

# Consumer directed care in Victorian mental health services

Consumer directed care means recognising, responding and acting on the consumer’s perspective. Between May 2019 and April 2020, we undertook a scoping review of consumer directed care in Victorian mental health services. Scoping activities included review of literature, examination of existing data sets and direct engagement with health services.

## BACKGROUND

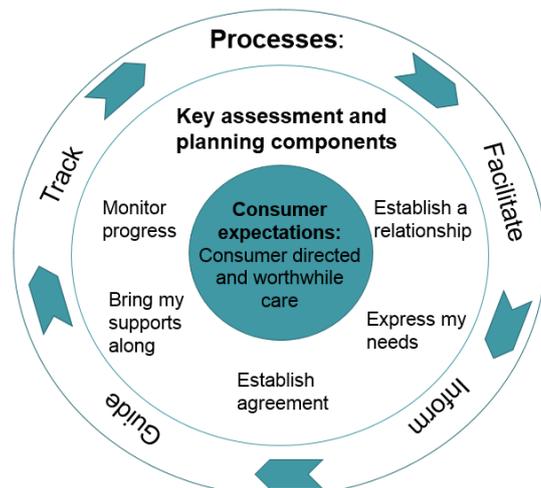
A key focus identified at the Mental Health Clinical Network strategic planning day was enhancing the engagement and participation of consumers and carers in their treatment and care planning decisions.

We worked with consumers, carers and the mental health workforce, to learn how the consumer’s perspective of key assessment and planning components could direct care in Victorian mental health services.

Scoping, developing and refining processes and engagement in partnership with key stakeholders allowed the development of a working aim, driver diagram and measurement strategy.

## WHAT WE LEARNED

An expert working group was formed. It described consumer expectations when engaging with clinical mental health services as well as processes to ensure key assessment and planning components are consumer directed.



## Results at a glance

### Engaging stakeholders

Twenty-four direct engagement opportunities, including meeting with seven mental health services, four advisory groups and five Prevention and Recovery Care (PARC) services.

### Duration

May 2019 to April 2020.

### Learning from the experts

Engaged an expert working group and subcommittee to make recommendations. Consumers, carers and mental health workforce perspectives were represented.

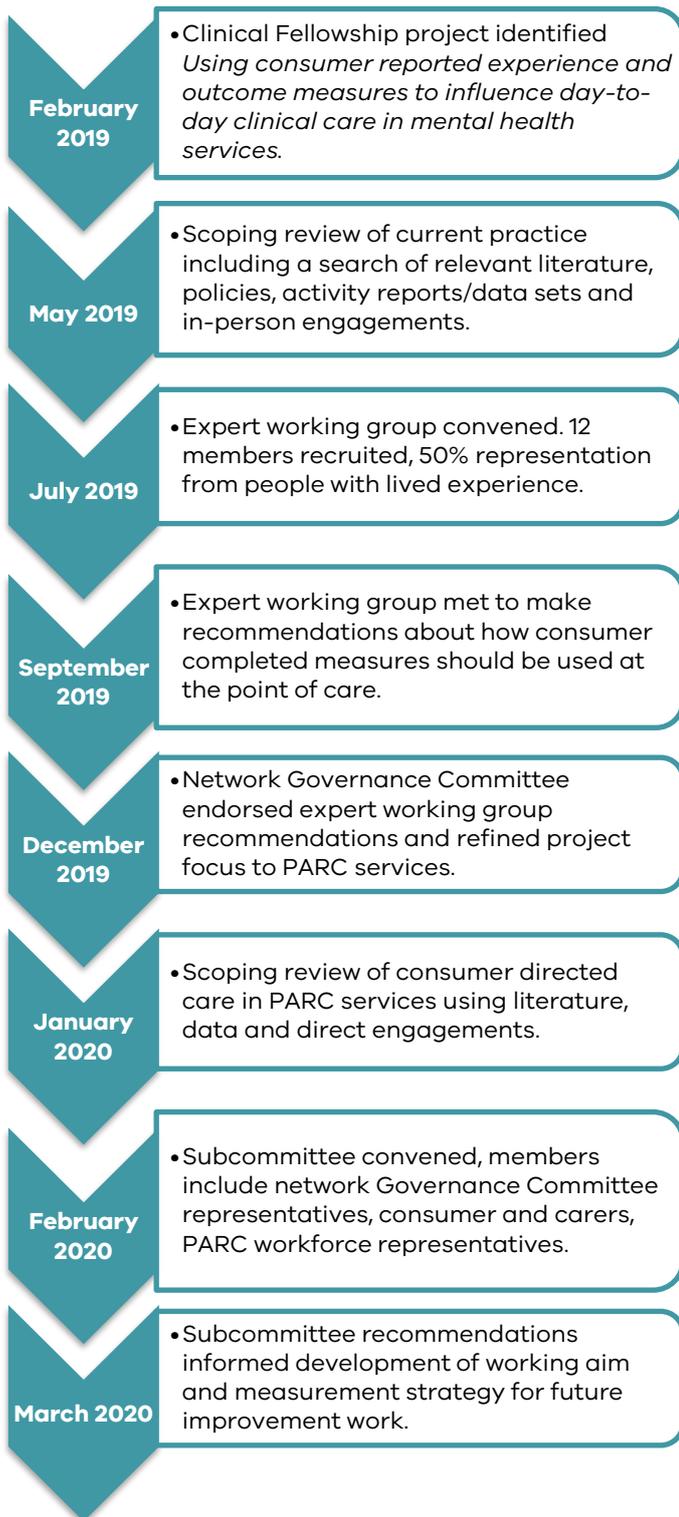
### Developing content theory

Scoping and engagement contributed to the development of a working aim, measurement strategy and driver diagram.

### Other outcomes

A foundation for understanding the opportunity for improvement and how to measure whether change is an improvement. This knowledge should inform future quality improvement work.

## IMPROVEMENT APPROACH



## WORKING AIM

**By October 2021, 85 per cent of consumers in PARC services will rate their experience of care as 'always' in all five proxy YES survey questions.\***

We will achieve this by partnering with consumers in our PARC services to routinely learn, respond to and track the consumer's perspective of care using four key questions:

- Are we addressing what is important to you?
- How well are we making progress towards what's important for you?
- Are the supports you want, like carers, family or friends, being included?
- How well is this partnership working for you?

\*The five proxy questions in the YES (Your Experience of Service) survey align with the key care components of consumer-directed care identified by an expert working group.

## NEXT STEPS

SCV and the network Governance Committee should consider the findings of this scoping review when determining future quality improvement work.

In the future, guided by the content theory, SCV could partner with a mental health service to develop and test change ideas. These tests will help us to learn and build confidence in the changes that lead to the improvement we are trying to see.

## RESOURCES

Consumer directed care in Victorian mental health services: A scoping review.

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Safer Care Victoria

ISBN 978-1-76069-419-7 (pdf/online/MS word)

Available at [www.safercare.vic.gov.au](http://www.safercare.vic.gov.au)

