The Choice & Partnership Approach (CAPA) & 7 HELPFUL Habits of Effective CAMHS

Dr Bronwyn Dunnachie, Senior Advisor, The Werry Centre
CAPA and 7HH: Need to know...
It is about

- Doing the right things = on the right goals
- With the right people = with the right skills
- At the right time = with no waits
The Values...

• Service-Users are at the heart of the process
  – “Led by them and guided by us”

• Shift in clinician stance to
  – Facilitator with expertise rather than expert with power

• Everything we do must add value to the service-user
  – “Just the right amount”
  – Is this working for this person?
The Benefits...

Service-Users:
• Reduced waits
• Increased engagement
• Collaborative & respectful

Teams:
• Learning culture
• Togetherness
• Transparent
• Its Fair!
Managers

- Flexible workforce
- Defines capacity
The Choice and Partnership Approach

- A clinical system that evolved in UK
- Uses demand and capacity theory
- Uses the seven Helpful Habits
- Service-user focused
- Evidence based
CAPA: 3 Key Ideas

1. Choice
2. Partnership
3. Core and Specialist Work
Choice Appointments

• SERVICE-USER: Conversation
  – Follow the Service-user and their families’ process and thinking
  – Non-hierarchical
  – Engaging, motivating and respectful
  – HUMAN
  – Process Focused

• PROFESSIONAL: Directed
  – We reach an understanding about the issues
  – That considers risk
  – And any appropriate diagnostic frameworks
  – ACTIVE
  – Goal Focused:
    – Reaches a CHOICE POINT
Partnership Appointments

• If further Service required then a Partnership appointment would be booked

• Would not be with the Choice clinician (unless right skills)

• Choice clinician and service-user and family discuss and choose Partnership clinician

• Partnership clinician will have appropriate skills for service-user and families needs
Core and Specific work

- Key idea of separating our clinical work into core and specific work streams

**Core work** is majority of what we can do

- All clinicians
- Extended threshold clinical skills
- Average duration 7 sessions
- Manages most service users and families
Specific work

Specialist therapy, assessment or skill
  » Additional to Core work
  » Often done in a more formal way
7 Helpful Habits for Effective Services:

• Framework that can guide service redesign

• Evidenced based in terms of theory and clinical experience

• Meets most standards that mental health services need to apply

• Can be introduced in steps or all at once
The 7 Helpful Habits for Effective Services

Handle Demand
Extend Capacity
Let Go of Families
Process Map
Flow Management
Use Care Bundles
Look after staff
Handling Demand

• Managing how referrals come into the system
  – Eligibility criteria
  – Diversion
  – Priority criteria
  – Service level agreements
  – Service strategy
  – Full booking
  – Screen referrals by direct contact
Extending Capacity

Making the most of what you’ve got

– Know your capacity
– Avoid unnecessary follow ups
– Reduce unnecessary meetings
– Recruit specific skills
– Extend clinicians skill base
Letting Go of Families

• Clinical
  – Only follow-up for a reason
  – Use Care Plans and review them
  – Have a systematic approach to long-term problems
Process Map and Design

• Process map the clients journey
  – Waits, bottlenecks, handoffs
• Regularly discuss clients progress in team
• User involvement in process mapping
• Communicate with other Services to find out what works
Flow Management

• Clinical
  – Reduce queues with no internal waiting lists
  – Have dedicated admin/networking time
  – Generic clinics are useful
  – Daily referral screening
  – Identify bottlenecks
  – Give service-users and families that are waiting something to do
Using Care Bundles

• Ensure reliability of interventions by
  – Identifying groups that could benefit
  – Designing Care Bundle based on best practice
  – Intervention delivered follow best practice
  – Measure compliance with Bundle frequently
Looking After Staff

- Team away days
- Staff job plans
- All staff have annual appraisal
- Listen to, value, and involve staff especially in service change
- Encourage staff relationships
Myths

- Choice means they can choose anything
- Partnership is limited to 6 - 7 sessions
- Only allowed one Choice appt and for 1 hour
- Choice does no risk assessment
- Complex cases don’t fit into CAPA
- Not allowed to do specialist work
- Job plans are inflexible
• ANY QUESTIONS??
Dr Bronwyn Dunnachie
Tania Wilson
The Werry Centre
Email  b.dunnachie@auckland.ac.nz
t.wilson@auckland.ac.nz
www.camhsnetwork.co.uk