

CONNECTING CARE

TE TAI O POUTINI MENTAL HEALTH AND ADDICTION SYSTEM DESIGN PRINCIPLES

RECOVERY ORIENTED looks like:

- Hope, self-determination, autonomy, optimism
- Lived Experience, Leadership and growing the CPSLE workforce (Consumer, Peer Support, Lived Experience)
- Adopting a Collaborative Care and Transition Planning one-team approach inclusive of tangata whaiora, family/whanau and all relevant services
- Least restrictive practice, trauma informed care, zero seclusion

COMMUNITY-BASED looks like:

- Located and engaged in communities alongside other health services, cultural groups, social supports and services, and community organisations
- Locality MHA Community Connection – key person as point of contact, forums, network, website, newsletter, information
- Remote generalist grassroots MHA support and care connection function is readily accessible in most distal spokes

CULTURALLY SAFE AND RESPONSIVE looks like:

- Availability, awareness of and pathways to Kaupapa Māori and Rongoa Māori services
- Māori workforce capacity and roles
- Culturally relevant settings
- Culturally safe, competent and responsive MHA system workforce
- Māori cultural support as part of crisis response, sub-acute and community care
- Acceptable and accessible for youth, diversity and other cultures

CONNECTED CARE looks like:

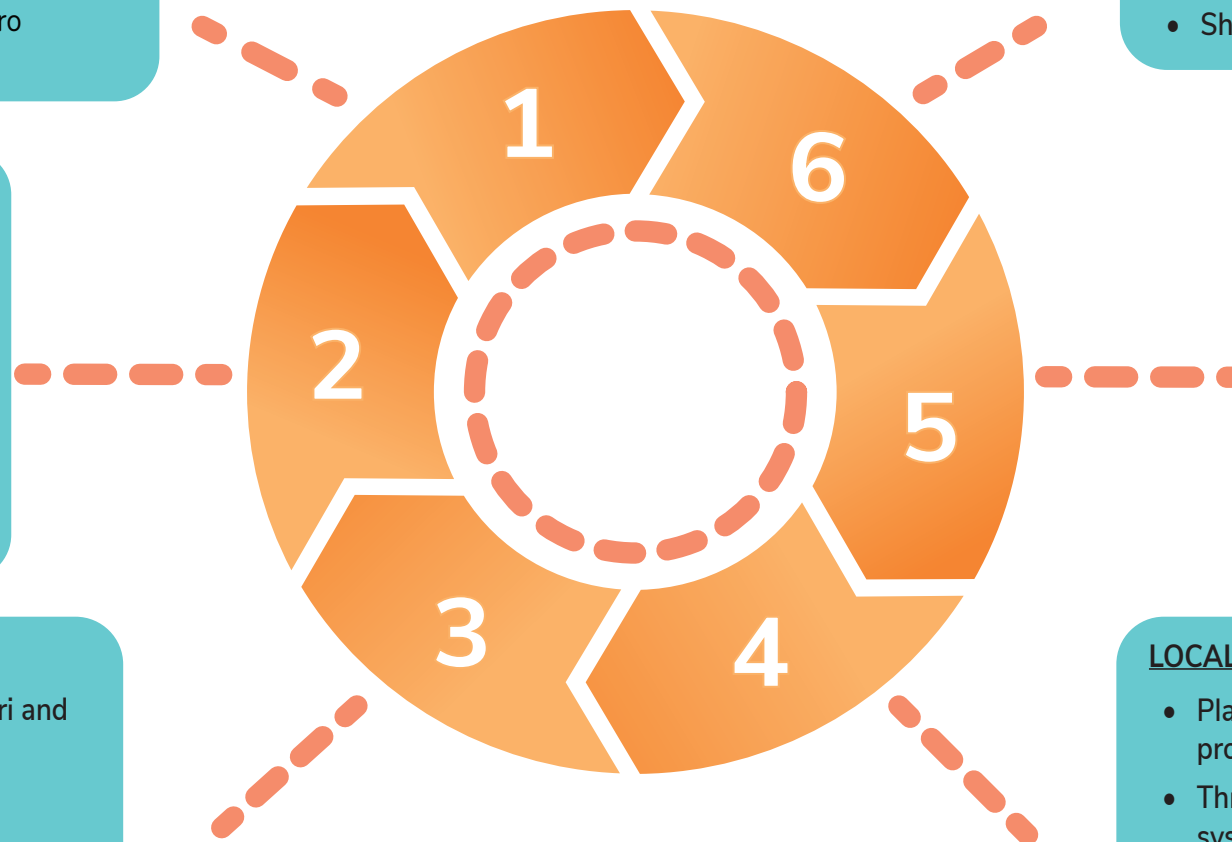
- RMS (referrals management service) as single point of contact/access for the MHA system (but not sole point of entry)
- Care Connection – NGO and Hauora provider community stepped care coordination
- Co-location, shared resources and technology supporting collaborative care
- Shared Clinical Governance Group for MHA system
- Shared staff development and training

STEPPED CARE looks like:

- Continuum of services organised into levels of intensity, frequency and nature of offerings
- Step up/down facilitated by Care Connection and/or Care Coordination functions
- Shared and joint care with two or more providers
- Collaborative care and transition planning that integrates physical health
- Specialist consultation and liason available

LOCALITY HUB & SPOKE (& popup spokes) look like:

- Place-based, mobile, and telehealth supports and service provision
- Three localities to facilitate health sector and mental health system integration and community connections
- Joint interagency teams of interdisciplinary (IDT) staff in-reach/out-reach drive in/out for blocks of days/week
- Predictable, well-advertised, community clinics on a regular routine basis in hubs and spokes
- Tailored responses to community needs



FIVE WORKSTREAMS



Comms and Engagement



Service Delivery



Support Systems



Staff Development



Workforce