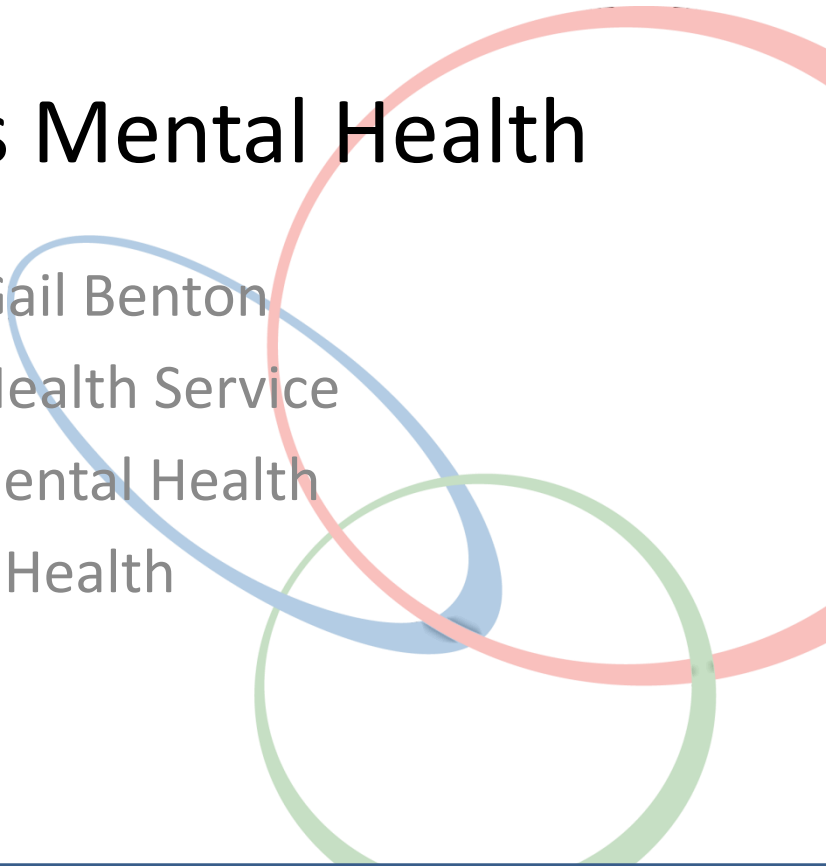


Working Together

HACC & Older Persons Mental Health

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Older Persons Mental Health Service
North East & Border Mental Health
Albury Wodonga Health



Standard 2. Appropriate Access & Service Delivery

This presentation highlights an initiative which aims to provide improved outcomes for community dwelling older persons who experience mental health disorders, by enhancing the skills and community care capacity of the HACC workers who are providing services to this client group

What was the situation/ issue/ concern/ strength before the CQI/ innovation?

- OPMHS provides psychiatric assessment and treatment to people over age 65 resident in Northeast Hume.
- As such, we have many clients who also receive HACC Services.
- While we worked co-operatively on a case by case basis, there was limited awareness of each others' services.
- In 1998 we applied for HACC funding to enable a mental health clinician to work more closely with HACC service providers - by means of support and information to HACC staff where the client has or may have a mental health problem of concern.

What key enablers assisted the change?

- **Information sessions on the role of the mental health service for older people and how to arrange referral.**
- **Introduction to mental health problems in the elderly, how to recognise where a problem may exist, particularly to recognise a change in functioning.**
- **A mental health clinician available for telephone consultation and advice to HACC service providers**
- **Joint home visits eg to introduce HACC worker and explain their role or to introduce the mental health clinician where a referral has been previously made. (referrals via GP)**
- **Attendance at case planning meetings and relevant Forums.**
- **Attendance at HACC Managers meetings.**

What is the key benefit of the change for HACCC clients?

Informal support to HACCC workers on a case by case basis has enabled co-operative arrangements which have led to beneficial client outcomes.

HACCC workers who have attended the information sessions have indicated the learnings from these sessions assists them in their work.

Both HACCC & OPMHS workers have improved understanding of each others roles and accessibility.

Thank You

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