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|  | **All District Health Boards** |
| ADULT MENTAL HEALTH SERVICES -NEEDS ASSESSMENT AND SERVICE CO-ORDINATION MENTAL HEALTH AND ADDICTION SERVICES -Tier 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:** Removal of unapproved Purchase Unit MHAK18A. Minor editing changes for consistency. | February 2011 |
| **Amended:** clarified reporting requirements | February 2013 |
| **Amended:** added MHA18S purchase unit code, removed standard provider monitoring reporting tables. Minor editing. | July 2016 |
| 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 SERVICES -**

**NEEDS ASSESSMENT AND SERVICE CO-ORDINATION**

**MENTAL HEALTH AND ADDICTION SERVICES -**

**TIER THREE SERVICE SPECIFICATION**

**MHA18A, MHA18B, MHA18C, MHA18D, MHA18E,MHA18S**

This tier three service specification for Adult Mental Health Services - Needs Assessment and Service Co-ordination (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

**1. Service Definition**

The Service will work with the Service User, their family and whānau and significant others, to assess their needs and plan and co-ordinate appropriate services.

Needs assessments will be undertaken to identify individual strengths and supports / activities required that are likely to lead to resilience and recovery outcomes for the service user and their family and whānau.

**2. Service Objectives**

**2.1 General**

The Service facilitates the access of adults, to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support, needs assessment and prioritisation of access according to identified needs.

**2.2 Māori Health**

Refer to the tier one Mental Health and Addiction Services service specification.

**3. Service Users**

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

**4. Access**

**4.1 Entry Criteria**

Referral to the Service is from community mental health services or inpatient mental health and addiction services.

**5. Service Components.**

**5.1 Processes**

The Service includes needs assessment, service planning, and co-ordination.

**Needs Assessment:**

The assessment process meets the requirement of the Standards for Needs Assessment and Service Co-ordination (Ministry of Health 1994) and utilises a recognised best practice assessment tool. The assessment process includes:

* identification and prioritisation of the service user’s needs, both support and developmental needs, within the context of their
* attention to any immediate needs that may interfere with the family and whānau
* independent advocacy, where required person’s ability to participate in a support needs assessment
* attention to cultural needs
* attention to the Service User’s educational requirements and or employment concerns within the family and whānau context
* attention to the Service User’s housing, social, recreational and financial concerns within the family and whānau context
* further specialist assessments as determined by the Service User.

Needs assessments are then repeated and updated at not greater than six monthly intervals.

Family and whānau are engaged (if appropriate) in the assessment process. Where a Service User is Māori, assessment will include a cultural needs assessment with their whānau present (in accordance with principles of informed consent) in the assessment process. Providers will ensure that the holistic view of health, as defined by Māori, is included in service provision for Māori.

**Service Planning:**

This includes:

* access to an up-to-date directory on mental health / community services
* identification of current services involved in meeting aspects of the needs and remaining unmet needs
* identification and documentation of actions that are necessary to address those unmet needs and to achieve agreed goals
* when needs cannot be met from publicly funded services, referrals will be made to a range of community-based services as appropriate in accordance with the assessment.

**Co-ordination:**

This includes:

* facilitation of access to community mental health and disability support services that will enable people with mental illnesses to lead their lives as independently and productively as possible
* development of practical service and support options to address identified needs utilising public, private and voluntary services
* prioritisation of the needs of the Service User and management of the demand for available services by determining relative priority between those accessing services
* development of a service or ‘lifestyle’ plan
* the match of available resource with needs, ensuring resources are used efficiently
* management of an allocation for carer relief or home support
* access management to support services, including residential services.

Needs assessment / service co-ordination services may provide the above services to people with addictions, in addition to those people with severe mental health problems, according to local requirements / agreements between funders and service providers.

**5.2 Settings**

The Service is provided in a community based setting.

**5.3 Key Inputs**

The Service is provided by a multi-disciplinary team, including people with qualifications in assessing, planning and co-ordination, Service Users, people with experience of disability, cultural workers and health professionals.

**6. Service Linkages**

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

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| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| Providers of other needs assessment and service coordination services | ReferralLiaison  | Work with the relevant professionals and agencies in the care and support of the Service user |

**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** |
| --- | --- | --- | --- |
| MHA18A | Needs assessment and service coordination – Senior medical staff | A service by senior medical staff to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | FTE |
| MHA18B | Needs assessment and service coordination – Junior medical staff | A service by junior medical staff to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | FTE |
| MHA18C | Needs assessment and service coordination – Nursing and/or allied health staff | A service by nurses and/or allied staff to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | FTE |
| MHA18D | Needs assessment and service coordination – Non-clinical staff | A service by non-clinical support staff to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | FTE |
| MHA18E | Needs assessment and service coordination – Cultural staff | A service by cultural support staff to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | FTE |
| MHA18S | Needs Assessment and Service Coordination  | A service to facilitate the access of adults to a range of community-based resilience, recovery and support-focused services. Access to those services is facilitated through the processes of comprehensive support needs assessment and prioritisation of access according to identified needs. | 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

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)