**2017 Collaborative Care Planning Workshop Report**

**Report provided by Bronwyn Williams – EMHSCA Project Officer**

The Annual Eastern Metropolitan Region (EMR) Collaborative Care Planning Workshop (CCPW) was held on **Thursday the 30th March 2017** in the Matsudo Room at the Box Hill Town Hall and catered for 65 attendees in total. This event is provided annually by the EMHSCA Workforce Development sub committee which consists of 10 staff from a variety of EMHSCA services. A number of additional staff also assist the committee on the day of the event.

The Aim

The purpose of this event is to orient staff from health & community services across the EMR to the EMHSCA Shared Care Protocol and provide opportunity to explore the challenges of collaborative practices with an emphasis on generating solutions.

The Program

This year the following topics were presented and discussed:

* Recovery Planning
* Shared Care Principles
* Challenges to collaboration
* Sharing of Information
* Colocation – DHS and PIR
* Collaboration with Carers
* Collaboration with GPs
* Care Planning activities
* Solutions brainstorm
* Commitment to collaborate

The Master of Ceremonies was Bronwyn Williams of Eastern Health.

Topical presenters included staff from Eastern Health, Wellways, Neami National and the Department of Human Services. The GP and Carer presentations were supported both physically and financially by the Eastern Melbourne Primary Health Network. A person with lived experience of mental ill health who is part of the Wellways speakers’ bureau shared her personal story and worked with participants in a care planning activity.

Eight table facilitators were employed to ensure workshop exercises were well utilised, even with large numbers of attendees. These facilitators were briefed and provided with a guide to support their role.

 The EMHSCA Shared care protocol was introduced by the project officer followed by a discussion of the principles and the challenges to collaboration. Gavin Foster provided a presentation on information sharing that encouraged participants to support appropriate interagency communication as well as communication with carers and families.

Alex Sutherland and Rachel Higgins introduced participants to the importance and considerations of having people with a lived experience of mental ill health working in services. They encouraged discussion about how various services are employing peer workers.

Lyn is a carer who provided a moving presentation to promote the importance of collaboration with carers.

Dr. Louise Alexander outlined the typical day for a G.P. and discussed the challenges and enablers of collaboration with G.Ps based on 3 case scenarios.

Deb shared her personal story and invited all to work together in developing the elements of a care plan with her. This was a powerful opportunity to consider working collaboratively when there are elements of complexity and putting the person’s needs before those of the service.

A solutions brainstorm lead to the generation of a document that outlines the key challenges and lists the proposed solutions. This has been circulated to all participants.

All were encouraged to commit to connecting with others after the workshop by sharing details.

Feedback

There was a great deal of enthusiasm expressed by attendees on the day. Formal feedback was sought and entered manually into survey monkey by the event crew supports at Eastern Melbourne PHN. All sessions received ratings between somewhat useful and very useful. The solutions walk activity was slightly less popular this year with 4 people out of 47 rating it as less than ‘somewhat useful’. However 77% of participants rated it as between 8 and 10 on the usefulness scale provided.

The most popular activity was Deb’s personal story which was centred on care planning in groups. Lyn’s carer presentation was rated as very useful by more than 60% of participants and Dr. Louise Alexander’s presentation on collaboration with G.P’s was the next most popular session.

Other popular aspects of the workshop were the collaboration, group work, networking, looking at the bigger picture, knowledge of the ‘lived experience’ workforce and learning about a variety of services.

**Comments**

“really thorough information and then thinking work/exercises structure was great - will use it in my work!”

“A very good mix of topic contents". A good variety of activities, good interaction between participants”

“The service spread per table was well thought through. The table activities generated positive discussion and got the good old neurons firing”

“involving Deb as part of the activity was invaluable”

A number of people liked the food and the venue in their comments. Some people said they found the acoustics difficult for the group work.

For the majority of participants the content of the workshop contained around 40% new information for them and the rest was confirmed knowledge.

**Comments**

“really thorough information and then thinking work/exercises structure was great - will use it in my work!”

“A very good mix of topic contents". A good variety of activities, good interaction between participants”

“The service spread per table was well thought through. The table activities generated positive discussion and got the good old neurons firing”

“involving Deb as part of the activity was invaluable”

A number of people liked the food and the venue in their comments. Some people said they found the acoustics difficult for the group work.



**Learnings for the Workforce Development Committee**

The care planning tools table discussion could have been more effective if more tools had been presented to the groups to facilitate the conversation. The onus was placed on the participants to bring along their own service tools. Next year the WD Subcommittee will provide some tools on the day.

Consideration needs to be given to having table groups move around and find quieter places for discussions in future.

All other aspects of the program are supported for continuation based on feedback.

EMHSCA Workforce development committee

The CCPW event is developed, organised and provided by the EMHSCA Workforce Development subcommittee with funding via annual contributions from EMHSCA member organisations.

The committee consists of eleven members as follows:

|  |  |
| --- | --- |
| Anna Makris (co-chair) | **Federal Dept. of Human Services** |
| Aaron Jones | **Neami National** |
| Bronwyn Williams (Project Officer) | **Eastern Health Recovery Framework Implementation /EMHSCA/ Eastern Peer Support Network projects**  |
| Cat HealCatherine Hudgson | **Eastern Health Older persons Alliance** |
| Corey Eastwood | **MIND PARC programs** |
| Jose Abalo (co-chair) | **Federal Dept. of Human Services** |
| Kim Moreland | **Eastern Health Mental Health Practice Development**  |
| Maria Yap | **Eastern Melbourne Primary Health Network** |
| Pembrooke Werden | **Uniting Care Prahran Mission** |
| Sarah Kinstler | **Wellways** |

It is important to acknowledge the substantial contribution of these members and their teams to the success of the EMHSCA Workforce Development events each year. Thanks goes to EMHSCA member organisations for contributing in this way to improving Service Coordination across the EMR for the benefit of people with mental ill health and co occurring issues.

I would also like to acknowledge the City of Whitehorse who provided grant funding to support this event and also to Waverley Industries for their reliable and delicious catering.

# Attendance

|  |  |
| --- | --- |
| **Total attendance**  | **65** |
| **Non-attendance** | **13** |

Attendance by sector

|  |  |
| --- | --- |
| AOD | 1 |
| Clinical MH |  13 |
| Federal DHS | 14 |
| Family Services | 0 |
| Homelessness | 0 |
| Legal | 1 |
| MHCSS | 24 |
| PHN |  0 |
| Private Psych | 2 |
| EDVOS | 3 |
| Other | 4 |

Of those identified as other 2 were from Morgan consulting, one from Anxiety Recovery Centre and 1 unidentified.

Budget

Catering $1,291.00

Venue $413.50

Total: $1703.50

Plus in-kind support from EMHSCA organisations for printing and staffing.

The City of Whitehorse provided a grant that reduced the venue hire by half.

This event was within budget.

Conclusion

This is event provides a unique opportunity for staff from a range of health and community services in the region to network and improve shared care practices. The event provides some practical information about how to most effectively collaborate with various cohorts and explores the key challenges to working according to the Personal Recovery focussed, person centric model that is required of mental health and associated services in 2017. As the region approaches the introduction of NDIS these collaborative practices will be challenged and the CCPW provides an ongoing forum for staff to define and redefine their roles to keep pace with the reforms.