

**Mental Health and Addiction Services**  
**Adult Package of Care**  
**Service Specification**  
**Tier 3**

**September 2024**

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## 1. Status

These service specifications may be amended to meet local agreement needs.

**MANDATORY**  **RECOMMENDED**

## 2. Review History

Review History	Date
First Published on NSFL	June 2009
<b>Amended:</b> clarified reporting requirements	February 2013
<b>Amended:</b> added MHA19S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Consideration for next Service Specification Review	Within five years
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024

**Note:** In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

**Note:** Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. [NSF@tewhatuora.govt.nz](mailto:NSF@tewhatuora.govt.nz)

Nationwide Service Framework Library web site [here](#)

### 3. Introduction

<p style="text-align: center;"><b>ADULT MENTAL HEALTH- ADULT PACKAGE OF CARE</b> <b>MENTAL HEALTH AND ADDICTION SERVICES</b> <b>TIER THREE SERVICE SPECIFICATION</b> <b>MHA19, MHA19C, MHA19D, MHA19E, MHA19S</b></p>
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This tier three service specification for Adult Package of Care (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

### 4. Service Definition

The Service will include packages of care that are:

- well integrated with other adult mental health services
- focused to ensure active treatment, crisis intervention and prevention of the escalation of development of the Service User's illness, prevention of disability, and the prevention of the development of dependency
- conscious of the safety needs of the Service User and the community, including staff, reflecting that some Service Users may present a risk of suicide, self-harm or danger to others
- delivered in accordance with a comprehensive system of risk management within which least restrictive intervention strategies will be determined.

Individualised treatment plans and relapse prevention plans are developed for each person using the service. These plans are comprehensive, based on assessed needs, and include identified goals for the period of treatment/care. Plans are developed in conjunction with the Service User and their family/whānau, and carers, and with relevant community service involvement.

The provider will be responsible for:

- the development and funding of individualised packages of treatment/care aimed at meeting the specific needs of each Service User and their family/whānau
- reviewing and monitoring the safety and appropriateness of each care package, modifying according to need, and the assessment of ongoing requirements
- ensuring an emphasis is placed on the provision of treatment and support in an environment and context that is safe and familiar for Service User
- ensuring that care packages are culturally appropriate and safe for each individual and their family/whānau
- ensuring that criteria and guidelines are in place to manage entry to and exit from the service, including criteria for prioritisation of referrals
- ensuring that care funding is not used to duplicate existing services but it is used to provide supports in addition to those provided by existing health, welfare and support agencies and to those services provided by other specialist mental health services

- management of the package of care funding (including flexi-fund budgets) within the annual budget and ensuring that the available funding is used efficiently and effectively.

The provider may enter into subcontracting arrangements with other organisations for the delivery of components of the package but will be accountable for the total package deliverables.

## **5. Service objectives**

### **5.1 General**

To provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem, and for whom other support options have not been appropriate.

### **5.2 Māori Health**

Refer to tier one Mental Health and Addiction Services service specifications.

## **6. Service Users**

Service Users are eligible adults as detailed in the tier two Adult Mental Health service specification

## **7. Access**

### **7.1 Entry and Exit Criteria**

Access to the Service will be via the community mental health service.

## **8. Service Components**

### **8.1 Processes**

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

### **8.2 Settings**

This Service is provided in a community based setting.

## 8.3 Key Inputs

The Service is provided by a multi-disciplinary team of people with skills and experience in mental health intervention, treatment and support, made up of:

- health professionals regulated by the Health Practitioners Competence Assurance Act 2003
- people regulated by a health or social service professional body
- people who interact with Service Users and who are not subjected to regulatory requirements under legislation or by any other means.

## 9. Service Linkages

Linkages include, but are not limited to the following described in tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

## 10. Purchase Units and Reporting Requirements

### 10.1 Purchase units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary.

The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHA19	Package of care	A service to provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem	Occupied bed day
MHA19C	Package of care - Nursing and/or allied staff	A service by nurses and/or allied health staff to provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem	FTE
MHA19D	Package of care - Non-clinical staff	A service by non-clinical support staff to provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem	FTE
MHA19E	Package of care - Cultural Staff	A service by cultural support staff to provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem	FTE
MHA19S	Package of care	A service to provide individually tailored packages of care/treatment for adults who are experiencing severe and enduring mental illness/mental health problem.	Service

Unit of Measure	Unit of Measure Definition
Occupied bed day	Total number of beds that are occupied each day over a designated period. For reporting purposes, count beds occupied as at 12 midnight of each day. Leave days, when the bed is not occupied at midnight are not counted. Counting formula is discharge date less admission date less leave days
FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement.

## 10.2 Reporting Requirements

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

Email: [performance\\_reporting@health.govt.nz](mailto:performance_reporting@health.govt.nz)

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications<sup>1</sup> may be used for performance monitoring if specified as agreed with the Funder.

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<sup>1</sup> Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section [www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services](http://www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services)