

Gold Coast Mental Health Symposium 2024

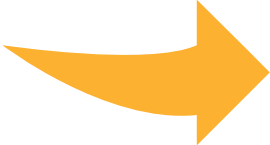


Thursday 30 May 2024
Southport Sharks Club, Southport

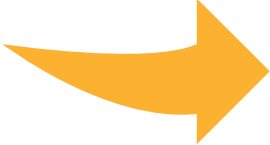
Improving Aftercare through Collaboration & Innovation: Gold Coast Primary Health Network, Gold Coast Health & Wesley Mission Queensland



The Way Back Support Service: Gold Coast



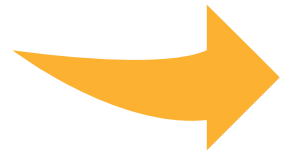
Wesley Mission Queensland were commissioned in 2020 to implement and deliver **The Way Back Support Service on the Gold Coast**. The Service commenced in July 2020 following a transition from the Lotus Program, which was a short-term support aftercare model of care.



The Way Back Support Service is a **non-clinical service focused on providing practical psychosocial support** to people experiencing suicidal crisis or who have attempted suicide following a hospital presentation.



The Way Back Support Service: Gold Coast



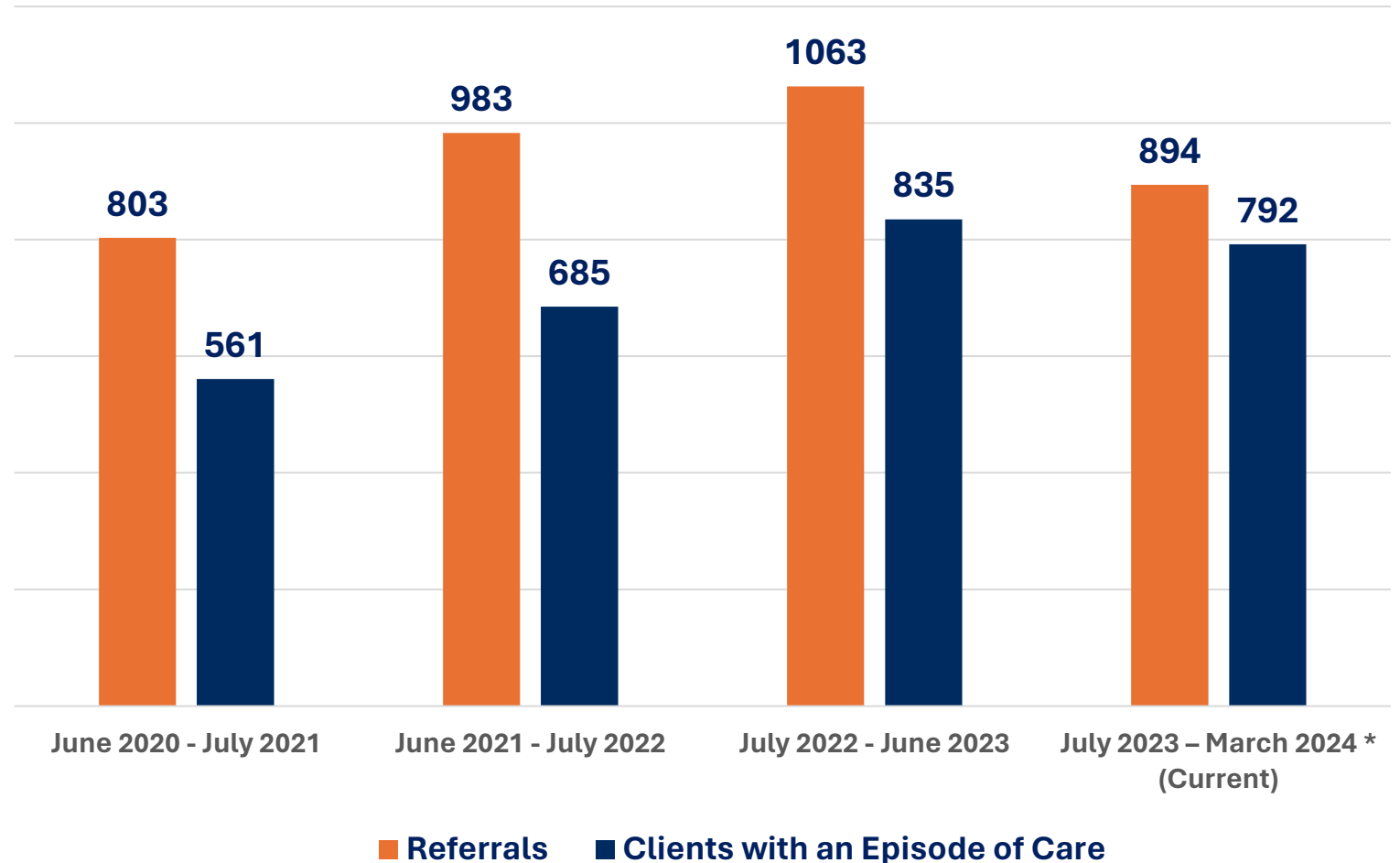
Through proactive outreach, Support Facilitators connect people to existing clinical and community-based services, to ensure they are safe and accessing the community-based support that is available.

The objectives of The Way Back Support Service are to:

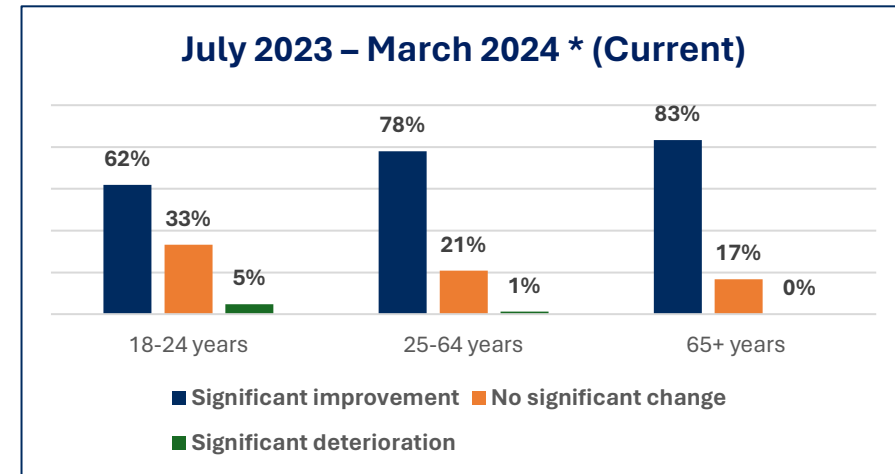
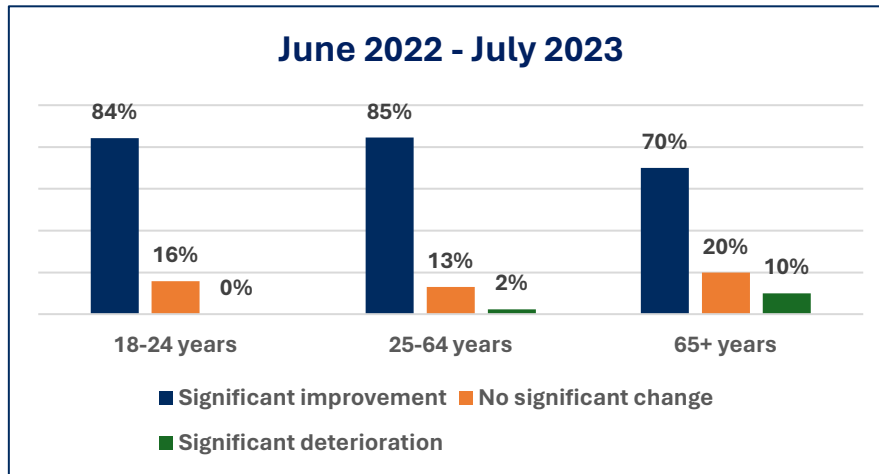
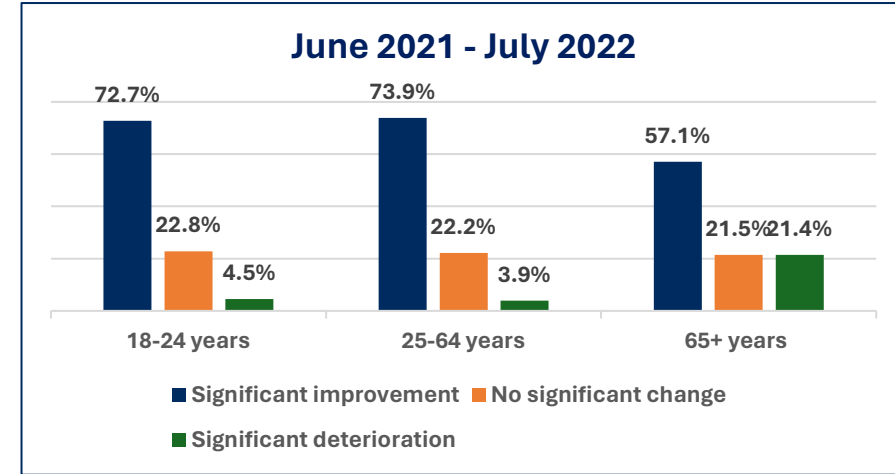
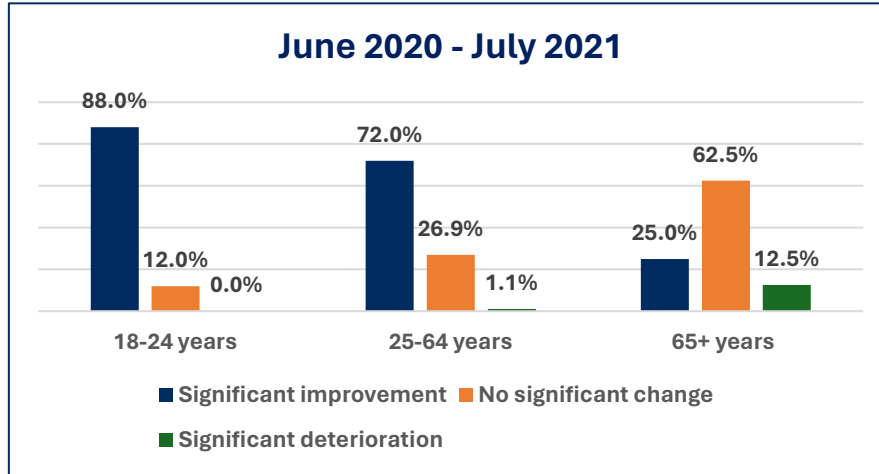
- Improve access to **high-quality aftercare** to support at risk individuals to stay safe.
- **Build capacity of individuals** to self-manage distress and improve mental wellbeing.
- Improve **links with clinical and community-based services** to meet individual needs and circumstances.
- Increase **social connectedness** and links to supportive networks (families, friends, peers and carers).

Referrals into The Way Back Support Service

- The Way Back Support Service has **continued to grow** in referrals and people supported each year.
- Following the transition from the Lotus Program in 2020, The Way Back Support Service supported **almost double the number of people in its first year**.
- This financial year referral numbers projected to be the **highest to date**.



The Way Back Support Service: Outcomes for Clients



The Way Back Support Service: Notable Achievements

The Way Back Support Service's use of write and read **Consumer Integrated Mental Health and Addiction (CIMHA)** access and support has enabled improved transition of care for consumers between GCHHS and Wesley Mission Queensland.

CIMHA is a **consumer-centric clinical information system** designed to support clinicians in the provision of safer quality mental health and alcohol and other drug services. The Gold Coast TWBSS site was the first to embed this into the model.



The Way Back Support Service: Notable Achievements

The Way Back Support Service collaborates with the **Crossing Paths Carer Support Program** who provides support to people who care for those experiencing suicidality in our community. Over 65% of referrals to Crossing Paths Carer Support Program come from The Way Back Support Service with the majority of those being made via the clinicians at the HHS.

Due to the **evidenced collaboration** between The Way Back Support Service and Crossing Paths Carer Support Program, the benefits of being able to provide **parallel support** to the carer of someone experiencing suicidality has led to an **expansion of the Carer Support Program** to other PHN regions across Queensland in the new financial year.



The Acute Care Team

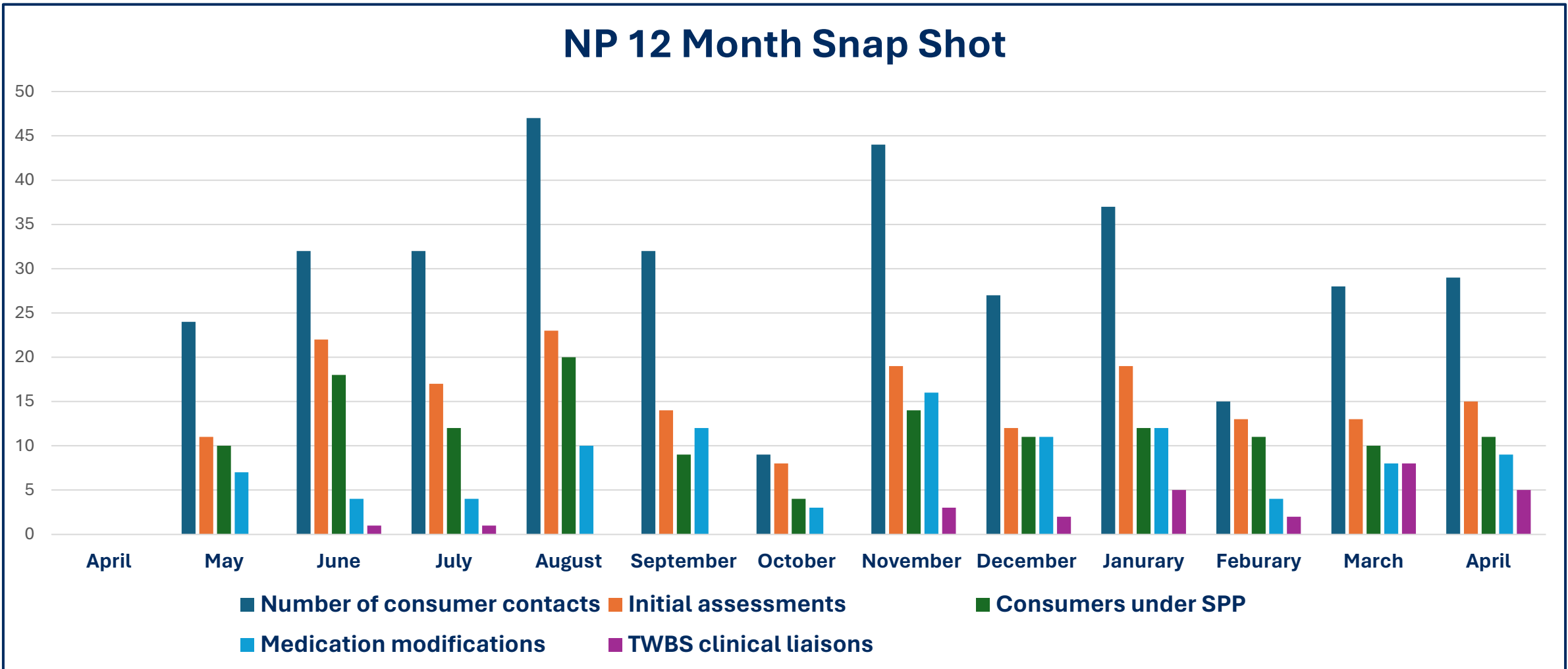
Nurse Practitioner

- A nurse practitioner is more than just a fancy nurse that prescribes. A nurse practitioner provides an additional advanced practice resource in delivering consumer care.
- The Nurse Practitioner role was developed and funded via the Better Care Together/Bi-lateral funding to improve collaboration within TWBSS model.
- The role has been designed to provide a point of contact to TWBSS for direct clinical needs to improve consumer outcomes and enhance treatment planning.



Nurse Practitioner Statistics

NP 12 Month Snap Shot



Case Study: Jane Doe

Jane Doe is a fictitious character:

- 50-years old
- Identifies as female
- Emigrated from China to Australia 15 years ago
- Divorced
- Currently employed
- Has a history of depression and anxiety

She was referred to the Acute Care Team after experiencing suicidal thoughts and low mood secondary to feeling socially isolated and culturally disconnected. Following this, she was commenced on the suicide prevention pathway and referred to TWBSS.



Collaborative Interventions

Nurse practitioner interventions - focused primarily on clinical interventions which included:

- Commencing an SSRI, sertraline, to help treat the depressive symptoms.
- Ongoing assessment and management of the acute suicide risk.
- Recommendation of specific psychological interventions such as cognitive behavioural therapy.
- Exploration of referral to internal services, such as psychotherapy clinic.



The Way Back Support Service: Service Interventions

- The Way Back Support Service comprises of referring clients to services that are in accordance with their need.
- This is on a case-by-case basis and given the situation, the client may need psychosocial and/or motivational encouragement to help get them back on their feet to get the ball rolling.
- We provide psychosocial support and work toward building rapport with our clients to make sure they can feel safe and trusted.



Case Study

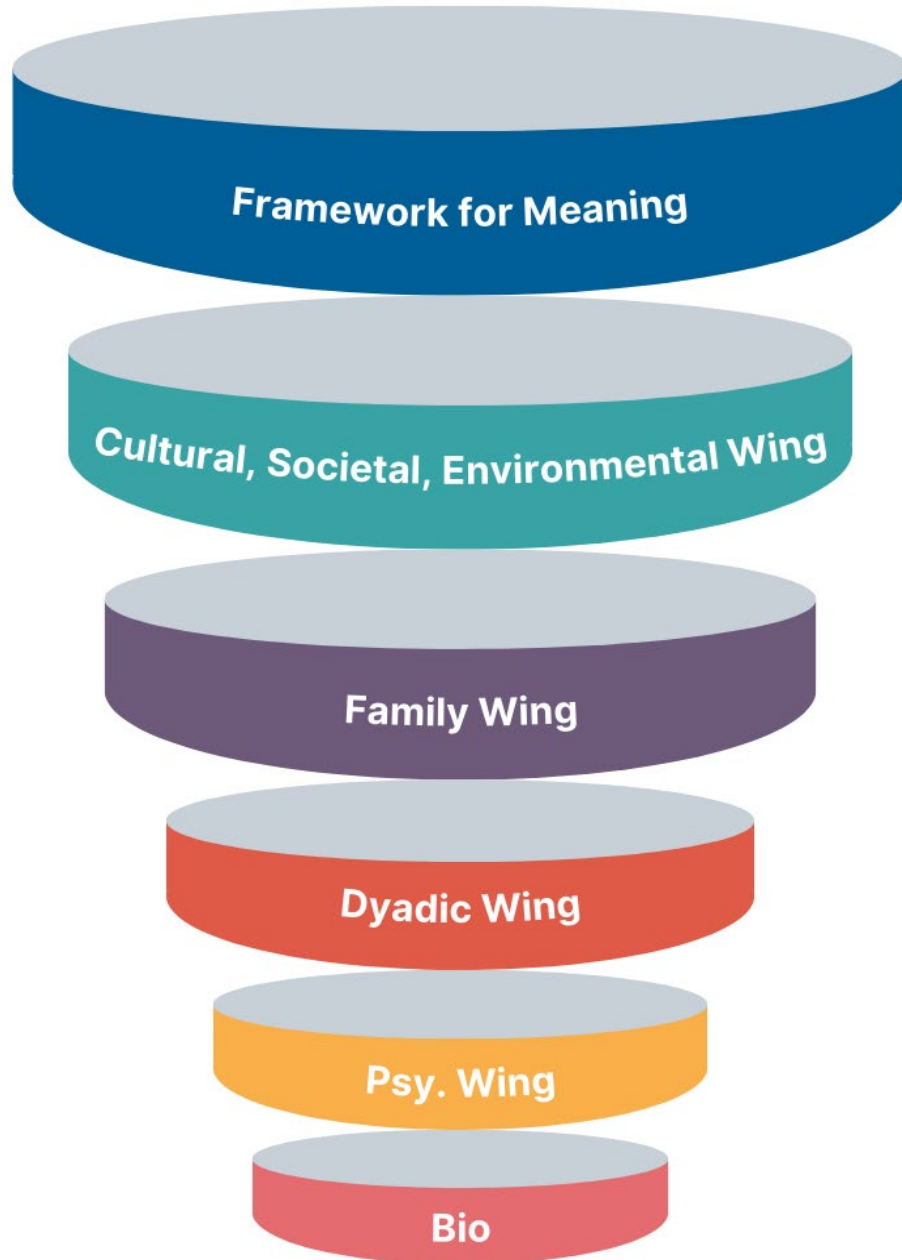
- The client was referred to The Way Back Support Service after experiencing significant suicidal ideation following a presentation to hospital.
- Referrals to culturally appropriate support groups, psychology telehealth, and physical recovery centres were made.
- We made contact within 24 hours of receiving the referral and booked them in for an intake into our service.
- Began to build rapport with a client and provided psychosocial support around current questions or fears about their day-day life.
- Worked with the client to find services that they could benefit from such as Counselling/Psychology, Physiotherapy and physical recovery services, along with culturally specific social groups.

Case Study

- During the next couple of sessions, we worked closely to see how the clients progressing; helped with linking the client up to a physiotherapy program (Transition Care Program) prior to our engagement; and assisted with arranging a medication plan for the client to help alleviate the intensity of the client's intrusive thoughts.

At the end of our engagement, the client showed a statistically significant improvement across both the K10 and Suicidal Ideation Attributes Scales (SIDAS), proving that the cooperation of both clinical and non-clinical services facilitated toward the improvement of the client's mental health.





Approaches to Care

- Mental health treatment should always be **delivered from a biopsychosocial and spiritual approach.**
- The collaboration between the NP and TWBSS allows capacity to **deliver interventions across all biopsychosocial and spiritual domains.**

Out of Hospital (OOH) Pathway

- GCPHN one of two successful applicants for OOH trial.
- Contract/trial due to commence **July 1, 2024**.
- Model of care will follow TWBSS.
- Point of difference is referral pathway: via **clinical referral** from **non-hospital setting**.
- Opening of referrals via staggered tranches to ensure we can manage service demand
- Tranche one: H2H, General Practitioners and Aboriginal Medical Services.



New Out of Hospital (OOH) Service

TWBSS - Out Of Hospital (OOH) Pathway (NEW)

CLIENT PRESENTS TO CLINICIAN

Phase 1: Clinicians including GPs, Kalwun medical services and clinicians and H2H Phone Service clinicians

Phase 2: Private psychologists, allied health professionals, headspace clinicians, clinicians from other agencies

Client assessed as experiencing
Suicidal Ideation

Client referred to service

Client assessed by clinician as eligible and suitable. TWBSS has capacity to provide service

Client commences service

Client is
**not
in crisis**

Questions? Join
at menti.com - use
code **4622 2961**

Universal Aftercare – Gold Coast Hospital

Client presents to Hospital assessed as experiencing **suicidal crisis or at immediate risk**

Client referred to GCH Acute Care Team –
treatment delivered as required

Client assessed as suitable for TWBSS

Client referred to TWBSS

TWBSS – Gold Coast Hospital Inpatient Pathway

Client assessed as eligible and suitable. TWBSS has capacity to provide service

Client commences service