

Referring for a Community Support Activity in Mental Health Project. Key findings

Key finding 1: The introduction and implementation of the model/ toolkit provided a more structured approach to the referral process between Queensland Health and Community Managed Organisations

The toolkit provided enhanced resources to guide the development of this documentation and the processes underpinning the referral of consumers between organisations.

Key finding 2: The improved structure resulted in perceptions of a more collaborative care pathway and improved flow.

The structure allowed for greater clarity of referral expectations and improved feedback of referral outcomes for the consumer, resulting in the perception of improved collaborative care pathways and patient flow across the services.

Key finding 3: The initiative provided greater clarity around the roles and responsibilities of each organisation.

There was a perception that the toolkit improved the understanding of the assessments and interventions employed by allied health professionals by Community Managed Organisation staff and that allied health staff acquired a greater understanding of the role of Psychosocial Support Workers with the initiative enhancing communication, accountability and working relations.

Key finding 4: The importance of collaborative care planning, and having the consumer included in the process of the referral was highlighted.

Consumers need to be involved in care planning and goal setting from the outset to ensure engagement and participation.

Key finding 5: While the findings provide strong support for the initiative, each site acknowledged that there was further work that could be done including:

- further embedding of referral practices.
- service evaluation of consumer reported outcomes.
- evaluation of other staff perceptions (medical and nursing) of the initiative.
- implementation of the initiative more widely outside of co-located services.
- inclusion of more culturally relevant tools in the toolkit.