

Resource six

MHPoC consumer journey maps

Sara

Was intensely anxious, withdrawn and had been thinking about suicide.

She was admitted to an acute adolescent inpatient setting for a short stay, before being discharged to family and local service support.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current Mental Health Phase of Care (MHPoC) and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families and carers you support, and where the opportunities are to discuss the MHPoC.




Mental Health Phase of Care consumer journey

Adolescent consumer in an inpatient and community setting

Mental Health Care is complex, and everyone's journey is different. Here is one journey.

The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?
 Question two: Why did the MHPoC change across Sara's journey?
 Question three: What does the care journey look like for Sara, for their family, carers, peer workers and the care team?

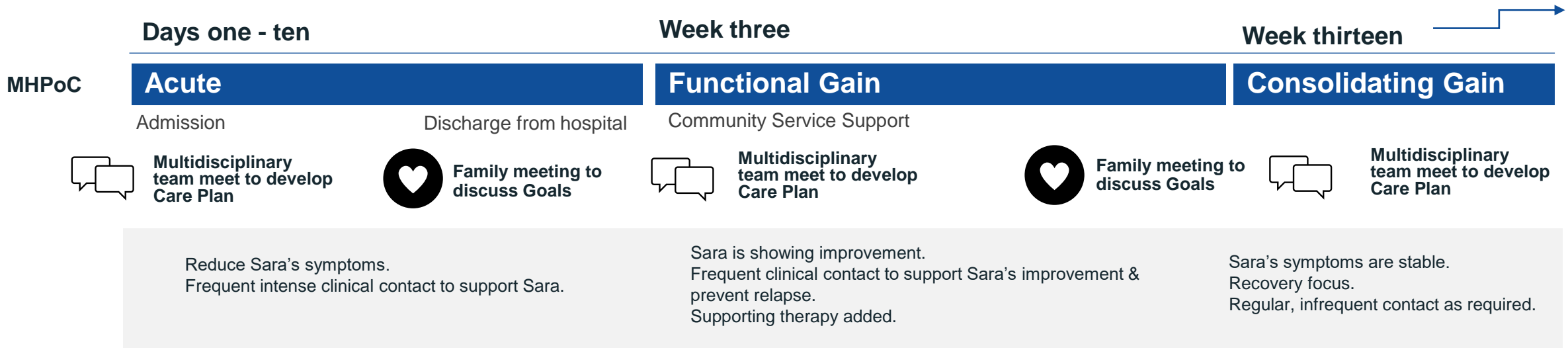


Sara

Was feeling intensely anxious, had withdrawn from her friends, and had been thinking about suicide.

She was admitted to an acute adolescent inpatient setting for a short stay, before being discharged to family and local service support.

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"She wants to be discharged now but I can see she needs more help."
 Sara's Mum on Day four

"It has been a shock, but Sara is starting to settle down. We've had great support."
 Sara's guardian

"I know I can contact help if I'm having a bad day."
 Sara

Tegan

Has a history of complex trauma, she often feels overwhelmed by intense mood swings and finds that self-harming helps her feel more in control. She often thinks of suicide.

Her care is managed in the community with intense Child and Adolescent Mental Health Services (CAMHS) intervention and family support.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current MHPoC and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families, carers and peer workers you support, and where the opportunities are to discuss the MHPoC.




Mental Health Phase of Care consumer journey

Adolescent consumer in a community setting

Mental Health Care is complex, and everyone’s journey is different. Here is one journey.

The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?
 Question two: Why did the MHPoC change across Tegan’s journey?
 Question three: What does the care journey look like for Tegan, her family and carers, and for the care team?



Tegan

Has a history of complex trauma, she often feels overwhelmed by intense mood swings and finds that self-harming helps her feel more in control. She often thinks of suicide. Her care is managed in the community with intense Child and Adolescent Mental Health Services (CAMHS) intervention and family support.

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One – ten days

Eleven days - six months

Current 

MHPoC

Acute

Intensive extended

Functional Gain

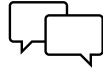


Multidisciplinary team meet to develop Care Plan



Family meeting to discuss Goals

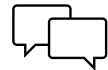
Multidisciplinary (MDT) team 13 week review



Weekly MDT meetings, reducing in duration as intensity of condition reduces



Ongoing regular family meetings to discuss goals



Reduce Tegan’s symptoms.
 Frequent intense clinical contact to support Tegan.
 High acuity.

There is a reduced frequency of emergency presentations and DSH.
 Tegan develops the capacity to sustain regular scheduled clinical appointments. Her care is focused on dialectical behaviour therapy (DBT) strategies to assist with emotional regulation and distress tolerance (developing skills to stay safe) this takes a number of months due to a need to mitigate risk and manage relapse. Her parents attend skill sessions to support her.

Tegan’s risk was managed and constructive therapy has commenced.
 She has joined a formal DBT group.
 Tegan is stable but remains active with CAMHS.

“No one can help me, what’s the point?”

Tegan

“ I’m still struggling with my thoughts but there might be a way out.”

Tegan

“I thought she should be in hospital but now I can really see this is making sense. We might be able to manage this.”

Tegan’s Dad



This is a fictitious example intended for clinical education purposes – all consumer journeys and treatments are different – journeys are not always linear. Treatments, timing and circumstances will vary.

Ade

Has been under care in a community setting for older persons for long periods over the last six years for a delusory disorder that causes severe auditory and tactile hallucinations.

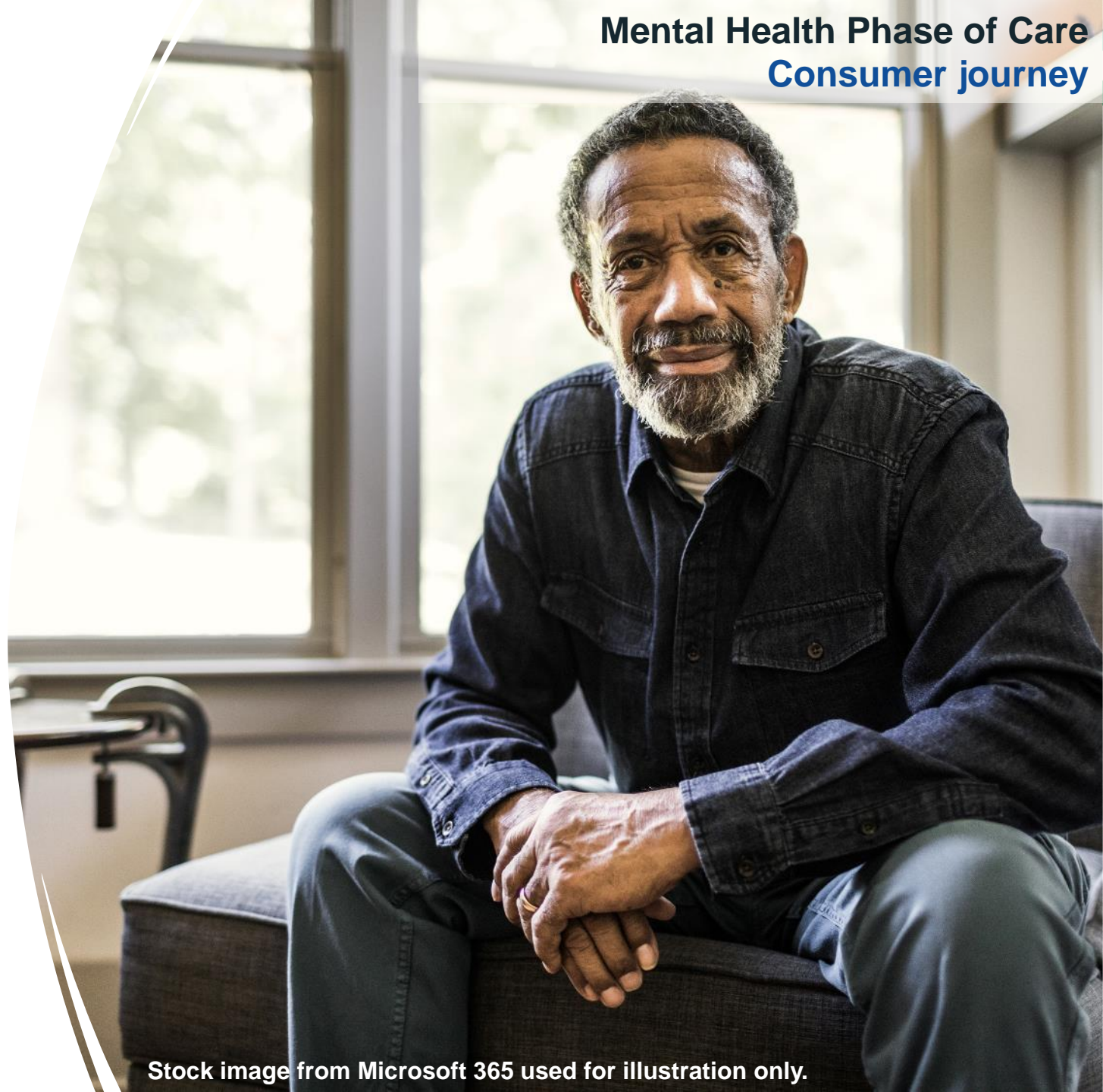
He is usually referred to a specialist community mental health team. These experiences usually subside quickly with more support and medication, without needing admission to hospital.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current MHPoC and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families, carers and peer workers you support, and where the opportunities are to discuss the MHPoC




Mental Health Phase of Care consumer journey

Older person specialist team in a community setting

Mental Health Care is complex, and everyone’s journey is different. Here is one journey.

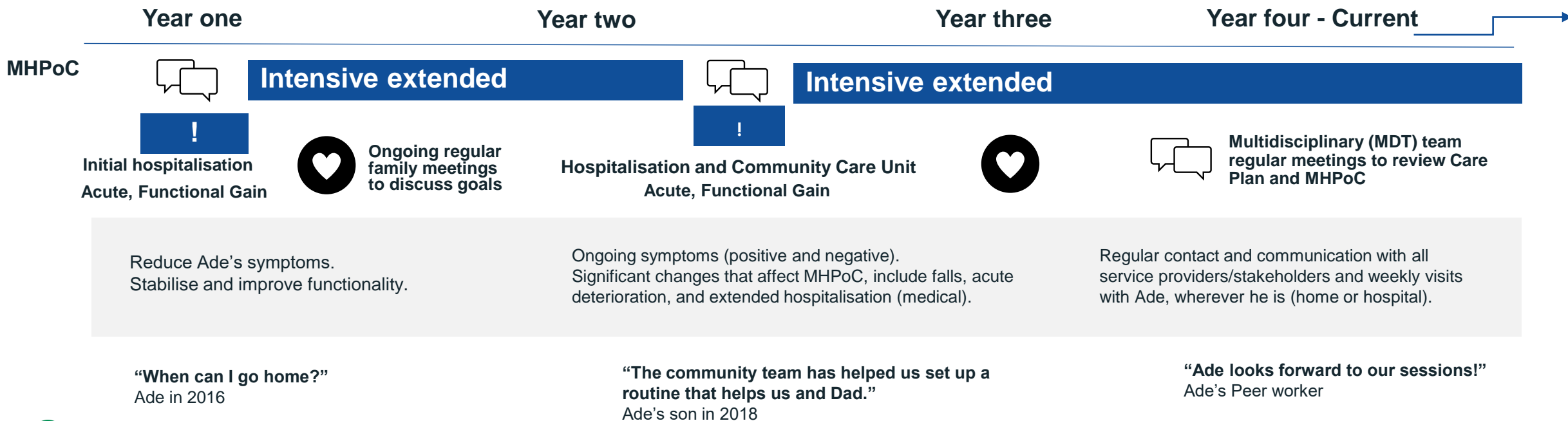
The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?
 Question two: Why did the MHPoC change across Ade’s journey?
 Question three: What does the care journey look like for Ade, his family and carers, and for the care team?



Ade
 Has been under care in a community setting for older persons for long periods over the last six years for a delusory disorder that causes severe auditory and tactile hallucinations. He is usually referred to a specialist community mental health team. These experiences usually subside quickly with more support and medication, without needing admission to hospital.

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Connor

Connor is 26 and has been receiving care for long periods from community mental health teams since early adulthood.

He continues to experience symptoms consistent with a diagnosis of paranoid schizophrenia, resulting in inappropriate behaviour when very distressed or unwell. This culminated in a forensic treatment order and he usually receives regular care from a continuing care team.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current MHPoC and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families, carers and peer workers you support, and where the opportunities are to discuss the MHPoC.



Mental Health Phase of Care consumer journey

Young man in a community care unit

Mental Health Care is complex, and everyone's journey is different. Here is one journey.

The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?

Question two: Why did the MHPoC change across Connor's journey?

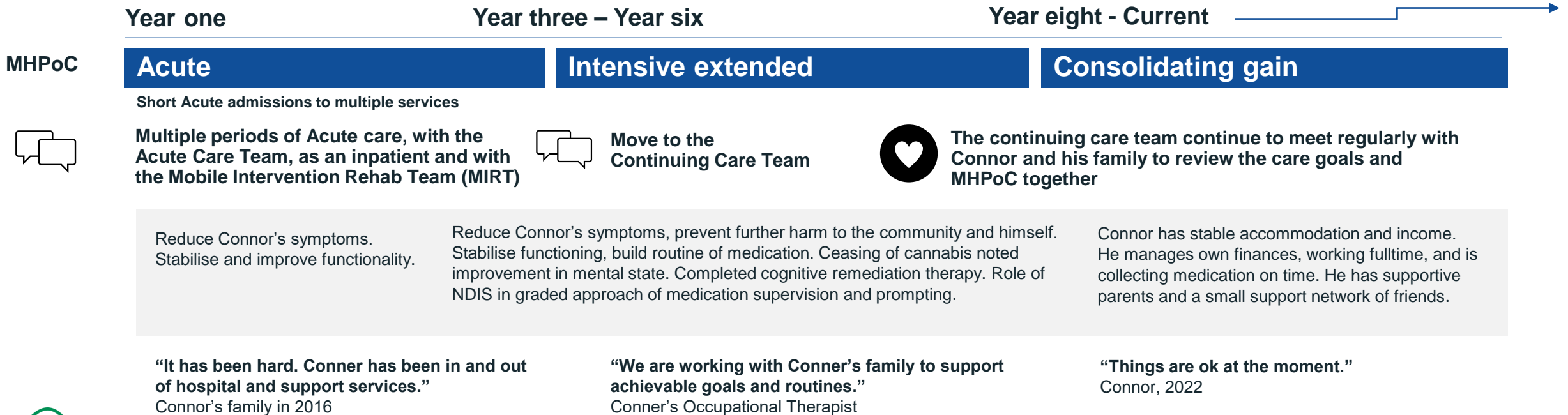
Question three: What does the care journey look like for Connor, his family and carers, and for the care team?



Connor

Connor is 26 and has been receiving care for long periods from community mental health teams since early adulthood. He continues to experience symptoms consistent with a diagnosis of paranoid schizophrenia, resulting in inappropriate behaviour when very distressed or unwell. This culminated in a forensic treatment order and he usually receives regular care from a continuing care team.

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Llubica

Has been expelled from school for disruptive, aggressive behaviour.

She sees her service provider at the Children and Adolescent Mental Health Service (CAMHS) regularly and her parents have agreed to attend psycho-social education sessions.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current MHPoC and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families, carers and peer workers you support, and where the opportunities are to discuss the MHPoC.



Mental Health Phase of Care consumer journey

Adolescent consumer in an community setting


Mental health care is complex, and everyone’s journey is different. Here is one journey.

The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?

Question two: Why did the MHPoC change across Llubica’s journey?

Question three: What does the care journey look like for Llubica, her family and carers, and for the care team?



Llubica

Has been expelled from school for disruptive, aggressive behaviour.

She sees her service provider at the Children and Adolescent Mental Health Service (CAMHS) regularly and her parents agree to attend psycho-social education sessions. Her School Counsellor works with her service provider and the family on a transition plan for her new school.

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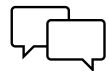
Start of Year eight at Secondary School

Start of Year 10

MHPoC

Intensive Extended

Consolidating Gain



The service provider and school counsellor meet regularly with Llubica and her parents to discuss goals and review the care plan and MHPoC



Ongoing regular family meetings to discuss goals



Reduce Llubica’s symptoms.
Stabilise and improve functionality.

Regular contact & communication with School, Counsellor and fortnightly visits with Service Provider at CAMHS.

Llubica is showing improvement.
Supporting therapy added.

“We’ll go along to the sessions if they will help her”

Llubica’s parents

“I’m trying to turn up more regularly, but sometimes I cannot be bothered”

Llubica

“I’m looking forward to year 10”

Llubica



This is a fictitious example intended for clinical education purposes – all consumer journeys and treatments are different – journeys are not always linear. Treatments, timing and circumstances will vary.

Paul

Is participating in a community Cognitive Behavioural Therapy (CBT) program following a referral for anxiety, reactive depression and trichotillomania.

He is going through a period of avoiding social interactions and is finding it difficult to stay on top of work commitments.

Consumers, families, carers and peer workers

Use this journey to help ask your clinicians questions about the current MHPoC and how it relates to your goals.

Clinicians

Use this journey as a prompt to discuss MHPoC in your own setting – to consider what the journey might look like for the consumers, families, carers and peer workers you support, and where the opportunities are to discuss the MHPoC.



Mental Health Phase of Care consumer journey

Young adult consumer in a community setting

Mental health care is complex, and everyone’s journey is different. Here is one journey.

The MHPoC is a consumer-focused variable that clinical teams use to describe changes to the primary goal of care. Use this journey as a prompt to talk about MHPoC in your setting with your team.

Question one: How would you reach agreement on the correct MHPoC at each point?

Question two: Why did the MHPoC change across Paul’s journey?

Question three: What does the care journey look like for Paul, his family and carers, and for the care team?



Paul

Is participating in a community Cognitive Behavioural Therapy (CBT) program following a referral for anxiety, reactive depression and trichotillomania. He is going through a period of avoiding social interactions and is finding it difficult to stay on top of work commitments.

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Week one - four

Week four - eight

Week eight - sixteen

Week sixteen - thirty-two

Weeks thirty-two - fifty-two

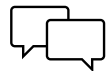
MHPoC

Acute

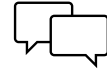
Functional Gain

Consolidating Gain

Multidisciplinary (MDT) team meet to develop Care Plan



Multidisciplinary (MDT) team 13 week review



Ongoing regular family meetings with Paul and his peer support worker and family support person



Multidisciplinary (MDT) team review



Reduce Paul’s symptoms.
Frequent intense clinical contact to support Paul at the start of the program.

Paul is showing improvement.
Check in to align Paul’s goals with program plan. Frequent clinical contact to support Paul’s improvement and prevent relapse.

Paul’s symptoms are stable.
Recovery focus.
Regular, infrequent contact as required.

“I really want this to work”
Paul during Week 1

“Paul still has a lot of challenges but he is starting to feel his progress”
Peer worker

“I feel like I’m coping”
Paul in the last week of the program

Create a journey

Mental health care is complex, and everyone's journey is different.

What does a consumer journey through the MHPoC look like in your setting?

Clinicians

Clinicians are invited to use this activity as a prompt to discuss MHPoC in your own setting or as part of a clinical education session. Consider what the journey might look like for the consumers, families and carers you support and identify where the opportunities are to discuss the MHPoC to support care planning and align goals.

How to use this activity

Use the template to suit your circumstances and setting. For example:

- work on a whiteboard for a team education session, or
- use to guide a discussion during a huddle, or
- complete as a reflection activity.



Mental Health Phase of Care journey map activity

Describe your setting or service

What is your setting and speciality?
For example, admitted, community, adolescent etc.

Consumer

Briefly describe a consumer (and family or carer) who would be recognisable in your service setting *Use a de-identified consumer to discuss this example with your team*



Timeframe Broadly what would the timeframe of their care look like with your service? (Hours, Days, Weeks, Months, Years?)



Touch points When in the timeframe do you discuss or document MHPoC?



Opportunities What prompts or questions would be useful and when would you ask them?



Consumer, families, carers and peer workers? What is going on for the consumer, families, carers and peer workers?
How are they feeling at key points?



Clinicians What is going on for the clinician? Reflect on how are you feeling about the MHPoC at key points?
