

CMHDARN Research Forum "*Building Your Evidence Base – Lessons from the Field*"
FORUM NOTES November 19 2013

The notes below are additional to the formal presentations provided. They were based on notes taken by Deb Tipper and Rob Stirling, and are not meant to be comprehensive record of the forum.

Session 1 Opening Mental Health Commissioner John Feneley

- Whole of government approach to MH not just Health Ministry
- Looking towards research and innovation
- Building a research framework which will hopefully to bring research funding \$\$ to NSW
- Wants research/ evaluation to become an everyday part of activity
- Issue of attracting and retaining staff to regional/ rural areas- sees potential of building research agenda into their work/ career pathways as something positive

NSW Mental Commission Research Framework

LINK FOR MORE INFORMATION:

<http://www.nswmentalhealthcommission.com.au/our-work/research-advisory-group/>

- Work with Centres of Research Excellence
- Attract research funds
- Develop & strengthen consumer led research
- Develop & strengthen practitioner based research
- Focus on translation of research
- Strengthen networks and knowledge dissemination

Key points

- There are clear links between MH commission research framework and CMHDARN
- 2 ways that MHC is supporting CMHDARN - through funding and possible other way to be discussed further in the new year.
- Amazing what NGOs can do with a small amount of money

Session 2 CMHDARN Seeding Grants Outcomes and Challenges

Grenville Rose

Changed the way that academic looked at issues- instead of looking firstly at person with blood borne disease (BBD) perspective, then Mental Health Issues, looked firstly at person with MH issues, then BBD - changed focus

Observations:

- *"The way we ask the questions can determine the information you get from a person"*
- *Research is often the last reason for clients to access a service- organisational research can be at cross purposes to client/ consumer needs*

Janice Ollerton

"Practitioner resistance" to utilising framework and disclosure tool- staff didn't and wouldn't use it, but consumers loved it.

How do you address staff resistance to research activity?

- Train clients and consumers to ask for a particular tool
- Include in position descriptions
- Utilise reflective practice- explain why it is important and explore the resistance
- Introduce feedback loop to staff- give the results back to them regularly so they understand results and importance

Charlotte Pritchard

- Importance of the university collaboration

Judy Panter

Consumers gained confidence in several areas:

- Being involved with the health system
- Meeting procedures
- Action research
- Public speaking

Organisation recognised:

- The importance and power of language used
- Shadow of mental health- and impact of physical health- health professionals focus on the MH issues and ignore the broader general health checks.

General Forum Notes/ Comments:

- Ease of linking with academic partners
- New policy development emerging
- Challenges for getting real research grant funding
- Setting realistic time frames for ethics
- Passion of practitioners in engaging in research
- Challenges in research taking staff away from clinical work
- Staff engaging in higher studies
- Organisations using the data to support funding and continuous quality improvement
- Increasing involvement of consumers in research, and differing view of MH and AOD consumers.

Session 3: Workshop: Getting the Most out of your Existing Data

Facilitator: Deputy Mental Health Commissioner Bradley Foxlewin "Research equals recovery"

➤ RESOURCES

Beresford, P. and Croft, S. (2013), *User Controlled Research: A scoping review*, London, National Institute for Health Research College of Social Care Research

http://sscr.nihr.ac.uk/PDF/SSCR-Scoping-Review_5_web.pdf

National Consumer and Carer Forum (NCCF) 2004 *Consumer and Carer Participation Policy*

<http://nmhccf.org.au/documents/ConsumerandCarerParticipationPolicy.pdf>

Dr Peter Kelly

- Don't be scared of looking at the darker side of an organisations' operations
- Change your usual way of evaluating and researching
- Difference between evaluation (exploring whether you met objectives of program/ funding) and research (exploring new questions; looking at new service models)
- Reference to Stephen King ("On writing")- join two different things together and from that comes a unique thing- analogy with research

Adam Zimmermann

NEAMI Role

- Work to build consumer voice into things
- R&E Framework- discussed and reviewed all the time- every meeting
- Mainstream best practice in consumer input
- Used the NMHRC statement on Consumer participation to strengthen their framework
- Committee has staff, external academic (with lived experience) and 2 consumers
- Have employed a 'consumer participation manager' for NEAMI- guide research from the beginning
- Looking towards establishing an expert consumer advisory committee to guide research from the beginning- asking consumers if they are interested.
- Wants to see the time when NEAMI is considering and supporting consumers initiated research projects

Assessment of research proposals when approached by external people

- *Key question: Where is the direct benefit to consumer in the research proposal??*
- Discussions in research committee- reinforced the way they assess external approaches to NEAMI for research
- Being prepared to say no to proposals or to re-negotiate the proposal and changing the research design

Impact on Data collection of consumer involvement

- When data is seen as relevant and positive, staff and consumers more likely to be interested and engaged in research
- Amended database to accommodate aspects contained in the COMPASS tool, after analysis developed Health Promotion Strategy and introduced a Health Prompt tool for discussions between consumers and staff.

How does NEAMI afford their consumer policy and payment situation?

- There is an auspicing/administrative fee taken from all grants which goes into central administration. Part of this goes into the Research and Evaluation framework which funds consumer involvement.

➤ Resources

NEAMI Consumer Participation and Launching Pad

<http://www.neaminational.org.au/index.php/consumer-participation/>

Questions in afternoon Sessions 3 and 4

How do you engage consumers when they have other priorities?

- Persistence
- Engaging with them and explaining why and what possible outcomes
- Have the resources in place to support them
- Simplify questions

Ideas around payment of young people for follow up research- what does PK think of it?

- Thinks it is a good idea, but more important is the rapport and understanding with the YP.
- Have to be careful not to be coercive, more important to provide incentive
- Idea- each FB user has a unique ID- this can be the best way to track YP after a period of time because they move

- Make any payment as immediate as possible- cash sometime better for this reason (even if it is a lesser amount). (Vouchers have a re-sale value on the street too)
- Depending on what you are doing and which consumers you are accessing, you could ask the consumer organisation to match whatever you are paying them
- In the UK they expect consumers to be paid in accordance with the minimum wage for their participation.

At what point does data become evidence?

- Never really get to the end of evidence- it is linked to your quality improvement systems
- You do try to get to the stage where there is some sort of consensus on something

Matching good clinical practice with data collection and analysis is a challenge- assessments can now take a long time- how do you reconcile these 2 things?

- You should have short and simple questions
- Apply the 'meaningful' test
- Sitting beside the consumer and discuss
- COMs database very useful
- Always ask- what is the purpose of the data and for whom
- Have a regular review of your outcomes measures
- Neami using Ipads now for staff so they can have direct entry into the organisation's database, and the data can be fed back to them easily and quickly

Comments

- Importance of giving the power back to people on the ground with respect to data- feedback results and engage staff and consumers in data measures
- The recognition of grey literature and grey research is providing an enhanced consumer voice
- Difficult to measure everything that is done in support of consumer- need to be creative and sometimes ask consumers what has the interaction meant to you- what difference has it made in your life
- Bradley will be looking to take his research (around seclusion practices) and develop into practitioner guidelines

Hints from the Day

- Using data more effectively. Regularly reporting back data and research findings. Giving staff ownership over data. Helping them see the usefulness with clients
- Research on the agenda of staff meetings
- Research built into job descriptions
- Develop organisational policy to support research.
- Do an inventory of all the data your organisation collects, for whom and who is involved in collection
- Make contact with a researcher - CMHDARN can assist
- Engaging with consumers in meaningful way (challenges & successes). Asking the right questions and using the right language.
- Using data to support funding applications and inform CQI processes.
- Engage in CMHDARN to network with other workers with an interest and different experiences in research

Future actions for CMHDARN to consider

- What tools are people using for data collection- could these be mapped?
- How do you marry qualitative and quantitative methods?
- Could we have a theory based workshop on ethnography and auto-ethnography??
- Knowledge production / transfer/ development and collaboration?