

Rethinking

MENTAL HEALTH

6.0

A Whole of Health Approach

Plus Social – Empowering individuals and building communities

Dr. JR Baker

11.05 am – 11.15 am



#RTMH

Plus Social

Empowering individuals and building communities



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PCCS and the Plus Social pilot program



Primary and Community Care Services (PCCS): Care coordination and support service for people living with long-term health conditions and mental illness.

Plus Social for Injured Workers: A 12-week social prescribing program that links injured workers who have psychosocial difficulties to social activities and support services to increase wellbeing.

Program development



- Broad stakeholder consultations 2012-2014 on improving service delivery, focusing on experience, specificity, accessibility, efficiency and effectiveness
- Literature review, benchmarking across numerous overseas social prescribing programs
- Live prototyping Plus Social, evaluation of pilot for people living with serious mental illness
- Model adapted for people who were injured at work with moderate to long term claims

Social prescribing for injured workers



- NSW Government funded **icare foundation** generously provided funding to pilot first of its kind program
- Best components from overseas models of support were adapted to Australian context, including NSW WorkCover scheme, Australian health scheme, etc.
- Strong engagement with Nominated Treating Doctors (GPs), insurance scheme agents, rehabilitation providers, and other service system providers.

Social prescribing model

Qualified link workers provide:

- Holistic needs assessment
- Customised care planning
- Linkage and referrals to health and social services
- Follow-up contacts



Plus Social program eligibility

Aged 18 to 65 years

Work-related injury, acquired
6 months to 3 years ago

Lives in the community

Experience psychosocial difficulties

Current Certificate of Capacity

Reside in greater Sydney area

Prescribed activities

- Art and craft classes
- Yoga and relaxation classes
- Equine therapy
- Social groups
- Referrals to local services

&

wellbeing activities, such as:

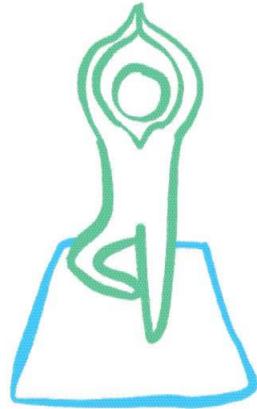
- NDIS providers
- financial counselling
- walking groups
- computer skills training
- community gardening



Plus Social evaluation structure and aims

175 participants in greater Sydney area between July 2017 and March 2019.

De-identified program participant data collected by PCCS was provided to SCU for evaluation.



Research questions

Did Plus Social program participants experience:

- greater social and economic confidence and participation
- improved psychological wellbeing
- decreased hospital utilisation

Plus Social evaluation methods

Mixed methods, longitudinal research design

Program start	During program	Program end
<p>Questionnaire ($n = 200$)</p> <ul style="list-style-type: none">Occupational, social and health detailsPsychometric assessment using 6 validated tools<ul style="list-style-type: none">- WHO-QOL-BREF- CANSAS- EQ-5D-5L- K10- UCLA Loneliness Scale- Pain scaleDemographic information	<p>Link worker documentation ($n = 178$)</p> <ul style="list-style-type: none">Participant referralsActivities attended	<p>Questionnaire ($n = 175$)</p> <ul style="list-style-type: none">Occupational, social, and health details (repeated)Psychometric assessment (repeated)
		<p>Program satisfaction survey ($n = 167$)</p>
		<p>Semi-structured interview transcripts ($n = 44$)</p>

Results: demographic information

**For the 175
participants
who
completed
baseline and
follow-up
questionnaires:**

■ Mean age = 51 years old;
range 29 to 71 years

■ 56% male, 44% female

■ 62% were born in Australia

■ 85% spoke English at
home

■ 4.3% identified as
Aboriginal and/or Torres
Strait Islander

■ Current employment status:
50% income support
(unable or not looking to work)
37% unemployed
13% working

■ Injury related time off work:
32% < 1 year
31% 1- 2 years
37% > 2 years

Results: ability to work & Social Participation

Ability to Work:

Significant increase in:

- **Current ability to work (15%)**
($Z = -4.60, p < .001$)
- **Confidence to return to work**
($Z = -4.85, p < .001$)
- **Certificate of Capacity mean hours (+5 hours)**
($SD = 12.42, t(38) = -2.56, p = .014$)

Social Participation:

- **No. people that could be counted on**
 $M = 3.45$ to 4.19
($t(172) = -2.41, p = .017$)
- **Satisfaction with social support**
27% reporting some satisfaction increased to 60% ($Z = -8.09, p < .001$)
- **No. social activities per week**
39% with no social activities reduced to 9%
($Z = -6.78, p < .001$; at right)

Results: biopsychosocial wellbeing

"I am becoming more positive, optimistic, and calmer.

I am stronger and capable of managing my pain and mental health issues...

I do not see myself as an injured worker who is stuck, depressed, heavily medicated, and lost.

I see myself with an injury that limits my mobility but not my myself."

From baseline to follow-up:

Increases in all positive measures

($p < .001$)

Decreases in all negative measures

($p < .001$)

Mean wellbeing score improvements

Scale	Mean Change
WHO-QOL-BREF	
Overall quality of life	+28%
Overall health satisfaction	+29%
Physical quality of life	+12%
Psychological quality of life	+14%
Social relationships quality of life	+20%
Environment quality of life	+20%
CANSAS	
Met needs	+31%
Unmet needs	-48%
Total needs*	0%
EQ-5D-5L	
Health status	+27%
Social life status	+56%
Work readiness status	+47%
K10 (Psychological distress)	-20%
UCLA 3-item Loneliness Scale	-16%
Pain Scale	-15%

Note. *CANSAS Total Needs assists in interpreting changes in met and unmet needs, but is not a wellbeing indicator in itself.

Results: health service utilisation

I am connected to the right health services and have the right equipment [assistive technology for mobility] which has improved my life and health.”

“Since being on the Plus Social program, I have not been to hospital and I have not had any anxiety attacks.”

From baseline to follow-up:

Hospitalisations over past 3 months

28% to 11% ($Z = -3.94, p = <.001$)

Frequency of weekly contact with health services

56% to 29% ($Z = -6.69, p <.001$)

Plus Social evaluation summary



The Plus Social program was successful in:

- promoting social and economic participation;
- increasing psychological wellbeing; and
- decreasing health service use

Case Study 1

- **Plus Social** provides a complimentary non-medical pain and recovery strategy that decreases isolation, increases support networks and supports a person redefining their identity.
- Sophie reports that her quality of life and general wellbeing have improved since starting Plus Social. Sophie's improvements are across multiple parts of her life.
 - **Social:** Sophie is less isolated and more engaged in her local community with regular social connections.
 - **Professional:** Sophie's interest in her hobbies is reinvigorated and the program has boosted her confidence and self-belief that she can gain employment using her art skills from Plus Social groups and talents in the future.
 - **Physical:** By engaging in a group activity that is meaningful and enjoyable to her, Sophie has forged an intentional focus away from the significant pain that she experiences.
 - **Personal:** Plus Social has supported Sophie to explore a new way of working and living with her injury. She has broadened her outlook for the future.

Case Study 2

Most Significant Change

■ Creative Awakening

- “Positive connections and supports that made me want to be *me* again”
- “I have changed from I can’t do to a can-do attitude”
- “Plus Social has shown me that I can focus on what I want and not on the negativity of my divorce”
- “I have found a new way of doing things”
- Plus Social has given me a structure to my week which means I am more organised now”

■ Arising from the Ashes

- “Reduced my anxiety and depression so that I now can have my granddaughter stay with me”
- “Created an *independent me* away from an abusive marriage”
- “Increased my support services and networks with people experiencing the same things as me”
- “Reinvigorated my passion in art and my confidence in myself”
- “Gave me the confidence to go overseas for the first time by myself”



Plus Social

pccs.org.au/programs-services/plus-social-for-injured-workers



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