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|  | **All District Health Boards** | |
| ADULT MENTAL HEALTH –CRISIS INTERVENTION SERVICE -MENTAL HEALTH AND ADDICTION SERVICESTier THREEService Specification | | |
| **STATUS: These service specifications may be amended to meet local agreement needs.** | | **NON-MANDATORY** |
| Review History | | Date |
| First Published on NSFL | | June 2009 |
| **Amended:** clarified reporting requirements | | February 2013 |
| **Amended:** added MHA04S purchase unit code, removed standard provider monitoring reporting tables. Minor editing. | | April 2017 |
| Consideration for next Service Specification Review | | Within five years |

**Note:** Contact the Service Specification Programme Manager, Service Commissioning, Ministry of Health to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications.

Nationwide Service Framework Library web site <http://www.nsfl.health.govt.nz>

**ADULT MENTAL HEALTH - CRISIS INTERVENTION SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHA04A, MHA04B, MHA04C, MHA04D, MHA04S**

This tier three service specification for Crisis Intervention service (the Service) is linked to the tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

**1. Service Definition**

The Service includes an immediate urgent response to a mental health crisis with assessment, monitoring, co-ordination of services, treatment and support/advice to family/whānau/ carers.

Crisis intervention includes:

* assessment (clinical, social, cultural, risk issues)
* the development and implementation of an immediate treatment and recovery plan including risk management
* performance of all tasks necessary in relation to processes required under the Mental Health (Compulsory Assessment and Treatment) Act 1992 (including tasks of Duly Authorised Officer, assessing psychiatrist and responsible clinician)
* implementation of (including risk management) recovery plans, including referral to other services for ongoing treatment
* provision of advice, information and support to other carers and family as appropriate.

The Service will be mobile and able to be provided at the location of the crisis. Where necessary, the Service will arrange for, or provide, transport of the person to the nearest acute treatment facility.

Interventions will be appropriate to the age of the individual concerned, and will be no more restrictive than necessary in each situation. Crisis intervention will be fully available 24-hours, seven days a week.

There is effective liaison with police, general medical practitioners, residential providers and ambulance services, with formal protocols agreed to by relevant parties about when each will be involved and to what extent, where appropriate. Access to crisis respite services is facilitated through the crisis intervention service or agreed alternative mechanisms.

**2. Service Objectives**

**2.1 General**

To provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.

**2.2 Māori Health**

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

**3. Service Users**

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

**4. Access**

**4.1 Entry and Exit Criteria**

Access to the Service may be from any source, including directly or upon referral from primary practitioners, emergency departments in general hospital settings, family, carers and community members.

**5. Service Components**

**5.1 Processes**

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

**5.2 Settings**

The Service is provided in community based settings.

**5.3 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.

Where appropriate, arrangements are made to ensure two clinicians attend a call out. Staff will have skills and experience working with mental health Service Users in crisis.

**6. Service Linkages**

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

**7. Purchase Units and Reporting Requirements**

**7.1** Purchase Unit (PU) Codes are defined in the DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

| **PU Code** | **PU Description** | **PU Definition** | **Unit of Measure** |
| --- | --- | --- | --- |
| MHA04A | Crisis intervention service - Senior medical staff | A service that is provided by senior medical staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring. | FTE |
| MHA04B | Crisis intervention service - Junior medical staff | A service that is provided by junior medical staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring. | FTE |
| MHA04C | Crisis intervention service – Nursing/allied health staff | A service that is provided by nurses and/or allied staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring. | FTE |
| MHA04D | Crisis intervention service - Non-clinical staff | A service that is provided by support non-clinical staff working in conjunction with others in a multidisciplinary team, to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring. | FTE |
| MHA04S | Crisis Intervention Service | A service that provides rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring. | Service |

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| --- | --- |
| **Unit of Measure** | **Unit of Measure Definition** |
| 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 |

**7.2 Reporting**

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.

The information required by the Funder will be sent to:

Performance Reporting

Sector Operations

Ministry of Health

Private Bag 1942

Dunedin 9054

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

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications[[1]](#footnote-1) may be used for performance monitoring if specified as agreed with the Funder.

1. 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.nsfl.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services [↑](#footnote-ref-1)