

Creating Change Through Involvement

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Objective

- The use of PAR in social change and system development and its use in NZ Mental Health Sector.

Examples of PAR

- The Institute for Healthcare Improvement's Breakthrough Series (www.ihl.org)
- National Institute for Mental Health in England's Access, Booking and Choice programme (www.nimhe.org.uk)
- New Zealand application of PAR

Description of the linkages leading to design of the NZ examples

- Mental Health Commission PAR projects
- Mental Health Workforce Development Programme - National resource group, Service Improvement

Mental Health Commission PAR Project – New Zealand

- Data said there was a need for respite alternatives for Maori in the northern region
- Plan was to build a respite care unit on a local Marae –
- Mental Health Commission decision to use the PAR service improvement model to design the service
- Invited all local leaders including clinical staff, consumers, Iwi leaders to map out the service.

The NIMHE Methodology

- MHWD have purchased the rights to use a methodology developed in the UK by the National Institute for Mental Health in England (NIMHE)
- This is a framework to aid in identifying, and developing improvements for Mental Health Services
- The framework provides a series of guides around process mapping, analysis and redesign including guidance around facilitation, measurement and change management.

The 'PAR' of Initiative

- Participation
- Action
- Research

NIMHE Service Improvement Process

Facilitated groups work through a process to address a service issue:

- Map the Journey
- Analyse the Journey
- Apply the Process Mapping technique
- Identify action areas
- Apply the Plan Do Study Act (PDSA) cycle
- Process is redesigned

The process starts by mapping the Service User's Journey, issues and potential solutions on paper



Sample output from two groups...there were 8 in total



PAR in action

- Participative discussion about audience experiences with these methods
- Participative discussion of the translation of audience provided practice improvement question or idea into a strategy using PAR

Mental Health Commission PAR Project – New Zealand

- Data said Marae based would not work – too much stigma meant service would not be supported by local community or consumers
- Outcome – data used to lobby local funding agency for a local respite facility to be put in place
- Good buy-in from local community, consumers, funder
- Local respite unit funded – interventions early could reduce hospital admissions/travel/less stress on consumer and family supports

The Mental Health Workforce Development Programme has initiated the National Resource Group for Service Improvement to:

- Support local systems in improving access to mental health services
- Build on the experience of others, in and outside the field
- Share the service improvement model
- Support local partners to implement local solutions to local problems

This group has established a series of workshops with targeted groups throughout New Zealand using facilitators that represent Mental Health service stakeholders.