

Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES)

A partnership between NSW Consumer Advisory Group - Mental Health Inc. and NSW Health, Mental Health and Drug and Alcohol Office



better services

better outcomes

MH-CoPES Stage 3 Project Update # 3, May 2010

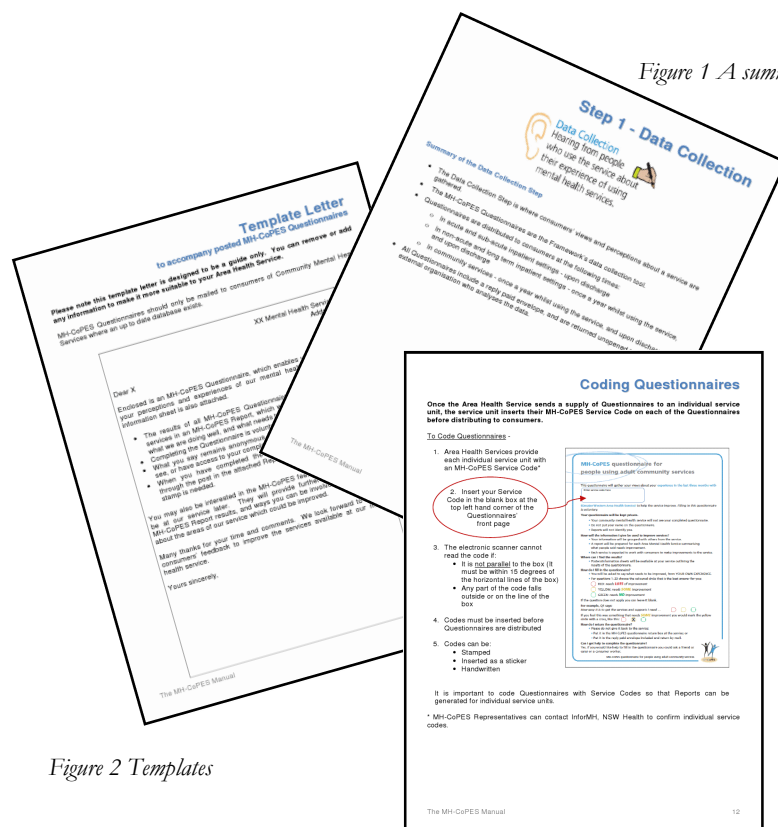
Update # 3
May 2010

MH-CoPES Resources The MH-CoPES Manual

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Following an extensive consultation process, the MH-CoPES Manual is now ready to pilot across Area Health Services in NSW. The Manual contains: a summary of each step (Figure 1), templates (Figure 2), practical directions (Figure 3) and Frequently Asked Questions, to support staff through the implementation and management of each Step of the MH-CoPES Framework.

The consultation process undertaken in February and March included Area Liaison Officers (ALO), on the ground staff working with ALOs and the Statewide Implementation Committee (SWIC) all of whom contributed to the development of the document and the information it contained.



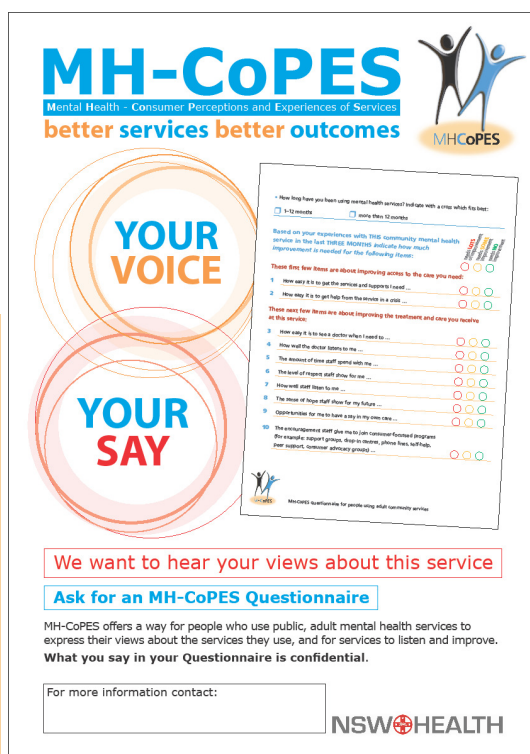
The MH-CoPES Poster

"The report will be presented to the Director of the Mental Health and Drug and Alcohol Office of NSW Health as well as the Director of Mental Health Services in each Area Health Service across NSW"

Look out for the new and improved MH-CoPES Poster, coming to a mental health service near you soon.

Three draft designs were consulted on and a final design chosen.

The poster is intended to alert consumers to the MH-CoPES Questionnaire, and to help consumers to feel empowered to ask for a Questionnaire if one has not been given to them. The poster will help MH-CoPES to be more of a household name.

The poster features the MH-CoPES logo at the top, which includes the text "MH-CoPES" in large blue letters, "Mental Health - Consumer Perceptions and Experiences of Services" in smaller text, and "better services better outcomes" in orange. To the right of the logo is a stylized graphic of two people jumping. Below the logo, there are two large overlapping circles. The left circle is orange and contains the text "YOUR VOICE". The right circle is blue and contains the text "YOUR SAY". To the right of these circles is a preview of the MH-CoPES questionnaire form, which includes a header with the MH-CoPES logo and a list of 10 questions with rating scales. Below the circles and the questionnaire preview, there is a red box with the text "We want to hear your views about this service". Below that is a blue box with the text "Ask for an MH-CoPES Questionnaire". At the bottom, there is a text box for "For more information contact:" followed by the NSW Health logo.

"Interest in MH-CoPES from across NSW and the mental health sector continues to grow with articles approved for publication in prominent external publications"

The MH-CoPES Manual and the MH-CoPES Poster can be downloaded from the MH-CoPES page on the NSW CAG website.

Click on 'MH-CoPES Resources' on the left hand column of the MH-CoPES page.

We're on the web:
www.nswcag.org.au then
press the MH-CoPES button

Stage 2 Final Report

The highly anticipated **Final Report**, presenting the findings, conclusion and recommendations of the **MH-CoPES Stage 2 Project**, will be published in the next week and will be available for anyone who would like to read it.

An electronic version will be available to be downloaded from the MH-CoPES page on the NSW CAG website and hard copies will be available on request from the NSW CAG office, while stocks last.

The report will be presented to the Director of the Mental Health and Drug and Alcohol Office of NSW Health.

Popular MH-CoPES

Interest in MH-CoPES from across NSW and the mental health sector continues to grow with articles approved for publication in prominent external publications including **Richmond Fellowship** and the **Consumer Advisory Network (CAN)**.

The project is also being widely publicised in local Area Health Service updates and newsletters, including **MHDA** in **Greater Southern AHS** and **Sharepoint**, the internal news source for the **North Coast AHS**.

If you would like to include MH-CoPES in your local newsletters or intranet please see MH-CoPES contacts at the end of this update.



Consumer Centred Health Care

Louisa Riste, Project Manager of MH-CoPES Stage 3, presented to consumers, consumer workers and clinicians from across Australia and a few international visitors at the Consumer Centred Health Care Conference in Melbourne in March. The presentation explained the key components which ensure MH-CoPES is truly a Framework for consumer directed service improvement. Colleagues from ACT, WA and SA all expressed an interest in the MH-CoPES Framework following the presentation.

What's happening in your Area?

The **Northern Sydney Central Coast** Area Health Services recorded a large increase in return rates over the last reporting period. This is due to the hard work of the Consumer Participation Coordinator and their well developed MH-CoPES management procedure.

The Riverview Unit at Cumberland Hospital within the **Sydney West** Area Health Service continues its high rate of MH-CoPES Questionnaire returns, and serves as a successful model for other services in the area.

Theresa Caruana the MH-CoPES Area Liaison Officer for **Sydney South West** AHS is anticipating the formation of an MH-CoPES working group which will manage implementation and action planning in this area.

Executive support for MH-CoPES in **Greater Southern** and **Greater Western** Area Health Services is strong. Leon Fernandes, the Area Liaison Officer for both AHS, is now working with the Areas to create their

draft MH-CoPES implementation plans. Team Leaders and Nurse Unit Managers across both AHSs are also eager to begin using the new MH-CoPES codes to assist them to receive individual unit level feedback.

In **North Coast** and **Hunter New England** (HNE) plans and discussions continue regarding the practical components of their Implementation plans; in **South Eastern Sydney Illawarra** executives have approved their first draft implementation plan. HNE have decided to nominate an MH-CoPES staff member from each inpatient unit and community team to be the MH-CoPES Contact Person.

The Northern Sydney Central Coast (NSCC) Area Health Services (AHS) recorded a large increase in return rates over the last reporting period.

MH-CoPES Needs YOU

MH-CoPES Training Consultation

The MH-CoPES Team would like to invite all staff of mental health services including consumer workers to complete a short online survey about their MH-CoPES training needs.

The survey will help us to identify which training and support materials will help you to carry out the Steps of the MH-CoPES Framework in your services.

Please note that answers are anonymous, and any information you provide will be helpful and appreciated.

To complete the survey, please visit www.nswcag.org.au, and click on the MH-CoPES button; then click on 'MH-CoPES Surveys' in the left-hand column of the MH-CoPES Page.

Tips for Increasing Return Rates of the MH-CoPES Questionnaire



In-patient Units (acute and rehab)

- *Incorporate the MH-CoPES Questionnaire into discharge packs/ procedures*
- *Hand out & explain the Questionnaires in group sessions*
- *Consumer Workers (where available) and administration staff are made available to assist consumers with completion of the Questionnaire*
- *Have a blitz week or month, when Questionnaires are handed out by all staff to all consumers (for long-term inpatient units only)*
- *Have MH-CoPES as a standing agenda item at a monthly team meeting*

Community teams

- *Hand out Questionnaires to consumers as they are waiting for appointments*
- *MH-CoPES Questionnaires in racks beside posters and return boxes with a table and pens available to complete Questionnaire.*
- *All staff hand out a minimum of one MH-CoPES Questionnaire per week*
- *Reward for the team(s) with the highest return rates in a 6 month period*
 - ⇒ *Purchase of work resources e.g. a digital camera or an afternoon tea*
 - ⇒ *Attendance at a national conference for team manager of team with highest return rates*
- *Mail-out every 6 months*

Across Area Health Services

- *Add MH-CoPES as an Area Key Performance Indicator*
- *Have MH-CoPES as an agenda item at Quality Improvement meetings*
- *Build distribution of the Questionnaire into discharge planning/ procedure*
- *Build the MH-CoPES Framework into consumer/community participation procedures*
- *Have a designated MH-CoPES Representative who staff can contact when they have questions or need advice about implementing MH-CoPES at a service unit level*
- *Include MH-CoPES training as mandatory for all new staff and annually for continuing staff*
- *Include MH-CoPES return rates and results in staff bulletins and community newsletters*
- *Include review or improvements to MH-CoPES distribution processes in MH-CoPES action planning*

Contact us

For more information or to subscribe to MH-CoPES Project updates please contact: The MH-CoPES Team at NSW CAG on: 02 9332 0249 or kthanakrishnan@nswcag.org.au