



Update # 2 February 2010

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better services

better outcomes

MH-CoPES Stage 3 Project Update # 2, February 2010

MH-CoPES Roadshows

From September to December 2009, Louisa Riste, Project Manager of MH-CoPES Stage 3 and Karen Oakley, Executive Officer of NSW CAG, carried out a Roadshow of presentations across NSW to senior executives, Directors, managers, MH-CoPES champions and consumer workers, around the findings from MH-CoPES Stage 2 and the aims of Stage 3.

The presentations were positively received. The stage 3 team are excited to have the support of every Area Mental Health Service Director. The team look forward to strengthening their partnerships with each Area Health Service, while working to develop their local implementation strategies.

MH-CoPES Stage 3 Statewide Implementation Committee

The first MH-CoPES Stage 3 Statewide Implementation Committee meeting was hosted at NSW CAG on December 14th 2009. This committee will act as a reference group for the development of the statewide implementation strategy throughout the project.

The committee is made up of representatives from key partners such as Mental Health Drug and Alcohol Office, NSW Health, a consumer worker representative, a consumer representative, and a representative from each Area Health Service across NSW. The MH-CoPES stage 3 team are excited about the skill and knowledge contained in the Statewide Implementation Committee and look forward to utilising their collective wealth of experience.

The next Statewide Implementation Committee Meeting is being held at NSW CAG on Tuesday 16th February 2010.

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“the benefits obtained from the implementation of the MH-CoPES Framework, are far greater than just the provision of a tool for consumer evaluation ”” see MH-CoPES is recommended reading for more information.

A Full House

Stage 3 MH-CoPES team are all assembled

MH-CoPES stage 3 now has a full team. The 3 recently recruited Area Liaison Officers began their induction in January. Until September 2010, they will be visiting Area Health Services across NSW to work in partnership & develop tailored MH-CoPES implementation plans, matching the unique needs of each Area Health Service.

NSW CAG is very pleased to introduce the MH-CoPES Area Liaison Officers.

Danielle Perkes

Danielle has worked in local government, occupational rehabilitation and mental health services in Australia and England. Settings have included older persons mental health inpatient and community services, adult rehabilitation, forensic settings, neuropsychiatry and community assertive outreach teams.

Danielle is working with the following Area Health Services:

- North Coast
- Hunter New England
- South East Sydney Illawara

Contact her on
dperkes@nswcag.org.au or
0458 802 329

Leon Fernandes

Leon has worked in residential support, harm reduction with drugs users, project management and adult education. He has worked in the fields of alcohol and other drug work, youth, blood borne viruses and community development.

Leon is working with the following Area Health Services:

- Greater Southern
- Greater Western

Contact him on
lfernandes@nswcag.org.au or
0429 460 240

Theresa Caruana

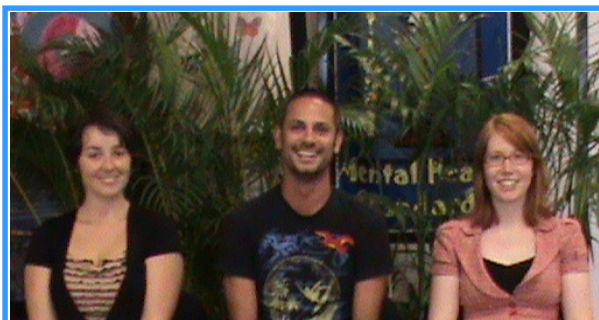
Theresa has worked in the areas of health education, social policy, counseling / case management, and communications, in the fields of drug and alcohol use, homelessness, sexual health and diversity and community development.

Theresa is working with the following Area Health Services:

- Sydney West
- Sydney South West
- Northern Sydney Central Coast

Contact her on
tcaruana@nswcag.org.au or
0407 884 619

We're on the web:
www.nswcag.org.au go to
Projects then MH-CoPES



Theresa

Leon

Danielle

Promoting MH-CoPES

An important part of the MH-CoPES Stage 3 Project is to inform EVERYONE (staff, consumers and consumer workers, carers) about MH-CoPES:

- What it does
- How everyone can be involved &
- How it can improve mental health services.

One way to do this is by promoting MH-CoPES at state and national forums and conferences.

The MH-CoPES project team have been selected to present to the Consumer – Centered Health Care National Conference in Melbourne on 22-23rd March 2010.

We are also hoping that we will be accepted to present to the 2010 national TheMHS conference in Sydney and the Australian College of Mental Health Nurses conference in Hobart.

We will keep you updated of any exciting progression in this area.

MH-CoPES is Recommended reading

The MH-CoPES Project Team is thrilled to announce that the article **“Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES): A Framework for Cultural Change”**

written by Rebecca Doyle, Jenny Coleman, Karen Oakley and Gillian Malins has been included in the **recommended reading list** of the TheMHS 2009 Book of Proceedings.

For a copy of this report, go to www.nswcag.org.au then projects then MH-CoPES



MH-CoPES Reports

In December 2009, InforMH released the latest MH-CoPES feedback reports for each Area Health Service and the full state report. These reports are based upon feedback from the MH-CoPES Questionnaires completed by consumers between January and June 2009.

What should you do now?

Explaining your MH-CoPES report

The MH-CoPES Questionnaire asks consumers to answer the questions by crossing one of the following circles:

-  RED: needs **LOTS** of improvement
-  YELLOW: needs **SOME** improvement
-  GREEN: needs **NO** improvement

All the Questionnaires from each Area Health Service have been collated into Area reports and fed back to each Area Health Service.

In every report a graph shows each question in the Questionnaire with three percentages next to each one.

There is a percentage for consumers:

- who felt the question needed **NO** improvement
- who felt it needed **SOME** improvement
- who felt it needed **LOTS** of improvement.

We recommend that services identify:

- **3 to 5 STRENGTHS identified by consumers** (top 3 questions consumers felt needed **NO** improvement) &
- **3 to 5 areas consumers see as requiring improvements** (3 questions consumers felt needed **LOTS** of improvement)

THEN develop an Action Plan to capitalise on **STRENGTHS** and improve services in areas indicated by consumers.

‘A unique feature of the MH-CoPES Framework is its inclusion of an “Action and Change” step whereby consumers and services work together to act on the findings to improve services’

HINTS & TIPS on MH-CoPES from across NSW



• **Staff Focus Groups**

The MH-CoPES team have heard from one Area Health Service who is holding regular **MH-CoPES Focus Groups** where staff meet to brainstorm new ideas, discuss any challenges, and to generally discuss the implementation of MH-CoPES within their specific services.

Your service may also find a similar forum a useful way to tailor your own MH-CoPES implementation plan or to tackle any concerns and questions around MH-CoPES.

• **Education Workshops**

Some of the MH-CoPES trial and pilot sites used already existing opportunities to assist with MH-CoPES. During existing weekly or fortnight education workshops with consumers in inpatient units, staff

- Handed out and explained the MH-CoPES Questionnaire
- Discussed the MH-CoPES feedback, &
- Created MH-CoPES Action Plans with consumers

Better Services

Good News Stories from you **Questionnaire return rates**

As the MH-CoPES Questionnaire continues to be distributed across NSW, return rates are improving. In Greater Southern Area Health Service, estimates show that **44% of consumers from inpatient services** have returned an MH-CoPES Questionnaires. NSW CAG spoke with Anne Francis, the MH-CoPES champion and Statewide Implementation Committee representative from Greater Southern AHS about how the service is achieving such a high return rate. Anne believes this is due to strong management support for MH-CoPES and because Greater Southern have included increases in MH-CoPES Questionnaire return rates as two of their Key Performance Indicators.

Better Outcomes

We want to hear from YOU

If you have a **GOOD NEWS STORY** from your Area or a **HELPFUL HINT OR TIP** that your service found; **PLEASE SHARE IT WITH US**. Speak to your Area Liaison Officer or MH-CoPES champion so we can **SHARE YOUR STRONG PRACTICE** with your colleagues across NSW.

Contact us

For more information or to put your name down for MH-CoPES Project updates please contact: The MH-CoPES Team at NSW CAG on: 02 9332 0249 or email: kthanakrishnan@nswcag.org.au or afitzell@nswcag.org.au