

Mr Bruce Neville Notley-Smith MP
Chair, Legislative Assembly Public Accounts Committee
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Mr Notley-Smith

Re: Public Accounts Committee (PAC) Follow-Up on NSW Health Submission – Auditor-General’s report on Mental Health Post-discharge Care

I refer to your letter of 30 March 2017 seeking additional details in relation to Recommendation 4 of the Auditor-General’s report on Mental Health Post-Discharge Care, particularly:

Recommendation 4.2

Implement mechanisms to share information and experiences about models of post-discharge follow up

Recommendation 4.4

Review how community mental health services interact with admitted inpatients, particularly with regard to discharge planning, and compare to good practice models across NSW.

The PAC has requested information within context of the Audit Office noting that the Ministry of Health had previously proposed to host a forum for all Local Health Districts (LHDs) in order to promote the findings of project reports relating to the Mental Health Branch’s funding of four LHDs for the redesign of adult assertive community care. The PAC has requested an explanation of the findings of the forum, including:

1. *How will the Ministry of Health implement the findings of the forum?*
2. *Are there any proposed additional actions required as a result of the forum on the 24 March 2017?*

The forum was held on 24 March 2017 and attached to this letter is a follow-up report, providing information specific to the above questions. If you have any further queries on the attached response, please contact Mr Paul Giunta, Director, Corporate Governance and Risk Management on 9391 9654.

Yours sincerely



Elizabeth Koff
Secretary, NSW Health

24/4/17

**IMPLEMENTATION OF RECOMMENDATIONS
FOLLOW UP RESPONSE TO PUBLIC ACCOUNTS COMMITTEE (PAC)**

NSW Health

Performance Audit – Mental Health Post-Discharge Care

4	Ministry of Health to facilitate Local Health Districts to:	STATUS and COMMENT		
4.2	implement mechanisms to share information and experiences about models of post-discharge follow-up	<p>Originally Reported Status: On track (Feb 2017)</p> <p>As noted in the letter of July 2016, the NSW Mental Health Reforms provide for a significant expansion of community care options requiring the Ministry to work closely with LHD/SHNs in the redesign process. As a first step, Mental Health Branch funded four LHDs in 2015/16 to explore priorities for the redesign of adult assertive community care. The local health districts involved were South Eastern Sydney, Western Sydney, South Western Sydney and Hunter/New England.</p> <p>The project reports were submitted to the Mental Health Branch in late 2016.</p> <p>To promote the project's learnings the Ministry of Health, in association with the Agency for Clinical Innovation are hosting a forum with all local health districts on 24 March 2017 to:</p> <ul style="list-style-type: none"> • showcase examples of the redesign process & encourage innovation • share good ideas, reflections & practical lessons learnt so far 	<p>Status Update April 2017: Follow up action from the Forum</p> <p>The forum hosted jointly by NSW Health's Ministry and the Agency for Clinical Innovation (ACI) on 24 March 2017 provided the opportunity to showcase</p> <ul style="list-style-type: none"> • the outcomes of funded redesign of Adult Community Mental Health Services in four Local Health Districts (LHDs) • the resources available through the ACI for networking and ongoing information exchange between Local Health District community mental health services, and • data collection for the purposes of service redesign. <p>Rather than leading to formal findings, the forum allowed for the dissemination of research and information sharing by those involved in the funded projects. This will assist the remaining Local Health Districts in redesigning and delivering integrated clinical services that reflect the changes promoted by the NSW mental health reforms</p> <p>The forum identified several key principles of care inherent in successful models including:</p> <ul style="list-style-type: none"> • the need for seamless service provision between inpatient and community care • the need for service redesign to include consumer input 	<i>Mental Health Branch, Ministry of Health</i>

TAB A

		<ul style="list-style-type: none"> • build networks & connections across NSW • provide updates on data collection • discuss support options for the redesign process & the first steps. 	<p>and to be tailored to the community it services</p> <p>Community mental health service provision the across NSW is multifaceted. There are more than 480 <i>NSW Health community mental health services that deliver clinical care and treatment</i> in partnership with a range of other service providers such as Primary Health Networks, Community Managed Organisations, General Practitioners, private providers and other government agencies as well as carers and service users.</p> <p>An additional forum is planned with LHDs and their partner organisations in late 2017 to look more closely at the nature of relationships between these entities and the impact the models of assertive clinical care provision by NSW Health services.</p>	
4.4	<p>review how community mental health services interact with admitted inpatients, particularly with regard to discharge planning, and compare to good practice models across NSW.</p>	<p>Originally Reported Status: On track (Feb 2017)</p> <p>This recommendation highlights an aspect to community care that has been articulated in at least one of the projects noted above in response to Recommendation 4.2.</p> <p>The Mental Health Branch will consider whether additional action is required to address this recommendation following the showcase and discussion at the 24 March 2017 forum.</p>	<p>Status Update April 2017: Follow up action from the Forum</p> <p>The importance of safe and seamless service delivery and support as consumers move between inpatient and community settings was well recognised and featured significantly within the models showcased at the forum. Information regarding the various models of assertive community care, including a model that featured international collaboration in its design and implementation, was disseminated to all participants (see Attached).</p> <p>The transition between inpatient and community settings and other aspects of discharge planning will be within scope of the review of the Transfer of Care policy. The revised policy is expected to be released in November 2017.</p>	<p>Mental Health Branch, Ministry of Health</p>