

## **MOBILE RECOVERY SUPPORT SERVICE – PILOT PROGRAM (BUPA PATIENTS ONLY)**

### **INFORMATION FOR PSYCHIATRISTS**

The Mobile Recovery Support Service (MRSS) is an 18 month pilot program commencing 1st April 2017. Patients must be made aware of the pilot status when considering accessing the service.

The service is for eligible Bupa members living with a mental illness, who are at risk of admission to hospital, and require support in relation to self-management of their wellbeing. The service is aimed at supporting members in the community to prevent further hospitalisations and reducing the length of stay when admitted to inpatient services.

The service is a person centred, recovery oriented mobile service. The service offers individually tailored one to one, time limited support that will enable the person to enhance their quality of life, including achieving maximum wellness in community living without undue reliance on professional support.

The service aims to teach people skills, and provide the support that will enable them to enhance their quality of life, including achieving maximum wellness in community living without undue reliance on professional support. There is an orientation towards building strengths and resilience, and promoting optimal health of the person.

The service is delivered by Mobile Recovery Support Workers (Registered Nurses and Allied Health Professionals) who work collaboratively with the patient, treating psychiatrist, and any other health professionals or carers/significant others that the patient may choose and consent to be involved in their care in order to develop and deliver an integrated treatment plan. The service is delivered either face to face in the form of outpatient clinic reviews or in the community as home visits or via telephone consultations.

The MRSS pilot program is a community based service and not a crisis service. Any patients requiring emergency clinical intervention and treatment are to be referred to a hospital-based service or emergency department.

#### **How to refer a patient to the Mobile Recovery Support Service Pilot Program:**

Private psychiatrists who are members of the Toowong Private Hospital Medical Council are able to refer patients who are eligible Bupa members to participate in the program. To refer a patient to the Mobile Recovery Support Service (MRSS):

1. Complete the MRSS referral form and ensure that the patient meets all of the eligibility criteria (see over).
2. Obtain the patient's written consent to attend the program.
3. Forward the referral and consent form to the Community Services Manager.

The Community Services Manager will undertake a health fund check and check if the patient meets the entrance criteria before advising you of the acceptance/non- acceptance of the patient to the (MRSS) pilot program.

If you require further information on the MRSS Pilot Program please feel free to contact the Community Services Manager on 37218084.

**Entrance and Exit Criteria Guideline  
Mobile Recovery Support Service (MRSS) Pilot Program**

**Entrance Criteria**

The person is required to meet **all eligibility criteria** outlined below to be eligible for the service.

<b>Patient Eligibility</b>	<b>Rating</b>
1. The patient must be a Bupa member with a product type that includes psychiatric services and;	Yes / No
2. The patient has been diagnosed with a mental disorder according to ICD 10 Chapter V Primary Care Version or DSM- 5 and;	Yes / No
3. The mental disorder significantly impacts their social, personal and work life and;	Yes / No
4. The patient has been to a private hospital at least once for treatment of their mental disorder, or they are at risk of needing hospitalisation in the future if appropriate treatment and care is not provided and;	Yes / No
5. The patient is expected to need ongoing treatment and management of their mental disorder over the next two years and;	Yes / No
6. The psychiatrist who is treating the patient in the programme will be the main person responsible for the patients clinical mental health care, and;	Yes / No
7. The patient has given permission to receive treatment and support from a Mobil Recovery Support Worker.	Yes / No

<b>Exit criteria</b>	<b>Rating</b>
1. The patient's mental disorder no longer causes significant disablement to their social, personal and occupational functioning	Yes / No
2. The patient no longer need the clinical services of a Mobile Recovery Support Worker	Yes / No
3. The psychiatrist treating the patient is no longer the main person responsible for the patient's clinical mental health care.	Yes / No
4. Bupa Membership lapsed.	Yes / No
5. The person withdraws consent to participate in the MRSS Pilot Program.	Yes / No