

## Mental Health Pathways in Practice Learning Unit Content Summary

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
<b>3.1 Collaborative Communication</b>	<p>The Collaborative Communication learning unit is intended to support you to enhance your capability to consistently engage in collaborative communication, this includes information exchange between one or more people, as well as nonverbal and written communication.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1 Foster interpersonal relationships that promote respect, trust, collaboration and acknowledge the importance of key partnerships in the care process.</li> <li>2 Optimise verbal and written communication to enable sharing of critical information that informs person centred care across the interprofessional team, health services and with persons with lived experience and their carer/family.</li> </ol>	<p><b>Activity A:</b> Collaborating with person experiencing mental ill health and carers/family This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Utilise collaborative communication with a person who is experiencing mental ill health and their carer/family.</li> <li>• Provide person centred care to improve mental health outcomes</li> </ul> <p><b>Activity B:</b> Communicating for Clarity This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Use communication to support mental health care and improve clarity of clinical information between the person experiencing mental ill health, care/family and health care providers.</li> <li>• Minimise the risk of miscommunication and error and enhance mental health outcomes for people experiencing mental ill health.</li> </ul> <p><b>Activity C:</b> Collaboration in practice This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Implement collaboration into the care of a person experiencing mental ill health to improve the mental health outcomes of people experiencing mental ill health.</li> </ul>	<p><b>Video Resources</b> <b>Part 1: Collaborative Communication.</b> This video explores what collaborative communication is, what it looks like in practice, how common language helps communication, communication barriers, and non-verbal communication. <b>Part 2: Collaborative Communication - Diagram.</b> This video provides a model to demonstrate how collaboration influences effective communication.</p> <p><b>eLearning Modules</b> <b>Pathway 1:</b> learning Unit 5 - Advocacy <b>Pathway 1:</b> Learning Unit 10 -Promoting Recovery and Hope <b>Pathway 2:</b> Learning Unit 9 - Diverse Populations <b>Pathway 1:</b> Learning unit 9 -Developing Professionally with Others <b>Undertake Clinical Handover: Think, Talk and Write ISBAR (39831743)</b></p> <p><b>Read: Collaboration as a process and an outcome:</b> Consumer experiences of collaborating with nurses in care planning in an acute inpatient mental health unit (2018., Reid, Escott and Isobel) . <a href="https://doi.org/10.1111/inm.12463">https://doi.org/10.1111/inm.12463</a></p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
			<p><b>Read: What should be included in collaborative care plans?</b>  <a href="https://aci.health.nsw.gov.au/_data/assets/pdf_file/0012/502221/inclusions-collaborative-care-plans2.pdf">https://aci.health.nsw.gov.au/_data/assets/pdf_file/0012/502221/inclusions-collaborative-care-plans2.pdf</a></p>
<p><b>3.2 Collaborating with Persons with Lived Experience</b></p>	<p>The Collaborating with Persons with Lived Experience learning unit is intended to support you to explore ways to involve the person experiencing mental ill health in making decisions about their care.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1. Foster relationships that promote respect, trustworthiness, and the right of the person to self-determination and self-efficacy.</li> <li>2. Promote and facilitate the person's involvement as a key partner in care.</li> <li>3. Recognise and value the person's right to make decisions and choices about their life and that contribute to optimising their health and well-being.</li> </ol>	<p><b>Activity A:</b> Decision making and collaboration            This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Support the person experiencing mental ill health to partner all aspects of care.</li> <li>• Increase your understanding of the rights and responsibilities of a person experiencing mental ill health.</li> <li>• Provide people experiencing mental ill health with real choices regarding their treatment, lifestyle, health and wellbeing.</li> <li>• Establish therapeutic relationships that are based on respect and trust.</li> <li>• Support the person experiencing mental ill health to develop self-determination and self-efficacy.</li> </ul> <p><b>Activity B:</b> Care Planning with a person reluctant to engage in mental health care            This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Assist a person who is experiencing mental ill health to actively participate in their care and</li> </ul>	<p><b>Video Resources</b></p> <p><b>Part 1: Collaborating with Persons with Lived Experience - safely.</b>            This video explores safe collaboration, trauma informed communication, active listening, and focusing on the needs of the person with lived experience.</p> <p><b>Part 2: Collaborating with Persons with Lived Experience - across power imbalances.</b>            This video explores collaboration across power imbalances, impacts of culture and background, and what works for the person with lived experience.</p> <p><b>Part 3 Collaborating with Persons with Lived Experience - in difficult/differing contexts.</b>            This video explores difficult/differing contexts between clinicians and persons with lived experience</p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
		engage in decision making around their treatment.	<p><b>eLearning Modules</b></p> <p><b>Pathway 1:</b> Learning Unit 3 - My Legal Responsibilities</p> <p><b>Pathway 1:</b> Learning Unit 5 - Partnership &amp; Collaboration</p> <p><b>Pathway 3:</b> Learning Unit 7 - Planning for Care</p> <p><b>Pathway 1:</b> Learning Unit 10 - Promoting Recovery and Hope</p>
<b>3.3 Collaborating with Carers and Families</b>	<p>The Collaborating with Carers and Families learning unit is intended to support you as a mental health professional to develop and maintain a trusting collaborative relationship with families and carers.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1. Develop interprofessional relationships that promote respect, trust, collaboration and partnership between healthcare professionals and carers/families.</li> <li>2. Recognise and understand when it is appropriate to engage with family/carers and acknowledge their contribution to the recovery, health and well-being of the person with lived experience</li> </ol>	<p><b>Activity A:</b> Developing working Relationships with Carers/Families.</p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Build therapeutic relationships with families and carers. It aims to increase your awareness and provide opportunity for collaborative practice in your workplace.</li> </ul> <p><b>Activity B:</b> Involving Carers/Families in safety planning, care planning and wellness plan.</p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Identify and acknowledge family/carer contributions recovery, health and well-being of people experiencing mental ill health. It also aims to support you to facilitate increased carer/family involvement care.</li> </ul>	<p><b>Video Resources</b></p> <p><b>Collaborating with Carers and Families - Triangle of care</b></p> <p>This video explores collaborative communication through the Triangle of Care model, with carers/families of people with lived experience.</p> <p><b>Part 1: Collaborating with Carers and Families - Overview.</b></p> <p>This video explores collaboration with carers/families, and what is a carer's role.</p> <p><b>Part 2: Collaborating with Carers and Families - Overcoming challenges.</b></p> <p>This video explores overcoming challenges when collaborating with carers/families, and how cultural understanding of family influence collaboration.</p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
			<p><b>Part 3: Collaborating with Carers and Families - Ways of working to improve collaboration.</b></p> <p>This video explores ways of working to improve collaboration with carers/families of people with lived experience.</p> <p><b>Read: Practical Guide for Working with Carers of People with Mental Illness (Mental Health Australia)</b>  <a href="https://mhaustralia.org/publication/practical-guide-working-people-mental-illness">https://mhaustralia.org/publication/practical-guide-working-people-mental-illness</a></p> <p><b>Read: Familiarise yourself with Carers NSW Australia The Australian Carer’s recognition Act 2010</b>  <a href="http://www.adhc.nsw.gov.au/_data/assets/file/0005/259151/Carers_Recognition_Act_Implementation_Guidelines.pdf">http://www.adhc.nsw.gov.au/_data/assets/file/0005/259151/Carers_Recognition_Act_Implementation_Guidelines.pdf</a>  <a href="https://www.dss.gov.au/sites/default/files/documents/05_2016/carers_recognition_act_2010_guidelines_april_2016.pdf">https://www.dss.gov.au/sites/default/files/documents/05_2016/carers_recognition_act_2010_guidelines_april_2016.pdf</a></p>
<b>3.4 Collaborating in Teams</b>	<p>The Collaborating in Teams learning unit is intended to support you as a mental health professional to work in a multidisciplinary team and in partnership with team members from other disciplines.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1. Foster team relationships that promote respect, trust, collaboration and</li> </ol>	<p><b>Activity A: Communication and collaboration</b></p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Understand your own role I the multidisciplinary team</li> <li>• Increase your understanding of the role of others in the multidisciplinary team</li> <li>• Improve collaborative practice within the multidisciplinary team</li> </ul>	<p><b>Video Resources</b></p> <p><b>Part 1: Collaborating in Teams - Overview.</b></p> <p>This video provides an overview of health care professionals collaborating and creating a safe space in teams.</p> <p><b>Part 2: Collaborating in Teams - What makes teams work well/collaborating with interpreters.</b></p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
	<p>partnership between healthcare professionals.</p> <p>2. Promote and maintain a climate of mutual respect and shared vision and values to support teamwork and team effectiveness in providing person/family-centred care.</p>	<p><b>Activity B: Collaborating in teams</b> This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>Work optimally within a team environment</li> <li>Understand how to establish and maintain professional boundaries within the team.</li> </ul> <p><b>Activity C: Team collaboration and development</b> This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>Reflect upon team collaboration</li> <li>Understand the stages of team development</li> <li>Identify how to contribute to team development</li> <li>Identify actions you can take within your current role to improve team collaboration within your current workplace.</li> </ul>	<p>This video explores what makes teams work well, how can team members support each other, and collaborating with interpreters.</p> <p><b>eLearning Modules</b> <b>Pathway 1: Learning Unit 1 - My Ethical Practice</b></p> <p><b>Read: Team nursing: experiences of nurse managers in acute care settings</b> <a href="#">Team Nursing Experiences of Nurse Managers in Acute Care Settings</a></p> <p><b>Read: Nurses in Collaborative Care Teams</b> <a href="#">Nurses in Collaborative Care Teams</a></p> <p><b>Read: Promoting effective teamwork in the healthcare setting</b> <a href="https://www.proquest.com.acs.hcn.com.au/docview/1883249742/fulltextPDF/FC0840766F3648EAPQ/1?accountid=130851">https://www.proquest.com.acs.hcn.com.au/docview/1883249742/fulltextPDF/FC0840766F3648EAPQ/1?accountid=130851</a></p> <p><b>Read: Multidisciplinary Team Care</b> <a href="#">Multidisciplinary Team Care</a></p>
<b>3.5 Collaborating with Other Mental Health Professionals</b>	<p>The Collaborating with Other Mental Health Professionals learning unit is intended to support you work in collaboration with other professionals in delivering comprehensive person centred care.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p>	<p><b>Activity A: Understanding your role in collaboration</b> This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>Recognise and develop your role in collaborating to deliver quality mental health care.</li> <li>Acknowledge and respect difference within the mental health team.</li> </ul>	<p><b>Video Resources</b> <b>Part 1: Collaborating with Other Mental Health Professionals - What collaboration means.</b></p> <p>This video explores what collaboration means to clinicians, and the importance of being consistent with other clinicians in the team.</p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
	<ol style="list-style-type: none"> <li>1. Foster interprofessional relationships that promote respect, trust, collaboration and partnership across a range of cross disciplines and mental health care agencies.</li> <li>2. Optimise interpersonal and written communication to promote and facilitate continuity of care across interprofessional teams and mental health services that meet the needs of and support positive outcomes for persons with lived experience and their carer/family.</li> </ol>	<ul style="list-style-type: none"> <li>• Collaborate with colleagues and people experiencing mental ill health.</li> </ul> <p><b>Activity B:</b> Knowledge sharing and knowledge integration in collaboration This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Understand the value of knowledge sharing and knowledge integration in achieving shared patient care goals.</li> <li>• Learn to document and share information you have gathered from a client that you have worked with.</li> <li>• Learn to review documents of other professionals and identify specific areas of potential knowledge integration</li> </ul> <p><b>Activity C:</b> Understanding the dynamics of collaboration This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Familiarise with the dynamics of collaborative practices in your team</li> <li>• Identify facilitators of collaborative practices in interprofessional mental health settings.</li> <li>• Identify barriers to interprofessional collaboration and develop strategies to effectively deal with them</li> </ul>	<p><b>Part 2: Collaborating with Other Mental Health Professionals - Utilising available expertise.</b></p> <p>This video explores utilising the expert knowledge of the multidisciplinary team and how Aboriginal Health Workers play a pivotal role in care.</p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
<b>3.6 Collaborating with Extended Networks and Other Organisations</b>	<p>The Collaborating with Extended Networks and Other Organisations learning unit is intended to support you to explore and encourage awareness of and connection to the extended networks of people experiencing mental ill health.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1. Promote awareness of and support person with lived experience and their carer/family to contact, engage with, and access networks and organisations that support their health and well-being, and contribute to their recovery.</li> <li>2. Partner and collaborate with other networks/organisations to promote and facilitate continuity of care that meet the needs of and support positive outcomes for persons with lived experience and their carer/family.</li> </ol>	<p><b>Activity A:</b> Understanding collaborative partnerships with extended networks</p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Identify and develop collaborative partnerships/relationships between extended networks and your workplace.</li> <li>• Explore opportunities to develop relationships with various extended networks to support and promote the biopsychosocial health and wellbeing needs of the person experiencing mental ill health.</li> <li>• Develop a resource that can be used to support collaboration with extended networks.</li> </ul> <p><b>Activity B:</b> How to collaborate with people experiencing mental ill health and carer/family to access External Networks and Other Organisations</p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Identify actions you can take to ensure planning for care includes people experiencing mental ill health and carer/family choice and informed decision making.</li> <li>• Understand that the 'biopsychosocial health and well-being' needs may differ for each person experiencing mental ill health and their family/carer.</li> <li>• Implement flexible and responsive support to people experiencing mental ill health needs of a person experiencing ill mental health.</li> </ul>	<p><b>Video Resources</b></p> <p><b>Part 1: Collaborating with Extended Networks and Other Organisations - Identifying extended networks and services and working with them</b> This video explores ways clinicians can identify and collaborate, with extended networks and services to benefit persons with lived experience and their carer/family.</p> <p><b>Part 2: Collaborating with Extended Networks and Other Organisations - Supporting the person through collaboration with extended networks and services</b> This video explores ways clinicians can support the person with lived experience and their carer/family through collaborating with extended networks and other organisations.</p> <p><b>Part 3: Collaborating with Extended Networks and Other Organisations - Partnering with services that support people with different needs.</b> This video explores ways clinicians can partner with extended networks and other organisation to support the different needs of the persons with lived experience and their carer/family.</p> <p><b>eLearning Modules</b></p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
		<ul style="list-style-type: none"> <li>Identify gaps in needs and consider options to engage with extended networks and other services.</li> </ul> <p><b>Activity C:</b> Communication for collaborative partnerships with extended networks, services and other organisations This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>Initiate and maintain collaborative partnerships with extended networks</li> <li>Engage in respectful communication and feedback processes</li> <li>Promote their service to extended networks other organisations</li> </ul>	<p><b>Pathway 3.1: Learning Unit Collaborative Communication</b></p> <p><b>Read: 4 Recovery-oriented practice</b> <a href="#">Recovery Orientated Practice</a></p> <p><b>Read: Collaborative Recovery Model</b> <a href="#">Collaborative Recovery Model</a></p> <p><b>Read: Shared decision making</b> <a href="#">Shared Decision Making</a></p> <p><b>Read: South Western Sydney Local Health District Fair Health Matters Equity Framework to 2025</b> <a href="#">South Western Sydney - Fair Health Matters</a></p> <p><b>Read: Getting help through Carer Gateway</b> <a href="#">Carer Gateway</a></p> <p><b>Read: Guide to Informed Decision-making in Health Care</b> <a href="#">Guide to Informed Decision-making in Healthcare; 2nd Edition</a> -part 1</p>
<p><b>3.7 Collaboratively Planning for Care</b></p>	<p>The Collaboratively Planning for Care learning unit is intended to support you to explore Collaborative goal setting as a process of agreement between the health professionals and the person experiencing mental ill health.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p>	<p><b>Activity A: Facilitated Critical Analysis of Care Planning Documentation</b></p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>Explore the process of care planning</li> <li>Examine the relationship between collaboration and person-centeredness in care planning</li> <li>Reflect upon the impact of consumer inclusion in the care planning process</li> </ul>	<p><b>Video Resources</b></p> <p><b>Part 1: Collaboratively Planning for Care - Planning for care</b> This video explores collaborating through the care plan to ensure good care, involving the person with lived experience.</p> <p><b>eLearning Modules</b></p> <p><b>Pathway 1: Learning Unit 10: Promoting Recovery and Hope</b></p>



Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
	<ol style="list-style-type: none"> <li>1. Foster professional relationships that promote respect, trust, collaboration and partnership between and across a range of services and interprofessional disciplines, inclusive of the person with lived experience and their carer/family.</li> <li>2. Optimise the process of planning for care including use of appropriate tools, the steps required and consultative engagement processes that aim to meet the needs of the person with lived experience across the continuum of care.</li> </ol>	<ul style="list-style-type: none"> <li>• Reflect upon the impact of the activity on participant’s perceptions and understanding of their role in planning for care</li> </ul> <p><b>Activity B: Shared Goal Setting</b> This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Better understand the application of person-centred planning for care</li> <li>• Explore how setting shared goals impacts the therapeutic relationship</li> </ul>	<p><b>Read: Consumer Enablement Guide</b> <a href="#">ACI- Consumer Enablement Guide: Shared Decision Making</a></p> <p><b>Read: Ministry of Health Policy Directive on Planning for Care in Mental health (currently under review)</b> <a href="#">Discharge Planning and Transfer of Care for Consumers of NSW Health Mental Health Services</a></p> <p><b>Read: Recovery Oriented Language Guide</b> <a href="#">Mental Health Coordinating Council Recovery Orientated Language Guide</a></p>

Pathway 3: Collaborative Communication		Aim: to maximise opportunities for interprofessional collaborative practice that supports the delivery of person and family centered comprehensive care.	
Learning Unit	Content Summary	Work-based Learning Activities	Online Resources
<b>3.8 Facilitating Transitions of Care across Time and Place</b>	<p>The Facilitating Transitions of Care across Time and Place learning unit is intended to support you as a mental health professional to adopt strategies to facilitate successful transitions of care across time and place, ideally involving the person experiencing mental ill health.</p> <p>This learning unit is intended to support you to enhance your capability to consistently:</p> <ol style="list-style-type: none"> <li>1. Optimise partnerships between services, clinicians, the person with lived experience and their carer/family that support effective communication and decision-making that promotes the continuum of care.</li> <li>2. Facilitate safe, effective and coordinated transitions of care for the person with lived experience that meet their needs and expectations and that support their care outcomes.</li> </ol>	<p><b>Activity A: Engaging clients and families in transitions of care</b></p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Promote psychological, environmental and relational safety for key stakeholders in transitions of care</li> <li>• Develop communication strategies and skills specific to the transfer of care process</li> <li>• Better understand the role and involvement of the person with lived experience in the transition of care process</li> </ul> <p><b>Activity B: Facilitating a Transfer of Care</b></p> <p>This activity is intended to support you to:</p> <ul style="list-style-type: none"> <li>• Identify and participate in the stages and actions of a transition of care within your workplace.</li> </ul> <p><b>Activity C: Facilitating Transition of Care</b></p> <p>This activity intended to support you:</p> <ul style="list-style-type: none"> <li>• To experience collaborative work with a person experiencing mental ill health in the process of transition of care</li> <li>• Utilise feedback from the person experiencing mental ill health and carer/family to support transition of care.</li> </ul>	<p><b>Video Resources</b></p> <p><b>Part 1: Facilitating Transitions of Care across Time and Place - Continuity of care</b></p> <p>This video explores continuity of care, the handover, and supporting the person with lived experience through their journey.</p> <p><b>Part 2: Facilitating Transitions of Care across Time and Place - Sharing information</b></p> <p>This video explores sharing information and effective and safe transitions of care between services.</p> <p><b>Part 3: Facilitating Transitions of Care Across Time and Place - Scenario</b></p> <p>This video demonstrates collaborative communication between a clinician, a person with lived experience and a carer during an example discharge process.</p> <p><b>eLearning Modules</b></p> <p><b>My Health Learning modules: (CORE Chat- our values in Practice, Inter-professional Communication, Care Coordination)</b></p> <p><b>Watch:</b> <a href="#">NSW Health CORE Values Videos</a></p>