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|  | **All District Health Boards** | |
| ADULT MENTAL HEALTH SERVICES -SERVICE FOR PROFOUNDLY HEARING IMPAIRED **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 |
| Corrected: Reporting item- monthly number of day attendances | | July 2010 |
| Amended: clarified reporting requirements | | February 2013 |
| Amended: added MHA12S 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 SERVICES -**

**SERVICE FOR PROFOUNDLY HEARING IMPAIRED**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHA12A, MHA12B, MHA12C, MHA12D, MHA12E, MHA12S**

This tier three service specification for Adult Mental Health Services - Service for Profoundly Hearing Impaired (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

**1. Service Definition**

This Service will include:

* assessment or support to access assessment services
* support to access treatment and therapy
* advocacy and support
* referral to other services as appropriate
* liaison and consultation services
* training/education
* interpreter services.

People who are deaf or profoundly hearing impaired and require specialist mental health services will be treated with the dignity, courtesy and respect accorded to all citizens.

Service Users include deaf or profoundly hearing impaired people who have, or are suspected of having, moderate-to-severe mental health problems. Many of the Service Users will be users of New Zealand Sign Language, and service providers will require deaf cultural knowledge to enable them to maximise the service provided.

The Service operates in a community setting. Assessment and therapy services are delivered through the service provider base facility, the Service User’s home or in a choice of settings, which are the least restrictive or threatening to the Service User. Effective links are developed with other providers to ensure input from psychiatrists, registered nurses, and health workers will be provided from mental health services.

Explicit formal written protocols and procedures ensure that interface / links with mental health and addiction services, are maintained. Input is available from service co-ordinators, psychologists and interpreters.

Assessments include but are not limited to:

* clinical assessments undertaken by appropriately qualified and designated mental health personnel
* referral to appropriate services including acute inpatient services, crisis response teams, community mental health teams and medical services. Treatment and associated services for deaf people include:
* preparation with the Service User, which may include input from family/whānau or support persons as appropriate and agreed to by the Service User, of a recovery plan, including a proposed service exit date crisis plan and review dates
* medication monitoring for psychiatric pharmaceutical interventions
* cognitive, behavioural or other appropriate psychotherapeutic interventions. Use of recognised optimal therapeutic strategies, including but not limited to teaching self-management skills including self-medication, problem solving, cognitive interventions and other forms of symptom management
* social/life skill development strategies
* an emphasis on family education support and involvement, where appropriate
* regular input into treatment decisions where Service Users are temporarily in acute inpatient services
* liaison with and referral back to the Service User’s general practitioner
* consultation, liaison and training / education services to enhance the ability of generic mental health services (including adult mental health services) to optimally provide care to Service Users
* developing best practice standards and back-up support to mental health services.

**2. Service Objectives**

**2.1 General**

The Service is designed to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services.

**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**

Referral to the Service is from other services or other mental health services.

**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 a community based setting.

**5.3 Key Inputs**

The Services are 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.

Staff will require specific skills in communicating with the profoundly hearing impaired, skills and qualifications in New Zealand Sign Language is preferred..

**6. Service Linkages**

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

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| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| Providers of Disability Services | Referral  Liaison  Advice | 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.

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| **PU Code** | **PU Description** | | **PU Definition** | **Unit of Measure** |
| MHA12A | Service for profoundly hearing impaired - Senior medical staff | | A service by senior medical staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services | FTE |
| MHA12B | Service for profoundly hearing impaired - Junior medical staff | | A service by junior medical staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services | FTE |
| MHA12C | Service for profoundly hearing impaired - Nursing and/or allied staff | | A service by nurses and/or allied staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services | FTE |
| MHA12D | Service for profoundly hearing impaired Non-clinical staff | | A service by non-clinical support staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services | FTE |
| MHA12E | Service for profoundly hearing impaired - Cultural staff | | A service by cultural support staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services | FTE |
| MHA12S | | | Service for Profoundly Hearing Impaired | A service to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services. | Service |

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| **PU 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)