

Mental Health Act 2016 Implementation Newsletter

No. 11 – 9 February 2017

Four weeks to commencement!

Welcome to our eleventh edition

We've had a busy start to 2017 and the countdown to commencement continues!

We are very pleased to announce that our suite of consumer resources, including the Statement of Rights and Advance Health Directive Guide and Form, are now finalised and will be available on our website any day.

Thank you for your continued engagement and support.



A message from Assoc Prof John Allan, A/Executive Director MHAODB



Independent Patient Rights Advisers (IPRA)

Most of the Hospital and Health Services (HHS) are finalising recruitment processes to employ their IPRA's. The IPRA's who have been employed attended the State-wide two-day IPRA training on 2-3 February 2017, which was very well attended. Thank you for your participation!

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The support for advance health directives in the Mental Health Act 2016 provides a great opportunity for mental health consumers to have a greater say in their future health care. However, a lot of effort and time will be required for it to be a success.

Clinicians and consumers need to work together to get a positive outcome. To achieve this, we have commissioned ADA Australia, in conjunction with QAI, to run consumer and carer workshops throughout the State on developing advance health directives.

QCMHL have also developed a training course for clinicians on working with consumers to develop advance health directives.

The development of this training course was overseen by an Expert Group which I was happy to be a member of.

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- a *Nominated support person (NSP) guide and form*, which provides information about appointing an NSP under the new Act and includes the form for appointing an NSP and instructions on how to complete it
- *Guide to patient rights* which summarises the provisions of the new Act relating to the rights of patients
- Three brochures on Advance Health Directives, Support Persons, and 'Your Rights'.

We have also developed a poster for display in authorised mental health services, advertising the availability of the *Statement of Rights*.

A promotional pack of printed documents will be sent to all AMHS and consumer groups by the end of February. The documents will also be available to print from the MHA website from mid-February onwards.



We would like to thank everyone who has participated in the consultation, development and consumer testing of these documents. Your participation and support has been invaluable.

Our suite of consumer resources was focus-group tested by consumers and carers. We would like to thank all those who participated in the focus groups and provided feedback and advice. Our thanks also go to Health Consumers Queensland for their assistance in organising and running the focus groups.

Special thanks go to the Integrated Communication Branch for their work on the design, layout and printing of the resources.

We are very pleased with the final resources and hope consumers, carers, their families and friends find them informative and easy to use.

eLearning highlights

Enrolments and completions

Enrolment in the eLearning training was initially restricted to authorised doctors, authorised psychiatrists and authorised mental health practitioners.

In early December we made the training available to all Queensland Health employees, and staff of private authorised mental health services. Since then almost 1,900 people have self-enrolled in the courses, bringing the **total number of enrolments** to approximately **4,800**.

We are now working to make both courses accessible to the general public as interest in the training continues to grow.

Almost 2,250 people have completed the eLearning courses since the training went live in mid-November!

What feedback are we getting?

More than 1,300 participants have provided feedback on the training. Overall, participants rate the courses very highly:

- Excellent – 17.1 percent
- Very good – 52.9 percent
- Satisfactory – 25.3 percent
- Less than satisfactory – 3.5 percent
- Poor – 1.3 percent

We continue to receive very **positive feedback** from participants:

“Well written with an appropriate degree of difficulty in the exams. Having experienced many computer based health training modules, I can say this training is of higher quality than most....The only criticism is that it is very time consuming, however, I do not see a way around this as it is a complex topic.”

“Well designed, formatted and executed online training. Easy to read, understand and all links appear to be working seamlessly. Short vignettes allow practitioner to understand the application of the act in clinical situations.”

“The format encouraged reading and re-reading encouraged greater understanding – thanks.”

We have also received **some criticism**, with a number of participants describing the assessment questions as wordy, tricky or ambiguous. However, the questions are based on the module content and in most cases have been developed to closely, if not exactly, match this wording.

Other participants stated they should be shown the correct answer when they answer a question incorrectly, and should only have to re-do the questions that they answer incorrectly, rather than having to repeat the full assessment.

The training is based on adult learning principles, including the principle of self-directed learning which requires adult learners to own the learning process, rather than just being given an answer.

This means reviewing the content when you get a question wrong. That is why the incorrectly answered questions are identified at the end of each assessment. Participants who re-do the assessment without reviewing the module content may find it frustrating and may take more attempts to pass the assessment.

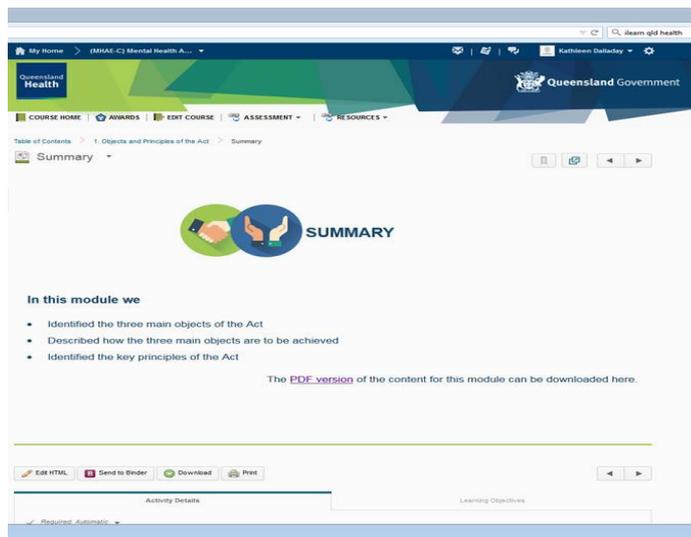
On a lighter note, we really enjoy the odd, more light hearted comments provided by some participants, including favourites like 'my brain hurts'.



Helpful suggestions

It is very important that you thoroughly read the content before attempting the questions.

Many participants commented on the printable PDFs included on the summary slide at the end of each module stating how useful it is to have the information on hand when completing the assessments, and to refer to later.



Emergency examination authorities

There has been some interest in developments with Emergency Examination Authorities, which apply when a police or ambulance officer considers that a person requires urgent examination because of a risk or serious harm due a major disturbance in the person's mental capacity.

Forms have been developed to facilitate this process and once gazetted will be published on a Queensland Health website. A guide for staff in emergency departments of public hospitals is being finalised and will be distributed throughout Queensland shortly.

Have a question on the new Act?

As we move towards commencement, we will transition to a new email contact. For AMHS staff with questions about the Act, please speak to your local implementation coordinator. If the question cannot be answered locally, your coordinator can escalate any issues to the Mental Health, Alcohol and Other Drugs Branch on **MHA2016@health.qld.gov.au** or 3328 9899.

Feedback please!

What would you like to be included in future editions of the e-Newsletter or on our [web-site](#)?

Feel free to contact the Team with any questions at MHA.Review@health.qld.gov.au