



A Project conducted by the
NSW Consumer Advisory
Group – Mental Health Inc. in
partnership with the Mental
Health and Drug and Alcohol
Office, NSW Department of
Health



The MH-CoPES Framework:

Best practice for change in
NSW mental health services

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How is the MH-CoPES Framework best practice for change?

- **Researched and developed with consumers**
 - Consumers' evaluate services from their own perspective
- **Provides a mechanism to**
 - Engage and empower consumers throughout the quality improvement process
 - Ensure feedback informs change
 - Enable consumers and health care professionals to work collaboratively to improve their services
- **Creates**
 - Consumer responsive quality improvement
 - Cultural change



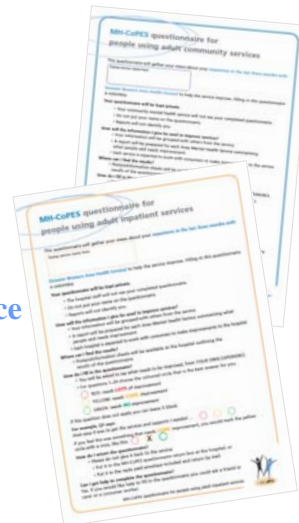
The MH-CoPES Framework



The Framework in practice

STEPone

Consumers complete an MH-CoPES Questionnaires to provide their perceptions and experience of a service



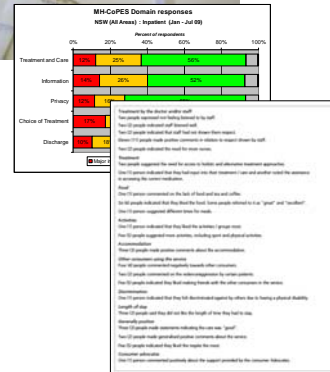
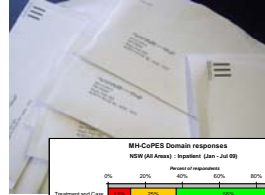


The Framework in practice

STEPtwo

The Questionnaires are scanned into a computer by an external agency

- Employed and training consumers analyses the qualitative data
- Ensuring a consumer perspective to data analysis



The Framework in practice

STEPthree

An MH-CoPES Report revealing strengths & areas for improvement is produced for:

- NSW Health
- Each Area / Local Health Network
- Each community & inpatient service

Information is summarised and reported back to:

- Staff
- Consumers

This involves consumers in this step and ensures a transparent and accountable process





The Framework in practice

STEPfour

NSW Health, each Area Health Service
& each Community & Inpatient Service
use their report to guide:

- Action planning
- Quality improvement initiatives

*To do this, they may use Committees, Workshops,
Forums, Consultations or meetings*

MOST importantly strategies are

- Developed
- Followed through to improve services



Consumer Responsive Quality Improvement

**Examples of strategies developed when consumers are involved
in *Action and Change* discussions**

1. **MH-CoPES Report revealed *'Improvement needed to information provided'***

ACTION: Move the information brochure stand to a more accessible location for all consumers

2. **MH-CoPES Report revealed *'Improvement needed to rights and responsibilities information'***

ACTION: A working party of staff and consumers developed 'What Now?' booklet; provided on admission at all inpatient and community services

3. **MH-CoPES Report revealed *'There are not enough doctors'***

ACTION: Staff and consumers worked together to write a letter to NSW Health around their shared concerns



Cultural Change taking place in services as a result of being involved in MH-CoPES

- **Consumer empowerment and feeling of hope for own recovery journey**
- **Changes occurring to how staff and consumers interact**
- **Changes in attitudes towards each other**
- **Highlighted value of consumer participation**
- **Spring board for other combined activities**
- **Staff and consumer alignment of goals**
- **Enhanced staff moral**
- **Staff and consumer ownership of quality improvement**



The MH-CoPES Framework provides a best practice mechanism for change:

- **Approaching quality improvement from the consumer perspective**
 - Consumers evaluate what is important to them
 - Consumers direct service improvement
- **Consistent and responsive approach to quality improvement**
 - Four step process to guide quality improvement
 - Empowers consumers through participation in every step
 - Rewards staff with positive feedback and ownership of change
- **Consumers and staff collaborate to improve services**
- **Powerful change agent**
 - Breaks down barriers



Questions ?

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www.nswcag.org.au/page/mh_copes.html