Wesley Mission Queensland

Gold Coast Mental Health Services

TWBSS OOH

[Internal]

The Way Back Support Service Out of Hospital Pathway (OOH)

- Non-clinical psychosocial support and transition service for people experiencing suicidality.
- Personalised support for up to three months.
- Supports people to stay safe, keep connected with others, and access health and community services as part of their recovery.



Eligibility for referring GPs

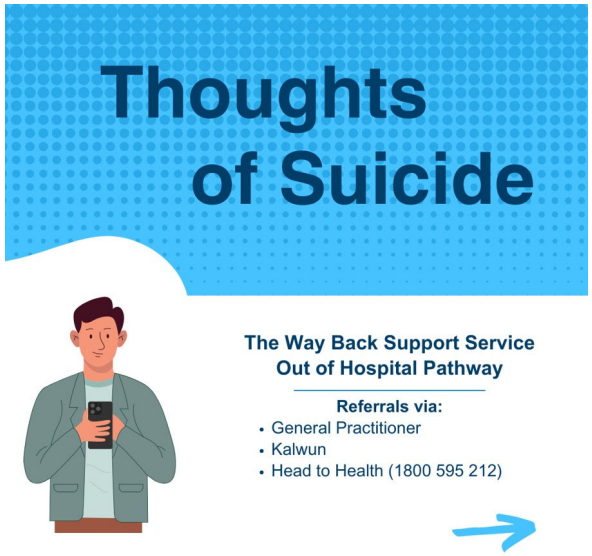
Patients residing in Gold Coast aged **16 years** and older who are experiencing suicidal ideations/self-harm behaviours and have presented to a General Practice

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How OOH can support your patients & why shared care matters

- Providing encouragement, support, and regular contact
- Developing suicide safety plans and support plans with the client.
- Facilitating access to a range of community services (such as housing, income support, family support, education and employment), with the aim of addressing some of the issues that may be leading to distress
- Supporting attendance at relevant appointments
- Supporting clients to connect with formal and informal support networks

"A clinical appointment is an important part of patient's care, but the challenges contributing to their distress often continue after they leave the consulting room. Shared care helps us address both clinical needs and practical circumstances affecting overall patient wellbeing."

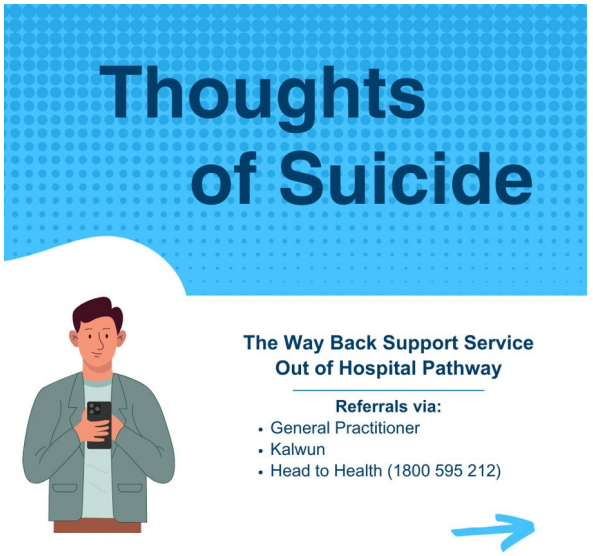


How OOH & GPs can work better together

What we are asking of GP practices:

- Consider collaborative psychosocial support when clinically appropriate
- Consider the practical & social barriers affecting a patient's wellbeing
- With consent, support communication between relevant providers
- Clarify who to contact when concerns arise and how escalation will occur
- Help patients understand the different roles of their care team; OOH provides non-clinical support; it does not replace clinical assessment, crisis intervention or emergency care

"Our shared goal is to ensure people experiencing suicidality or self-harm feel supported beyond the consultation with clinical care, practical assistance and meaningful connection working together."



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Client Outcomes

"Client referred into OOH experiencing high level of suicidal thoughts had limited social supports & struggled to manage distress between appointments. Through regular contact with their OOH SF, the client was supported to identity personal goals, explore coping strategies and reconnect with community social group supports."

"Client referred into OOH via their GP after experiences of ongoing suicidal attempts perpetuated by sleeping rough and extreme social isolation. The OOH SF provided ongoing engagement across three months and assisted with connecting the client to relevant housing supports. Following advocacy and referral, the client was prioritised up the housing waitlist and offered social housing."

"Client referred into OOH via their GP after suicidal distress and feelings of hopelessness linked to their chronic pain condition. The OOH SF advocated alongside the GP to improve access to appropriate pain management supports. The client subsequently accessed a funded pain management program, including specialised psychological support."

"Client referred into OOH via their GP after ongoing occurrences of self-harm. OOH SF provided psychoeducation around emotional regulation, understanding triggers and identifying alternative coping strategies to manage distress. Through accessing non-clinical support, the client was supported to develop greater awareness of their emotional responses, identify strategies to utilize during periods of distress and strengthen their existing support network."

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ACCESS AND REFERRALS



Referrals can be made by:

- **WMQ Central Intake Phone: 07 3151 3825**
- **Email: mentalhealthintake@wmq.org.au**
- **Via the OOH GP Snap Form Link:**

https://wmq.snapforms.com.au/form/the-way-back-support-service---ooh-program

•Wesley Mission Queensland referral form;

•Letters-of-referrals via fax 07 3539 6444

•Letters-of-referrals via Medical Objects: MS42140001L

•Medicare Mental Health phone line on 1800 595 212.

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