

Building a personal system for people and their rights and wants

Kevin Harper

I contribute to the system as a Principal Advisor, Mental Health

I am here because I want the MH&A system to get personal

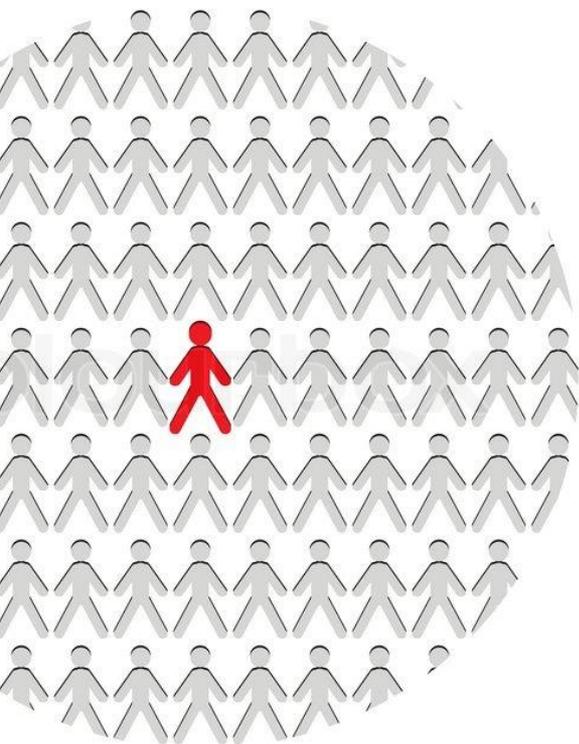
9th Service User Academia Symposium, November 2019

*We need new ways
of thinking and
working.*



A new direction for MH&A in NZ

Mental wellbeing for All



- Outcomes are equitable across the whole of our society,
- People who experience mental distress have the resilience, tools and support they need to regain their wellbeing.
- A mental health and addiction system with a central vision of mental health and wellbeing
- Offer services that look and feel different; respond early and prevent further distress
- Mental health services encompass all aspects of people's lives, and ensure people have the support they need to live well.

*It is more than
what we do, it's
how we do it*



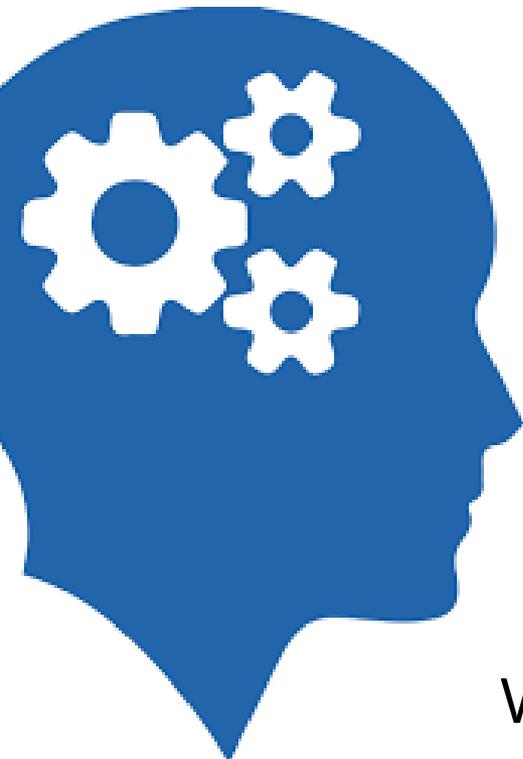
Using the system to change *how*

Shifting the conditions that are holding the 'problem' in place.



- Structural change does not create other change and threatens sustainability
- To transforming a system is to transform the power dynamic and relationships between people
- **Mental models are the foundational drivers of activity in any system**

System change



Defining a new system

Achieve a common good rather than narrow interests

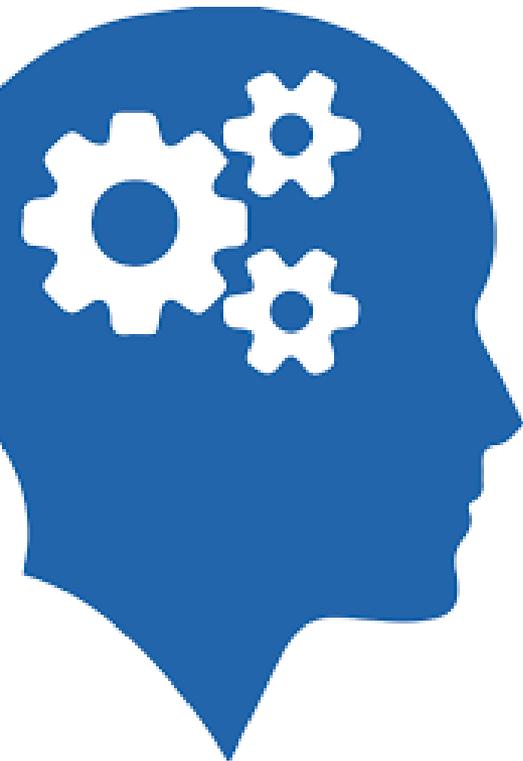
Work across government and organisational boundaries

Focus on outcomes and work together

Use meaningful measures to drive continuous improvement

Without a people focus a system could become self-serving

Personal characteristics of the new system



Thinking (mental models) to put people at the centre

Move beyond medicalisation to value people's meaning
Intervene at different levels of risk and across the life course

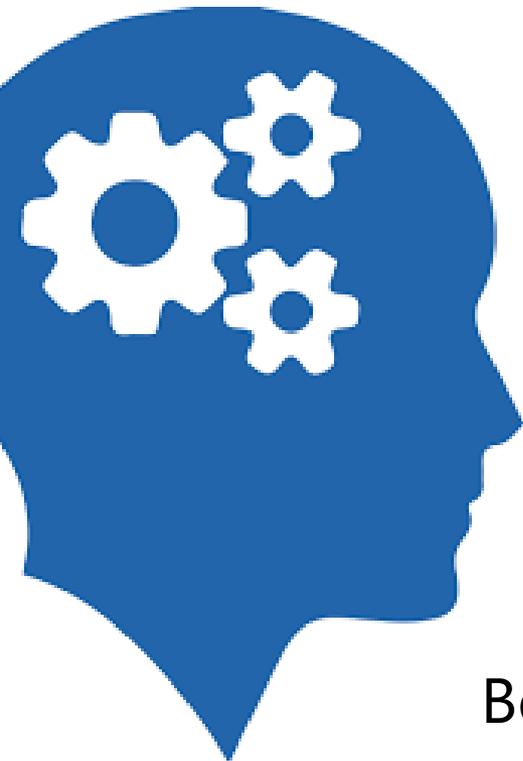
Experience of distress is not separated from context
Promote social inclusion and take action on discrimination

Power personal agency and respond at community level
'Full citizenship' for those constrained by social structures

Take meaning, narrative and subjective experience seriously
Co-produce studies with communities using mixed methods.

With a people focus we can create a new
mental model

New ways of behaving



Collective action for better outcomes

Focus on wellbeing and contribution to society

Focus on recovery and achieving the life people want

Address risk and protective factors through the life course

Place-based intervention in settings to support life course

Focus on 'what happened'; 'how it affected people'; 'the sense of it'; and how people survived

Focus on outcomes that are important to service users.

Adapt to the needs of people over the priorities of services.

Behaviours can be applied across the system and to all recommendations.

Questions?

What should I do with this thinking?

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