

Title: Transformative impact of Mind's PARC/SUSD services on psychological distress and recovery outcomes in residents

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Mind's Prevention and Recovery Care (PARC) and Step-Up Step Down (SUSD) programs provide 14-28-day supported residential care to help people transition from or avoid hospitalisation. Aligned with best practices, our outcome measures assess psychological distress, recovery, and service satisfaction to enable data-driven decision-making and comprehensive monitoring of residents' outcomes [1,2].

All measures are completed at entry and exit, except the service satisfaction items which are completed only at exit. Psychological distress in residents is assessed using the Kessler 6, and in-house items are used to assess recovery and service satisfaction.

This presentation will focus on sharing outcomes reported by 1098 residents within the 2022-2023 financial year. Results showed a significant reduction in psychological distress ($p < 0.001$) and an improvement in recovery ($p < 0.001$), irrespective of patient's subgroup (e.g., age, Aboriginal background). Service satisfaction scores as well as qualitative feedback from residents will also be shared. The findings demonstrate a profound improvement in residents' outcomes.

Session attendees will learn the following:

- Mind's outcome evaluation process in PARC/SUSD services.
- In depth findings from our latest analysis of PARC/SUSD resident data.
- Key learnings from the data and how they can inform practice.

References:

[1] Thornicroft, G., Deb, T., & Henderson, C. (2016). Community mental health care worldwide: current status and further developments. *World Psychiatry*, 15(3), 276-286.

[2] Samartzis, L., & Talias, M. A. (2020). Assessing and improving the quality in mental health services. *International journal of environmental research and public health*, 17(1), 249.