



The Choice And Partnership Approach

SEVEN HELPFUL HABITS ASSESSMENT TOOL [7HH]

This tool has been developed to help review services using the 7 Helpful Habits Assessment to determine how your team is doing with service delivery before and after CAPA implementation.

Complete the assessment tool with your entire team, and decide which items your team does well and which you would like to improve on or implement.

Column A explores the extent to which your agency has implemented each of the 7 Habits.

Column B rates your service's performance on each habit before and after CAPA was implemented.

The Comments box after each section provides a space for your team to explore in greater detail, factors that are impacting on fidelity to the CAPA model.

It is recommended that teams revisit this tool following CAPA implementation to ensure fidelity to the model continues to be achieved.



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HANDLE DEMAND

ITEMS		A: Has your agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
		NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
1	ELIGIBILITY CRITERIA Our team has a defined set of criteria stating eligibility for the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	DIVERSION CRITERIA Our team has agreements with other agencies regarding infants, children and young people not eligible for ICAMHS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	2 LEVELS OF PRIORITY Referrals are either treated as routine or priority and have a published set of criteria that define-priority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	SLA Our team has a Service Level Agreement for activity targets with senior management or Funders and Planners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	STRATEGY Our service has an agreed and published strategy for ICAMHS developments and priorities over the next 2 – 5 years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	FULL BOOKING Our team gives families the opportunity to book into a first appointment on receipt of an agreed referral.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	SCREEN REFERRALS DAILY Our team makes direct clinical reviews of referrals to determine appropriateness and priority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	FLEX CAPACITY Our team alters the number of first appointments and intervention appointments in line with yearly variation in referrals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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HANDLE DEMAND COMMENTS

Empty comment box for handling demand comments.



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EXTEND CAPACITY								
ITEMS		A: Has your agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
		NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
9	KNOW CAPACITY We have calculated the team's capacity in terms of assessments and interventions that can be provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	FOLLOW-UP FOCUS We have a clear system in the team to focus on appropriate and relevant follow-up: "follow-up with a purpose".	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	USE MEETING EFFECTIVELY Our team ensures the right people are at the right meetings and there is a clear focus for each meeting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	EXTEND CLINICAL ROLES Our team is widening each clinician's skill base e.g. non medics doing ADHD and risk assessments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	ACTIVITY STANDARDS We have team and individual agreements for the expected number of Choice, Partnership and follow-up appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	MONITOR ACTIVITY Our team has an IT system that collects activity, reports it to clinical managers and is used in supervision and job planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	DEMAND & CAPACITY RECRUITMENT Our team recruits staff based on a demand and capacity analysis including process mapping and bottlenecks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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EXTEND CAPACITY COMMENTS

Empty space for comments.



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LET GO OF FAMILIES

ITEMS			A: Has your agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
			NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
16	CLOSING CASE VARIATION We have a process that reviews appropriateness and effectiveness of ongoing work.	Monthly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Six Monthly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Annual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	CARE PLANS Our team has clear care plans that include defined intervention goals (agreed with family/whānau) and outcomes.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	PLAN FOR LONG TERM CONCERNS For long-term concerns our team has a systematic and agreed multi-agency approach to care e.g. ADHD.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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LET GO OF FAMILIES COMMENTS

A large, empty rectangular box with a thin black border, intended for user input or comments.



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PROCESS MAP & REDESIGN

ITEMS		A: Has your agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
		NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
19	PROCESS MAP Our team have mapped and understand the user journey by identifying bottlenecks, multiple handoffs etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	ICAMHS COMMUNICATION Our team communicates with other ICAMHS to find out what works.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	PROCESS FROM USER VIEWPOINT Our team regularly discuss in the team the process from the view point of the service user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	USERS IN PROCESS MAPPING Our team consults with and receives feedback from service users regarding the process map of the service e.g. pin on to the waiting room wall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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PROCESS MAP & REDESIGN COMMENTS

Blank area for process map and redesign comments.



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FLOW MANAGEMENT

ITEMS		A: Has your Agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5: 1= Very Poor; 5= Very Good		
		NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
23	BOTTLENECK ANALYSIS Our team has identified bottlenecks and have a plan arising from demand and capacity analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	SCREEN REFERRALS DAILY Our team members reduce time in the service user's journey by doing today's work today.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	REDUCE NUMBER OF QUEUES We reduce the number of queues by having generic appointments that see and intervene initially.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	SEGMENTED ACTIVITY Our team enhances clinical flow by having programmes that deliver the same service for similar needs (not by diagnosis).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	ADMINISTRATION TIME Clinical work requires supported administration time. Our team has administration time built into the job plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	NO INTERNAL WAITS	Our team ensures full booking to partnership and internal interventions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		There are no waiting lists for specific work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	SOMETHING TO DO We give families/whānau something to do whilst waiting for the next step; books, handouts, community resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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FLOW MANAGEMENT COMMENTS



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USE CARE BUNDLES

ITEMS		A: Has your Agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
		NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
30	We know current best practice guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	We have local agreements of Care Bundles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	We implement and monitor Care Bundles usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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USE CARE BUNDLES COMMENTS

Empty space for comments.



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LOOK AFTER STAFF

ITEMS			A: Has your Agency implemented the Habits?				B: Agency Performance Rating Scale: 1 to 5 1= Very Poor; 5= Very Good		
			NO	SOMETIMES	OFTEN	YES	BEFORE CAPA	AFTER CAPA	DON'T KNOW
33	TEAM AWAY DAYS	Our team have days that are facilitative of staff, include team building and service development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Our team away days are off site and informal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	VALUE STAFF	Our team is consulted and involved in service and policy changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	JOB PLANS & APPRAISALS	We have clear job plans for members of staff including activity and attendance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	ENCOURAGE TEAM RELATIONSHIPS	Our team culture and environment facilitates positive personal relationships in the team e.g. have lunch together.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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LOOK AFTER STAFF COMMENTS

Empty space for staff comments.