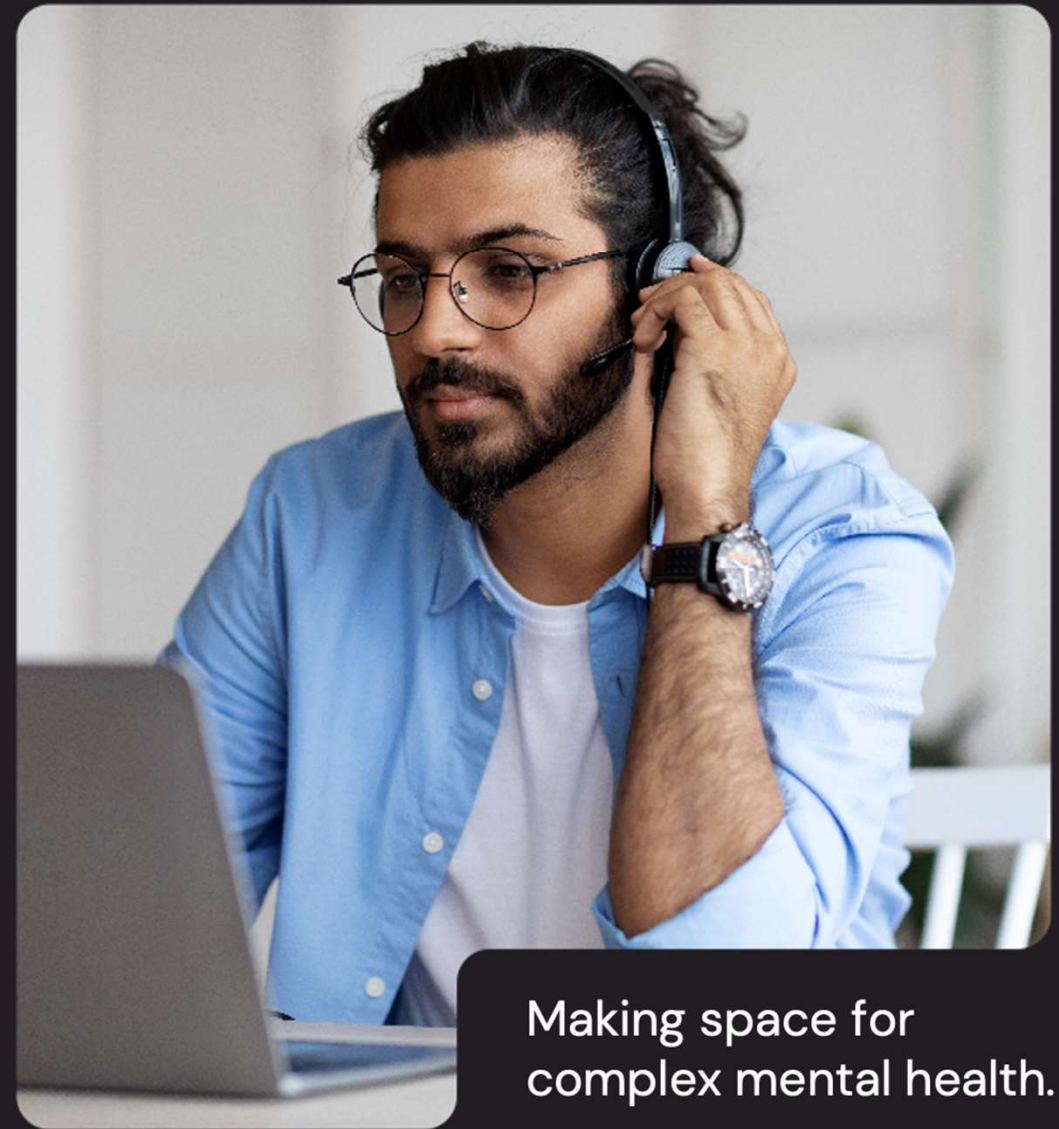
> 40,000 members

>240,000 visits each year

>1000,000 posts to date

3. Guided Service- multi session counselling and peer support, in 13 PHNs:

>2,400 participants

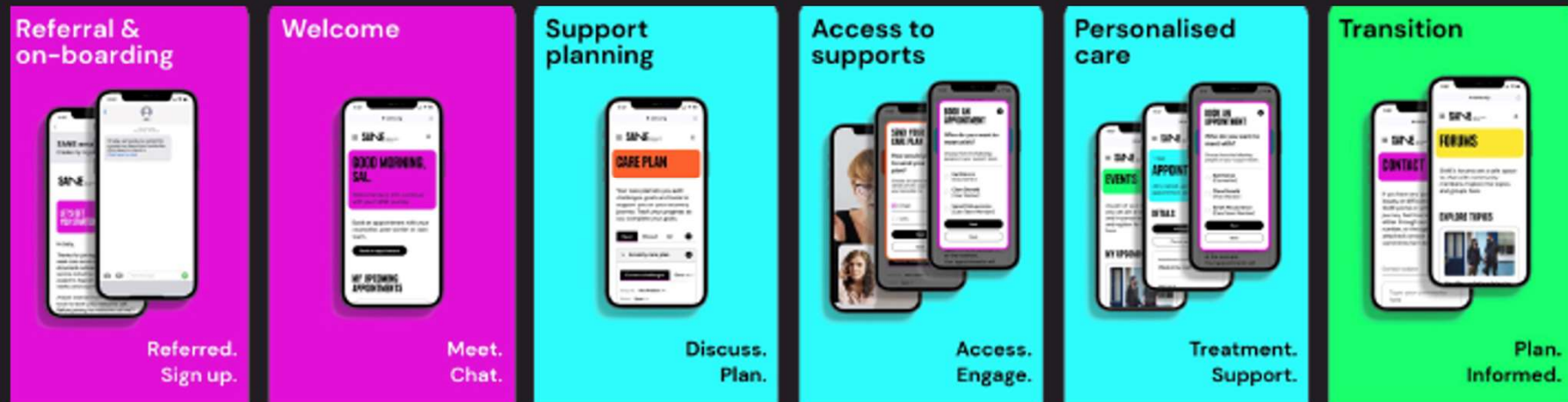


Making space for complex mental health.

THE GUIDED SERVICE.

- › Rapid access to structured 14-week program
- › Dedicated welcome and support team
- › Choice of free counselling and peer support depending on individual needs and preferences
- › Personalised participant portal
- › Individually tailored program
- › Psychosocial support, recovery goal planning
- › 8 x 1:1 sessions and 6 x group sessions
- › **Capability to add up to 5 support people**
- › Assistance to transition into self-directed support

THE SERVICE JOURNEY.



REFERRAL PATHWAYS.

- 1. Self-management:** SANE Forums and online resources
- 2. Low intensity care:** SANE guided service
- 3. Moderate, High and Acute:** SANE guided service to be used as an adjunct to other clinical services at this level

**SCAN TO
LEARN MORE.**



In the **17 months** since the full service was launched ...

3,908 people referred to the service

12,000 appointments were completed

65% identified as female

37 years old is the average age of people using the guided service

28% reported their only source of mental health care to be a GP

11% reported no mental health or primary care support in place at the time of referral to SANE.

Head to Health Centre

- Immediate Mental Health Support
- 18 plus
- All services are free
- No Wrong Door
- Option of soft entry
- 9am - 9pm weekdays
- 10am - 2pm weekends & public holidays
- (open over Christmas)
- Short-Medium Term Care:
 - Lived experience workforce
 - Family carer support
 - Brief intervention
 - Nurse Practitioner
 - Clinical Care Coordination



Colocation at Head to Health

- Since July 1st 40+ co-locaters
- Lived experience groups
- Networking meetings
- AOD services
- Private Practitioners
- Brain injury
- LAC (NDIS)
- Job network
- Housing
- Psychosocial supports/groups



HEAD TO HEALTH

Key Programs



COUNTRY OUTREACH



PROGRAM PARTNER:



PROGRAM PARTNER:



PROGRAM PARTNER:



YOUTH ENGAGEMENT

PROGRAM PARTNER:





How to refer



1800 729 827

rawtas.com.au/callbackrequest



If you are concerned about someone or think some support would benefit you, please reach out and ask RAW for support



Mindfulness
PROGRAMS AUSTRALASIA

- Level 2 non urgent mental health request
- Adults
- Free
- Group programs
- Self-referral only
- Statewide service
- Online and In-person (collaborations or community venues)
- K10 mild to moderate
- Not suitable for life crisis, psychosis, active suicidality, dissociation or unable to be in a group

3 different courses (all online and all in person):

Mindfulness Based Stress Reduction (8 week, 9 session course, 36 hrs)

Mindfulness Based Cognitive Therapy (8 week, 9 session course, 36 hrs)

Mind Your Self (4 weeks, 4 sessions, 4 hours) online and for remote locations

All courses work on a transdiagnostic type approach and offer:

psychoeducation (e.g. Autonomic Nervous System; the linkages between thoughts, emotions, physiological states and actions; the role of perception in our reactions) and

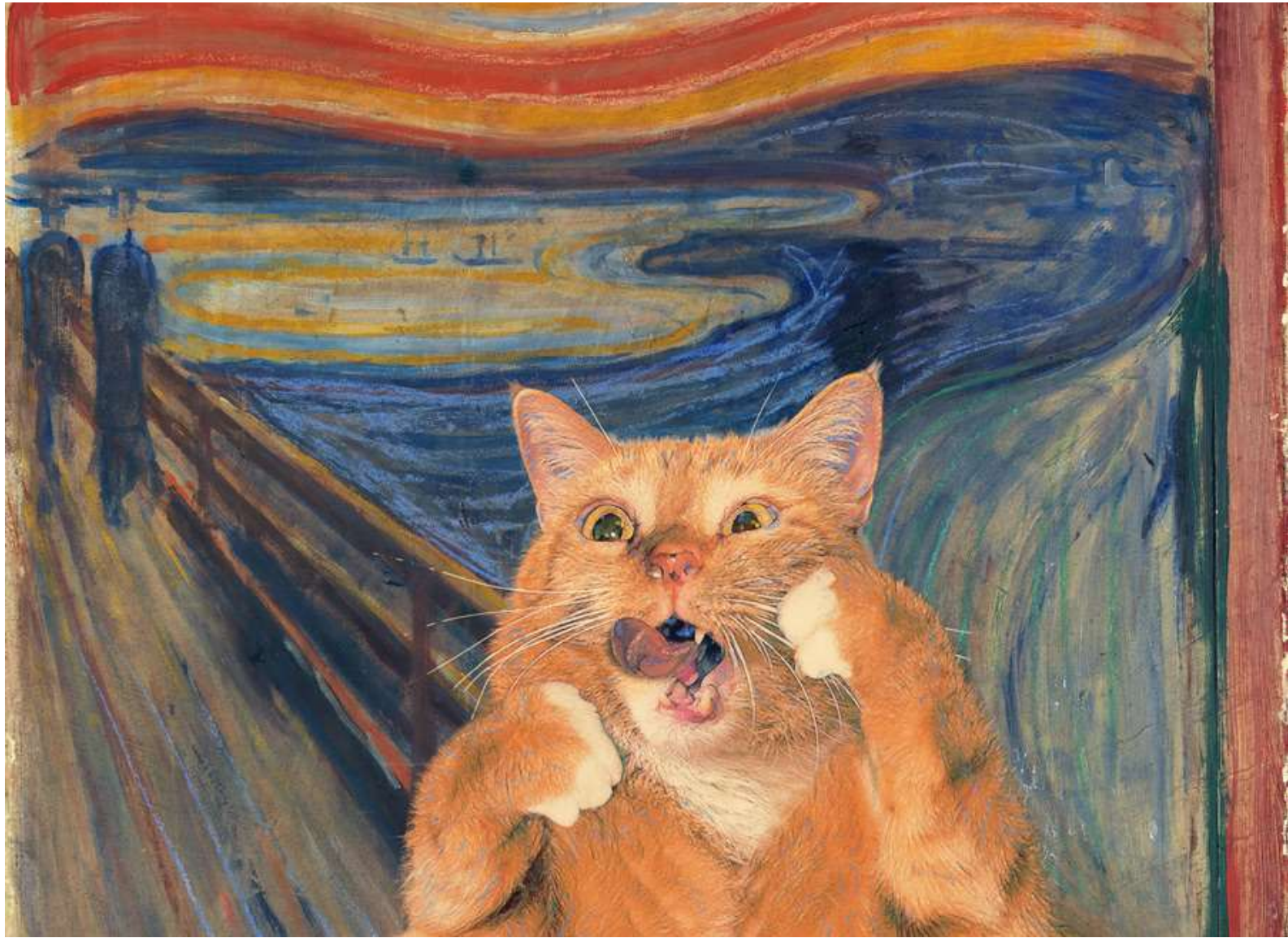
skills for self-regulation and increased self-awareness (e.g. attentional control; process vs content)

with screening and between session phone support offered

An app or alternative methods for skills practice between sessions and post course are included as well as written resources.

Evidence based for reducing stress (e.g cortisol levels and perceived stress), depression and anxiety (e.g. reduced rumination and worry) and increasing capacity to manage pain (acceptance of current condition) and increases to quality of life/wellbeing

2019 internal qualitative research (320 pax) – 87% reported courses as effective or highly effective. Primary outcomes were related to improvements in general wellbeing, in the capacity to be less reactive, to relate to difficult thoughts differently, to being able to better manage emotions and stress and in being more able to take time for self-care.



IAR guidance and the IAR-DST

Assessment domains

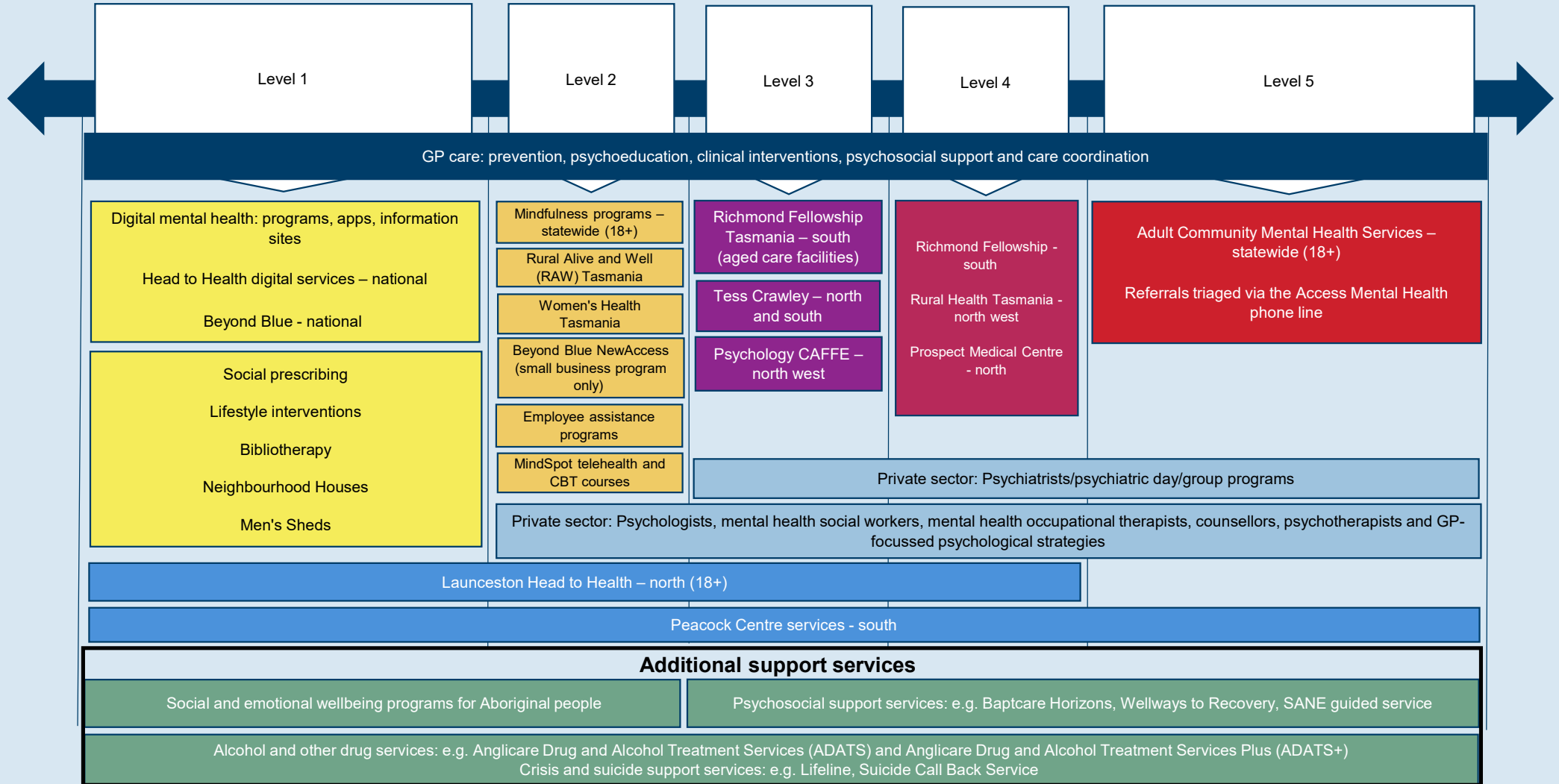


Decision about a level of care

Levels of care



Mental Health services available to Tasmanian adults by levels of care



How to find services.....

- Practice Address Books
- Your personal rolodex
- Head to Health National
- Find Help Tas
- PHT Services portal
- In the future.....CIRS

- HealthPathways.



Tasmanian HealthPathways is a web-based information portal developed by Primary Health Tasmania. It is designed to help primary care clinicians plan local patient care through primary, community and secondary healthcare systems.



tasmania.communityhealthpathways.org

Username: **connectingcare**

Password: **health**



[Home](#) / [Mental Health and Addiction](#) / [Mental Health Requests](#) / [Non-urgent Adult Mental Health Request](#)

Non-urgent Adult Mental Health Request

This page is about choosing non-urgent mental health treatment for adults aged 18 to 65 years. In urgent situations where assessment or treatment within 24 hours is needed, follow Acute Mental Health Assessment. See also:

- [Suicide Prevention Request](#)
- [Mental Health Advice](#)

Categorising mental health treatment by intensity

Match patients to a mental health service which best meets their current need. Use of the Initial Assessment and Referral for Mental Health Care (IAR) guidance can support selection of an appropriate intensity care service.

- [Level 1: Patient profile](#) - [Self-management](#)
- [Level 2: Patient profile](#) - [Low intensity care](#)
- [Level 3: Patient profile](#) - [Moderate intensity care](#)
- [Level 4: Patient profile](#) - [High intensity care](#)
- [Level 5: Patient profile](#) - [Acute and specialist care](#)

For more information about IAR in Tasmania including training options, see [Primary Health Tasmania - Mental Health Decision Support Tool \(IAR\)](#)

General mental health services

- [Level 1 Adult Mental Health Self-Management Resources](#)
- [Level 2 Adult Low Intensity Mental Health Request](#)
- [Level 3 Adult Moderate Intensity Mental Health Request](#)
- [Level 4 Adult High Intensity Mental Health Request](#)
- [Level 5 Adult: Acute and Specialist Mental Health Request](#)



tasmania.communityhealthpathways.org
 Username: **connectingcare**
 Password: **health**

Mental Health request pages

- New suite live in early October
 - Acute Mental Health Request
 - Non Urgent Adult MH request
 - Non Clinical Community Adult MH Request
 - Psychiatry Advice and Review
 - Suicide Prevention Request

Non-urgent Adult Mental Health Request

Level 1 Adult Mental Health Self-management Resources

Level 2 Adult Low Intensity Mental Health Request

Level 3 Adult Moderate Intensity Mental Health Request

Level 4 Adult High Intensity Mental Health Request

Level 5 Adult Sub-acute and Specialist Mental Health Request

Mental health decision support tool (IAR)

[Overview](#)

[How does it work?](#)

[How does it help?](#)

[Training opportunities](#)

[Related videos](#)

[Helpful links](#)

[Home](#) / [For health professionals](#) / [Our programs](#) / [Mental health](#) / [Mental health decision support tool \(IAR\)](#)

Mental health decision support tool (IAR)

Primary Health Tasmania is supporting implementation of the Initial Assessment and Referral (IAR) decision support tool across the state. This free online tool aims to standardise the assessment of people seeking mental health support in primary health care settings.

The IAR decision support tool was developed by the Australian Government Department of Health and Aged Care, based on [this national guidance](#). Development also drew on input from a range of experts, clinical peak bodies and consumers.

The tool has been developed to support a stepped care model. It is useful for GPs and mental health clinicians to support clinical judgement and ensure that the person seeking mental health support is matched to the care that most suits their needs at the time.

How does it work?

The IAR decision support tool aims to assist GPs and other mental health clinicians when making clinical judgements and decisions on the mental health treatment needs of a person. It helps the clinician or intake staff explore the person's situation in a holistic manner across eight assessment domains, so they can recommend the most appropriate level of care.

1 more zoom training session for 2023 – Wed 6th December 6.30pm

Questions?




Some final words

- After this meeting ends, your browser will open a link to an evaluation survey.
- Statements of attendance will be emailed to participants.
- For event queries, please contact events@primaryhealthtas.com.au

Thank you



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