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|  | All District Health Boards |
| PACIFIC MENTAL HEALTH-PACIFIC CULTURAL NAVIGATOR SERVICEMENTAL HEALTH AND ADDICTION SERVICES**TIER THREE****SERVICE SPECIFICATION** |
| **STATUS: These service specifications may be amended to meet local agreement needs.** | **NON-MANDATORY** |
| **Review History** | **Date** |
| First Published on NSFL | January 2010 |
| **Amended:** clarified reporting requirements | March 2013 |
| **Amended**: added MHP65S 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/>

**PACIFIC MENTAL HEALTH - PACIFIC CULTURAL NAVIGATOR SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHP65E, MHP65S**

The tier three service specification for Pacific Cultural Navigator Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Pacific Mental Health and Addiction services specifications.

1. **Service Definition**

This Pacific Cultural Navigator service works in collaboration with other health and cultural professionals within the local multi-disciplinary team and with other health and cultural professionals and community members in a range of settings. The Service works in partnership with Service Users, their families and communities.

Comprehensive cultural assessments are undertaken that inform the development, implementation and evaluation of effective cultural intervention plans, in the context of mental health and addiction treatment.

Cultural practices are undertaken with the guidance of Matua, and in accordance with Pacific values, adopting a holistic approach.

1. **Service Objectives**

This Service will utilise a context of ethno-cultural knowledge and judgement and understanding of mental health and addiction treatment to assess cultural needs of the Service User and their family. This Service provides effective cultural interventions and/or advice to assist Pacific Service Users and their families to manage recovery from mental illness and or addiction.

**3. Service Users**

The Service Users will be Eligible People. The Service has been developed specifically for Pacific people but not exclusively for Pacific people.

**4. Access**

**4.1 Entry Criteria**

The contract holder will negotiate the access criteria with the DHB. The Service should be actively promoted so that Service Users and providers are aware of this Service and know how to access it.

**5. Service Components**

**5.1 Processes**

The processes include but are not limited to the following: engagement; assessment including cultural assessment; liaison; support; review process and discharge.

**5.2 Settings**

The Service may be provided in community including church, home and hospital based settings.

**5.3 Key Inputs**

Pacific Cultural Navigators with knowledge, skills and competencies in providing supports required as outlined in Seitapu Pacific Mental Health and Addiction Cultural and Clinical Competencies Framework, Polutu-Endemann et al (2007) and Let’s Get Real: Real Skills for Real People Working in Mental Health and Addictions, Ministry of Health (2007).

Minimum qualifications will include lived experience of one or more Pacific cultures and a minimum level 6 health related qualification (or working towards achieving) on NZQA framework.

**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** |
| --- | --- | --- |
| DHB Provider Arm servicesPacific NGO services  | Collaborative practicespartnership | Work collaboratively and in partnership to improve responsiveness to health and social needs and appropriate access to services |

**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** |
| --- | --- | --- | --- |
| MHP65E | Pacific cultural navigator service | Service providing comprehensive cultural assessments for developing, implementing and evaluating effective cultural intervention plans, in the context of mental health and addiction treatment. The service is provided by Pacific cultural navigators to all eligible people in the community. | FTE  |
| MHP65S | Pacific cultural navigator service | Service providing comprehensive cultural assessments for developing, implementing and evaluating effective cultural intervention plans, in the context of mental health and addiction treatment. The service is provided by Pacific cultural navigators to all eligible people in the community. | 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)