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HNEMH supervision and support structure for medical staff

This document contains supervision and support information for medical staff, as well as some brief additional information about Hunter New England Mental Health Services.

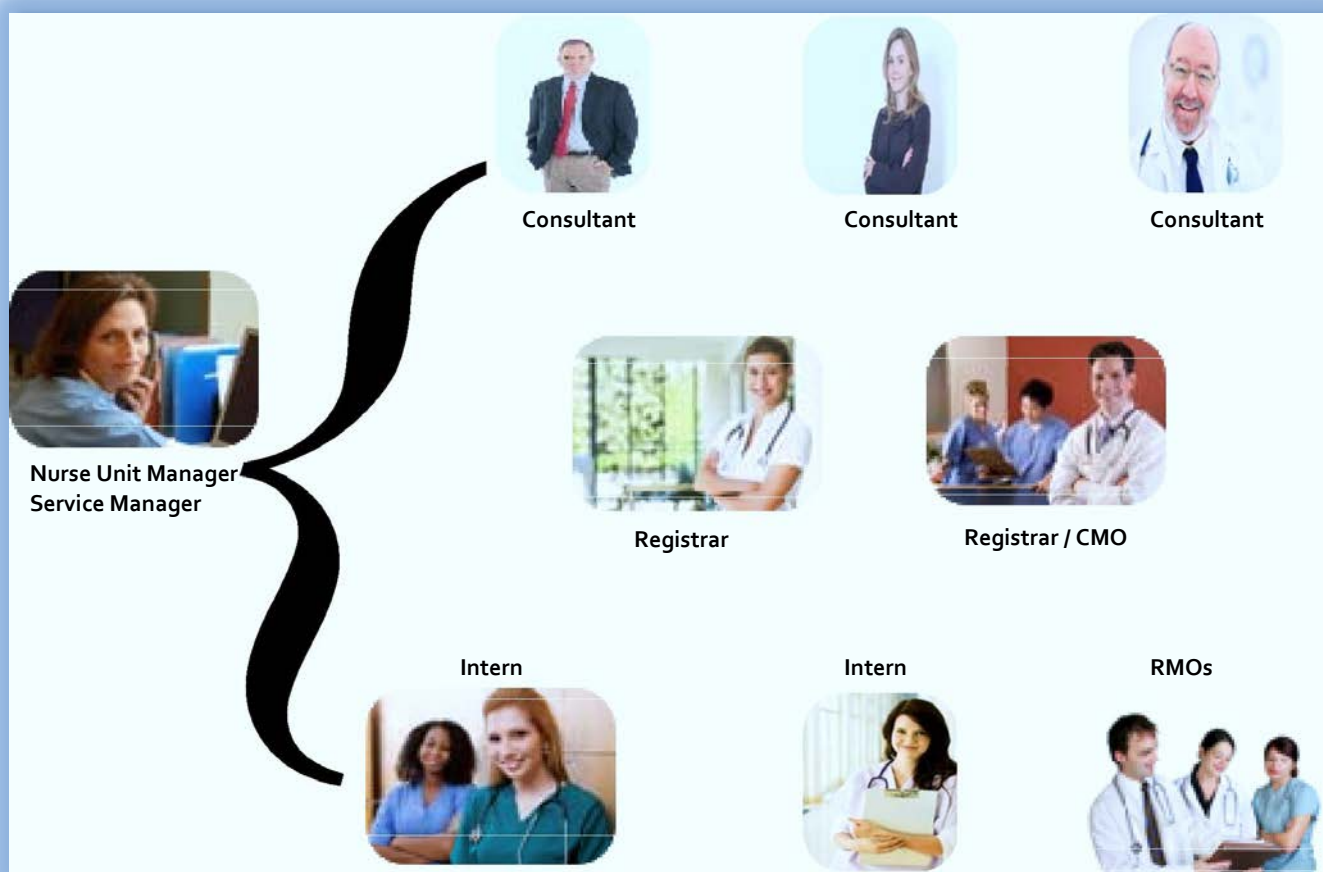
Hunter New England Mental Health Supervision and support structure.

All medical staff are supported in their units by a Nurse Unit Manager or Service Manager who is the first point of contact for issues related to unit management, administrative problems and workload support.

Interns are supported by a Registrar who provides immediate supervision during the day. Interns are encouraged to work directly with the Consultant where possible, as this provides the best opportunity to be involved in patient management.

RMOs are both directly and indirectly supervised by a Consultant but have access to direct support through the Registrar.

Most teams have a number of Interns, RMOs, Registrars and Consultants. Consultants and Registrars provide cross- cover to each other, and Interns and RMOs are welcome to approach any senior member of staff for urgent matters.



Supervision Structure

Classification	Day Supervision	After Hours Supervision
Interns / PGY1 (including IMG RMOs initially)	Are provided immediate supervision by Registrar and Consultant who are present within the unit. Registrars and Consultants will provide a number of hours of direct supervision on a daily basis.	Mater interns and RMOs provide weekend day cover at the Mater Hospital. Other JMOs only perform general hospital cover (not psychiatry) where both direct and immediate supervision is available on site.
RMOs / PGY2 (including IMG RMOs after a period of observation)	Are provided direct supervision by Registrar and Consultant who are normally present within the unit or otherwise contactable by pager / phone. Registrars and Consultants will provide at least one hour of direct supervision on a daily basis.	Mater interns and RMOs provide weekend day cover at the Mater Hospital. Other JMOs perform general hospital cover as per above. IMG RMOs may perform overtime psychiatry work where they are on-duty with a more senior member of staff (i.e. Registrar or CMO) for direct support. Consultant is on-call for indirect support.
Senior RMOs	Are provided direct and indirect supervision by Consultant Psychiatrist. Other Consultants and Senior Registrars are available when required. Consultants will provide at least one hour of direct supervision on a daily basis.	After a period of orientation to day role, SRMOs are generally invited to participate in the After Hours roster, generally working in tandem with a more senior Registrar / CMO in the first instance. Indirect supervision is available via that Consultant on-call, who is expected to attend in person to provide direct supervision when requested.
First Year Registrars and IMG Registrars	Are provided direct and indirect supervision by Consultant Psychiatrist. As MO progresses, the emphasis is more on indirect support with scheduled periods of direct supervision. Other Consultants and Senior Registrars are available when required to support. Hours of supervision are as per RANZCP guidelines e.g. at least 3 hours clinical supervision (1 of which is 'close' supervision) and 1 hour individual supervision per week.	After an initial period of orientation to day role are required to participate in all aspects of the after-hours roster. Indirect supervision is available via that Consultant on-call, who is expected to attend in person to provide direct supervision when requested.
Registrars Senior Registrars Career Medical Officers, Specialist in Further Training	Are provided direct and indirect supervision by Consultant Psychiatrist. As MO progresses, the emphasis is more on indirect support with scheduled periods of direct supervision. Other Consultants are available when required. Senior Registrars are expected to be progressing to more of an oversight model of supervision. Hours of supervision are as per RANZCP guidelines e.g. at least 3 hours clinical supervision and 1 hour individual supervision per week.	Are required to participate in all aspects of the after-hours roster. Indirect supervision is available via the Consultant on-call, who is expected to attend in person to provide direct supervision when requested. May be expected to provide direct and indirect support to RMOs, SRMOs and First Year Trainees who may be on-duty or on-call at the same time.



SUPERVISION ARRANGEMENTS AVAILABLE FOR INTERNATIONAL MEDICAL GRADUATES EMPLOYED AT REGISTRAR OR CMO LEVEL

During Normal Hours:

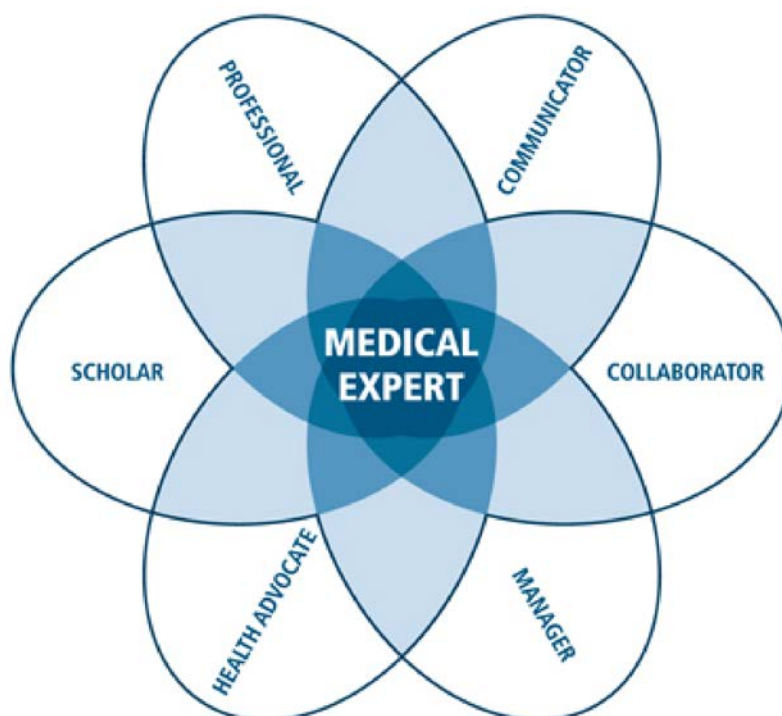
You will have direct access to Consultant Staff. Consultant Staff work across services and therefore may at times be only contactable by phone. All units have more than one Consultant available and these Consultants are happy to be consulted about urgent issues related to patients not directly under their care.

During After Hours:

You will be expected to perform After Hours work, but only after you have successfully commenced employment with the service and an appropriate time has elapsed during which we have been able to assess your level of performance and capability. This would generally be at least one month.

For After Hours, your first report will be the Consultant On-Call who is available by phone and can attend in person if requested. As we run dual After Hours work, you will also have direct access to other Registrars or CMOs on duty with you at the time.

Supervision is aimed at developing the petals of the CANMEDs flower.

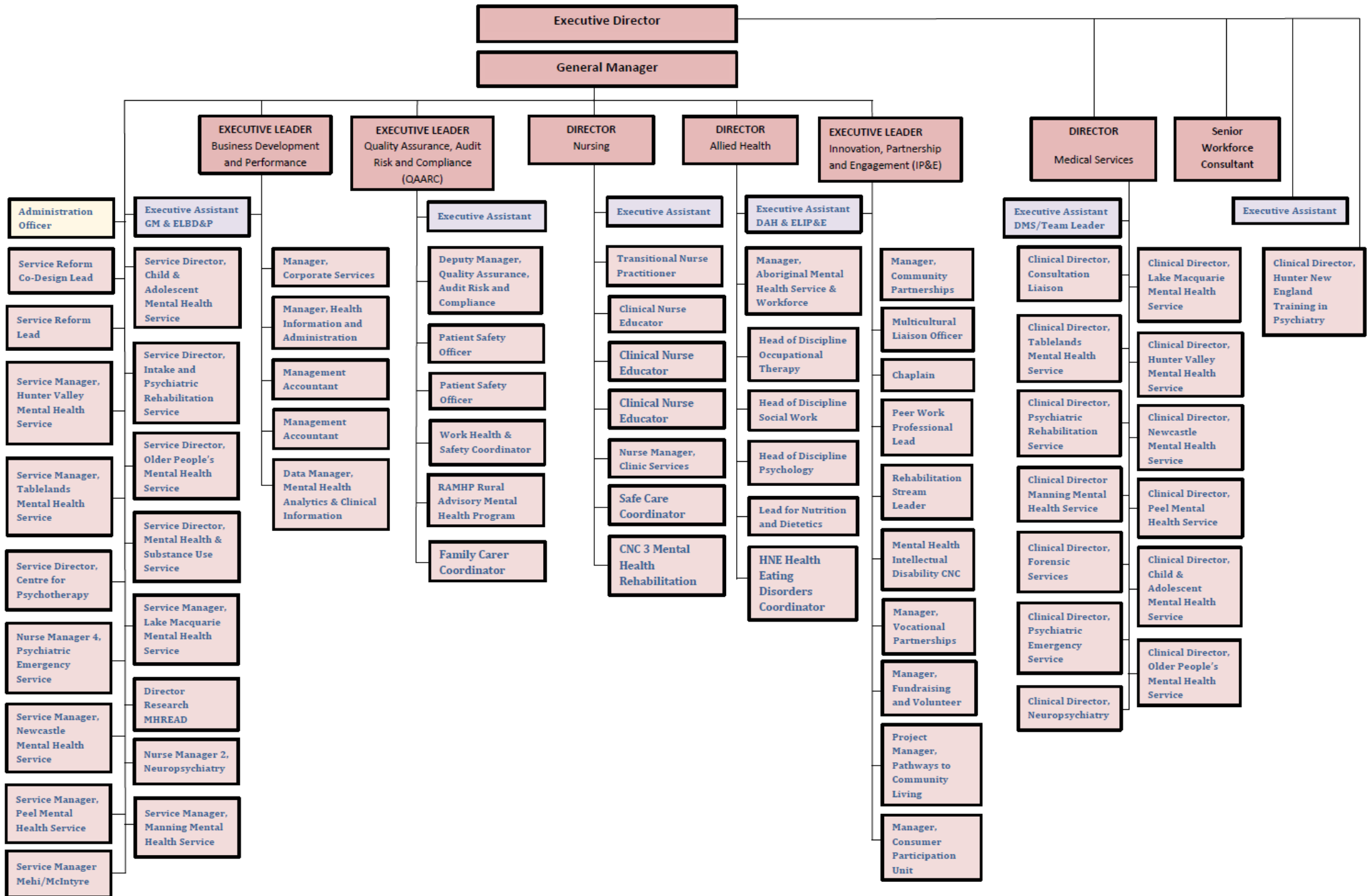


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High Level Mental Health Organisational Structure – As at October 2018



Introduction to HNEMH for medical staff

HUNTER NEW ENGLAND MENTAL HEALTH EXECUTIVE

The HNEMH Executive team comprises the Executive Director, General Manager, Manager of Nursing Services, and the Director Medical Services. The Executive Director position has specific responsibility for the clinical leadership of the Mental Health Service. In addition, the focus is also on research, academic excellence and its application in the clinical service together with promotion of evidenced based practice and clinical quality. The General Manager role is responsible largely for the overall operational functioning of the service supported by the Manager Nursing Services and the Director Medical Services. This management team has overall accountability for the strategic development and delivery of the service in line with NSW Health, Local Health District and Mental Health Service directions and plans.

RELATIONSHIP TO HNE HEALTH

The majority of inpatient and community services are co-located with other HNE Health services. Acute inpatient services are based in general hospitals where a range of other medical specialties are available for consultations and all common investigations are available.

Hunter New England Mental Health (HNEMH) is the integrated mental health service for HNE Local Health District and has approximately 1200 staff. The services of Hunter New England Mental Health are developed in streams. Support services are services that apply across the whole of Hunter New England Mental Health and include services such as:

- Professional Support
- Clinical Support
- General Support
- Planning and Performance
- Education and Research

These services work in conjunction with the managers of the clinical streams to support their role in leadership and management.

PROFESSIONAL SUPPORT

There are three major allied health groups within Hunter New England Mental Health. These are **Social Work, Psychology and Occupational Therapy**. All have an identified Head of Discipline.

The Manager of Nursing Services is responsible for the professional development and support of **nurses** within the mental health service. The Executive Director of Hunter New England Mental Health Service is responsible for **medical staff** supported by the Director Medical Services and the Network Director of Training.



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The Clinical Information Department manages all records and information for Hunter New England Mental Health. They support **clerical staff** across the service ensuring compliance with appropriate standards in relation to the maintenance of medical records.

CLINICAL SUPPORT

Multicultural Liaison is a position based within the Multicultural health Unit but working specifically in Mental Health with the cultural and linguistically diverse groups within the Hunter New England catchment. The Multicultural Liaison Officer does not take on a caseload, but supports case managers in their clinical liaison and works with people from cultural and linguistically diverse backgrounds.

Pharmacy for Mental Health services is based through the Greater Newcastle Pharmacy Services and provides a service at all of our hospital sites. In Manning, Tamworth and Armidale, pharmacy services are provided from the local general hospitals.

GENERAL SUPPORT

Corporate Services are responsible for the transport fleet, liaison with trades, outdoor services and the maintenance of the facilities and equipment across mental health.

Financial Services are responsible for reporting in relation to the mental health budget, providing reports to management and all streams and providing support and education on the management of financial matters.

Occupational Health and Safety (OHS) for HNEMH is an advisory service provided to service and line managers in the management of OHS and the prevention of workplace accidents and injuries. The OHS Coordinator facilitates processes in relation to OHS for employees and managers. This position supports the OHS Injury Management Profile and provides a link between the Service and WorkCover. The coordinator is based at the Mater Mental Health Administration building and is able to liaise with other OHS Coordinators within the Area Health Service in relation to mental health services or staff across the Area.

Chaplain - there is one chaplain for the Greater Newcastle sector of the Mental Health Services and is based at the Mater Mental Health Administration building.

INNOVATION, PARTNERSHIPS AND ENGAGEMENT (IPE) SUPPORT

Supports the development and delivery of innovative quality activities, research and evaluation, across mental health services and facilitates a culture that achieves accreditation requirements through continual quality improvement. The below roles ensure effective partnerships are in place to support responsive service delivery:



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- [Community Development & Partnerships](#)
- [Consumer Unit](#)
- [Chaplain](#)
- [Mental Health and Intellectual Disability](#)
- [Volunteer Service](#)

EDUCATION and RESEARCH SUPPORT

EveryMind (formerly Hunter Institute of Mental Health) is responsible for providing education to the community on matters around mental health promotion, prevention, and general education. EveryMind also applies for and has been successful in receiving grants and contracts for Commonwealth or State projects (such as 'ResponseAbility', 'Mindframe Media and Mental Health Education Project', 'Moving Forward CD Rom on Psychiatric Rehabilitation'). EveryMind also receives funding to undertake applied research such as the National Evaluation of MindMatters, which is a health promotion resource kit for High Schools. It also provides expertise and support to Hunter New England Mental Health on matters related to mental health promotion, prevention and early intervention.

The **Mater Library** is a specialist mental health library incorporated with a general health library on the Mater Hospital site. The library provides comprehensive services to mental health professionals.

The **Priority Centre for Brain and Mental Health Research (CBMHR)** encompasses research across a broad range of focus areas including schizophrenia, stroke, pain and sensory dysfunction, ageing and cognition, depression, addiction, stroke, dementia, and balance disorders. This is achieved through multi-disciplinary collaboration across several levels, namely, the basic sciences, translational, intervention and population research aiming for both discovery and, importantly, translation between basic and clinical neuroscience. The CBMHR is a unique research entity in Australian terms, bringing together high-quality neuroscience research in nationally important disease areas (Schizophrenia, Depression, Addiction, Stroke, Dementia, Balance disorders, and Pain), and building tight linkages across multiple levels of enquiry and between basic neuroscience, clinical neuroscience and mental health and neurological health service delivery.

The **HNET Psychiatry** training program is a unit of Hunter New England Mental Health and is responsible for the training of medical staff. It has a psychiatrist and clerical support to provide a range of support initiatives to assist with training and liaises with RANZCP to ensure accreditation for training purposes.

CLINICAL SERVICES SUPPORT

Typically, a triumvirate of a Clinical Director, Service Manager and Nurse Manager manage each clinical service. This may vary with the size and complexity of services, but as a general rule, the Clinical Director has overall responsibility and has specific responsibility for clinical leadership. The Service Manager, whilst generally from a clinical background has a more specific responsibility for



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strategic direction and operations management. This role tends to provide specific management roles in the community setting. The Nurse Manager has a responsibility for the professional management of nursing and participates in development of the strategic direction of the service whilst retaining specific responsibility for management of the inpatient units. All managers are encouraged to support, understand and consider the issues across their stream.

A BRIEF OVERVIEW OF HNEMH CLINICAL SERVICES

CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS)

The Child and Adolescent Mental Health Service (CAMHS) provides a range of specialist mental health services in both community and inpatient settings across HNE to infants, children, young people, their families and carers with a view to optimising mental health outcomes. In addition, CAMHS provides a range of prevention, promotion and early intervention activities that aim to increase awareness of mental health issues for children and young people, improve early detection and intervention in the development of mental illness and to actively promote mental health and wellbeing.

Entry into the service for community clinical services in the Southern sector is via a written referral from providers of services to children and young people e.g., health, educational professionals, etc. At the time of referral details of previous assessments, reports, current interventions and expectation of CAMHS service provision are requested. Referral to CAMHS in Mehi-McIntyre, Peel, Tablelands Clusters and Manning is via the central intake line in that area. Access to CAMHS is by contacting the Service within your local Government Area/district.

Inpatient Services:

- [NEXUS](#):
 - Level 2 John Hunter Hospital, Nexus Unit Via K2 JHH Phone: 4985 5800 | Fax: 498 55815

Outpatient Services:

- **Hunter Valley:**
 - Melbee House C/-Maitland Hospital 550-560 High St Maitland 2320 | Phone: (02) 4939 2449 | Fax: (02) 4939 2378
- **Lake Macquarie:**
 - 1A Dudley Road, Charlestown 2290 | PO Box 833 Newcastle 2300 | Phone: (02) 4904 9100 | Fax: (02) 4904 9199
- **Manning:**
 - 26 York Street, Taree NSW 2430 | Phone: 6592 9525 | MH Contact Line: 1800 011 511 24 hour service
- [Mehi/McIntyre](#):



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- Inverell Community Health, Swanbrook Street, Inverell NSW 2360 | Phone: (02) 6757 0222 | Fax: (02) 6757 3709 | MH Contact Line: 1800 011 511 24 hour service
- **Peel:**
 - Dean House, Dean Street Tamworth NSW 2340 | Phone: 6767 7910 | Fax: 6766 4923 | MH Contact line: 1800 011 511 24 hour service
- **Newcastle:**
 - 621 Hunter Street Health Centre Newcastle West 2302 Phone: (02) 49257800 | Fax: (02) 49257863
- **Tablelands:**
 - Clare House, Rusden Street (corner of Butler Road) Armidale NSW 2350 | MH Contact Line: 1800 011 511 | Fax: (02) 6767 8739
- [CAMHS Consultation and Liaison Service](#)
- [CAMHS EP](#)
- [GOT-IT](#)
- [Parent and Infant Mental Health](#)
- [School Link](#)
- [Whole Family Team](#)
- [Wiyiliin Ta](#)
- [Youth Engagement Service \(YES\)](#)
- [Youth Mental Health Programme](#)
- [YP-COPMI](#)

ADULT PSYCHIATRY SERVICES

[Consultation Liaison Psychiatry](#) is the service operating in general hospitals. It offers consultancy for patients with mental illness admitted to hospital, assessment and treatment of people whose physical illness creates mental health problems, and assessment and treatment of patients with psychosomatic illnesses such as chronic pain. In HNE Mental Health, there are multidisciplinary services at John Hunter, Maitland and Calvary Mater Newcastle hospitals, and clinical nurse-run services at Belmont, Tamworth, Armidale and Manning hospitals. The John Hunter Hospital unit also offers an outpatient service.

[Centre for Psychotherapy](#) is an outpatient service operating five days per week based at James Fletcher Hospital site. Their focus is on development, education and training in psychotherapeutic interventions across the whole of mental health. They manage a caseload and provide supervision and consultation to clinicians working with psychotherapeutic interventions. The Centre provides a specialist, outpatient, assessment and treatment service for people diagnosed with Borderline Personality Disorder and those with Eating Disorders.

[Mental Health and Substance Use Service \(MHSUS\)](#) has a 22-bed unit at the Mater Mental Health Centre and a co-located community based program. It is very much a centre-based program working with people with a mental illness and concurrent substance use problems. It also provides education and consultation on dual diagnosis matters to other components of Hunter New England Mental



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Health. The Mental Health & Substance Use Service operates a centre based community facility for people with comorbid mental health and substance use problems. Services provided include assessment, treatment and referral as well as consultation to other health professionals around dual diagnosis issues. The treatment options include a range of group based interventions suited to people who are at different stages in their recovery.

[Neuropsychiatry Services](#) includes outpatient services at McAuley Centre at the Mater Hospital, and a 12-bed unit at Morisset Hospital called Kaoriki. The Unit's focus is on patients with brain damage (through injury or disease) and related psychiatric symptomatology. The outpatient service at McAuley Centre is a consultative service is available to all units of HNE Health for inpatients who present with neuropsychiatric problems. Outpatient services include a general Neuropsychiatric clinic (for a diverse range of disorders) and a memory disorder clinic. The Kaoriki ward provides high quality assessment, treatment and rehabilitation inpatient services for people with behavioural, psychiatric and/or cognitive disturbances due to brain injury or disease.

[Psychiatric Emergency Services](#) include the [Psychiatric Intensive Care Unit \(PICU\)](#), which is a 12-bed specialist unit for people with acute psychiatric illness requiring containment and high levels of observation, and the Psychiatric Emergency Care Centre (PECC). PECC is the assessment and admission area for Hunter New England Mental Health. All presentations for admission to acute services at the Mater Hospital come via the PECC, which is the central bed manager for acute beds within Hunter New England Mental Health and has close liaison with all Mental Health Units regarding bed management. The PECC is open 24hrs and can be contacted on 4033-5300.

[Lake Macquarie Mental Health Service](#) provides inpatient and community based services for the people of the Lake Macquarie local government area. A 22-bed Unit is based in the Mater Mental Health Centre and the community service is based in Charlestown.

[Newcastle Mental Health Service](#) provides inpatient and community based services for the people of the Newcastle local government area. A 22-bed Unit is based in the Mater Mental Health Centre and the community-based team is located at the James Fletcher Hospital. The **Acute Care Team** is co-located with the community team at James Fletcher Hospital.

[Hunter Valley Mental Health Service](#) provides inpatient and community services to the remaining local government areas in the Hunter, i.e. Port Stephens, Maitland, Cessnock, Kurri Kurri, Scone, Muswellbrook, Murrurundi, Denman, Dungog, Merriwa, and Singleton. The inpatient unit is based at The Maitland Hospital and community services are located at 555 High St, Maitland. Outreach staff are co-located with general community health services in Port Stephens, Cessnock and Muswellbrook.

[Manning Mental Health Service](#) provides inpatient and community services to the local government areas of Greater Taree, Forster and Great Lakes. The 20-bed Taree Mental Health Inpatient Unit is based at The Manning Base Hospital.

[Northern Mental Health Emergency Care Rural Access Program \(NMHEC-RAP\)](#) along with the Mental Health Line and PAEAMHETH (Police Ambulance Early Access to Mental Health Assessment via Telehealth) is part of the broader **Intake Services**. The NMHEC-RAP is a joint initiative between



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Hunter New England Local Health District (HNE LHD), Mid North Coast Local Health District (MNC LHD) and Northern NSW Local Health District (NNSW LHD). It has been operational since 29 August 2016. The NMHEC-RAP clinicians provide 24x7 specialist mental health consultation and advice via videoconference regarding mental health consumers of all age groups to staff working in rural emergency departments when local specialist mental health expertise is not readily available. The aim is to reduce the waiting time of consumers in EDs for mental health assessment and potentially avoid the need for transport to mental health units.

[Peel Cluster Mental Health Service](#) provides inpatient and community services to the local areas including Gunnedah and Tamworth. The 25-bed Banksia inpatient unit is based at the Tamworth Base Hospital.

[Tablelands Cluster Mental Health Service](#) provides inpatient and community services to the local areas including Tenterfield, Glen Innes and Armidale. The Clark Centre is an 8-bed voluntary unit based at the Armidale Hospital. The 25-bed Banksia inpatient unit is based at the Tamworth Base Hospital.

[Mehi / McIntyre Cluster Mental Health Service](#) provides inpatient and community services to the local areas including Inverell, Narrabri and Moree. The 25-bed Banksia inpatient unit is based at the Tamworth Base Hospital.

[Psychiatric Rehabilitation Service](#) is the largest of the services of Hunter New England Mental Health. It is a non-acute service with a total of 91 beds based at the Morisset Hospital site: 30 of these beds are in the medium secure unit of **Kestrel (Forensic Psychiatry)**, 14 beds are in the high support unit of **Rosella** and the remaining 47 beds are located in the **Cottage Program** made up of the Clinical Support Unit (20 beds) and the Clinical Rehabilitation Unit (27 beds). In addition, there are 3 **Supported Recovery** Teams in Newcastle, Lake Macquarie and Hunter Valley covering the same local government areas as the acute services.

The Manager of Community Development and Partnerships liaises with Non-Government Organisations and, where appropriate, develops, implements and evaluates service agreements with them. The services provide ongoing support for people who have experienced mental illness in the areas of vocational support and management of daily living.

The Psychiatric Rehabilitation Service is currently working to establish an effective streamed service to Northern and Manning. Currently there are Rehabilitation Coordinator positions located in Manning, Tablelands, Peel and Mehi/McIntyre clusters.

In addition, the **STEPS** program (Support Through Early Psychosis) focus is on those patients with a diagnosis of early psychosis who require ongoing management and support. The **Court Liaison Service** in Newcastle works through the Psychiatric Rehabilitation Services.

[Older People's Mental Health Service \(OPMHS\)](#) has three inpatient units. Older Persons Unit at the Mater Mental Health Centre (22 beds) for older persons with acute illness; Hilltop Lodge T-Basis at Tamworth (16 beds) for older persons suffering from dementia and/or confusion; and Riverview T-Basis at Wingham (16 beds) for older persons suffering dementia and/or confusion. There is a

community consultation unit working with the acute services at Newcastle, Lake Macquarie and Hunter Valley. Outpatient clinics and assessments operate from the Mater Hospital. There is a Clinical Nurse Consultant position in place in Southern and Northern areas.

CONTACT DETAILS FOR ENQUIRIES

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