

Slide into headspace DMs - Demand Management strategy

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Biography:

Paul Rich is a registered psychologist who has been with headspace Bondi Junction for over 4 years and worked across a number of centres within the headspace network, including rural and remote locations. Originally trained at a rural university, Paul has further qualifications in child and adolescent applied mental health and clinical redesign. Paul's professional experience has led to a significant understanding of the unique needs of youth mental health.

Louise Treen is a mental health nurse who has over 15 years' experience in youth mental health, from inpatient to community settings, with qualifications in psychology and child and adolescent mental health. She currently works as the Youth Mental Health Clinical Coordinator for South Eastern Sydney Local Health, supporting youth teams across the district.

Slide into headspace Demand Management Strategy is a clinical redesign project grounded in innovation and co-design. It addresses issues contributing to long wait times at headspace Bondi Junction for young people aged 12-25 years old accessing youth-friendly mental health support.

The project has 3 main objectives:

- Decrease wait times by 30 June 2022 at three points of care:
 - o Intake triage completed within 24-48hrs compared to eight days
 - o Initial assessment completed within two weeks compared to four weeks
 - o Psychological treatment to start within one month compared to three months
- Reduce the percentage of young people reporting 'waiting too long' for psychological treatment from 82% to 30% by 30 June 2022.
- Increase percentage scores on the Your Experience of Service (YES) survey to align with NSW Health community benchmarks in two domains by 30 June 2022:
 - o Participation: improve to 95% benchmark from 91%
 - o Impact: improve to 70% benchmark from 65%

To meet these objectives, the service redesigned clinical pathways and adopted an innovative approach to using digital health technologies to support assessment, therapeutic intervention and maximise resources (1, 2). The project is yet to be fully evaluated, however preliminary data suggest implementation changes meeting the objectives.

Learning Objectives

The e-Poster aims to highlight how the use of innovative digital health technologies can support basic functions such as intake, assessment and therapeutic intervention within service delivery, and improve access to quality youth mental health support.

References

1. Hickie I, Davenport TA, Burns JM. Project Synergy: co-designing technology-enabled solutions for Australian mental health services reform. *Med J Aust* 2019;211(7):S3-S39. DOI: 10.5694/mja2.50349.

2. Orygen. Clinical Practice in Digital Technology and Youth Mental Health. The digital age: does digital technology work in youth mental health settings? [internet] Orygen; 2019. [orygen-the-digital-age-and-YMH-CPP-2019](#)