



Werry Workforce
WHĀRAURAU

Improving mental health and wellbeing for infants, children and young people through service improvement, workforce development and advocacy.



The Choice And Partnership Approach



The Choice And Partnership Approach

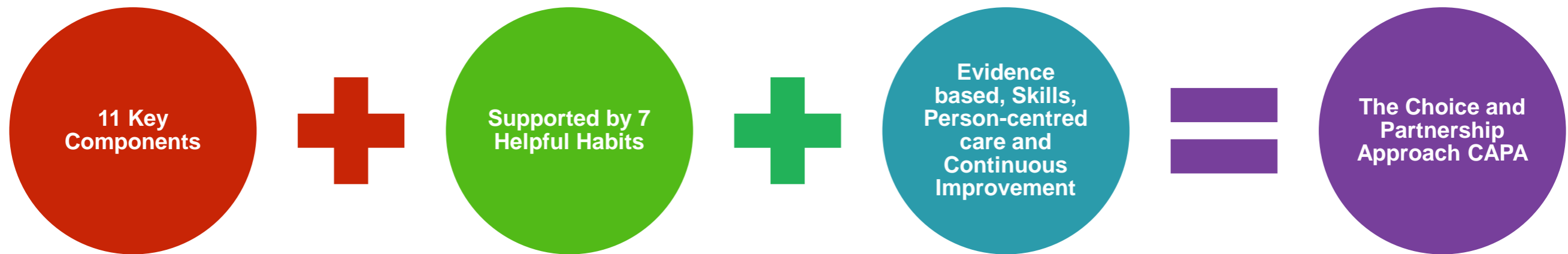
What is the Choice and Partnership Approach?

The Choice and Partnership Approach (CAPA) is a collaborative service improvement model offering choices to young people and their families in their dealings with mental health and addiction services.

CAPA was developed by Ann York and Steve Kingsbury in the United Kingdom.

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What is CAPA?



A Continuous Service Improvement Model



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7 Helpful Habits [7HH]





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CAPA is...

Doing the right things, **with the right goal/s**

With the right people, **with the right skills**

At the right time, **with no waits**



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CAPA Myths...

- Choice means they can choose anything
- Partnership is limited to 6-7 sessions
- Only allowed one CHOICE appointment
- No long term work allowed
- CHOICE appointments have no assessment
- CAPA does not allow for complex and/or specialist work



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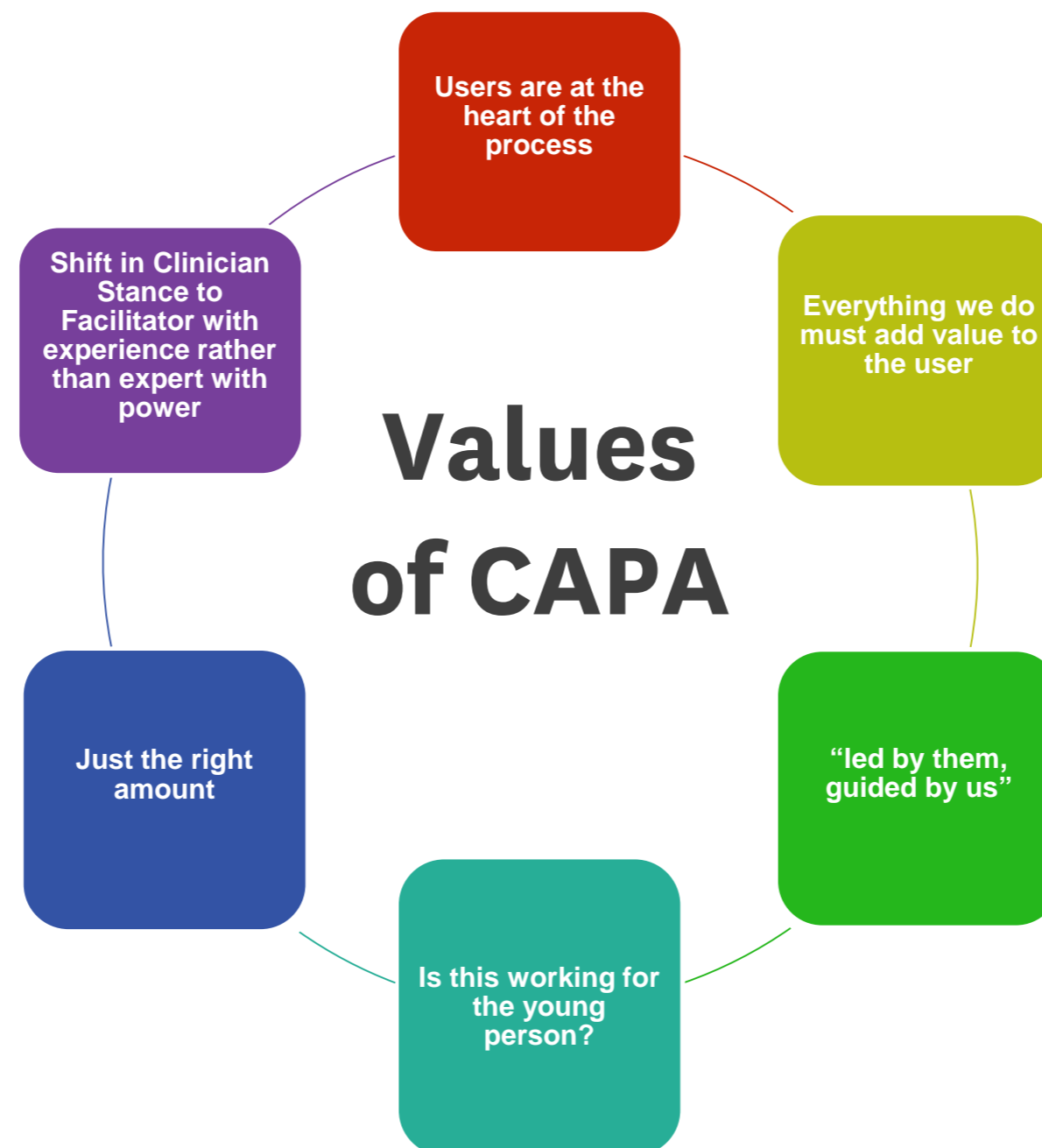
What does CAPA do?

CAPA aims to maximise the effectiveness of clinician skills and administration processes, to add value to each step of the service user experience.

CAPA is flexible and can be tailored to fit individual services.

CAPA encourages early face-to-face contact, family/whānau involvement and client self-determination.

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Why does CAPA work?

Task Alliance

- ◆ Focuses on service users goals
- ◆ Family ownership of change
- ◆ Therapeutic alliance

Team Organisation

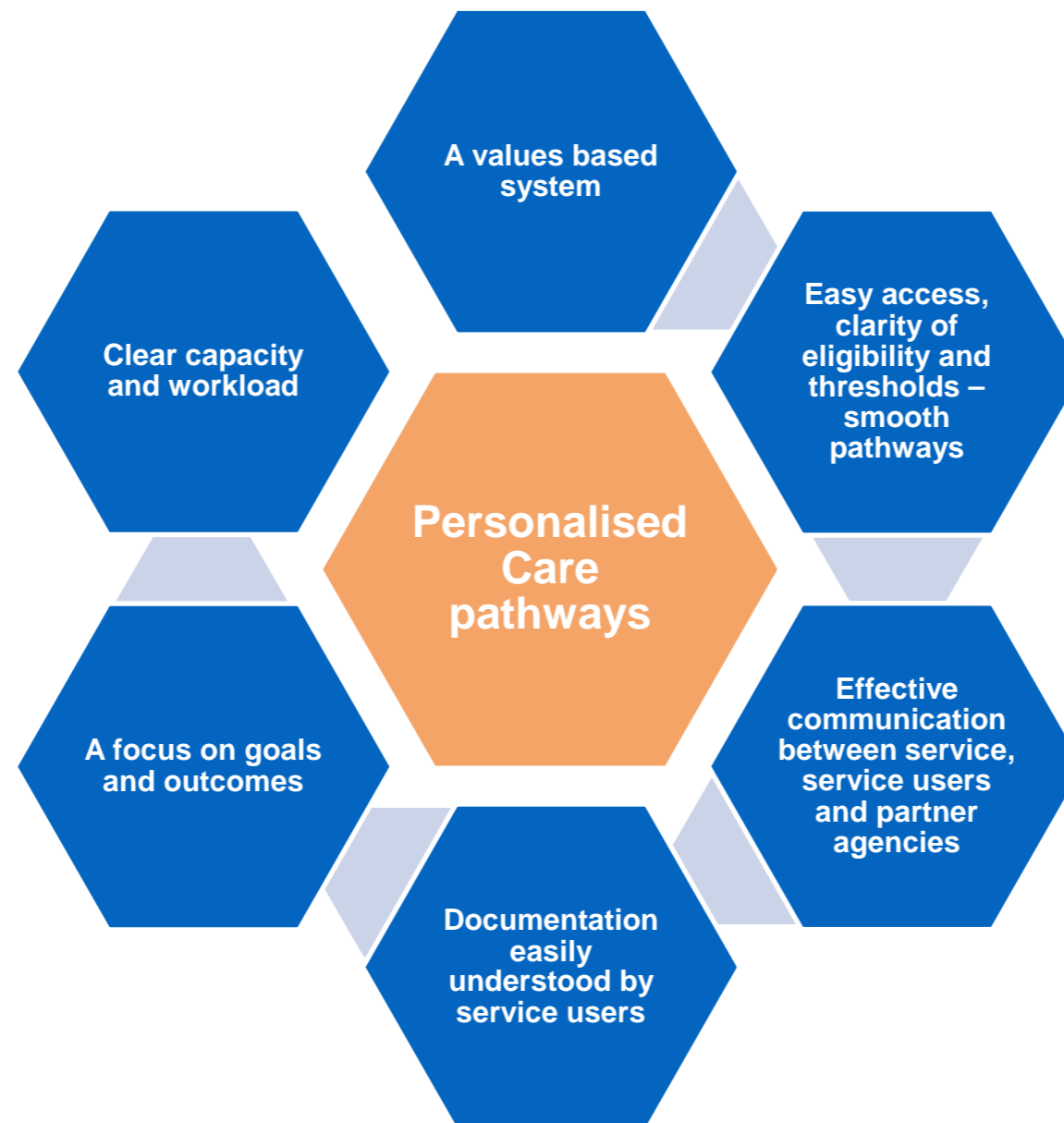
- ◆ Capacity planning
- ◆ Core and specific work

Demand Management

- ◆ Flow management
- ◆ Segmentation

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What you should notice





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The 11 Key CAPA Components

1. Management and Leadership
2. Language
3. Handle Demand
4. Choice Framework
5. Full Booking to Partnership
6. Selecting Partnership Clinician by Skill
7. Core and Specific Partnership Work
8. Job Plans
9. Goal Setting and Care Planning
10. Peer Group Supervision
11. Team Away Days

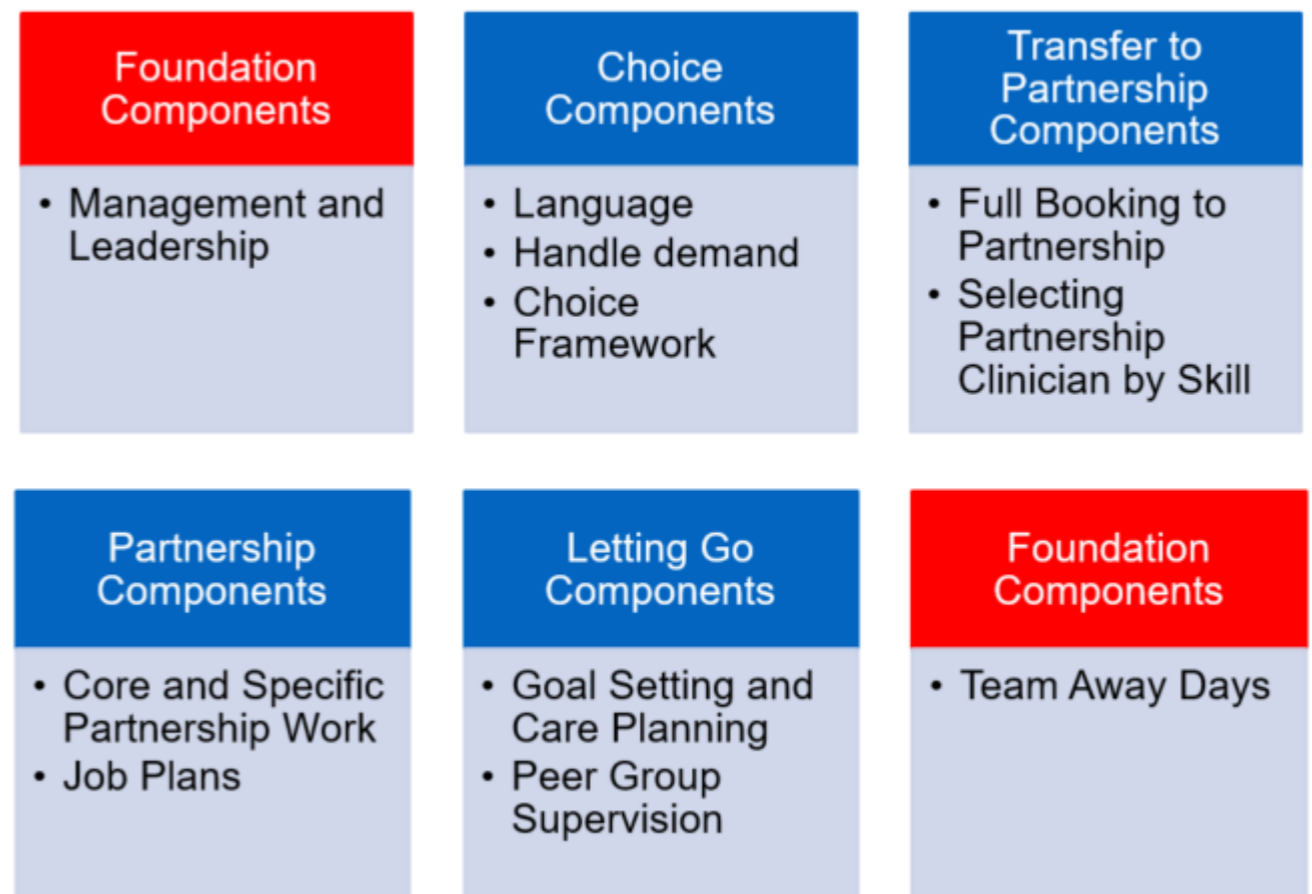


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CAPA is most effective when all 11 components are in place.

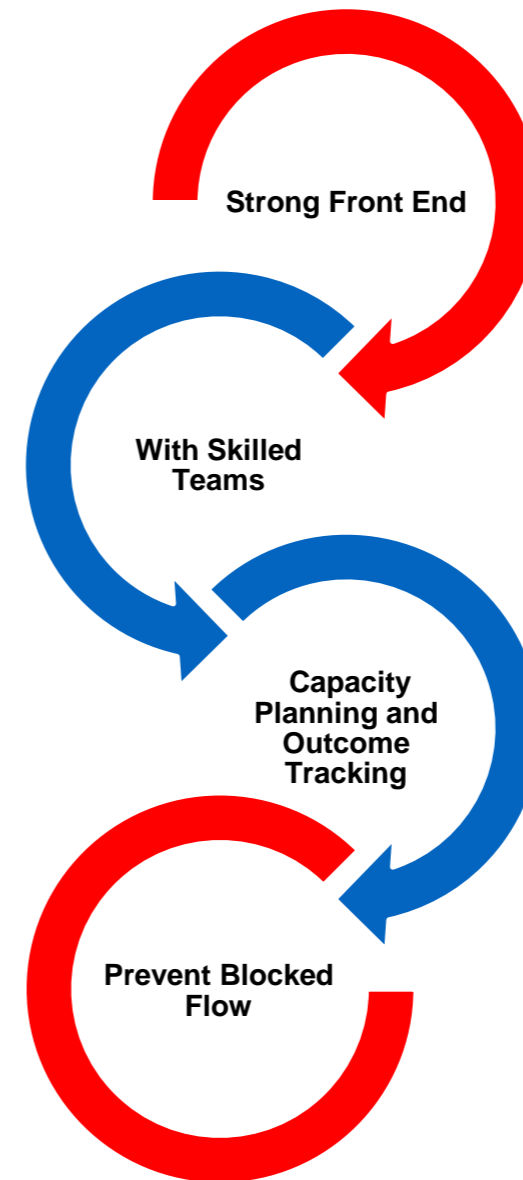
This ensures Implementation, Quality and Sustainability are not impaired.

There are two **Foundational** items; leadership and team away days, both essential for implementation and fidelity to the CAPA model.



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Smooth journeys require co-ordinated, powerful processes





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CAPA works where:

- There is a commitment to the CAPA philosophy – *language change is key*
- A demonstrated understanding with Service and Clinical Leads regarding what ‘capacity’ looks like (Service Level Agreement)
- All 11 Key Components are in place
- 7 Helpful Habits are regularly monitored
- Data is kept and shared with everyone...



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CAPA doesn't work when:

- Implemented with the sole focus of reducing wait times
- Focused on service expertise at the expense of the expertise of lived experience
- There is a poorly developed Implementation Plan – *no attention to readiness or the importance of implementation of all of the components*
- Data is not used robustly



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NZ Report Findings 2017:

- CAPA benefits services that implement the service model
- Most CAPA services report reduced waiting times and the same or fewer FTE required to manage increasing referrals
- When comparing CAPA and NON CAPA services, the data suggests CAPA services are managing more referrals by team and clinical FTE than non-CAPA teams



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Implementing CAPA...

- Change requires sufficient Time, Energy, Vision and Action
- A supportive organisational structure is important for implementation and maintenance of new, evidence informed practices
- Implementation teams require a minimum of 3 experienced individuals to promote effective, efficient, and sustainable implementation, organisational change, and system transformation work



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Implementation takes time...

Successful implementation and fidelity to the CAPA model requires:

- Sufficient time
- Implementing ALL 11 components
- Lots of team away days
- A leadership team who work well with others, creating and communicating the vision, managing change and steering the direction
- Systems of monitoring and re-evaluation of the service and change.



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Remember

If something isn't working within your service,
consider why, adjust and monitor again...

CAPA is flexible and can be tailored to fit individual
services

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For further information on CAPA

please contact the

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