

SALHN Adult Community Mental Health Reform

Release of Service Plan v2.0 and Workforce Plan v2.0

Staff Presentation
5 March 2019



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Consultation Process

- > ACMH Service Plan v1.0 approved for release by CMH Governance Committee on 8 November 2018
- > Released on 9 November 2018
- > Staff Presentations held on day of release
- > Staff Forums held weekly at Marion and Noarlunga throughout consultation period
- > Forums were also held for
 - Aboriginal Consumers and Carers
 - Consumer, Carers and Community
 - Stakeholders (external groups)
- > Received 972 distinct points of feedback from 76 sources

Feedback Received

Theme	Comment	Feedback	Question	Grand Total
Workforce	46	181	47	274
Service Delivery	29	108	24	161
Service Plan	18	113	10	141
Diagnostic Streaming	15	65	8	88
Operation / Service	12	58	9	79
Stakeholders	8	35	10	53
Mood Stream		41	8	49
Referral Pathways	6	35	2	43
Current State	14	5		19
Resources	3	10	6	19
Opening Statement	15			15
Consumer & Carer Engagement	4	7	1	12
Consumers	4	2		6
Psychosis Stream		2	2	4
Feedback Process	2			2
Acute Stream		2		2
Model of Care	1	1		2
Carers Needs			1	1
Future State		1		1
Focus Groups	1			1
Grand Total	178	666	128	972



Major Feedback Themes

	Total	%
❖ Workforce Plan	278	28%
❖ Service Delivery	161	17%
❖ Service Plan	141	14%
❖ Diagnostic Streaming	88	9%

- > Significant changes made to Service Plan v2.0 as a result of feedback
- > 'Consultation Feedback Summary' released Thursday 28 February 2019
- > 'Consultation Feedback' to be released Tuesday 5 March 2019

Service Plan v2.0



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Leadership and Governance

- > No clear directions in Service Plan v1.0
- > Proposed Structure in v2.0
 - > Site-based leadership
 - > Two Teams at each Site, led by HoU and Team Manager
- > Two or three Workgroups within each Team, led by a Consultant Psychiatrist
- > Discipline Seniors – AHP3 or RN3 –
 - > will support a Consultant Psychiatrist and Workgroup within a Team
 - > will work across Teams
- > Professional leadership for each discipline can now be provided within each Team

Proposed Structure

Marion		Noarlunga	
Team	Team	Team	Team
Acute & Mood	Psychosis	Acute & Mood	Psychosis
Acute Workgroup 1	Psychosis Workgroup 1	Acute Workgroup 1	Psychosis Workgroup 1
Acute Workgroup 2	Psychosis Workgroup 2	Acute Workgroup 2	Psychosis Workgroup 2
Mood Workgroup	Psychosis Workgroup 3	Mood Workgroup	



Feedback on Service Delivery

- > Questions on how the Service Plan would be delivered to consumers
 - Changes were made to the Service Plan to reflect some of the feedback
- > Most questions raised will be clarified in the Operational Guidelines



Feedback on Service Plan

- > Related to wording or language used in the Service Plan, rather than a specific area of service delivery
 - Many changes made eg 'will or must' has been changed to 'should'
 - Consistent terms used throughout the documents
- > Questions on SALHN CMH Reform fits with other LHNs and the new SA Health Mental Health Care Plan
 - CALHN and NALHN representatives invited to SALHN meetings
 - Aiming for core KPIs across LHNs
 - OCP kept informed of SALHN progress



Feedback on Diagnostic Streaming

- > Many people questioned the concept of diagnostic streaming, and evidence around the South Brisbane model
- > Significant revision of the Service Plan, now using 'Evidence-Based Treatment and Care Planning'
- > The structure will retain the three original Streams, informed by the concept of evidence-based diagnosis
- > This provides an efficient site-based structure for the allocation of consumers, teams and governance

Workforce Plan v2.0



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Feedback on Workforce Plan

- > Concern about the Team Manager covering two sites
- > Loss of Clinical Coordinator role
- > Clarity on role of Duty Worker
- > Need for increased FTE particularly in OT and Psychology
- > Potential loss of multi-class positions
- > Training and development



Key Changes to the Workforce Plan

- > Redistribution of positions across Sites based on demographics, service demand and clinicians' skill-set
- > Team Managers to be site-based
- > 'Care Coordinator' replaced with 'Primary Clinician'
 - Case management retained as a core function
 - Will provide targeted therapy functions, and facilitate access to specialist functions via the appropriate clinician



Key Changes to the Workforce Plan

- > Discipline Seniors
 - Nurse Consultant RN3
 - Senior Clinical Psychologist AHP3
 - Senior Occupational Therapist AHP3
 - Senior Social Worker AHP3
- > Will operate as a member of the Clinical Leadership Team in a leadership and team support role
- > Triage and allocation functions will be a shared responsibility between Consultant Psychiatrists and Discipline Seniors in each Team



Key Changes to the Workforce Plan

- > Increased capacity in the Noarlunga Acute Stream to enable it to provide its own Emergency Response Service
- > Increased capacity for Marion Psychosis Stream in light of higher demand for based on the population
- > Integration of existing Hospital@Home staff into the Acute Stream in Noarlunga
- > Inclusion of Hospital@Home, ED In-reach, Brief Therapy and IAPT functions into the Acute Stream workforce functions



Key Changes to the Workforce Plan

- > Mood and Psychosis to operate as non-acute services
 - 5 day service
 - Acute Stream will manage acute services out of hours
- > Psychologists and Occupational Therapists will predominately work in Specialist Roles and be accessed across a Site
 - May work as a Primary Clinician where appropriate

Next Steps



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Released 5 March 2019

- > Proposed Service Plan v2.0
- > Proposed Workforce Plan v2.0
- > Workforce Configuration
- > Consultation Feedback (Detailed)
- > Staff Presentation 5 March

- > On the SALHN Mental Health Intranet today
- > Copies of all documents will be sent to
 - unions
 - CAGs and LEGs for distribution



Consultation

- > Staff presentations Tuesday 5 March
- > Staff Forums (Q&A sessions) over the next three weeks
- > Consumer, Carer & Community presentations over the next three weeks

- > Feedback closes 5pm Tuesday 26 March
- > Should be emailed to SALHN.CMHSReform@sa.gov.au
- > Feedback will be reviewed
- > Final Service Plan and Workforce Plan to be endorsed by SALHN CEO



Job Matching and EOI Process

- > Open to permanent AND temporary staff
- > Permanent staff in distinct roles may be offered a match to a comparable position
- > All other staff will submit their preferences through an EOI process via eRecruitment
- > Staff will have the opportunity to nominate their preferred
 - Site
 - Stream
 - Team
 - Roster (5 or 7 day)
 - Position (in some cases)



Next Steps

- > J&PS currently being reviewed
- > Matching and EOI process proposed to begin late March 2019
 - > Will be undertaken in accordance with HR principles
- > EOI open for 2 weeks
 - > Managed through eRecruitment
 - > Assistance provided to staff if required
- > Staff advised of outcome late April 2019
 - > No later than 6 May to provide 8 weeks' notice



Next Steps

- > HR, Finance & CBIS changes made to reflect new structure
- > Development of Operational Guidelines for each Stream/Team
- > Development of Consumer Transition principles
- > Presentations to consumers, carers and community
- > Comms to all stakeholders

- > Proposed start date of 1 July 2019



Questions



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