

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

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



**Update # 1,
November 2009**

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better services

better outcomes

MH-CoPES Stage 3 Project Update # 1, November 2009

Stage 2 Recommendations Endorsed In Principle

NSW CAG is very pleased to announce that in July, the Mental Health Program Council endorsed in principle the recommendations from MH-CoPES Stage 2 dependent upon a full cost analysis. They also approved NSW CAG's proposal to undertake MH-CoPES Stage 3 in partnership with the Mental Health and Drug and Alcohol Office, NSW

Big Thank You

The NSW Consumer Advisory Group – Mental Health Inc. and the MH-CoPES Project team, would like to thank all those involved in the first two stages of the MH-CoPES project, for their input, support and hard work.

Among the many people who were involved in Stage 2 and deserve recognition are the:

- Consumers & people in the mental health community who participated in consultations and interviews and completed the Questionnaires
- Consumer Workers
- Quality Improvement staff
- Participation Staff
- Staff & consumers at the trial and pilot sites in Orange and Ryde
- Greater Western Area Health Service
- Northern Sydney Central Coast Area Health Service
- InforMH
- MHDAO
- MH-CoPES Steering Committee & Reference Group members
- Stage 1 Technical Working Group
- NSW CAG staff & Board

We apologise if you were involved and we haven't mentioned you. Your efforts are much appreciated.

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*'The consumer
project workers are
the ones who have
really made it work'
(AHS Staff)*

MH-CoPES Stage 2 Findings

Stage 2 was broken into two sections: *Developing the Framework*, led by NSW CAG and *Laying the Statewide Foundations* led by InforMH.

MH-CoPES Stage 2: Developing the Framework produced an agreed, fully articulated MH-CoPES Framework for Consumer Evaluation of Mental Health Services suitable for implementation across public mental health services for adults in NSW.

Developing the Framework successfully:

- A Tried and piloted the Questionnaires & Framework in community and inpatient adult mental health services in Orange, Greater Western Area Health Service and in Ryde, Northern Sydney Central Coast Area Health Service resulting in finalised Questionnaires & Framework.
- B Worked with AMHS and other key stakeholders across NSW to develop Reporting and Feedback protocols for MH-CoPES information.
- C Worked with AMHS and other key stakeholders across NSW to identify and develop Action & Change protocols for the MH-CoPES framework.

- D Developed a draft budget with cost implications of the Data Collection, Data Analysis, and Reporting & Feedback phases of the MH-CoPES Framework.
- E Developed training protocols to support the future implementation of the program

The findings demonstrated that the MH-CoPES Framework, including the MH-CoPES Questionnaires, is a successful and effective mechanism for consumers to participate in quality improvement and to ensure that consumer perspectives and experiences contribute to service change and improvement.

During Stage 2 an understanding of the cultural and change management issues that need to be addressed to support the full implementation and sustainability of MH-CoPES statewide was also gathered.

Stage 2: Laying the Statewide Foundations supported **Developing the Framework** by providing input into best practice for MH-CoPES, and introducing the Questionnaires in adult, public mental health services across the state.



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

STAGE 2

Recommendations to NSW Health

1. Adopt the MH-CoPES Framework as a way for consumers to participate in quality improvement and contribute to service change. Including the adoption of the Questionnaires.
2. MH-CoPES should be integrated into current state, AHS & local service quality improvement structures.
3. A policy position around consumer participation in the evaluation of mental health services be adopted by NSW Health which:
 - a. Articulates the value of consumer evaluation in quality improvement
 - b. Defines consumer participation in service evaluation in line with MH-CoPES reports
 - c. Is based upon the 9 principles underpinning MH-CoPES
 - d. Articulates the purpose of the MH-CoPES Framework as providing a way for consumers to participate in quality improvement, and for their perceptions and experiences to contribute to service change and improvement.
4. MH-CoPES should be incorporated into regular reporting of NSW Mental Health KPI's.
5. NSW Health develop strategies to support the implementation of MH-CoPES including development and implementation of a state wide policy for consumer participation in the evaluation of mental health services.

6. Further research should be conducted around the adoption of the MH-CoPES Questionnaires for different cultural & language groups; Aboriginal & Torres Strait Islanders, people who use child and adolescent mental health services, people who use older person mental health services, people who use forensic mental health services, families and carers of mental health services.

Further details of the methodology used and full results will be available in the report "Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) Stage 2 Final Report" (NSW Consumer Advisory Group– Mental Health Inc., 2009, in press). **Coming soon!!**

MH-CoPES Stage 3 Overview

Stage 3 aims to produce a comprehensive 5 year statewide implementation strategy and full cost analysis for the MH-CoPES Framework. This will ensure the Framework and tools are utilised to their full potential and provide maximum benefit for consumers and services.

Over the next year the MH-CoPES Project team will work closely with Area Mental Health Service Directors, Staff, Consumer Workers, Quality Improvement and Participation Coordinators and Local Champions.

Through these partnerships, local implementation strategies and policies will be produced and tailored to the inpatient and

'The framework provides a catalyst for cultural change.'
(Consumer Worker)

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community service structures within the different Areas.

Key resources to be developed will include:

- Support materials to help Consumer Workers distribute and assist consumers to complete the Questionnaires;
- Promotional materials for AMHS staff, Service staff, Consumers and Carers;
- Guidelines for mental health services to implement MH-CoPES;
- Tailored local strategies to address cultural and change management issues;
- A policy position around consumer participation in the evaluation of mental health services for statewide adoption.

The policy position will further support and cement consumer's involvement in evaluation, and the action and change of mental health services.

A New team for a New phase

In addition to the recent recruitment of Louisa Riste as Project Manager, Kamani Thanakrishnan recently started as the Administrative Officer and Amy Fitzell

recently began as the Project Officer. We are also in the process of recruiting 3 Area Liaison Officers. With this extensive project team we will be visiting all AMHS to hear your experiences and ideas for implementing the MH-CoPES Framework in your Area.



Contact us

For more information or to put your name down for MH-CoPES Project updates, please contact: The MH-CoPES team at the NSW Consumer Advisory Group – Mental Health Inc on:
02 9332 0249 or email
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The MH-CoPES Framework

