

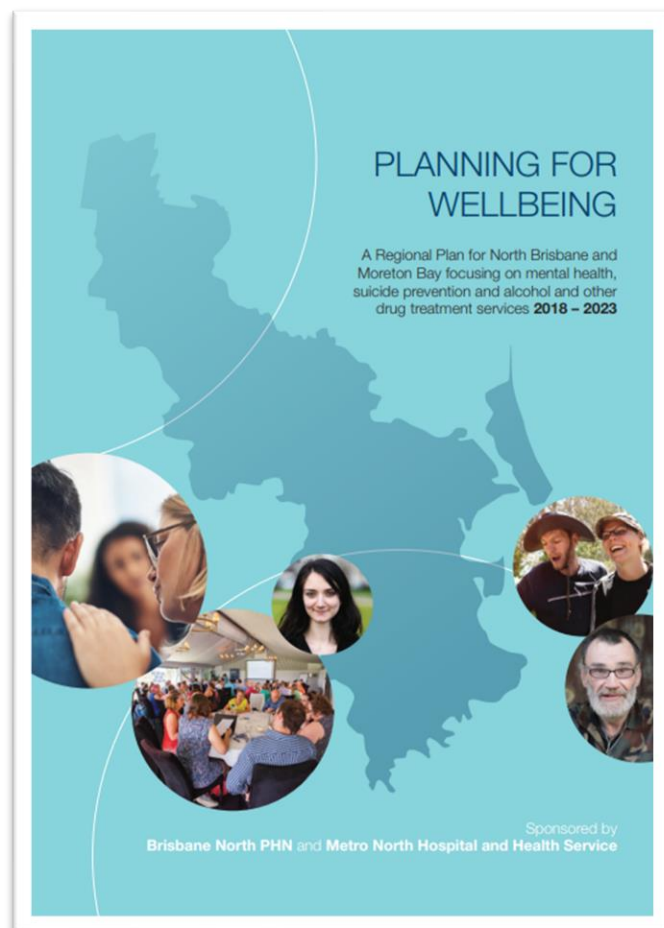
Integrated Mental Health Hubs

Codesign, procurement, implementation and outcomes

March 2022



Joint Regional Plan



5. Delivering integrated services

5.2 Improve our service delivery.

- identify options for establishing virtual and/or physical 'hubs' for people seeking mental health support and referral, including options incorporating peer service navigators

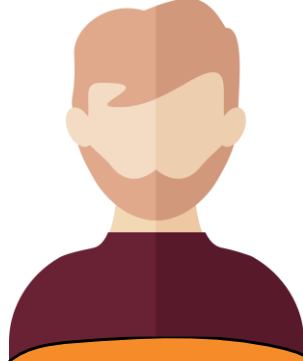


Service Review & Codesign



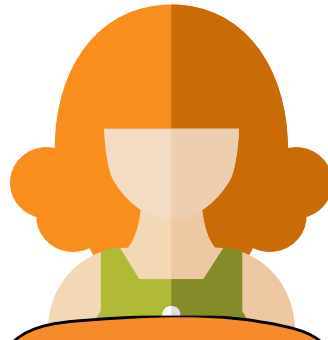
I want to be a good dad for my daughter and find a safe place for us to live.

Johnny is a father, whose drug and alcohol use causes him problems. Johnny doesn't trust government or the system. He has recently lost his job, partner and become homeless.



I want to feel in control of my life again and finish uni.

Tony is a teenager who has feelings of helplessness and being out of control. He sees university as his escape route from home. He wants financial independence and stability and to connect with others.



I want more hope for my kid's future!

Leah is a mother of three young children. She has recently separated from her partner and children as a result of domestic violence.



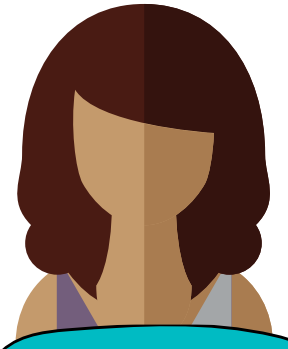
I hate the fake positivity that some providers display. I want to be treated as an equal.

Julia is a single mum with two daughters. She has a history of drug use and wants help with practical things like managing money and understanding her medications. She feels misunderstood and uncertain about her future.



I feel like I am a burden on my family. I don't like to ask for help.

Ben has few social connections and spends most of his day with his dog hoping to interact with the people he meets. He has difficulty looking after himself, maintaining his home and managing his finances.



I don't think anything will make me better. It feels hopeless.

Sarah is estranged from her family and experiencing mental and physical health problems. She has become overwhelmed by the number of health professionals she is involved with.

Service Review & Codesign



multiservice, one stop
shop hubs based in
the community



non-stigmatising
environments where
people could receive
the range of services
that they need



both clinical and non
clinical, in the one
location



Outreach

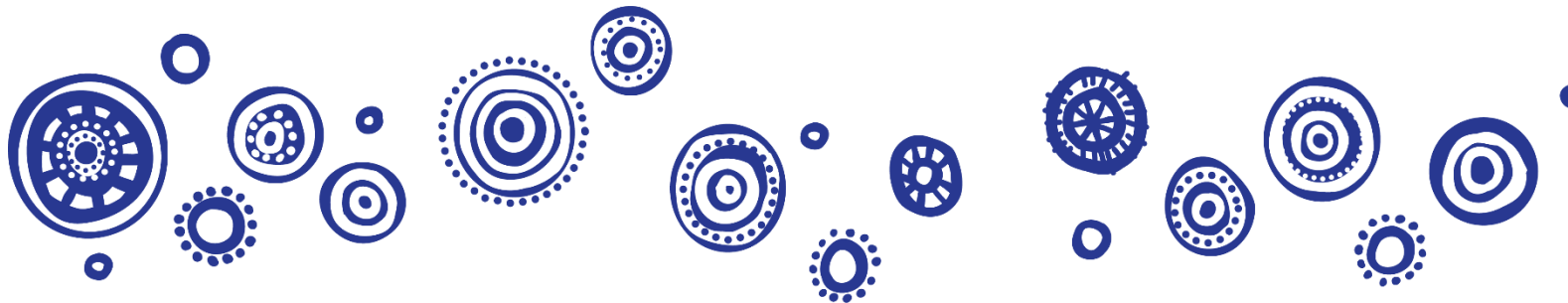
provision for outreach
services for people
unable or not wanting
to go to a hub in
person



services delivered in a
person centred,
recovery orientated,
trauma informed and
family inclusive
manner

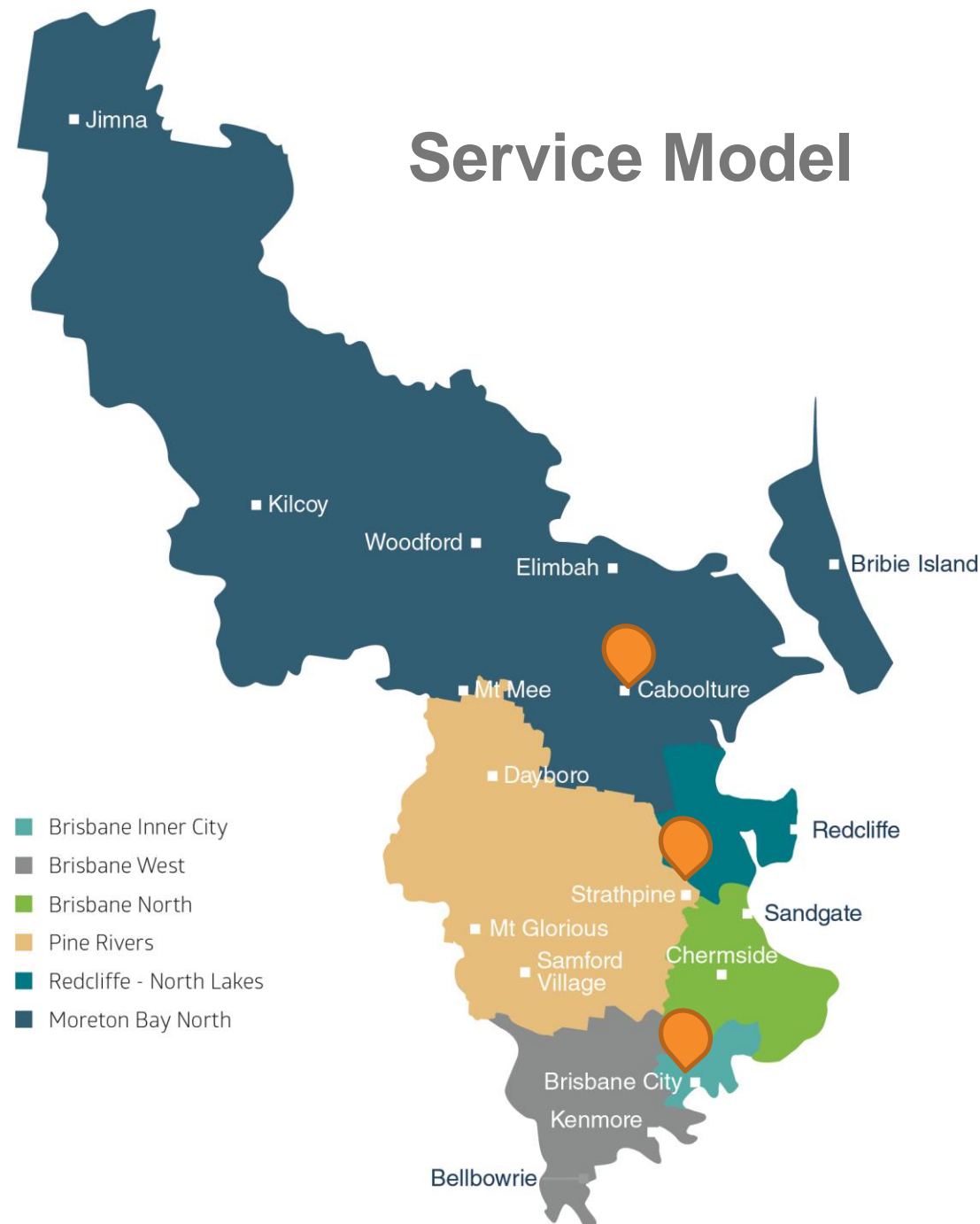


Skilled (clinical and
non clinical), authentic
and capable
employees





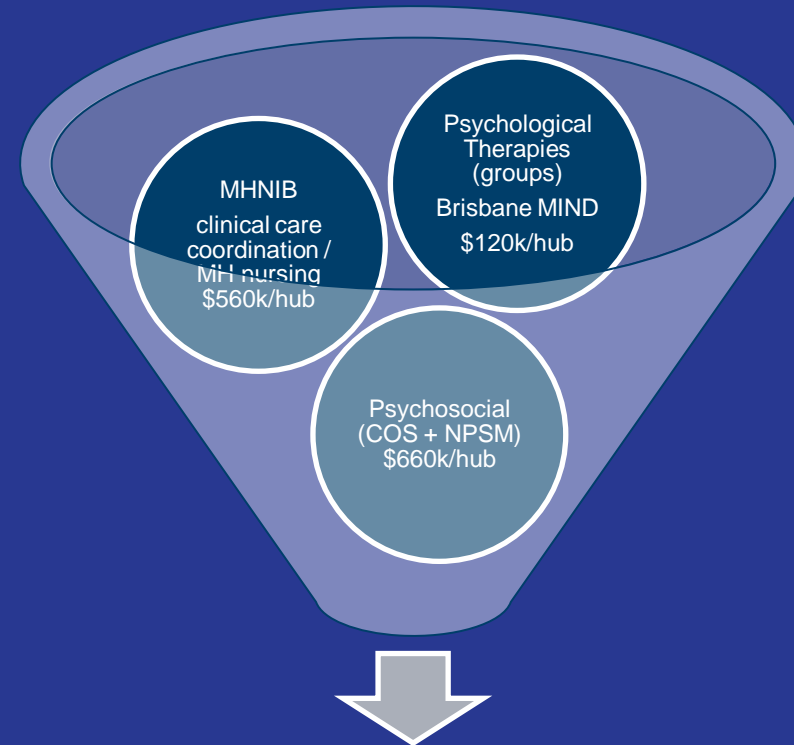
Service Model



Support people with severe mental illness to:

- live well in the community
- access integrated clinical and non-clinical services, matched to their level of need; and
- achieve their recovery goals.

Pooled Funding



Integrated mental health hubs
= ~\$1.3M per Hub

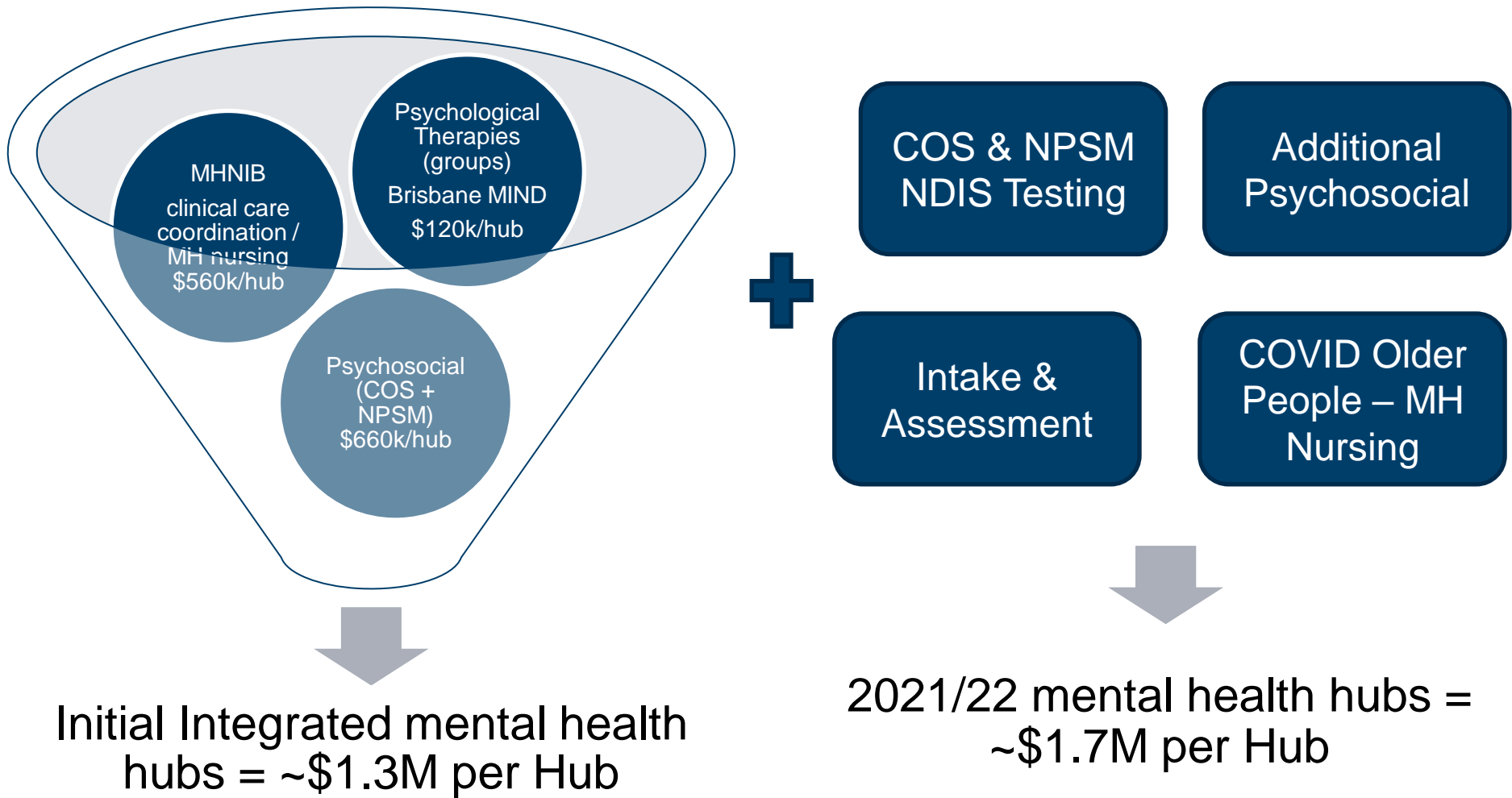


Hub services





Service model enhancements



Evaluating the Hubs

Key evaluation questions were drafted against key domains to evaluate the extent to which the program met its objectives from different perspectives.

Appropriateness	Effectiveness	Implementation	Sustainability
<p>Did the hub model meet the needs of service users?</p> <p>Did the hub model meet the needs of local system stakeholders?</p> <p>Was an integrated hub model suitable to achieve the intended outcomes?</p> <p>What were the strengths and weaknesses in the design of the hub model?</p>	<p>Did the hub model improve access to clinical and non-clinical support for people with severe and complex mental illness?</p> <p>Did service users achieve their support goals?</p> <p>Did service users report lower levels of psychological distress?</p> <p>Did service users experience a positive change in recovery outcomes?</p>	<p>Was the hub model implemented as intended?</p> <p>What were the barriers and enablers to implementing the hub model?</p> <p>What were the direct and indirect resources required to implement the hub model?</p>	<p>Did the hub model contribute to building the evidence base for effective commissioning approaches for severe and complex mental illness?</p>

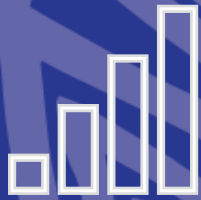
Hub services



2,200 referrals
received +
150 transitioned



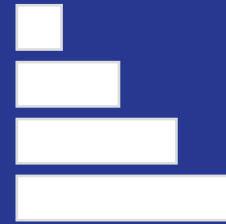
Over 38,000 service
contacts completed
(~1,485 per month)



1,651
episodes
commenced



Average of 23.2
service contacts per
episode



Average
duration of
episode =
193 days



10% Indigenous
7% LGBTIQ +
13% experiencing or at
risk of homelessness



Most common presenting
diagnosis post-traumatic stress
disorder then major depressive
disorders

Service Experience & Outcomes

People with severe and complex mental illness accessing the hubs report positive experiences and improved recovery outcomes when they remain engaged.

"every aspect of my day to day life has changed for the better since I have been attending the hub."

Service user

"I'm not so angry anymore, not as confused. Mental health is stabilised (no more hospital admission) I am off [illicit] drugs (wise choices). Also my physical health is improving."

Service user

"I feel more independent and capable with dealing with difficult emotions."

Service user

"The biggest feedback I keep getting is 'I haven't been back to the hospital'... There's a lot of people going in and out of hospital like a revolving door and now a lot of them have the support and haven't been back there."

Hub staff

"I've only been engaged for a short period of time but am really enjoying the comfortability when walking into the hub... in this environment I feel I will move forward and enjoy my time learning and forming new connections and learning so many new exciting things"

Service user

"The hubs are life changing for many people. They often give people a second chance at life. The professionalism is outstanding."

Service user

"I feel I have a place to heal and people that care."

Service user

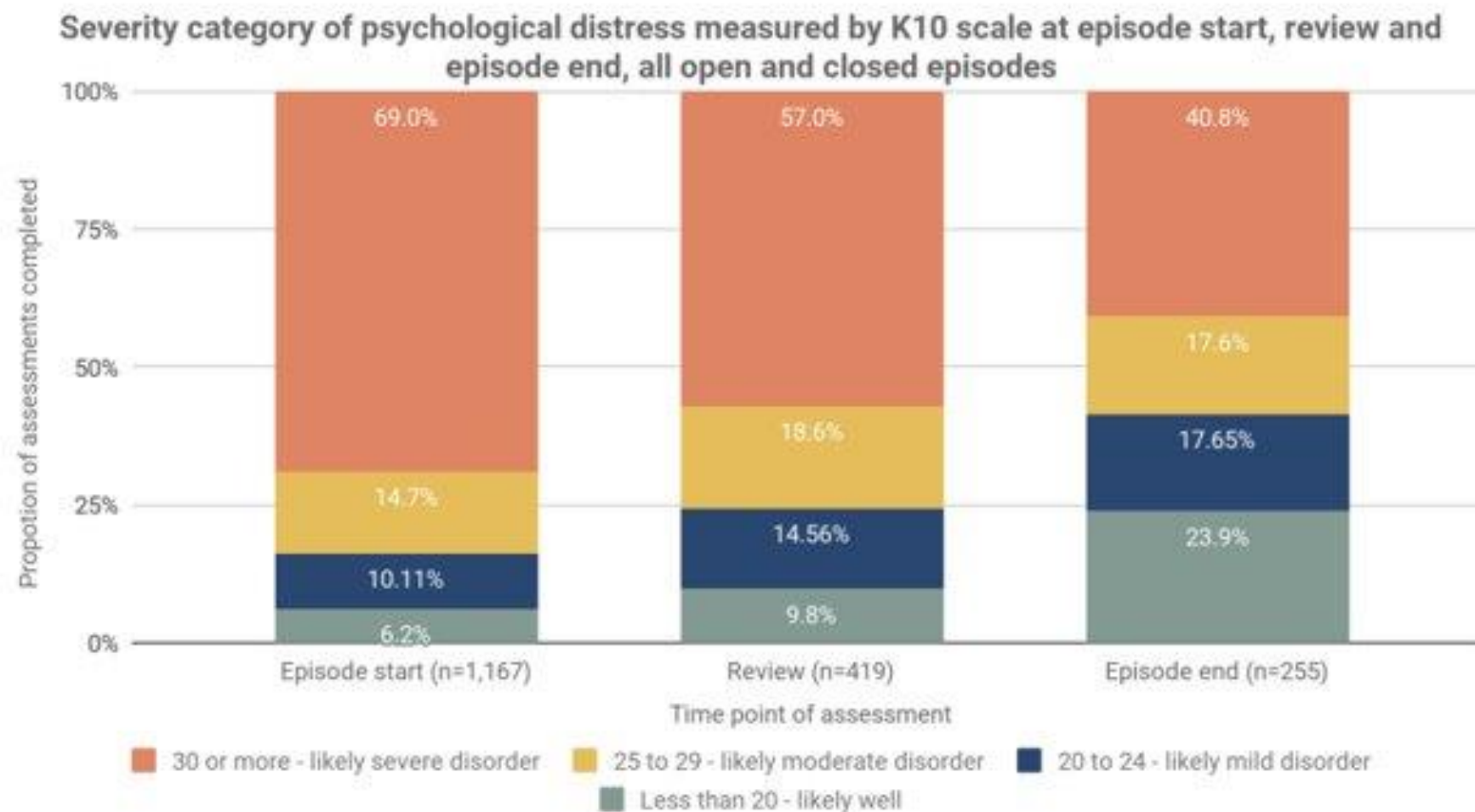
"Having access to affordable and reachable mental health treatment which would otherwise be unattainable has been great"

Service user

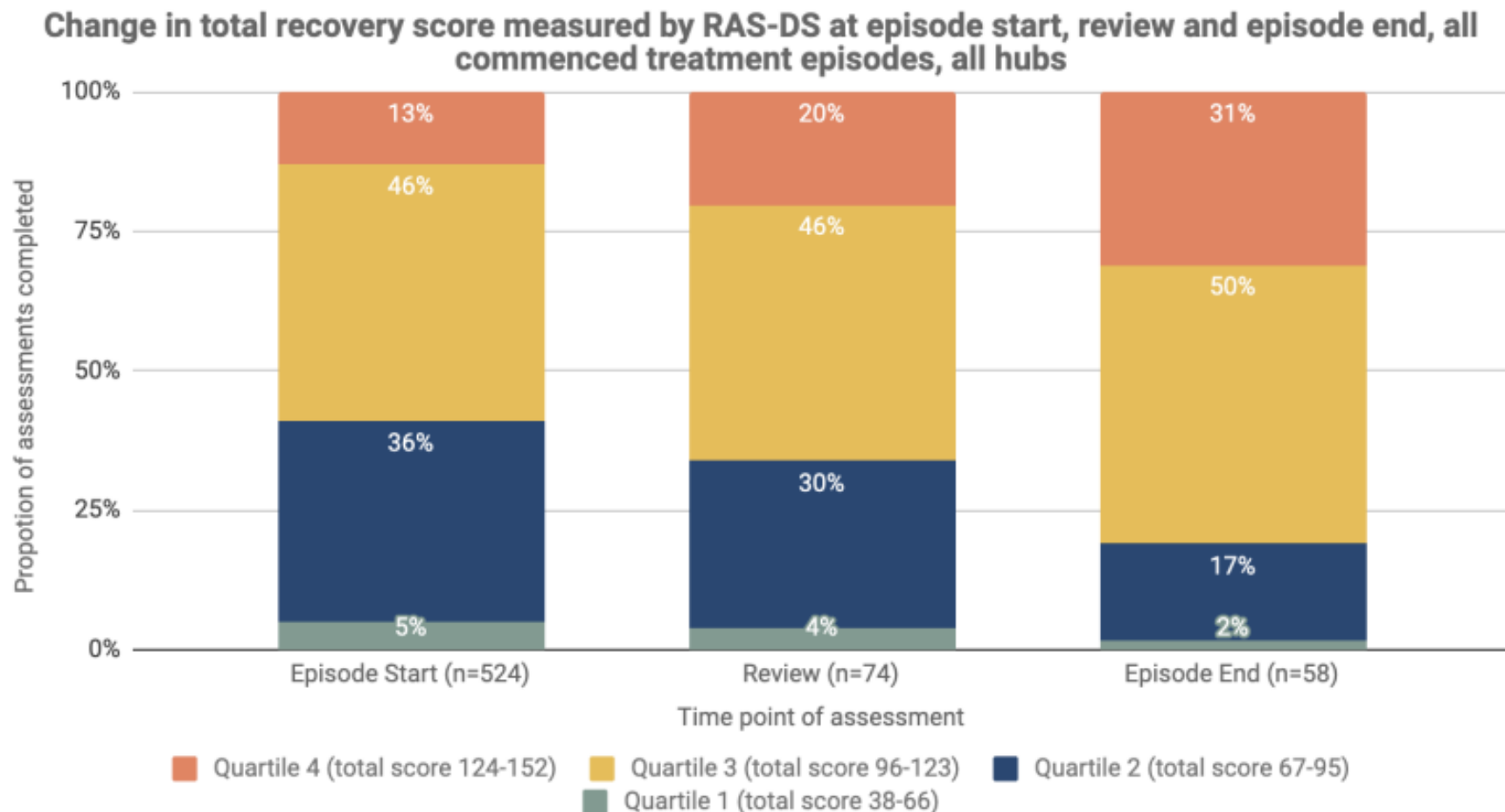
"[The hub] is the most fantastic concept for those struggling in the community with mental health issues. There should be more hubs available and more peer support workers employed"

Service user

Service Experience & Outcomes



Service Experience & Outcomes



Integration Outcomes

While the pooling of resources enables integration of clinical and non-clinical supports in one place, there are opportunities to strengthen the integration of the hubs model into the wider sector, including primary care.



"The Hub is very driven to meet the needs of its clients, while supporting the team. It has a great culture of support"

Hub staff



"I believe the hubs are an excellent resource run by people dedicated and passionate about supporting people with complex mental health issues."

Sector stakeholder

"My experience with [the hub] has been fantastic — they are responsive, engaging and collaborative regarding referrals and work actively to engage these clients in their recovery goals."

Sector stakeholder



"The key difference is that people can access a suite of service through that one referral pathway and through that one intake process they can then be linked in with a wide variety of health professionals to meet their needs"

Hub manager





What next?

Hub implementation & operation

- Understand & enhance participant engagement
- Enhance referral pathways, HHS, GP's earlier in journey
- Build reach (in reach & outreach)
- Update and enhance outcome measures

Service development & enhancement

- Safe Spaces (CHHP funding)
- Local service system integration, HHS, Queensland Health etc.
- Multi-agency care planning, assessment and referral within hubs

From Hub participants

