



MORAYFIELD PSYCHOLOGY CENTRE



FM533 Mental Health Nursing in Brisbane North

Service Information Sheet

What is the Mental Health Nursing in Brisbane North program?

The Mental Health Nursing in Brisbane North (MHNiB) program is for adults with a severe mental illness and complex health issues who primarily receive their mental healthcare from a GP or community based psychiatrist. The program is available to people living in the North Brisbane and Moreton Bay region and involves a mental health nurse (MHN) working in collaboration with the person's GP or psychiatrist to provide them with clinical care coordination and treatment services.

What is clinical care coordination?

Clinical care coordination occurs when a person has multiple health-related needs and has more than one health professional or service provider working with them. Clinical care coordination involves those different health professionals and service providers being clear on their separate roles with the person and working together to share important information. This can result in better health outcomes and an improved healthcare experience for the person. A clinical care coordinator is a professional, in this case a MHN, who takes on the responsibility of ensuring everyone involved in providing clinical services to the person are working together.

What does participation in MHNiB involve?

The referral will be sent by the GP or psychiatrist to the MHNiB provider closest to where the person lives and a MHN will contact the person to arrange an appointment. The first appointment will be at the referring GP or psychiatrist's practice and will involve the person and the MHN working together, using information from the GP or psychiatrist, to work out how the MHN can assist the person. Some of the ways the MHN may assist include:

- assisting the person to connect with other health professionals and service providers
- assisting those health professionals and service providers, including the GP or psychiatrist, to share relevant information so the person receives the best care possible
- maintaining contact with the person to monitor their wellbeing and progress
- keeping the person's carer and/or family, with their consent, up-to-date and involved in the care the person is receiving
- providing the person with information on, and assisting them to manage their physical health issues
- administering the person's medication and assisting them to manage their medication effectively.

How often the person sees the MHN depends on their individual needs. During the first appointment the person can discuss with the MHN where they will meet for further appointments. The MHNs are available between Monday and Friday 9.00 am – 5.00 pm. It is very important to note that MHNiB is *not* a crisis service and the MHNs are not available outside these hours.

The MHNiB program is funded by Brisbane North PHN and is provided at no cost.

Personal information

The MHNiB provider is required to collect information about people participating in the MHNiB program. This will include personal information and information about the services the person is receiving. The information will be stored securely, as per the MHNiB provider's Privacy Policy, and will be available to staff members involved in delivering MHNiB. Information will also be available to staff at Brisbane North PHN as funders of this service. Brisbane North PHN will use this information for program management, quality improvement, and conducting research, as well as monitoring service delivery and planning service improvements. No information will be shared outside of those organisations involved in delivering MHNiB unless the person consents to this. People

who participate in the program can choose to share the information with others and the MHN will explain the options when they meet with the person for the first time.

When will participation commence and finish?

Participation officially commences when the person signs the MHNiB Participation Consent Form. This happens when they first meet with their MHN. How long the person is involved in the program depends on how long the person and their GP or psychiatrist think they need the program. There is no limit to the amount of time the person can receive services and they are able to do so for as long as they meet the eligibility criteria. People are also able to withdraw from the program at any time as participation is voluntary. If people do wish to withdraw, they can advise their MHN and GP or psychiatrist.

At this stage Brisbane North PHN is funding this program until 30 June 2018. If this program is not funded after that time you will be advised and supported to access other services.

Rights and responsibilities

The rights of people participating in the MHNiB program include:

- the right to access services that address your healthcare needs
- the right to receive safe and high quality health services, provided with professional care, skill and competence
- the right to receive care that is respectful of your culture, beliefs, values and personal characteristics.
- the right to receive open, timely and appropriate communication about your health care in a way you understand
- the right to join in making decisions and choices about your care and about health service planning
- the right for your personal privacy to be maintained and for the proper handling of your personal health and other information.
- the right to comment on or complain about your care and to have your concerns dealt with properly and promptly.

In agreeing to participate in the MHNiB program, it is the person's responsibility to:

- assist by providing information that enables health professionals to give you the most appropriate care
- assist in making decisions in partnership with the health professionals regarding your healthcare management
- work toward achieving the goals you have agreed on or tell the treating health professional if you feel you cannot do so
- behave in a way that does not interfere with the wellbeing or rights of health professionals working with you
- treat those working with you with respect
- maintain a safe and welcoming environment for health professionals to visit you in your home including minimizing any hazards.

Contact details

There are three organisations delivering the MHNiB program in the North Brisbane and Moreton Bay region and the person will be referred to the organisation closest to where they live.

- **Morayfield Psychology Centre** is the provider for the Moreton Bay North and Redcliffe – North Lakes regions.
- **Footprints** is the provider in the Pine Rivers and Brisbane North regions.
- **Toowong Private Hospital** is the provider in the Brisbane Inner City and Brisbane West region.

Questions about the MHNiB program can be directed to any MHN delivering the program, or by phoning 1300 933 033.

Similarly feedback or complaints can be discussed with any MHN delivering the program, or by speaking with the MHNiB service provider.