

Briefing Paper for February 2009 MHCC Board Meeting

ROLE DELINEATION BETWEEN GOVERNMENT AND NON-GOVERNMENT SERVICE PROVIDERS

Issue

- Role delineation guidelines appear to be emerging within local areas in the absence of whole-of-sector consultation.
- While local agreements are welcomed and important these should possibly be informed by an over-arching sector approach.

Background

- Greater clarity regarding role delineation in government and non-government delivery of community mental health services is much needed
- The need for this to occur has been identified by MHCC in numerous sector and workforce development forums and consultations.
- At the January MHDAO Program Council's Chronic and Continuing Care Rehabilitation & Recovery Working Group a document was tabled titled "HNEMH Clinical and NGO Non-Clinical Roles: A guide to working together more efficiently and effectively to coordinate care for consumers" (see attached).
- MHCC is aware of the development of a similar document within the NSCCAHS (for both mental health and substance use services).
- It seems that other AHS have been asked by MHDAO to develop similar guidelines – possibly as related to reporting requirements for the 2006-2011 COAG National Action Plan for Mental Health Care Coordination initiative and as this relates to the roll-out of the Personal Helpers and Mentors/PHAMS and Day-to-Day Living Programs.
- There are wider implications to these agreements for all NGO community mental health services (ie, service delivery partnerships, Performance and Funding Agreements, sector and professional identity, etc).
- The HNEMHS guidelines have been proposed as a model that other AHS might follow.
- Some strengths NHEMHS guidelines is that the development process has:
 - Included robust consultation over three years with NGO community mental health services and AHS clinicians.
 - Incorporated legal advice and consideration of risk management, duty of care and elements of an action of negligence as this relates to shared-care arrangements.
- Some possible concerns with regard to the HNEAHS guidelines include:
 - NGO autonomy and balance of power in service delivery partnerships.
 - The range of NGO services to which the guidelines apply (eg, all? Just rehabilitation and support services, just Health funded?).
 - NGO resource implications to abide by guidelines.
 - Respect of, and legal requirements regarding, consumer and carer privacy and confidentiality.
 - NGO roles with regard to medication management, CTO compliance and entry/exit from hospital.
- While the development of role delineation guidelines is needed to strengthen care coordination approaches this example illustrates a number of philosophical and service delivery models differences that may require further sector discussion.
- NHEMHS will be evaluating implementation of the guidelines in April/May 2009.

Recommendation

- Possible role of MHCC in working with the sector to develop over-arching role delineation guidelines and/or principles to be considered at the February Board Meeting.
- What feedback might be provided to the Program Council and/or CCCRRWG regarding the development of role delineation guidelines?