

Te Ara Tauwhirotanga Pathways that lead to kindness

Realising the aspirations of tangata whaiora,
whānau and our community for
mental health services @ Lakes



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Te Ara Tauwhirotanga Project Manager Rebecca Ripia

Project Manager for Te Ara Tauwhirotanga Rebecca Ripia says her experience of working collaboratively across sectors and community agencies will be useful in her new role.



“Innovation happens naturally when working collaboratively and being exposed to different thinkers. How well we do in this space enables ideas to be born that we can move with. I enjoy working on exciting projects that influence change.” She says relationships are very important when

working collaboratively. Her roles have all looked at the factors that impact on people and their wellbeing and how they can be supported.

“I believe in collaboration and I enjoy working with great thinkers and people who are passionate. I’m interested in challenging our ideas as a workforce and placing the whānau at the centre of decision making. If we put whānau and whaiora at the centre of what we do and learn from them we can bring Te Ara Tauwhirotanga to life.” See Lakes DHB website.

New Mauri Ora Project Manager Jasmine Isaac

New Mauri Ora Project Manager Jasmine Isaac says the opportunity to be part of the new mental health build is an unexpected career move that feels like an adventure.

She’s looking forward to the learning and the new experience.

“Being a part of a project such as building a new facility that better

accommodates our whaiora; that supports meaningful engagement in an area that I have become dedicated towards is less like a job and more of an adventure,” she says.



Jasmine is also a nurse on the Whare Whakaue Inpatient Unit. *Jasmine (right) with Service Manager Esthe Davis. For more on Rebecca and Jasmine see Lakes DHB*

website under Major Projects.



FIT data shows Whare Whakaue staff doing great job

Some positive statistics in the Whare Whakaue Inpatient Unit are showcasing the success of new approaches including Feedback Informed Treatment (FIT) methodology.

Mental Health and Addiction Service Clinical Nurse Director Joanna Price says FIT has been used in the inpatient unit for two years and is having some great results, especially for Māori tangata whaiora.

Clinicians in Whare Whakaue are reaching positive outcomes for 68.1 percent of all whaiora. For Maori, it's even better at 77.78 percent reporting positive outcomes, she says.

“There is some notable data. It's great because it's well within the international standard of statistical outcomes. Whaiora have self-

assessed that their outcomes are positive in terms of how they feel about the progress of their own wellness. It tells us we are a very effective team particularly for Māori.”

“These are fantastic stats and they are reliable. We now can look at this and know we are doing a really good job. It's outstanding.”

Jo says a person-centered and strengths based approach is important in engaging with whaiora and whānau. Evidence says that relationship, or whakawhanaungatanga is central to positive outcomes over and above everything else.

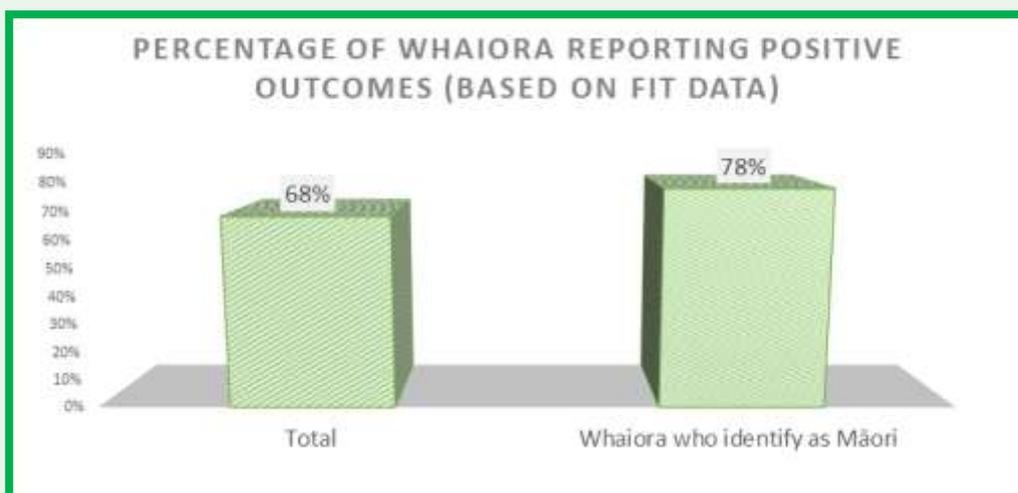
Jo says that FIT methodology is underpinned by Te Ara Tauwhirota, the model of care because it's looking at and measuring the therapeutic alliance and relationship between the clinician and the whaiora. FIT completely aligns with TAT, she says.

“FIT takes on the values (tikanga) of the person (tangata) and recognises the individual needs and direction of care for each person. FIT provides the team an approach in getting critical

feedback to tailor the day to day care. The team adjusts to work more collaboratively with whaiora ora on individual goals and outcomes so it is more person-centred.”

Jo says monthly wānanga with Hone Hurihangani challenge staff to look at aspects of te ao Māori and how the concepts can be brought from wananga into practice.

“I do think because our staff are deliberately engaging in a genuine way with people who



identify as Māori, for example using models like te whare tapa whā and monthly wānanga with Hone. It's paying off. And the success is evidenced now by data,” Jo says.

Jo adds that TAT and FIT are helping shift people to a growth mindset where FIT feedback is seen as gems of growth for on-going learning and development and tailoring of people's care.

“The mindset change is seeing clinicians move from a ‘one size fits all approach’ where a clinician could make all the decisions based on symptoms and illness rather than tailoring treatment to the individual needs to where the person thinks they should be. We use the feedback and person-centered goals to work better.”

“We know positive outcomes are about the relationship between the tangata whaiora and the clinician and treating team. If we authentically gain that first, we can build on that.”

<http://www.lakesdhb.govt.nz/Article.aspx?ID=12263>

New Nursing Strategy for MHAS signals change in course

A Lakes DHB Mental Health & Addictions Nursing Strategy 2021-2023 has been developed and launched earlier this year.

Lakes DHB MHAS Clinical Nurse Director Jo Price says she is very excited about the nursing strategy which was developed in collaboration with mental health and addiction nurses, Māori health and consumers.

Alongside the Lakes DHB model of care; Te Ara Tauwhirotaanga, the strategy is a change in course that is well overdue, she says.

“I am excited for the change of direction for mental health and/or addiction nurses. We are privileged as people invite us onto their journey, and that we have the ability to be part of helping towards a positive outcome. This strategy is about achieving better outcomes for those we serve.”

This strategy underpins the nursing care provided to help nurses progress, and most importantly to guide in reducing inequities and improve outcomes for people that access the service. There is a deliberate focus on improving outcomes for Māori, Jo says.

An important part of the strategy is tangible metrics on which the service can be held accountable and on which it will report quarterly. This reporting metric framework is against the three Pou that sit within Te Ara Tauwhirotaanga.

Jo Price says the strategy is not only underpinned by Te Ara Tauwhirotaanga but also

He Ara Oranga the Mental Health and Addiction Inquiry (2018) which focused on the need for a

new direction with an emphasis on wellbeing and community; more treatment options, expanded access to services and whānau and community based responses.

“With an holistic wellbeing focus and engagement in prevention strategies we will have an impact on improved outcomes for people access-

ing the service. We can make a difference. We can use the strategy to enhance our practice and it will hold us all accountable,” Jo says.

The philosophy describes the use of FIT feedback informed treatment, the importance of the therapeutic alliance, leadership, managing physical health, learning and development culture, continuous improvement,

integration with primary care, supervision an coaching, use of information technology, and recruitment and retention.

The strategy’s statement around Māori health says nurses will work harder to increase engagement with the person

and their whānau and use approaches the whānau and person consider valuable.

“I challenge all nurses at Lakes DHB to treat any person, (at anytime, anywhere, who may experience a mental health and/or addiction concern), with kindness, respect and compassion, Jo says.

Nursing Vision

It is a human right to access mental health and addiction care and for it to be delivered with kindness and respect.

Any door is the right door and people and/or their whānau accessing the service will be greeted with the right care, by the right person.

Consumer Vision:

“Consumers want a nursing workforce that is compassionate, empathetic, and non-judgemental.

We want a workforce that reduces stigma, discrimination, and barriers to us accessing care.

We deserve to be treated with dignity, and to be empowered to make our own decisions about our care and what kind of support we want.

We need to feel safe and connected, to be looked after by someone who will walk alongside us; someone who is willing to take the time to explain/discuss things in a way that is meaningful to us as individuals.



Te Ara Tauwhirotaanga Dashboard: measuring impact of TAT

The first quarterly returns of the TAT Implementation Dashboard reporting are in and early indications are that provider confidence levels in implementing TAT are relatively high.

The dashboard is a tool designed by the Te Ara Tauwhirotaanga Implementation

Advisory Group to enable provider's to report on their implementation of the TAT model of care principles into service delivery.

Consumer Advisor Jordy Bealing (who is

on the TAT Implementation Advisory group) says the dashboard provides the sector with a tool to illustrate their service's understanding and application of TAT principles. She says the dashboard was widely accepted by the sector when it was introduced at workshops in April/ May 2021.

"The feedback we have received about this tool has been positive. The dashboard encourages teams and services to have conversations about Te Ara Tauwhirotaanga and how they apply it in their practice. It's been really good for teams as they can illustrate the amazing work they are already doing."

TAT Project Manager Rebecca Ripia is aggregating the feedback from the dashboards and will present the findings and themes at the upcoming sector hui on Wednesday 20 October.



Rebecca says the reports so far show that providers are thinking about their practice and it provides them an opportunity to say what principles they are not confident with, which means we can look at training packages or extra supports.

Principal Advisor Mental Health, Addictions and Wellbeing Michael O'Connell says Te Ara Tauwhirotaanga the model of care is a "mind set". It's a change tool.

"The dashboard is the first tangible feedback tool we have that measures the impact of Te Ara Tauwhirotaanga," he says.

So far some examples of implementation have shown that services are growing their understanding and application of the different pathways that support us to act with kindness.

If you have not yet returned your dashboard or would like some more information or support please contact to rebecca.ripia@lakesdhb.govt.nz

Sector Forum coming up....save the date

The next Mental Health & Addiction Sector Forum for team leads and service managers is on **Wednesday 20 October 2021 at Parksyde Community Centre from 8.30am to 12pm.**

This forum will provide an opportunity for community and secondary care specialist services to come together, network and be updated on what has progressed within the sector including the numerous projects under Te Ara Tauwhirotaanga.

Please RSVP by Wednesday 13 October to confirm numbers for catering. Please contact us if you have any questions. Michael O'Connell and Rebecca Ripia.