

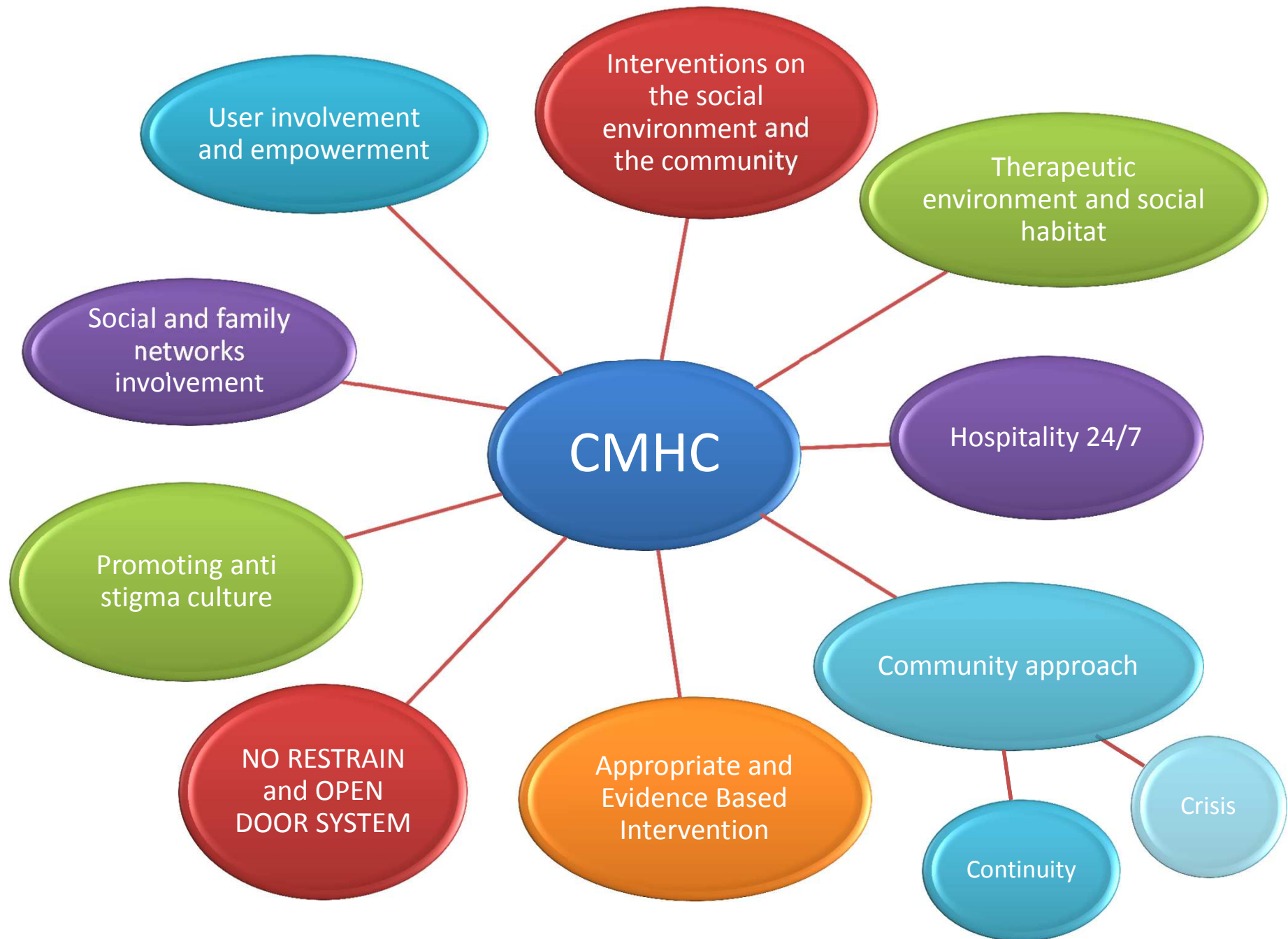
Community Mental Health Center (CMHC) 24/7 operative manual

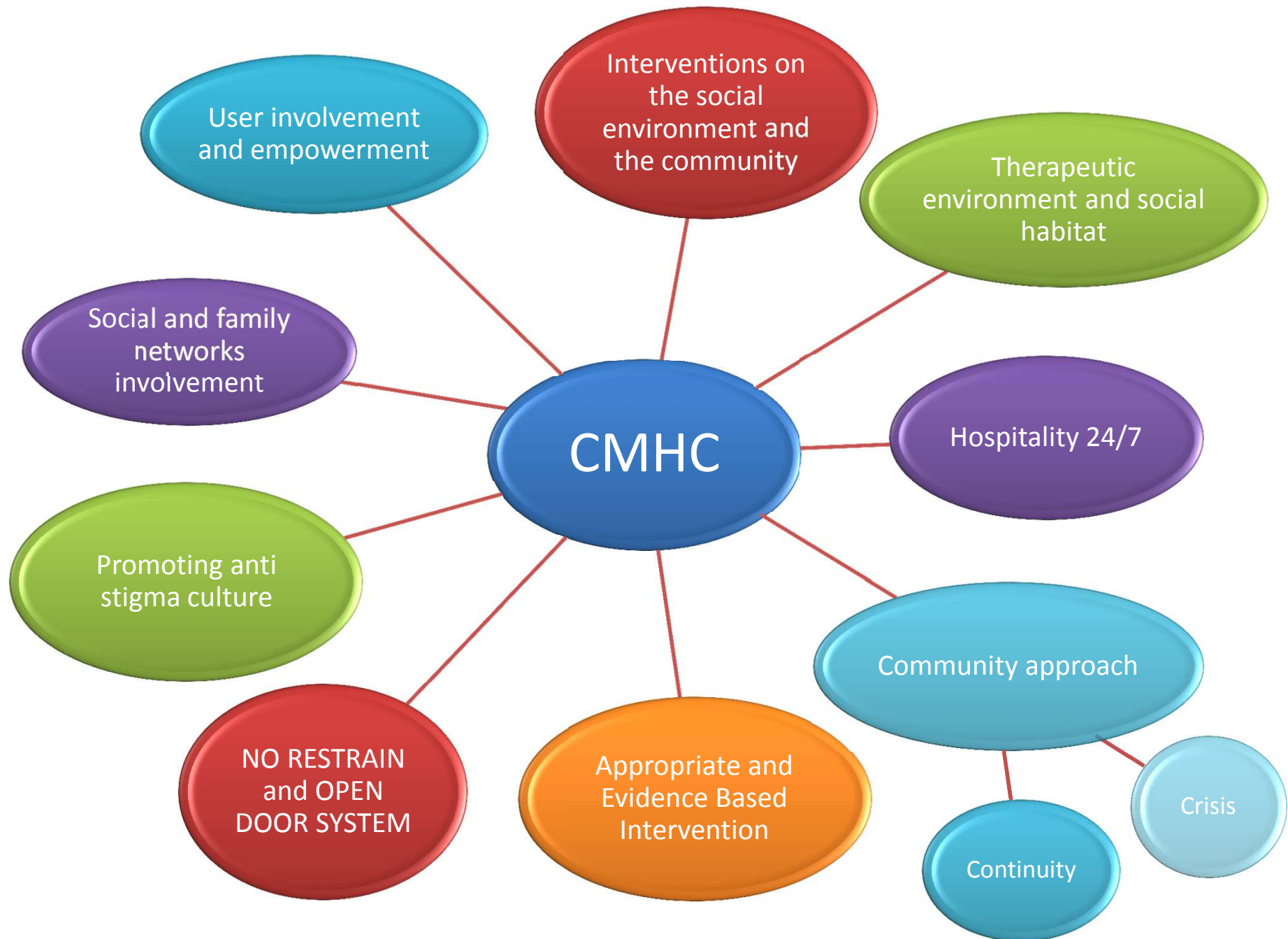
Department of Mental Health

Azienda Sanitaria Universitaria Integrata di Trieste

Direzione DSM, via Weiss n. 5

Gabriella D'Ambrosi
Claudia Fantuzzi
Daniela Speh





More than 40 years of good practices...



1975 - The first Community Mental Health Centers are opened and the asylum guests begin to be included in group apartments in the city



Team composition

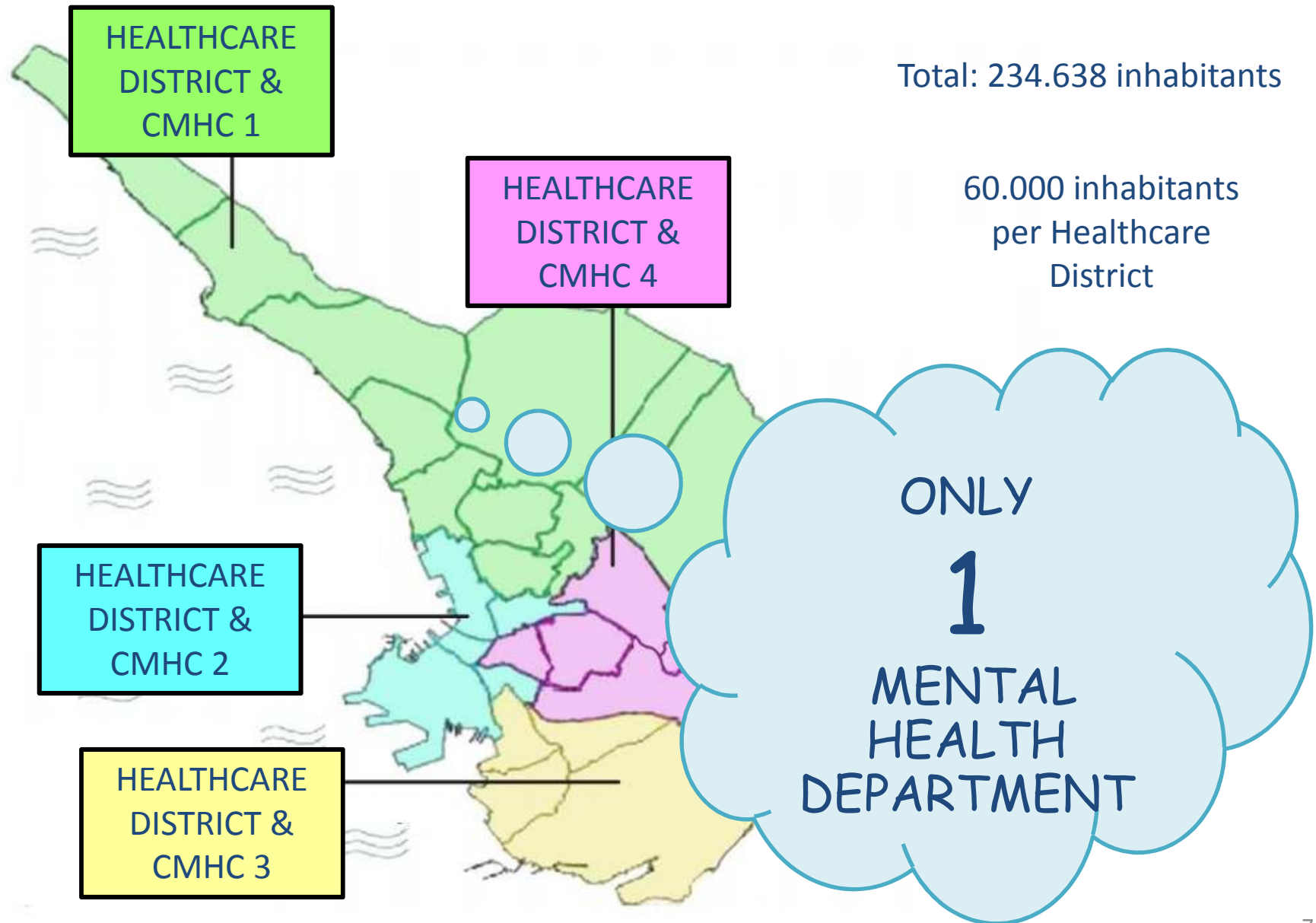
- Psychiatrists
- Psychologists
- Nurses
- Social Workers
- Psychiatric Rehabilitation Technicians
- Support Operators
- Administrative Staff
- Professional Educators
- Peer support workers, volunteers, trainees, students,....



2018 activity data

- 4052 contacts with MHDep.
- SERIOUS PSYCHIATRIC DISORDER in half of the cases
- 2413 people visited away from CMHC facility
- 18 people with compulsory treatment episodes (9/100.000 adults inhabitants)
- 292 people with job training and/or job placement
- 159 people with Personal Health Budget (Complex Individual Care Plan)
- 18 people in the Recovery House living experience

The 4 CMHCs of Trieste



The CMHC 24/7 operative manual development

- Collection of 40 years of good practice documents in use
- Brand new discussion on today's practices
- Grasping the differences between the 4 CMHCs
- Standardizing the most common procedures
- Building the user's pathway within the MH services
- Involving the greatest possible number of professionals and operators
- Frequent sharing the contents with head nurses, to make the text as close as possible to daily practice



1 - Functions of the CMHC 24/7

- Acceptance of referral
- Continuity of care
- Crisis home treatment or CMHC hospitality



DEALING WITH COMPLEX NEEDS

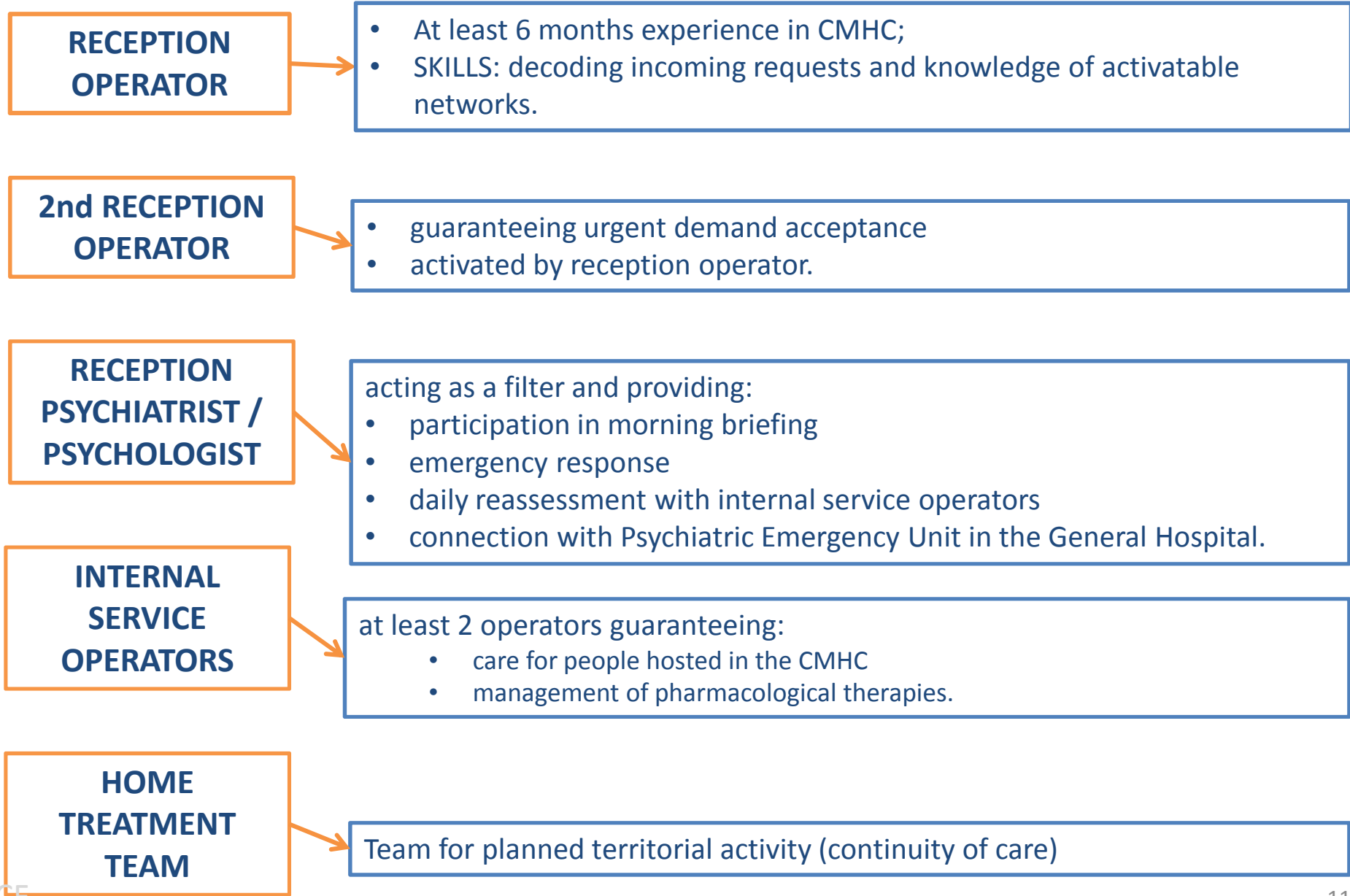


**MULTIDISCIPLINARY TEAM AND CASE
MANAGEMENT**

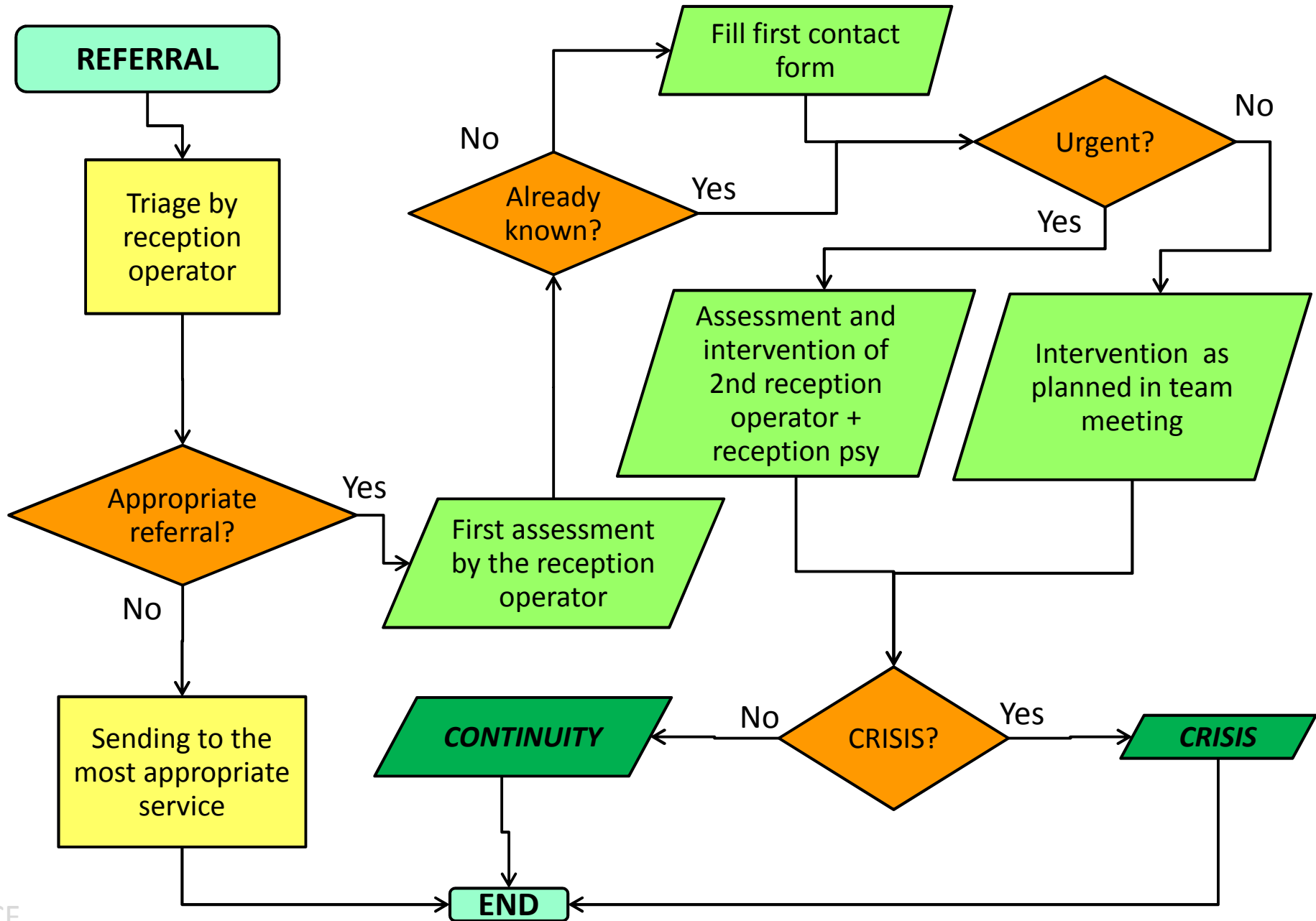
2 - Organization cornerstones

- 24/7 guaranteed by whole team
- Daytime activity inside/outside facility: 12/7
- **BRIEFING** every morning
- **DAILY GENERAL STAFF MEETING**
 - Assessment / reassessment of urgency
 - Organizational discussion (at least once a week)
 - Can provide network meetings with specific teams
- **HOME TREATMENT TEAM MEETING** at least weekly (**Continuity**)

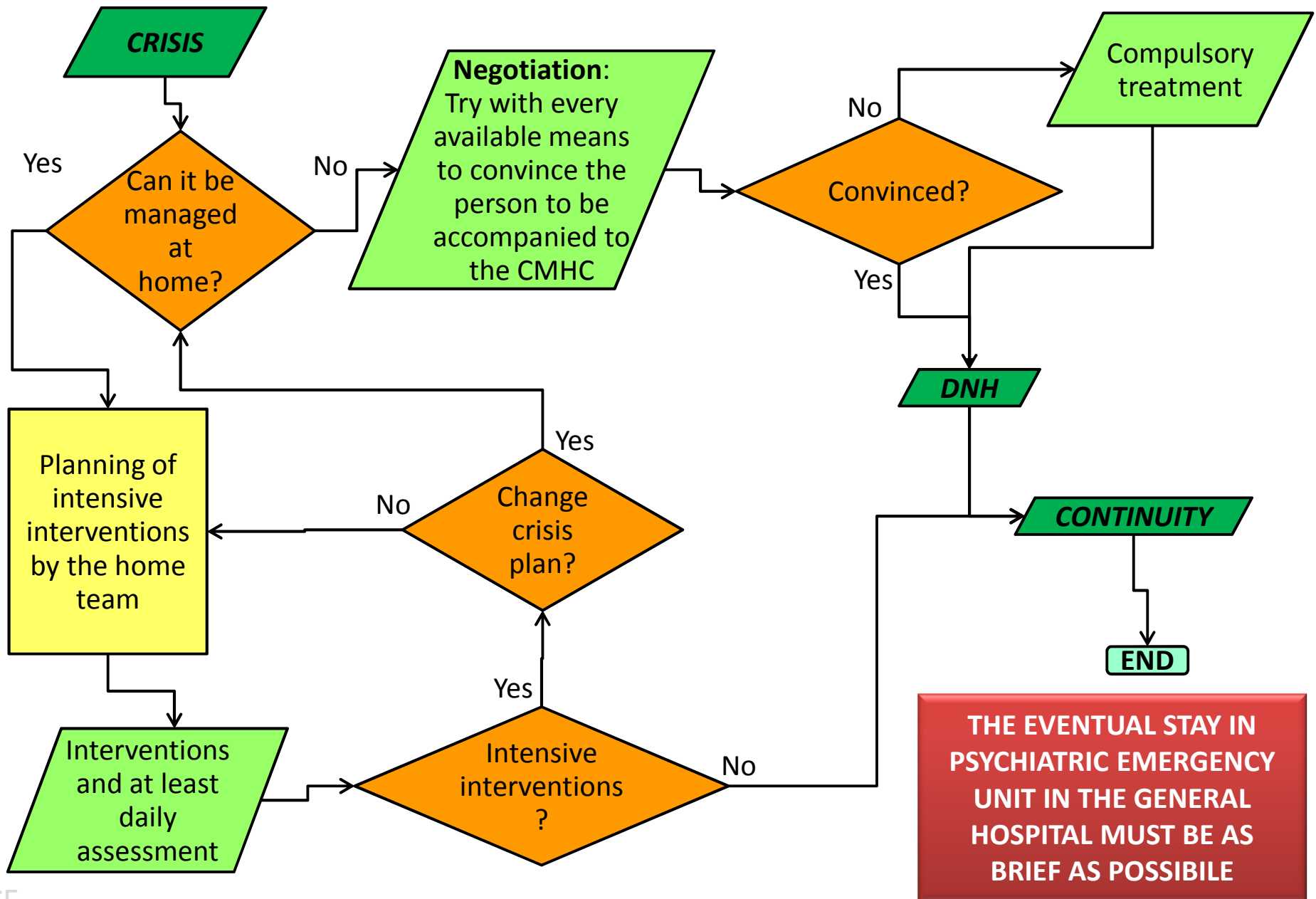
3 - Team functions



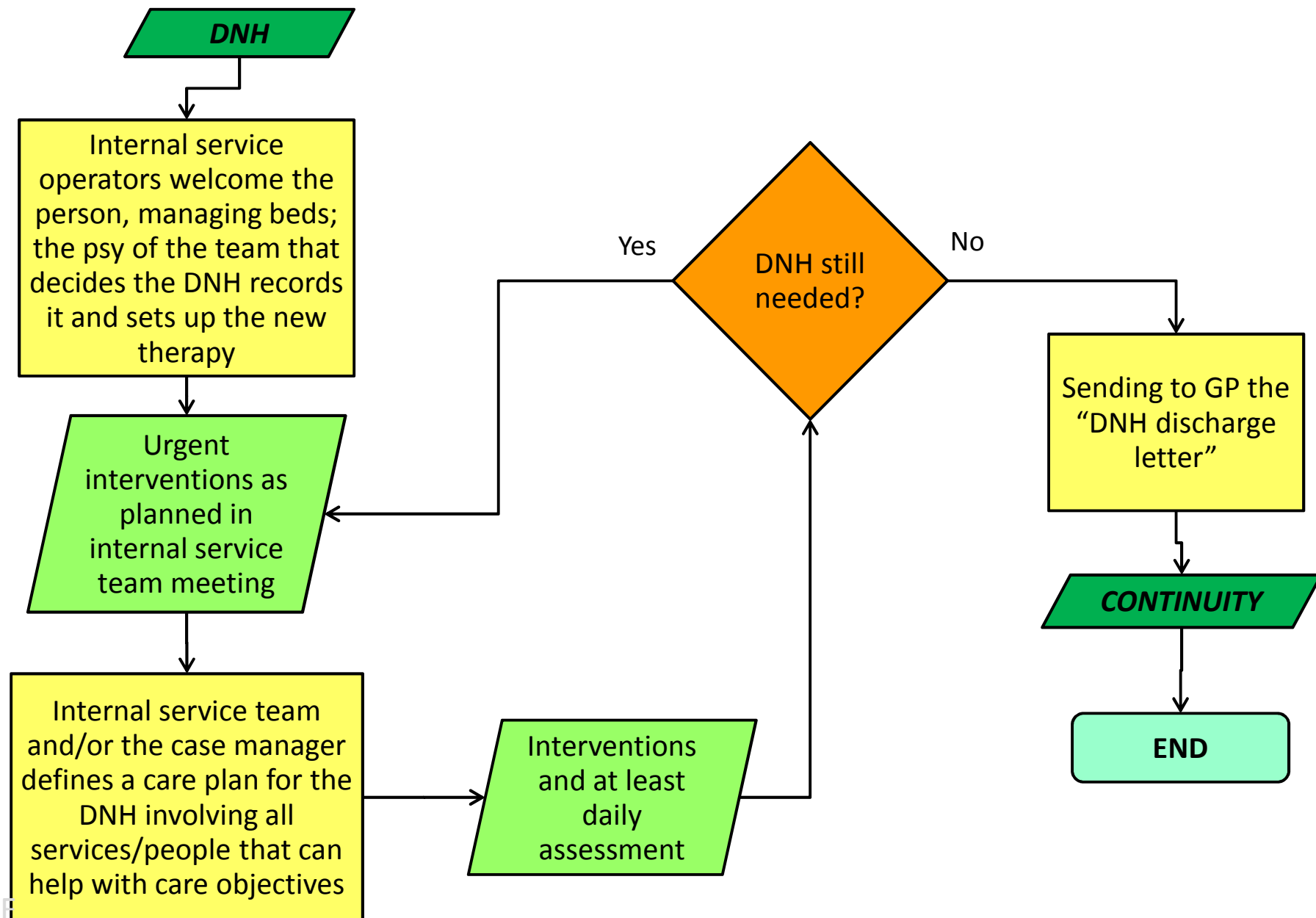
4.a – Acceptance of the referral



4.b – Crisis acceptance



5 – Day/night (DNH) hospitality



6 – Continuity of care

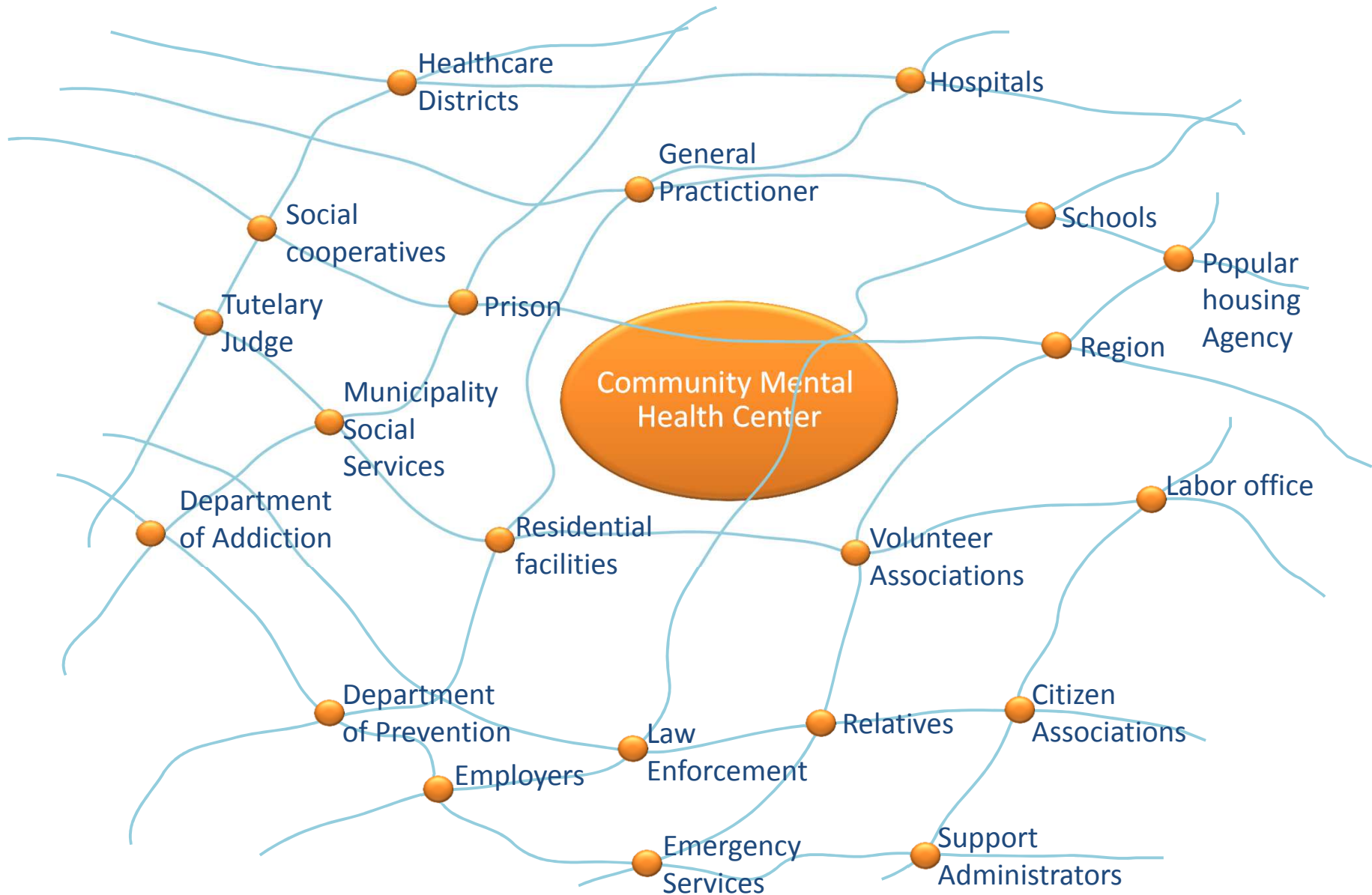
AIMS:

PROACTIVITY AND PREVENTION

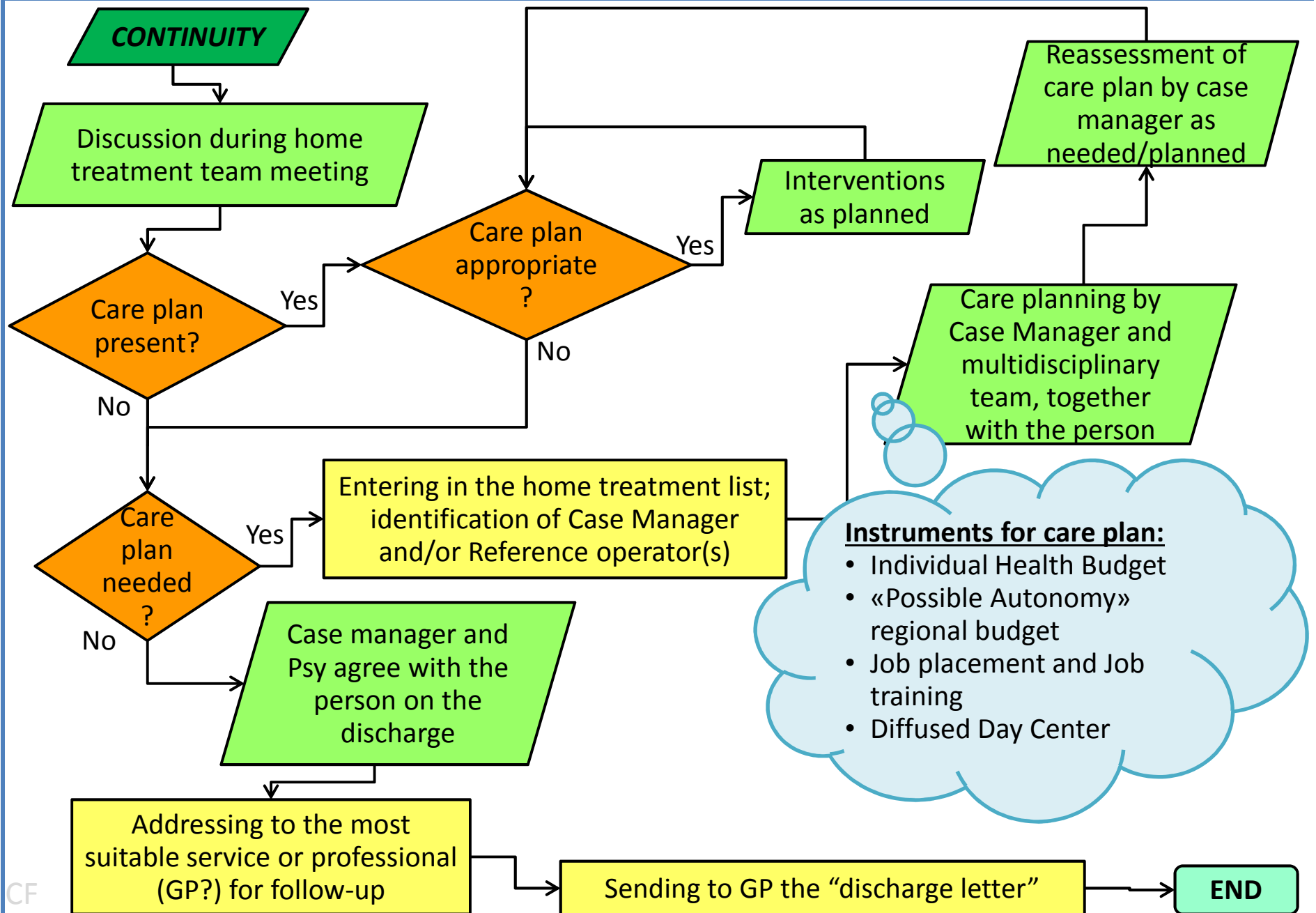
METHODS:

- Individual and group case management;
- Secondary prevention;
- Recovery pathways, rehabilitation and social inclusion;
- Integration at community level;
- Networking

Services Network



6.d – Continuity of care flow chart



The CMHC 24/7 operative manual

COMPLEX SYSTEM
=
**COMPLEX SHARING OF
CMHC 27/7 MANUAL**

**“The Manual of the 24hrs
Community Mental Health Center:
train the trainers. 1st STEP”**

- **2 meetings in April 2019**

Addressed to **identified operators** of each **service-facility**:

- **Responsible** (psychiatrist/psychologist)
- **Nurse coordinator**
- **2 operator** of the **multiprofessional team** (social worker, nurse, support operator, psychiatric rehabilitation technician, psychologist, psychiatrist)
- **Operators from Gorizia & Monfalcone** involved

Regional Law DGR n. 732/2018 on Mental Health clearly defines **the function** of **24hrs CMHCs** in relation to a specific area of the population (**catchment area**):

Core service responsible for **accepting requests** and **taking care** of people with mental health problems.

It must be able to:

- respond to the **crisis**, also through an adequate number of **beds**,
- reduce recourse to the **Psychiatric Emergency Unit in the General Hospital**,
- also **alternatively** carry out **Compulsory Treatments**.

METHODOLOGY:

- **6 hours to read individually the Manual**
- **debate and discussion among peers** in the group for improvement

The **construction** of the **24hrs CMHC Manual** arises from the need to **systematize organization and practices** of the 24 hours 7 days a week CMHCs, which are the **core** of the Community Mental Health System.

It aims to **consolidate the experience** gained over time by the operators of the services and to **provide guidance** to the newly acquired staff, ensuring the flexibility aspects that characterize the single and peculiar realities.

OBJECTIVES OF TRAINING:

- **to Know** the 24hrs CMHC Manual
- **to analyze** the **topics**
- **to support** the **function** of tutors in the **2° Step**
- **Share** the manual and catch any **critical issues**
- **To coordinate** the training in the different **facilities** (2° Step)

36 operators trained

TRAININGS IMPACT:

Reconizing **critical points** and **strengths** of the daily practices that emerged during the training

- “The Manual of the 24hrs Community Mental Health Center.
2nd STEP”

Manual reviewed (STEP 1)

- **Whole** operators of **MHDep**. Involved
- Training venues: **4 CMHCs + SPDC**
- **1 meeting** in Direction with the **tutors** (2nd October)
- **4 meetings** (16th October- 13th November)
- **1 plenary** session in the MHDep. **Direction** (20th November)

Objectives:

- To **share** the Manual in the whole MHD
- To **reflect** about every single **practice**
- to **contextualize** practices in the **daily work**

the Manual 24hrs CMHC

The **Manual** has to be a **dynamic
work toolkit**

continuously updated