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Webinar

## An interdisciplinary panel discussion

### Principles for Collaboration: Supporting a Young Woman Navigating a Variety of Mental Health Services

Tuesday, 25<sup>th</sup> March 2014

“Working together. Working better.”

Supported by The Royal Australian College of General Practitioners, the Australian Psychological Society, the Australian College of Mental Health Nurses and The Royal Australian and New Zealand College of Psychiatrists

This webinar is presented by



MHPNP gratefully acknowledges the support of the Private Mental Health Alliance in developing and producing this webinar.

The Private Mental Health Alliance (PMHA) has a vision for a mental health system that addresses the need for consumers and carers to have a robust referral pathway and process that promotes better communication between providers of mental health services in the private sector.

The PMHA recently released the PMHA Principles for Collaboration, Communication and Cooperation between Private Mental Health Service Providers (Principles). The ‘Principles’ have been developed through a highly collaborative process and aim to ensure that mental health professionals dealing with the care of people with a mental illness are able to refer, collaborate and communicate effectively, and where necessary, share care.

Implementation of the ‘Principles’ will help to improve outcomes for people with a mental illness and their carers.

**PMHA** | PRIVATE MENTAL  
HEALTH ALLIANCE

**This webinar is presented by**



### Tonight's panel

- Dr Caroline Johnson (General Practitioner)
- Dr Louisa Hoey (Psychologist)
- Dr Bill Pring (Psychiatrist)
- Ms Janne McMahon (Consumer Advocate)

### Facilitator

- Dr Mary Emeleus (General Practitioner)

## Ground Rules



To help ensure everyone has the opportunity to gain the most from the live webinar, we ask that all participants consider the following ground rules:

- Be respectful of other participants and panellists. Behave as if this were a face-to-face activity.
- Post your comments and questions for panellists in the 'general chat' box. For help with technical issues, post in the 'technical help' chat box. Be mindful that comments posted in the chat boxes can be seen by all participants and panellists. Please keep all comments on topic.
- Your feedback is important. Please complete the short exit survey which will appear as a pop up when you exit the webinar.

## Learning Objectives



*Through an interdisciplinary panel discussion about Cassie (case study), At the completion of the session participants will be better equipped to:*

- Recognise the need for appropriate collaboration, effective communication, and where required to share care
- Identify challenges to, and opportunities for collaboration that may emerge as the practitioners from the disciplines featured on the panel work together to support Cassie
- Explore key principles for effective collaboration, communication and cooperation between mental health practitioners

*NB: The case study is designed to be open ended in order to raise questions, provoke thought and generate discussion.*

## General Practitioner Perspective



### The Fifteen Minute Hour

- Is this patient safe?
- How can I do a proper assessment in a short time frame?
- What is my duty of care to Cassie? To her family? To the patients backing up in the waiting room!?



Dr Caroline Johnson

## General Practitioner Perspective



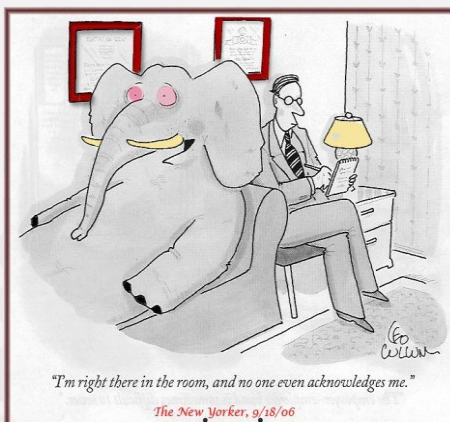
### Wish List I – The Whinge!

- A Mental Health Treatment Plan is not 'just a referral'!
- Some recognition of the time it will take the GP to properly assess, plan, refer and follow up
- Less silos and more stepped care with back up



Dr Caroline Johnson

## General Practitioner Perspective



### Wish List II – The Vision

- The Medical Home
- Space and time for planning care as a team, inclusive of the patient and carer
- Recovery-oriented shared care



Dr Caroline Johnson

## Psychologist Perspective



### What is collaboration?

- More than providing feedback
- Joint problem solving
- Talking so that all team members are on the same page



Dr Louisa Hoey

## Psychologist Perspective



### When to collaborate?

- When you think you can assist other members of the treating team
- When you want help from other members of the team in your treatment
- When you try to write a report and it becomes complicated, too long and/or you are spending a lot of time trying to get your point across



Dr Louisa Hoey

## Psychologist Perspective



### Barriers to collaboration

- Time – “They are too busy to talk to me”
- Anxiety – “What if the GP thinks...”
- Mindset – “I should fix this”



Dr Louisa Hoey

## Psychologist Perspective



### Four simple tips for collaborative communication

- Communicate your formulation without jargon
- Ask for their opinion
- Give and take
- Keep time (under 3 min)



Dr Louisa Hoey

## Psychiatrist Perspective



### Collaboration?

- Mutual respect built over time
- Most participants have something to contribute
- Possibility for harm to patient
- Maintaining direction in face of uncertainty



Dr Bill Pring

## Psychiatrist Perspective



### Tools?

- Communication lines
- Advantages of Community Patient Centred Teams
- Meetings?
- Respecting Medico-Legal Governance



Dr Bill Pring

## Psychiatrist Perspective



### This Unfortunate Woman?

- Early risk assessment
- Don't ONLY follow what the patient wants
- Addictions can mask and mimic mental illness
- Idea of longitudinal (connected) assessment



Dr Bill Pring

## Psychiatrist Perspective



### Psychiatrist Item 291 Assessment

- One time (maybe 2-3 consults) and one review in one year
- Management plan to last about one year
- Can it be collaborative? (Yes)
- Tips about psychiatrists



Dr Bill Pring



## Consumer Advocate Perspective



### The Private Mental Health Consumer and Carer Network



#### Private Mental Health Consumer Carer Network (Australia)

*engage, empower, enable choice in private mental health*



Ms Janne  
McMahon

## Consumer Advocate Perspective



### Key messages

- Collaboration between health professionals is crucial
- Communication must be timely
- All health professionals involved in treatment and care must be fully informed
- Cooperation regarding information sharing a must



Ms Janne  
McMahon

## Consumer Advocate Perspective



**Cassie has disclosed to her GP the information regarding her rape but refuses to allow others to be notified as she does not wish to revisit the trauma.**

- What are the issues around confidentiality and information sharing between health professionals when patients ask for specific information not to be disclosed to others involved in her care and which could affect the treatment focus?



**Ms Janne  
McMahon**

## Consumer Advocate Perspective



**Cassie has agreed with her GP to see the psychiatrist again potentially for medication management whilst continuing to see the psychologist, but her anxiety is escalating.**

- Would the GP and psychiatrist be advised and if so, at what point?



**Ms Janne  
McMahon**

## Consumer Advocate Perspective



**Cassie's family has become aware she has made a non-life threatening suicide attempt (e.g. superficial cuts not requiring medical intervention):**

- Which of the health professionals do they contact?
- How would the other professionals become aware of her escalating risk?



**Ms Janne  
McMahon**



**Q&A session**

## Thank you for your participation



- Please ensure you complete the *exit survey* before you log out (it will appear on your screen after the session closes). Certificates of attendance for this webinar will be issued in 4-5 weeks
- Each participant will be sent a link to online resources associated with this webinar within 1-2 days
- Our next webinar *Working Together to Support a Child with Autism Spectrum Disorder Experiencing Sleep Disturbance* will be held on Monday, 5<sup>th</sup> May 2014. Visit [www.mhpn.org.au/upcomingwebinars](http://www.mhpn.org.au/upcomingwebinars) to register.



Are you interested in leading a face-to-face network of mental health professionals in your local area?

MHPN can support you to do so.

Please fill out the relevant section in the exit survey. MHPN will follow up with you directly.

For more information about MHPN networks and online activities, visit [www.mhpn.org.au](http://www.mhpn.org.au)

**Thank you for your contribution and  
participation**