

August 2018 Monthly Report



PROJECT DELIVERABLES:

ACTION AREA 1 – Consultation and Outreach

- The CCC Project Steering Committee meeting was held on 3rd August 2018.
- The July 2018 CCC Project Monthly Report was distributed to the contact list.
- The liveWELL CQ CCC Project webpage is ready for final approvals; significant work has been undertaken to focus on client-friendly (client-supportive) language.
- The Project Plan has been modified to accommodate the inclusion of the Alcohol and Other Drugs unit of CQHHS with the Mental Health unit. As a result, the 'Mental Health' steering committee representative now represents 'MHAODs'. The implementation framework was also modified to reflect the client focus. Other documentation will be reviewed to accommodate these changes. We will also be reducing the use of the abbreviation 'CCCP' to 'CCC Project' due to other uses of the abbreviation.
- Meetings were held with CQHHS Mental Health and Alcohol and Other Drugs (MHAODs) and the Emergency Department. The initial aim was for Helen Gallehawk (CCC Project Officer) to provide the background information to the project to familiarise new staff members.
 - 10th August: MHAODs meeting was supported by Steering Committee member Susie Cameron who arranged for Peter Bothams (MH Team Manager, Community Services), Brett Heslop (MH Senior Nursing Director), Matthew Johnson (AODs, Clinical Nurse Consultant). Susie and Sandra Corfield (CEO CQRH) were also present. Outcomes to the meeting included a preference to changing the terminology from 'substance abuse' to 'substance use disorder' with a focus on health rather than behaviour. Brett mentioned the NSW JIRT team, which is a collaboration initiative involving Community Services, NSW Police and health professionals. There was an overview provided in regards to the Voluntary and Involuntary Treatment authorities and their potential role in identifying clients that could be supported by improved collaboration initiatives, along with highlighting some of the risk factors involving client privacy. After the meeting, the Project Officer was advised that AODs were now to be included (along with MH) in the project.
 - 22nd August: Emergency Department meeting was supported by Steering Committee member Aleeta Douglas, who has recently come back from maternity leave. At the meeting were Dr Syed Khadri (ED Clinical Director); James Jenkins (ED Nursing Director) and Marissa Pickham (ED Num). Key discussion points included:
 - (i) Collaboration initiatives: James mentioned the ED's DABIT (Drug and Alcohol Brief Intervention Team) project. This is also implemented in other areas, where the program provides acute brief interventions to patients regarding their substance abuse- to reduce the patients progressing from substance use to substance dependence. Aleeta also mentioned the CQHHS Nurse Navigators, and the potential for inclusion of that process into the CCC Project implementation framework.
 - (ii) A key concern raised was the need to focus on the clinician's needs: they are very busy, and

require a process that is simple and streamlined. There were questions raised as to how the project would be implemented, and the potential implications to the ED in regards to time and human resources to firstly identify clinical guidelines, and secondly to implement the guidelines. (iii) In regards to simple processes and procedures: the literature review undertaken in 2017 was discussed. The review identified the characteristics of high service use clients and risk factors for poor health. This can be utilised by each of the agencies to identify their clients that could be considered for inclusion in the program. Aleeta felt that the databases exist already to support this project, and with Marissa, have some ideas on how to identify community members that could be supported by multi-agency collaboration. Aleeta thought that it may be relatively simple to produce a monthly report.

(iv) In response to questions regarding the project implementation phase: the basic governance framework that was developed from the Literature Review supports the development of an administrative framework. *As a follow-up to this discussion, it will also support funding applications to recruit a Project Officer to provide the project coordination: to support the ED and other government agencies and the non-government agencies that are working with clients. This will reduce the human resource demands on ED and the other agencies involved.*

ACTION AREA 2 – Initiating Action

- It was decided that the terminology used in CCC Project documentation should be more client-friendly. The project documentation and website are being updated to accommodate this.
- From stakeholder feedback, the focus of our activities will now include initiating the development of the administrative framework (see Action Area 4). This will include how the system changes will be focused on value-adding to existing programs, along with the development of communication and planning tools. Initially a collaboration matrix will be the focus of the Project Officer activities.

ACTION AREA 3 – Organisational Reviews

- The Steering Committee focus continues to be on identifying their clients and/or community members that can be considered for inclusion in the CCC Project. They are also providing information on collaboration initiatives, process and procedures.

ACTION AREA 4 – Sustaining the CCCP

- As per Action Area 2- the development of an implementation framework has commenced. The initial focus is to identify the current collaboration initiatives to support identifying how the CCC Project will value add to them.
- How we manage information access and storage related to the following information types will be included in the communication and planning tools being developed: Information on processes related to sharing client information; how information will be shared; and high risk client information. SharePoint is a management tool that is utilised by government agencies, and this option is being investigated- initially for just the process-related information.
- Establishing this newsletter, and creating a distribution list supports 'sharing our learnings'. This will be an ongoing activity.