**Pono Video: Anne- Marie Douglas**

**Sept 2022**

**Visual**

**The video begins. The screen has a picture of a seafront with waves and rocks. Across the middle, in large, white, capital letters is the word ‘Pono’.**

**Below is written ‘To be true, valid, honest, genuine, sincere’. The screen fades to a black screen with the words: ‘This video explores one family’s experience of the mental health and addiction adverse event review process’.**

**The scene changes to a woman (Anne-Marie Douglas) walking on a pier towards the sea.**

Audio

My name is Anne-Marie Douglas.

I have a particular interest in mental health both professionally and personally -

**Visual**

**The scene changes to Anne-Marie seated in a lounge.**

Audio:

And that’s part of the reason why I want to be part of the process of telling the story of what happened to our family.

**Visual**

**Scene changes to waves crashing on rocks; a pier edge; and shot of island in the distance across the sea.**

Audio

About three years ago, I had a significant episode.

Medication has never been a magic answer for me, and so I went on a journey seeking electric convulsive therapy -

**Visual**

**The scene changes to Anne-Marie seated in a lounge.**

Audio

Cause that had worked for me before, really, really well, but through a process a whole lot of reasons, that didn’t happen. I was hospitalised and I just lost hope and that led to numerous suicide attempts.

**Visual**

**Black screen with white text: ‘This period of hospitalisation commenced on August 2018. During this time Anne-Marie made a number of attempts on her life, two of which constituted serious adverse events which required a serious adverse event review process, led by the district health board (DHB)’.**

**Visual**

**Scene changes to young woman (Anne-Marie’s daughter, Bridie) seated in lounge.**

Audio

It was really, really hard going to see mum in the mental health units and seeing the state that she was sort of in.

**Visual**

**Scene changes to Bridie side on, turning the pages of a book.**

Audio

We brought up the ECT again. All our family are witnesses to that working.

**Visual**

**Scene changes to Bridie seated in lounge.**

Audio

We were like, “Can we have a look at the notes? Like why is that not an option?”

They said that mum didn’t fit the criteria or something.

And we just didn’t understand it, but we sort of pushed for it anyway, cause we were so desperate.

**Visual**

**Anne-Marie walking on street. Boats in background.**

Audio

I had left probably six or seven times to do really dangerous things. I ended up being flown to Christchurch and that was a three-and-a-half-week journey in intensive care.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

And yeah, I’m really lucky to be here.

**Visual**

**Black screen with white text: Following Anne-Marie’s time in the intensive care unit, she finally received Electroconvulsive therapy and recovered.**

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

Probably within two treatments of ECT, I felt like I’m coming back.

And my son said to me, “Mum, I can see it in your eyes. You’re coming back like there’s some life.”

**Visual**

**Scene changes to Anne-Marie and Bridie indoors, drinking cups of tea.**

Audio – Bridie

And I was so incredibly grateful that we had got that treatment for her and it had been successful.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

Because what had happened was considered a serious incident, my husband was asked to go to Christchurch and speak with people involved.

**Visual**

**Black screen with white text: Anne-Marie’s husband Steve, was the only family member to attend the adverse event review.**

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

He got to express the frustration of not being listened to and that it’s a tragedy when you see your wife and kids see their mother in that situation and that it was preventable that need not have happened.

**Visual**

**Rocky sea shore; island in background.**

Audio – Anne-Marie

At the end of it, I do remember him being frustrated. He felt it was good to be given the opportunity -

**Visual**

**Scene changes: Anne-Marie and Bridie walking along seashore.**

Audio

* but I guess after everything that we’ve been through he had some doubts. Will this make a difference? What I struggle with is why then from that meeting we were not invited as a family the opportunity to actually be part of a review process. Because it’s really difficult for one person to speak on behalf of the family.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

I wasn’t asked to be there. I wasn’t really informed of what was happening in particular or what that process was or anything.

**Visual**

**Scene changes to seafront; Anne-Marie and Bridie in profile.**

Audio – Anne-Marie

I think that at the point that Steve went to Christchurch to that I was still in recovery. I felt probably that I at that point, didn’t want to be part of it.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

But when I came back and knew I was well and I’d actually began the process of going to the hospital to say we need to talk about this.

**Visual**

**Black screen with white text**: ‘**Anne-Marie instigated a meeting with her mental health provider to discuss issues with her treatment.**

**She invited other family members to attend.’**

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio – Anne-Marie

It wasn’t about blame for me. It was actually about going back and saying “Why did this happen?”

**Visual**

**Scene changes: Anne-Marie and Bridie walking along seashore.**

Audio – Bridie

I remember one of the house professionals in there, after sharing my points, she said to me -

**Visual**

**Scene changes to Bridie seated in lounge.**

Audio

* “Your mum didn’t fit into the box, so what were we meant to do?”

**Visual**

**Scene changes: Anne-Marie and Bridie seated beside seashore.**

Audio - Bridie

Just wondering how someone can say something like that. Like my mum has to fit this clinical criteria.

**Visual**

**Black screen with white text: ‘It was during the meeting that Anne-Marie first heard that she could have an advance directive, to outline her wishes for her treatment.’**

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

I was stunned. Like you wouldn’t believe that they had known me for all those years –

**Visual**

**Scene changes: Anne-Marie beside seashore.**

* and the advance directive had been in place for ten of those years and nobody had ever told me.

I wondered how much difference that document might have made.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

I did feel a sense of most of them waiting to learn from it. And it was at that meeting that I got an apology from the psychiatrist, but I felt like maybe we wouldn’t have got the change if we hadn’t have gone to an independent organisation.

**Visual**

**Black screen with white text: ‘Anne-Marie and her family also approached the Health and Disability Commissioner who conducted an inquiry into her care.’**

**Visual**

**Scene changes to Bridie seated in lounge.**

Audio

After the inquiry with the HDC that there were some really good changes, I think –

**Visual**

**Scene changes to Bridie walking in forest.**

Audio

* that happened at that mental health unit.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio – Anne-Marie

So the three things that came about from that meeting and working with the Health and Disability Commission were the security around the door and the staffroom, they can’t see who comes and goes –

**Visual**

**Scene changes: Anne-Marie and Bridie walking on road beside seashore.**

Audio

* the advance directive and also, there was an audit of note taking. There was some gaps there.

After the whole health and disability were reviewed, we got a letter from the manager of the hospital involved saying that all in all –

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

* I received a really high standard of care.

**Visual**

**Scene changes: Anne-Marie and Bridie walking on road beside seashore.**

Audio

Even the Health and Disability Commission were surprised by that.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio

You can’t say that when you’ve never actually met a person

So, i think we need to get that personal touch a little bit better.

**Visual**

**Scene changes to Anne-Marie and Bridie seated in lounge.**

Audio – Anne-Marie

There are some really good people that work within the DHB who understand and who want to be part of the answer.

In order that you believe that you’ve heard a person, there’s got to be change.

It’s about what action is taken. And we know that that doesn’t happen overnight.

**Visual**

**Scene changes to Anne-Marie seated in lounge.**

Audio – Anne-Marie

Change happening is very much a team thing when you work for an organisation like the DHB.

It’s huge.

Yeah.

**Visual**

**Black screen with white text: ‘It was over two years between the adverse event review taking place and the Health and Disability Commissioner publishing its independent review.’**

**Visual**

**Black screen with white text: ‘Sincere thanks to Anne-Marie Douglas and Bridie Douglas.’**

**Visual**

**Three black screens with white text:**

Learning: Clinical treatments must be evidenced based, but consumers and families may have strong preferences that they want to be considered (these may be incorporated into an advance directive).

Learning: Consumers and families have a unique worldview and expertise. Providers who listen and learn from this improve the adverse event review process, and decision making about care and treatment.

Learning from adverse events and consumer, family whānau experience.