

THE MH-CoPES FRAMEWORK IN PRACTICE



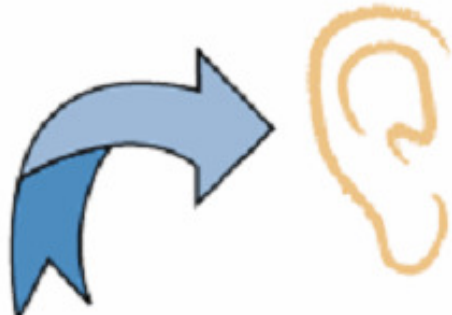
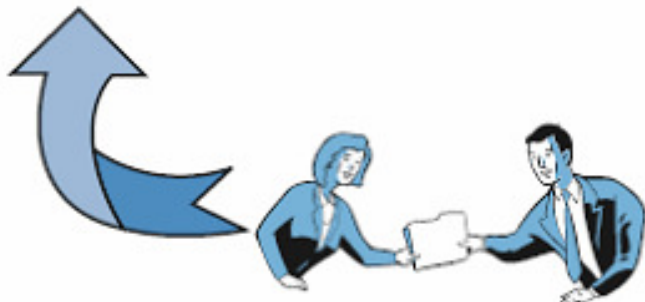
STEPfour

NSW Health, each Area Health Service and each Community & Inpatient Service:

- Develop with current consumers and staff a minimum of 1 strategy for each of the '3 areas for improvement'

Strategies are

- Advertised to current consumers and staff
- Reviewed with each new MH-CoPES Report



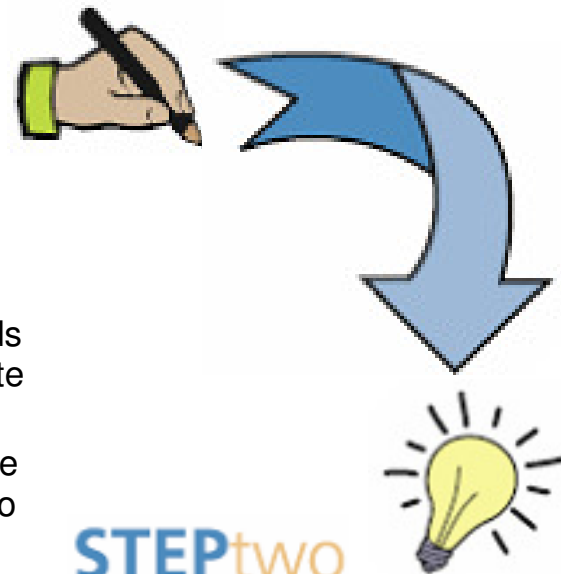
STEPone

An MH-CoPES Questionnaire is offered:

- To every Consumer using public adult mental health services in NSW
- Face to Face
- Every discharge / transfer (and annually for long term consumers)

Staff, consumer workers, family and friends can offer support to consumers to complete the Questionnaire

Each service inserts their MH-CoPES code on to each Questionnaire before offering to consumers



STEPtwo

An external agency collates and analyses the data

This data is used to produce the MH-CoPES Reports in Step 3

STEPthree

An MH-CoPES Report is produced for:

- NSW Health
- Each Area Health Service
- Each Community & Inpatient Services

Each of the above services:

- Identify '3 strengths' and '3 areas for improvement' from their MH-CoPES Report
- Advertise to current consumers and staff:
 - The '3 strengths' and '3 areas for improvement'
 - Ways to get involved in the Action and Change process (Step 4)

