

Public Submission Cover Sheet

Please complete this sheet and submit with any attachments to the Sustainable Health Review Secretariat

Your Personal Details	
<i>This information will be used only for contacting you in relation to this submission</i>	
Title	Mr Miss Mrs Ms X Dr Other
Organisation	Direction Psychological Services Pty Ltd
First Name(s)	Karen
Surname	Huggett
Contact Details	██████████
Publication of Submissions	
<i>Please note all Public Submissions will be published unless otherwise selected below</i>	
I do not want my submission published	
I would like my submission to be published but remain anonymous	

Submission Guidance

You are encouraged to address the following question:

In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?

- Leveraging existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition;
- The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public;
- Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance;
- Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care;
- Ways to drive improvements in safety and quality for patients, value and financial sustainability, including cost drivers, allocative and technical efficiencies;
- The key enablers of new efficiencies and change, including, research, productivity, teaching and training, culture, leadership development, procurement and improved performance monitoring;
- Any further opportunities concerning patient centred service delivery and the sustainability of the WA health system.

Submissions Response Field

Please type your response into the field below. Alternatively you may provide your submissions as a separate attachment (Suggested Maximum 5 pages).

In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?

I have worked as a Clinical Psychologist in the area of mental health since 1996. My career has been across both the public and currently private sector and I continue to be shocked at the lack of formal networking and collaboration between the two. Due to the large size of my Psychology practice, the infrastructure we have to provide individual and group therapy I recently reached out to the Mental Health Commission and WA Primary Health Alliance to discuss my perception of the gaps in services and how we as a private practice can work collaboratively with government departments and not for profit organisations, all of whom are under financial pressure to meet the ever increasing demands in our community. The response to my requests to meet has been phenomenal and humbling. I have met with a number of stakeholders, agencies who are like minded and community focused with ideas and vision for our state but without the physical, financial and in many cases professional resources to achieve their goals. My vision is to partner with Government departments so that we can offer a streamlined service that is in line with the stepped care model for the delivery of mental health services in WA. To be client/patient centred we need to ensure that access to the best services for each individual is easy. There should be equity (gender, culture, race, financial status) and ease of accessibility. Direction Psychological Services (DPS) supports this and tries wherever possible to provide services in areas of need and close to public transport. In addition, we aim to make our services affordable and have a number of options in place to ensure that clients in financial hardship are not disadvantaged and are able to access quality Psychological intervention without any financial barrier.

DPS is able to provide a number of benefits to our members of our community struggling with mental health disorders and associated psycho social difficulties. In particular I believe that partnering with Direction Psychological Services would offer the following;

Leverage of existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition.

We have a well established Group therapy program for children aged 5-12 (social skills), tweens and adolescents aged 9-17 (self esteem) and adults (cognitive behaviour therapy for mood management). These groups are preventative and provide early intervention. I believe they would allow for the leverage of existing funds from secondary and tertiary health care as the reallocation of resources into preventative primary and secondary health programs targeting the risk factors for mental health and alcohol and other drug program will decrease the number of people who develop more serious mental health difficulties. As our Group Program has been running for several years, we have a well developed delivery of service, that focuses strongly on client-centred care and positive outcomes.

The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public.

Approximately 5 years ago we identified a gap in services for young children with social skills difficulties including; conduct, externalising behavioural problems as well as internalising difficulties such as anxiety and lack of confidence.

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In addition, there was a gap for group therapy for teenagers with low self-esteem and presenting with anxiety and depression. Direction Psychological services has addressed this and has a well-established, evidence based group therapy program that is run throughout the year. Our results can be seen in the attachments provided. For more information please refer to www.directionpsychology.com. I believe that the group therapy program meets industry standards, uses evidenced based psychological methods and research, and provides a means for clients to either receive early intervention and/or to transition from more acute individual therapy into a supportive group therapy program that facilitates the maintenance of gains made and reduces the risk of relapse. As a lot of our clients cannot afford sessions past the 10x Medicare rebated individual sessions per calendar year, the group program is a popular choice to continue therapy, as well as receive group support from their peers. This has a significant impact on the reduction of clients with mental health difficulties relying on the Public mental health system and requiring hospital admissions which as we know are expensive.

Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance;

Direction Psychological Services supports the use of digital innovation when it comes to providing services to all. We are adding telepsychology sessions to our service as of November 1st, to ensure that everyone has access to trained, professional Clinical Psychologists, regardless of their physical location. We hope to fill the gap in providing psychology services in remote areas, and to people who are unable to afford transport to travel long distances to our clinic.

Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care;

One of the goals of Direction Psychological Services is to partner and work collaboratively with other organisations. We have been able to provide our group therapy program to Headspace Joondalup and Primary schools as requested. In addition, we offer places to clients on Mental health care plans referred from the Public mental health systems such as Joondalup Mental health services, CAMHS, etc. If clients are on a Mental Health care plan we are able to offer this at a significantly reduced rate and in many cases clients have no out of pocket expense.

By providing this service, it reduces the need for under resourced public services to also provide group therapy. In addition, from my experience working within the Health Department, I am aware that there is very little time available to generate the resources and implement any form of group therapy for clients which in many cases is best practice.

With the increase in mental health disorders in people of all ages as well as the current drug problem e.g. Methamphetamine in WA, I believe there has never been more of a need for the public and private sector's to work collaboratively and deliver integrated and coordinated care. If this does not occur we are not in a position to address the risk factors contributing to the development of mental health disorders and alcohol and other drug difficulties.

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Why reinvent the wheel? Direction Psychological Services has 12 Registered Psychologists and Clinical Psychologists.

We know that clients discharged from mental health inpatient facilities are at risk and often lack social and professional support. We are keen to work with the public mental health system and provide follow up individual therapy for clients of all ages as well as the opportunity for them to transition into a supportive Group therapy program that would reduce the frequency of re admission and decrease the demand on Public health inpatient and outpatient mental health services. I have attached some examples of our groups as well as a number of proposals for some of our Group therapy programs. I consent to you publishing the submission **without** the attached proposals please.