

Consumer experiences using the outcome measures and Consumer Wellness Plan

“ They gave me the opportunity to gain more insight into my illness ”

“ They helped me monitor how I was feeling and aided me in preventing relapse ”

“ They made me aware of opportunities available to me to take a more active role in my care ”

“ They let me know that it was OK to have an off day and that I won't feel that way forever ”

- Consumers have played a significant role in the choice of the K10 as the consumer completed measure for NSW public mental health services.
- Consumers have been instrumental in developing the *Consumer Wellness Plan*.
- Consumers have also had a significant role in the development of the APQ6.
- NSW Health will continue to engage consumers in these initiatives via the NSW CAG.

Where can I get more information?

If you have any questions, concerns or would like to get more information on the outcome measures and *Consumer Wellness Plan*, talk to:

- Your mental health clinician
- Consumer consultants/workers
- Further information on outcome measures is available on: www.amhocn.org

Local contact details



Health

Whose recovery and outcome are they anyway?

Consumer Self Assessment in Mental Health



Health

Recovery Vision Statement

Recovery from illness involves empowerment, hope and active participation in your own care.

What are outcome measures?

- The introduction of outcome measures is part of a national initiative attempting to measure the results of mental health care.
- Using a range of measures, you and your clinician can work together to map your recovery journey over time.
- The information collected can be used to guide care planning and review of progress.
- The information can also be used by your local service to plan for improvements within the service.
- Some of the outcome measures will be completed by clinicians, with consumers given the opportunity to complete their own consumer self assessment. In NSW, this is the Kessler 10 (K10) and the Activity & Participation Questionnaire (APQ6).

What is in it for you?

- Outcome measures information will help your service better provide for your care.
- Outcome measures information will facilitate your involvement in your care and recovery.

What can you expect?

- Your mental health clinician may offer you the opportunity to complete the K10 at assessment. It contains 10 questions exploring how you have been feeling recently.
- You may also be offered the APQ6 which asks about your recent involvement in the community, work and/or study.
- You can complete these measures on your own or with the help of your clinician or other staff if you need assistance.
- Your clinician may discuss your answers with you to help in planning your care.
- You may be asked to complete the K10 and/or APQ6 again during your care to help check on your progress.
- If you have difficulty reading, your clinician can help you complete the measures.
- If you have difficulty reading English, the K10 is available in other languages.
- An interpreter can also be provided to help you complete the measures if you have difficulties speaking English. You will need to let your clinician know what your preferred language is.
- Completion of these measures is voluntary and you can choose to decline.

What is the Consumer Wellness Plan?

Together with the outcome measures, the *Consumer Wellness Plan* provides a way for you to actively participate in your own care.

The *Consumer Wellness Plan* has been designed by NSW mental health consumers. Your clinician may offer you the opportunity to complete the *Plan* during your care. All consumers are encouraged to complete it in partnership with their clinician and/or nominated carer. The intent of the *Plan* is to assist your involvement in your own care, particularly in terms of symptom management, relapse prevention and crisis planning. It serves as a recovery aid and as a prompt and reminder about what to do to support your recovery.

- The *Plan* gives you the chance to have your say in your own care.
- It is an opportunity to let your service know what has worked best for you.
- It helps identify opportunities for working in partnership with the service.
- It helps you identify what is important for your care and recovery.
- You may also be given the opportunity to review your *Plan* over the course of your care to be sure that it is up-to-date.