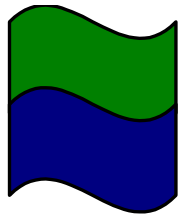




# Connecting Care : a Primary Care perspective.



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Te Whare Wānanga o Ōtago



# The purpose of Connecting Care ?

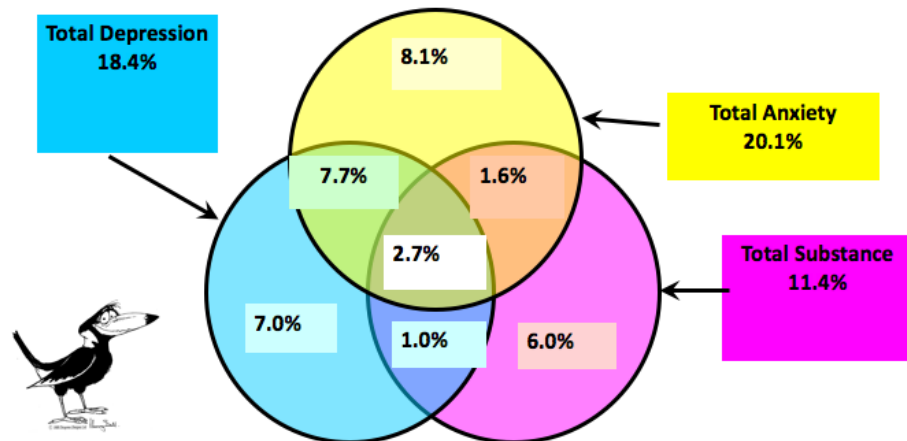
- Ensuring that mental health and addiction service consumers receive continuous quality care between providers
- Understand and improve the experience of transitions between providers
- From DHB specialist services to DHB community teams
- From DHB specialist services to primary care and/or NGO services
- From youth to adult services.

# The world of Primary Health Care



Maggie Research Group. The nature and prevalence of psychological problems in New Zealand primary healthcare: a report on Mental Health and General Practice Investigation (MaGPie). *New Zealand Medical Journal* 2003; 116 (1171)

- 90 - 95% of all organised health care
- 50- 70 % of mental health care
- Common mental disorders “ the 30%”
- Unmet need - FSUCLS
- A and D
- Child and Youth
- The 3%



# Transitions – the starting point

- Many transitions work well
- A good starting point for further enhancements to care
- When things don't go well
- Not because of malice
- Usually a systems issue



# Transitions

- Referral to other services because of change in previously managed primary care scenario
- Always important
- Most common - referral and transition to other primary care service / NGO
  
- Uncommon
  - Immediate response to acute crisis
  - Referral of complex problems
  - Support for those with severe and long term problems
  - Specific response areas
    - Maternal mental health

# The beginning of conversations

- “Kia ora – you have reached ..... If this is an emergency hang up and ring 111 and ask for an ambulance. “
- ” Are you saying that alcohol is now the main problem rather than the Bipolar? “
- ” We don’t seem to have a record of the last contact with the service – Are you sure it was with community mental health here ? “
- Patient “ I rang and they said I should talk to you first “
- GP - “ I think because of the problems you had in the last pregnancy, yes – we should get you referred back to Maternal mental health”

# On going conversations

- Patient “ I’m still waiting for that review appointment you made”
- “ They said to keep on the tablets you thought needed changing - I can’t face feeling crap on them”
- “ Look its going well – the bad thoughts and voices are under control and I’m getting a lot of support from Pathways”

## **Broader Challenges**

Patient “ It’s not going to happen is it “

(Bi-polar patient – well stabilised, community reduction in medications, Qualified with BA in the last 2 years – after applying for 41 jobs)

# Challenges to effective transitions

- Generalistes--psychiatres: amis ou ennemis?
- *even if the collaboration between general practitioners and psychiatrists is considered important, it remains very difficult and conditioned by numerous preconceived ideas.*

Philippe, P. Revue Medicale de Liege. 66(2):92-101, 2011 Feb.

- Lack of knowledge of each others working lives
- Professional isolation
- Work pressures in all settings
- Difficulties of agreeing priorities and roles across the interface
- Lack of appreciation of service user needs / perspective

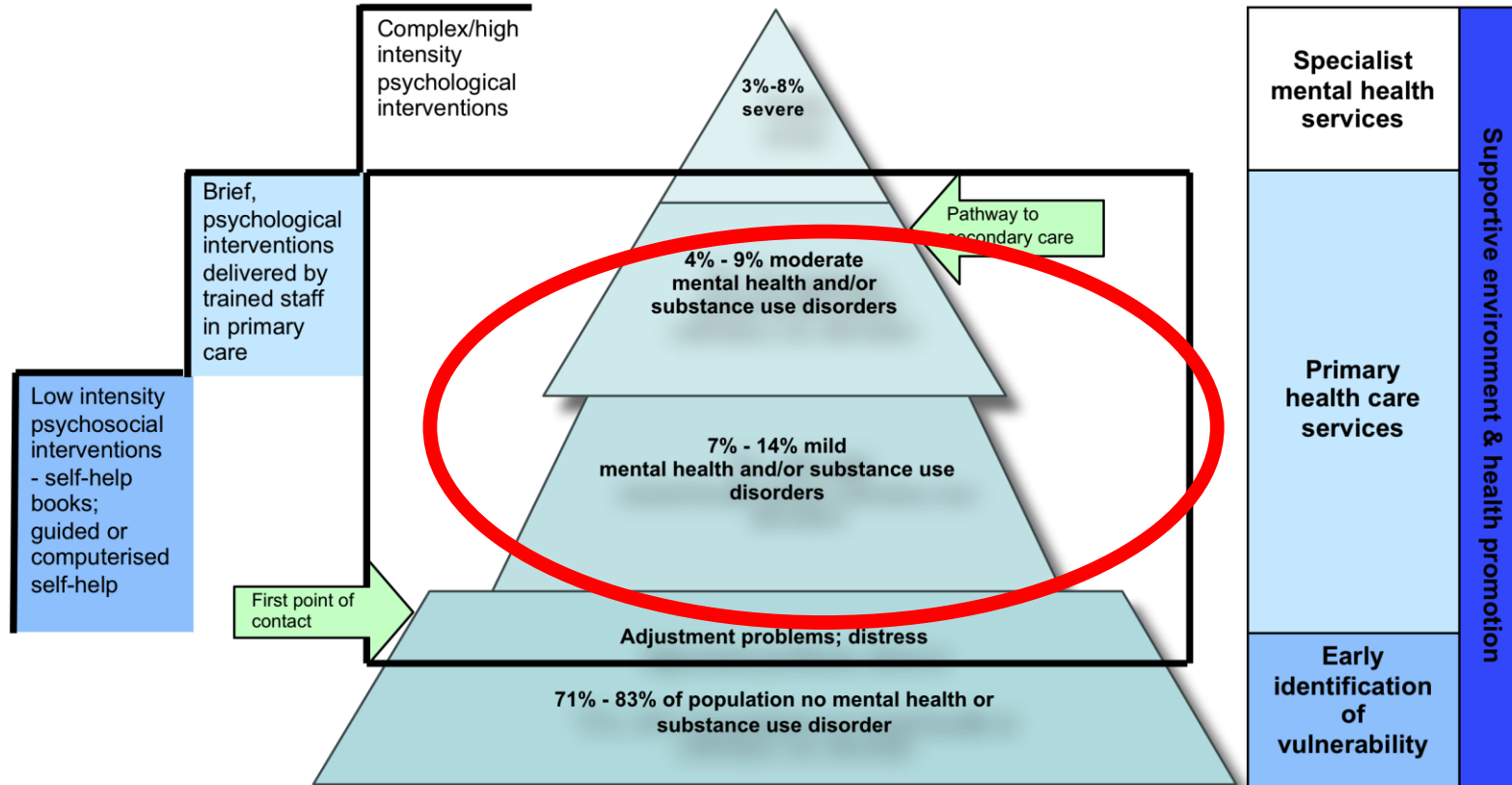


# Good Transitions

- Working from existing strengths
- Acknowledging complexity
- Teamwork and Time
- Keeping service users at the centre of everything



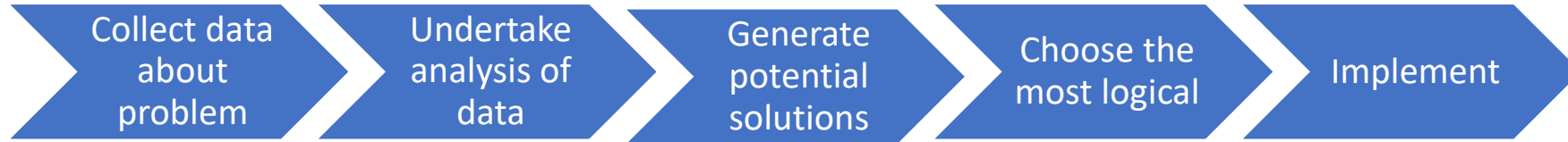
# Stepped Care



Adapted from: Dowell A, Morris C, Dodds T, McLoughlin B. Psychological interventions in primary care mental health. In: Companion to Primary Care Mental Health .Eds Ivbijaro G. 2012. Radcliffe Publishing. London.

# Much current activity is embedded in linear thinking?

Linear thinking is often appropriate and helpful

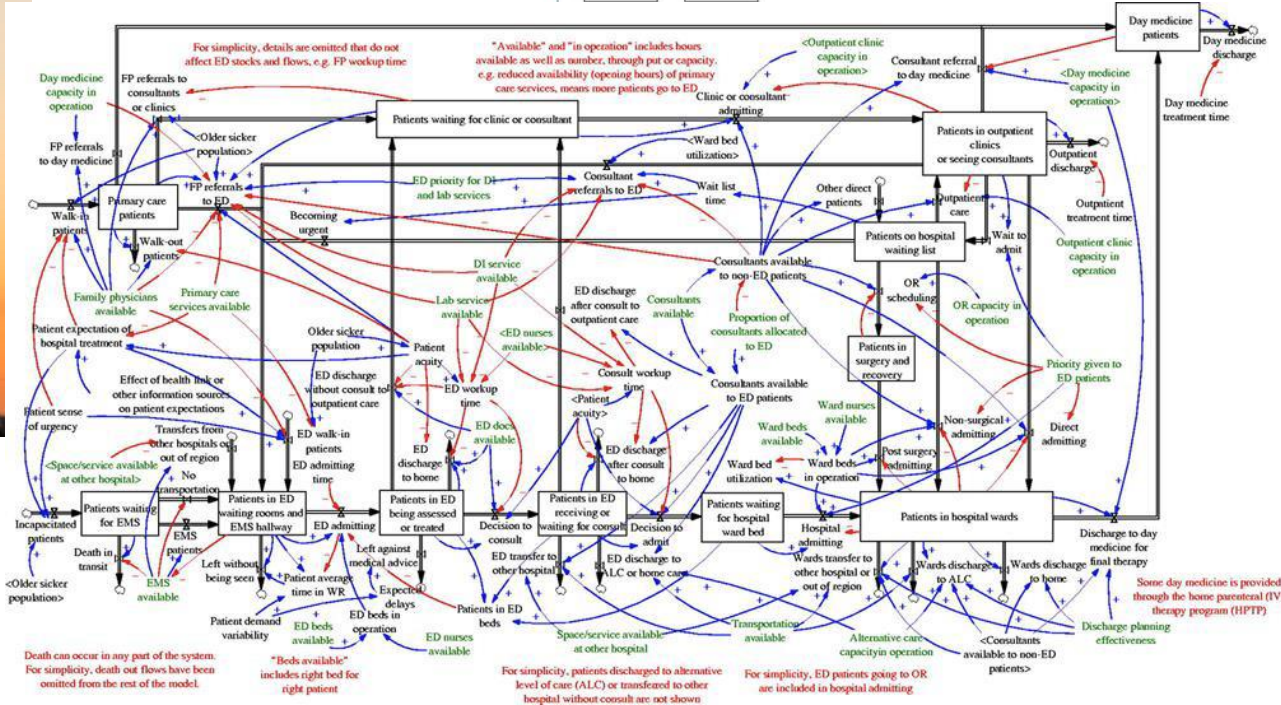
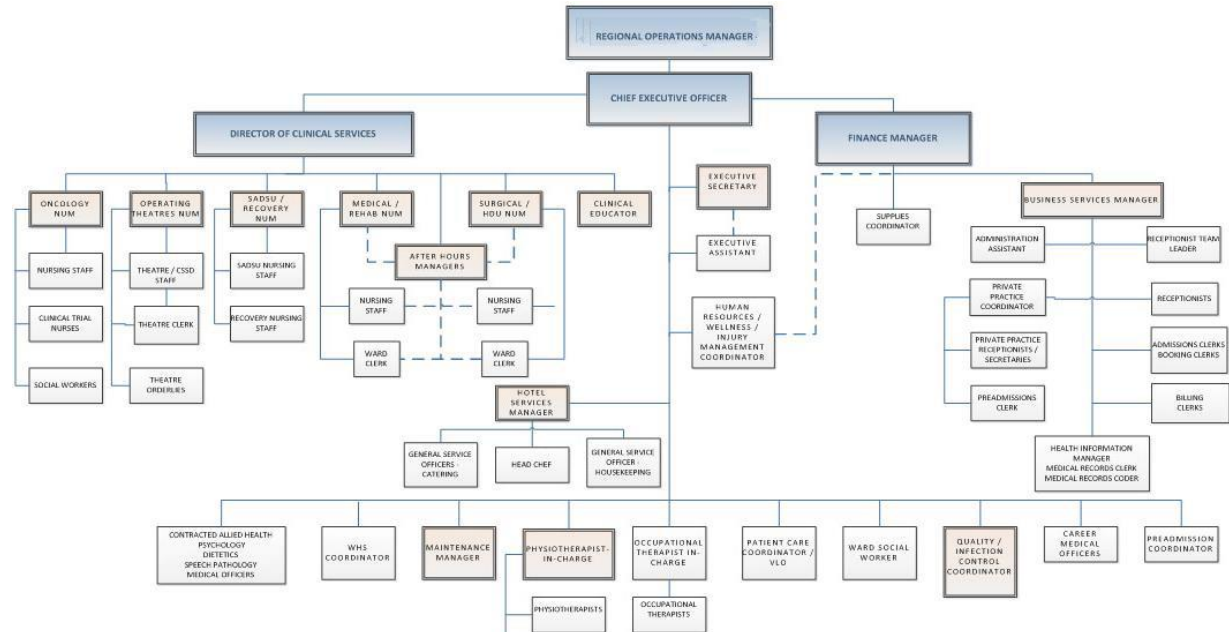


**BUT**

- Traditional Linear thinking and science may not work for more complex problem solving



# The way things are





## Co-design Partners in Care case study

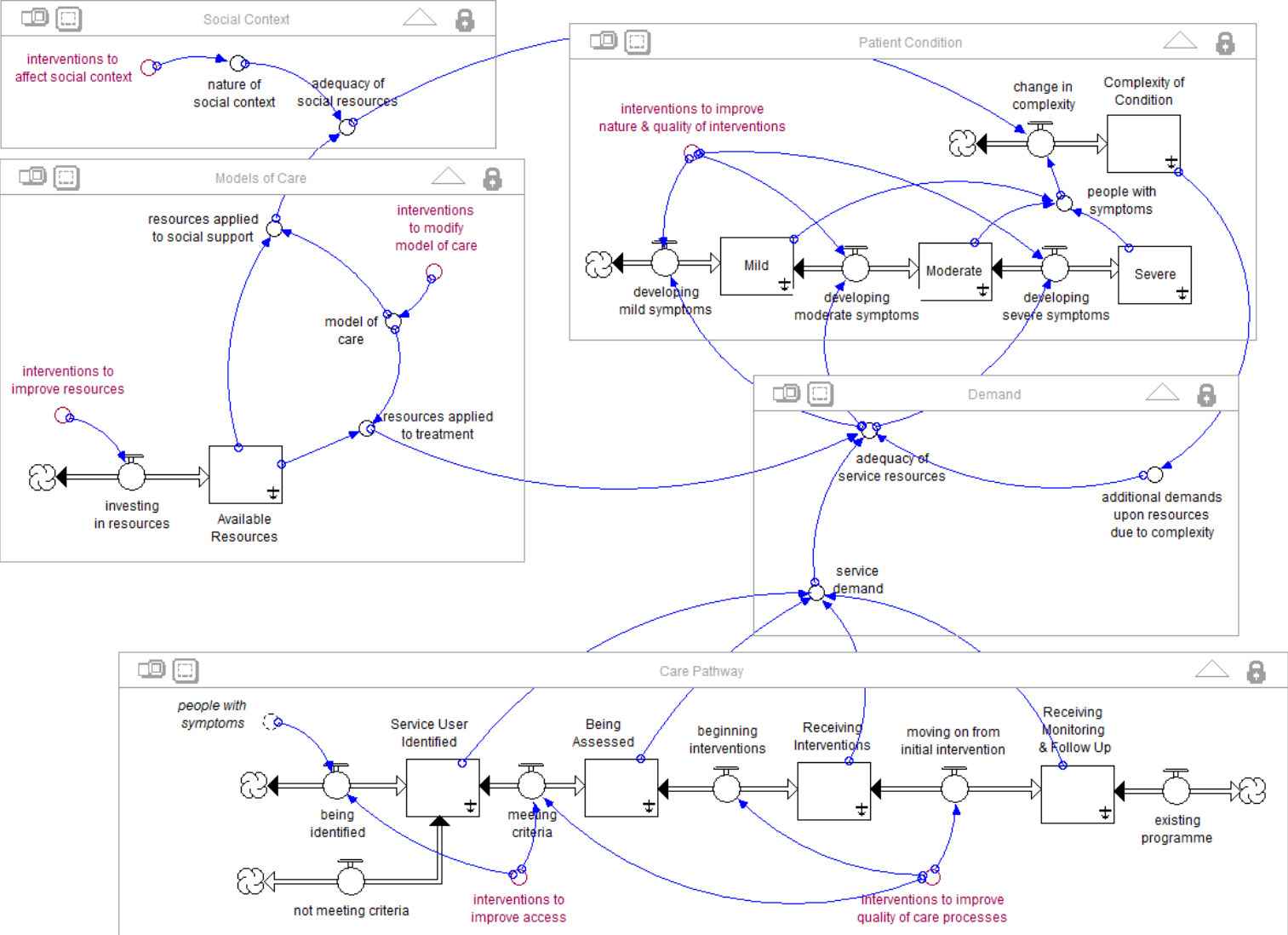
### From ward to community – an all-inclusive perspective: MH&AS discharge experience (Bay of Plenty District Health Board)



Figure 1: High-level maps of the discharge process

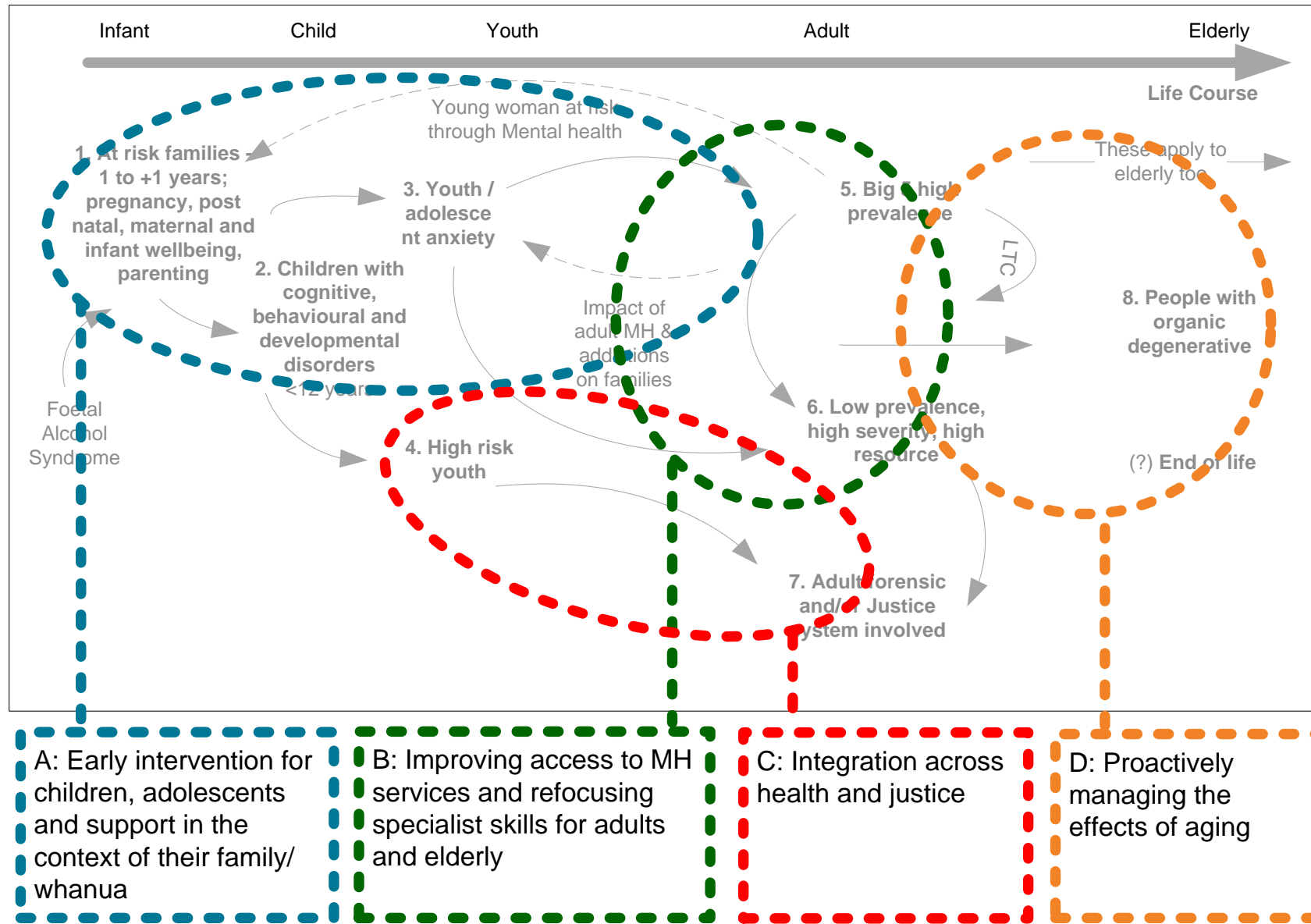


# Mental Health Model

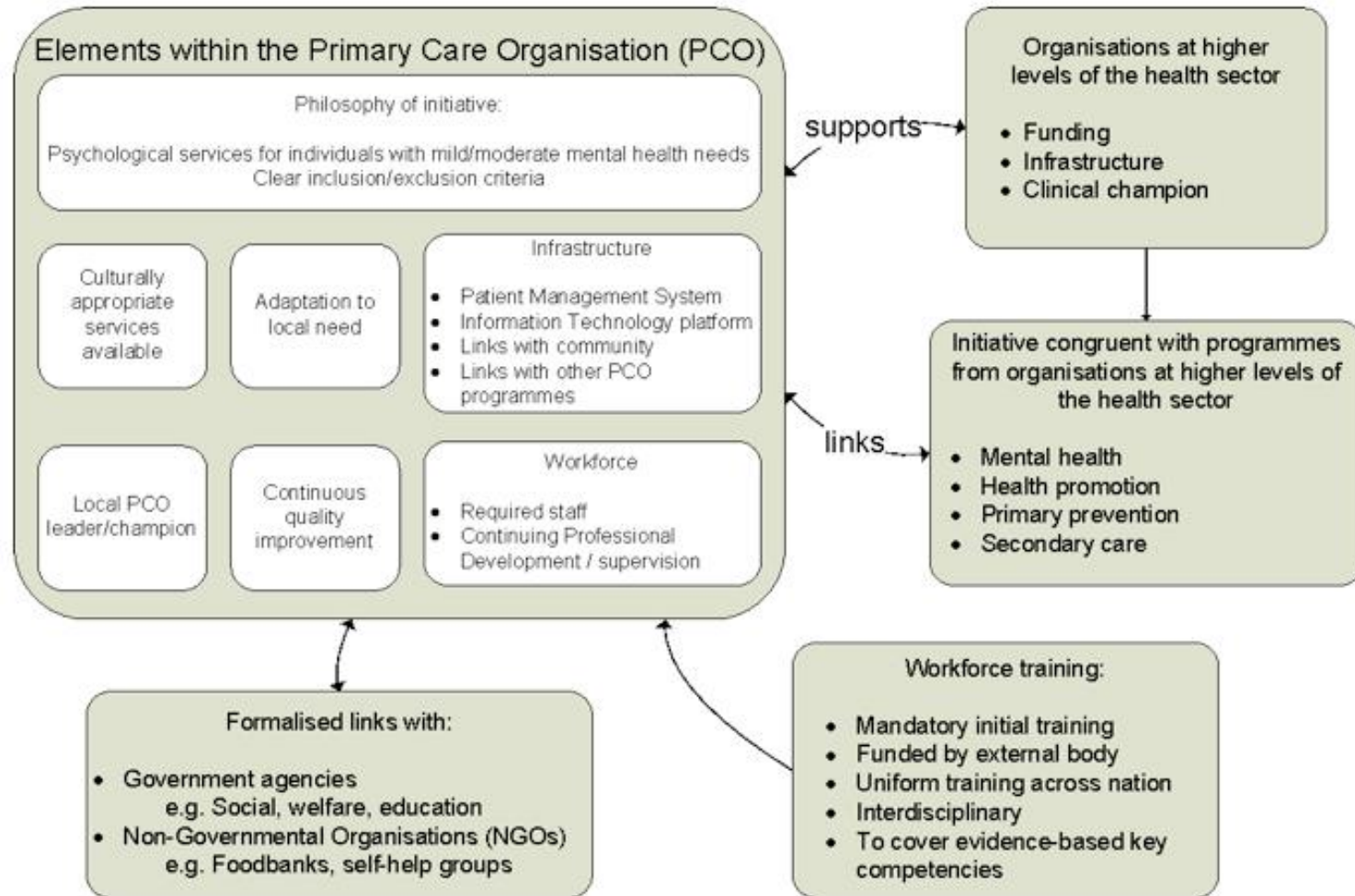




# Taking a life course approach



# Support for 'optimal' primary mental health care



# Teamwork and protected time



- Communication
- Time



# Improving Communication

- Clear agreement about communication content and purpose
- Clear agreement about communication formats
  - Face to face
  - Specific time
- Electronic
  - Shared electronic platforms and records
- Access to / control by service users

The screenshot displays the TE ARA TAURIMA 3D HealthPathways website. The header includes the organization's name, location (Wairarapa, Hutt Valley and Capital & Coast District Health Boards), and navigation links for subscriptions, about, and contact. A search bar is present. The left sidebar contains a navigation menu with categories like Home, Localised Pathways, Allied Health and Nursing, Child Health, End of Life, Investigations, Lifestyle and Preventive Care, Medical, Medicolegal, and Mental Health. The main content area shows a management plan for depression, starting with a search for 'Depression in Adults'. The 'Management' section includes a stepped care model and five numbered steps: 1. Communicate the diagnosis; 2. Recommend lifestyle interventions; 3. Discuss the benefits of early return to work; 4. Consider financial support options; 5. Manage further according to severity (Mild or subthreshold, Moderate, Severe). The 'Request' section lists criteria for acute and non-acute mental health assessments.

# Practically

- Build on current strengths
- Communicate
  - Get to know
  - Use all available channels
- Acknowledge unpredictability
  - Individual local contexts
  - Surprises are opportunities
  - Collectively learn and adapt during transitions
- Foster new relationships where needed
- AND .....

# Activity



Pathways  
*Whatever it takes*

Log on to MyRecord

- About
- Services
- Support
- Jobs
- Contact



## Whatever it takes

Pathways provides community-based mental health, addiction and wellbeing services throughout New Zealand

 **Mental Health Foundation**  
*mauri tū, mauri ora* OF NEW ZEALAND  
[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

FREE 24/7 HELPLINE: 0800 111 757 TEXT 4202 THE JOURNAL SEARCH

HOME IS IT DEPRESSION/ANXIETY? THE CAUSES GET BETTER STAY WELL HELP SOMEONE

### Depression and anxiety affects us all differently

We all face challenges to our mental health. Depression and anxiety changes the way we think, feel and deal with tough times. Well done for taking the first step. You can follow other people's journeys to wellness below or explore the site to find your own way to a better place.

There are small steps towards wellness you can take today  
FIND OUT MORE

Take the tests to check how you are feeling

Welcome to depression.org.nz

Welcome to the site



A color portrait of a woman with her hair in a braid, wearing a denim jacket, looking directly at the camera.

HT UP  
ERS FOR  
LIFE

Ups and downs are more  
all ups and downs.  
Feeling bad we'll help you  
could be anxiety or depression.  
ing on you'll find ideas and  
help you get unstuck.

ON YOUR MIND? >

THE  
DOWN  
COMZ





Thank you