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|  | **All District Health Boards** | |
| **ADULT MENTAL HEALTH SERVICES** **-**  **MENTAL HEALTH AND ADDICTION SERVICES**  **TIER TWO**  **SERVICE SPECIFICATION** | | |
| STatus: It is compulsory to use this nationwide service specification when purchasing this service. | | MANDATORY |
| **Review History** | | **Date** |
| First Published on NSFL | | June 2009 |
| **Amended:** added purchase units PUC MHA21F, MHA23D | | August 2012 |
| **Amended:** clarified reporting requirements | | February 2012 |
| **Amended:** added purchase unit MHA20DH | | June 2014 |
| **Amended**: added purchase unit codes MHA “S” series | | 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 SERVICE-**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER TWO SERVICE SPECIFICATION**

This tier two service specification for Adult Mental Health (the Service) is the overarching document for a range of tier three Adult Mental Health service specifications. This service specification defines mental health services and their objectives in the delivery of a range of secondary and tertiary services for adults.

This service specification must be used in conjunction with the tier one Mental Health and Addiction Services specification and tier three Adult Mental Health service specifications listed in section 10 below. Local DHB service specifications may also be included under this service specification as appropriate.

**1. Service Definition**

Mental health and addiction services are to be provided to:

* people with an identifiable or suspected mental health disorder (as defined in the Diagnostic and Statistical Manual of Mental Disorders Fourth Edition, DSM IV or other generally recognised diagnostic classifications), including those with associated co-existing issues not necessarily diagnosed
* people seeking information about mental illness and its treatment and prevention.

There is recognition of the importance of an integrated continuum of care across these services and the application of a recovery approach.

It is unlikely any single provider will supply the full range of services described, therefore service providers must work collaboratively, co-operatively and in partnership to ensure the full range of services are provided in an effective and complementary manner and are responsive and focus on Service User needs.

1. **Service Objectives**

**2.1 General**

* To ensure the adult Service User is central and is recognised within the context of their family/whānau and wider community.

Engagement with the family/whānau including dependents in the assessment and treatment, will assist the Service User to gain/maintain/regain functional relationships with their family/whanau and community of choice.

* To be recovery focused.

The Service will focus on recovery and respond to individual adult Service User needs. There will be an orientation toward building strengths and resilience, and promoting optimal health of the person. Recovery services will be provided in the most appropriate setting. This may be in a hospital based setting, outpatient setting or a community based setting. Within the community, services may be provided in the Service User’s home, whether that is in independent housing or part of a service with an accommodation or housing component.

* To be responsive to cultural needs.

The Service will be responsive to people from other cultures. The cultural needs of the individual Service User and their family/whanau will be assessed and appropriate interventions offered.

* To promote access to services for adult Service Users.

Barriers to access will be better understood and strategies put in place to promote access. This may include more flexible service hours to support improved access for the adult Service User who may be engaged in employment and/ or education. The adult Service User may also have family commitments such as dependents that affect their access to services. Flexible services and family/whanau friendly environments may also support improved access.

* To promote collaborative connected service delivery with services working in partnership.

To achieve better mental health outcomes for individuals, families and communities, it is essential that the different parts of the Mental Health System and other social services work well together, in order to provide continuity of care. While it is unlikely that any single provider would provide the full range of Mental Health Services, service providers must use their best endeavours to work collaboratively and co-operatively together. Relationships between services should be developed and maintained to ensure that joint strategies are developed to prevent and/or resolve problems as they arise.

It is recognised that the adult mental health Service User presents to services as a unique individual with their own life perspectives formed through environmental factors and life experiences. They have had connections with family and friends, and have made their own choices and decisions independently. Mental health issues may have affected their level of independence but with interventions and supports increased independence and recovery may be achieved.

The Service User may, in addition to mental health issues, experience addiction issues. This is evidenced in New Zealand and international literature. Mental health services are expected to respond to these multiple issues. A response might include screening, assessment and then providing a range of responses, which may include interventions, co-working or referral for the most severe, complex issues.

**2.2 Māori Health**

Refer tier one Mental Health and Addiction service specification

**3. Service Users**

The Service Users will be eligible people from the age of 18 years.

**4. Access**

Entry and exit criteria specific to the service are described in tier three service specifications.

**5. Service Components**

**5.1 Processes**

The processes are as described in the tier three Adult Mental Health range of service specifications.

**5.2 Settings**

The Service is provided in settings as described in the tier three Adult Mental Health range of service specifications.

**5.3 Key Inputs**

The key input for services is the workforce.

**5.4 Pacific Health**

The Service must take account of key strategic frameworks, principles and be relevant to Pacific health needs and identified concerns. For regions that have significant Pacific populations, the service must link service delivery to the improvement of Pacific health outcomes. Overall, the service activity should contribute to reducing inequalities.

**6. Service Linkages**

Linkages include, but are not limited to the following:

| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| --- | --- | --- |
| Other providers of Adult Mental Health services and general health | Referral, liaison, consultation | Work with other relevant professionals and agencies in the care of the Service User |

**7. Exclusions**

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

**8. Quality Requirements**

The Service must comply with the Provider Quality Standards described in the Operational Policy Framework[[1]](#footnote-1) or, as applicable, Crown Funding Agreement Variations, contracts or service level agreements.

**9. Purchase Units and Reporting Requirements**

Purchase Units (PU) Codes are defined in the joint DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary.

Specific reporting requirements apply at tier three service specifications.

**10. Tier Three Service Specifications**

The following service specifications for adult mental health are grouped in tier three under three categories:

* Acute and inpatient services
* Community based clinical treatment and therapy services
* Services to promote resilience, recovery and connectedness.

**10.1 Acute and inpatient services**

|  |  |
| --- | --- |
| **Title** | **Purchase Unit Codes** |
| Adult Acute Inpatient Services | MHA01 |
| Adult Intensive Care Inpatient Beds | MHA02 |
| Adult Crisis Respite | MHA03, MHAK03, MHA03C, MHA03D, MHAK03C, MHAK03S |
| Crisis Intervention Service | MHA04A, MHA04B, MHA04C, MHA04D, MHA04S |
| Adult Acute Home Based Treatment | MHA05A, MHA05B, MHA05C, MHA05D MHA05S |
| Adult Acute Package Of Care | MHA06, MHA06C, MHA06D, MHA06S |
| Sub-Acute/Extended Care Inpatient Beds | MHA07 |
| General Hospital Liaison Service | MHA08A, MHA08B, MHA08C, MHA08S |

**10.2 Community based clinical treatment and therapy services**

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| --- | --- |
| **Title** | **Purchase Unit Codes** |
| Community Clinical Mental Health Service | MHA09A, MHA09B, MHA09C, MHA09D, MHA09E, MHA09F, MHA09S |
| Early Intervention For People With First-Time Psychosis | MHA10A, MHA10B, MHA10C, MHA10D, MHA10E, MHI10A, MHI10B, MHI10C, MHI10D, MHI10E, MHI10S |
| Mobile Intensive Treatment Service | MHA11A, MHA11B, MHA11C, MHA11D, MHA11E, MHA11S |
| Service For Profoundly Hearing Impaired | MHA12A, MHA12B, MHA12C, MHA12D, MHA12E, MHA12S |
| Service For Mental Health And Intellectual Disability | MHA13A, MHA13B, MHA13C, MHA13D, MHA13E, MHA13S |
| Community Co-Existing Disorders- Mental Health And Addiction | MHAD14A, MHAD14B, MHAD14C, MHA14D, MHAD14E, MHAD14F, MHAD14S |
| Community Co-Existing Disorders- Mental Health And Addiction And Accommodation | MHAD15, MHAD15C, MHAD15D, MHAD15S |
| Community Day Programme | MHAD16A, MHA16B, MHA16C, MHA16D, MHA16E, MHA16F, MHA16S |
| Adult Planned Respite | MHA17, MHA17C, MHA17D, MHA17E, MHA17S |
| Community Mental Health Services- Needs Assessment And Service Coordination | MHA18A, MHA18B, MHA18C, MHA18D, MHA18E, MHA18S |
| Adult Package Of Care | MHA19, MHA19C, MHA19D, MHA19S |

**10.3 Services to promote resilience, recovery and connectedness**

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| **Title** | **Purchase Unit Codes** |
| Adult Community Support Services | MHA20C, MHA20D, MHA20DH, MHA20E, MHA20F, MHA20S |
| Day Activity And Living Skills Service | MHA21C, MHA21D, MHA21E, MHA21F, MHA21S |
| Vocational Support Service | MHA22C, MHA22D, MHA22E, MHA22F, MHA22S |
| Housing Coordination Service | MHA23C, MHA23D, MHA23S |
| Housing And Recovery Services –Day Time and Awake Night Support | MHA24, MHA24C, MHA24D, MHA24S |
| Housing And Recovery Services- Day Time and Responsive Night Support | MHA25, MHA25C, MHA25D, MHA25S |
| Supportive Landlord Service | MHA26 |

1. www.nsfl.health.govt.nz/accountability/operational-policy-framework-0 [↑](#footnote-ref-1)