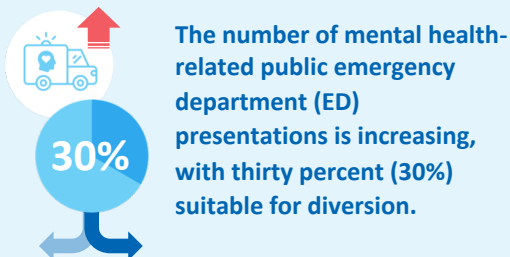

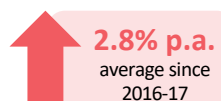


After Hours Mental Health Nursing Service

The challenge:



Growth of mental health presentations



Although there are several reasons people seek mental health-related services in EDs, often it is for after-hours care or an initial point of contact².

Approximately **thirty percent** of the total mental health ED presentations in 2020–21 were suitable for diversion (Triage Category 4 semi-urgent and Category 5 non-urgent)¹.




The solution:



Our innovative mental health service provides immediate support *after hours*, diverting presentations to EDs within the Eastern Melbourne Primary Health Network (EMPHN).

The service is offered in the North East, Inner East and Outer East of Melbourne when services are limited and is physically located opposite Box Hill Hospital. It is delivered in partnership with Box Hill Hospital and EMPHN.



Our Mental Health Nurses provide a safe, person-centred approach face to face, online or over the phone, with no appointments required. We help people experiencing mild mental health issues such as anxiety, stress, depression, and grief.

We provide:



After hours
assessment



Medication
reviews



Immediate
intervention

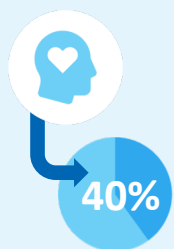


Navigation of the local
mental health service



Follow up to
close the loop

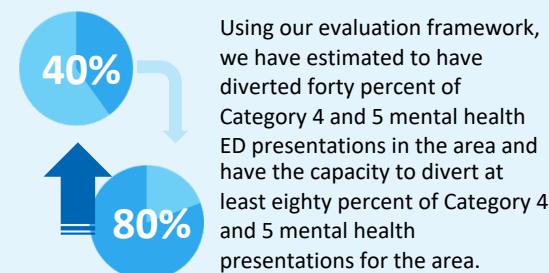
The impact:



Our service has been estimated to have diverted forty percent (40%) of Category 4 and 5 ED presentations with the opportunity to divert at least eighty percent (80%) ongoing.



In 2021/21 we provided over 2,000 episodes of support face to face, online and via telephone.



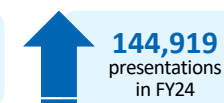
The opportunity:



We can replicate and scale our impact nationally using mental health nurses and trained staff with lived experience. This would divert at least thirty percent of total mental health ED presentations, using a lower cost model.

This equates to an estimated 144,919 presentations³ in FY24 with an annual increase of 2.8% assuming no further prevention or early intervention strategies are put in place.

Scale of impact:



healthAbility also provides prevention and early intervention strategies that could be scaled to increase system capacity using a lower cost model.

"Speaking to the Mental Health Nurses felt like they were family. I felt comfortable, the conversation flowed, and I didn't feel like there was a stopwatch going. They allowed me to speak to help empower me".

Aaron, Client

1. Mental health services provided in emergency departments, July 2022 Australian Institute of Health and Welfare (AIHW)

2. Managing people with mental health presentations in emergency departments - A service exploration of the issues surrounding responsiveness from a mental health care consumer and carer perspective Morphet et al 2012

3. Based on an average annual growth rate of 2.8% between 2016-2017 to 2020-21 as reported in Mental health services provided in emergency departments, July 2022 Australian Institute of Health and Welfare (AIHW)