

**Mental Health and Addictions
Services**

Crisis Intervention Service

Tier 3 Service Specification

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	June 2009
Amended: clarified reporting requirements	February 2013
Amended: added MHA04S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024
Consideration for next Service Specification Review	Within five years

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

This tier three service specification for Crisis Intervention service (the Service) is linked to the tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

The Service includes an immediate urgent response to a mental health crisis with assessment, monitoring, co-ordination of services, treatment and support/advice to family/whānau/ carers.

Crisis intervention includes:

- assessment (clinical, social, cultural, risk issues)
- the development and implementation of an immediate treatment and recovery plan including risk management
- performance of all tasks necessary in relation to processes required under the Mental Health (Compulsory Assessment and Treatment) Act 1992 (including tasks of Duly Authorised Officer, assessing psychiatrist and responsible clinician)
- implementation of (including risk management) recovery plans, including referral to other services for ongoing treatment
- provision of advice, information and support to other carers and family as appropriate.

The Service will be mobile and able to be provided at the location of the crisis. Where necessary, the Service will arrange for, or provide, transport of the person to the nearest acute treatment facility.

Interventions will be appropriate to the age of the individual concerned, and will be no more restrictive than necessary in each situation. Crisis intervention will be fully available 24-hours, seven days a week.

There is effective liaison with police, general medical practitioners, residential providers and ambulance services, with formal protocols agreed to by relevant parties about when each will be involved and to what extent, where appropriate. Access to crisis respite services is facilitated through the crisis intervention service or agreed alternative mechanisms.

5. Service objectives

5.1 General

To provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.

Respite, ie short term support for periods of crisis or relapse or “time out”, could also be a function provided by the Service, ensuring any safety and risk issues are appropriately managed.

5.2 Māori Health

Refer to the tier one Mental Health and Addiction Services service specification.

6. Service Users

The Service Users are eligible adults as detailed in the tier two Adult Mental Health service specification.

7. Access

Access to the Service may be from any source, including directly or upon referral from primary practitioners, emergency departments in general hospital settings, family, carers and community members.

8. Service Components

8.1 Processes

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

8.2 Settings

The Service is provided in community based settings.

8.3 Key Inputs

The Service is provided by:

A multi-disciplinary team of people with skills and experience in mental health intervention, treatment and support, made up of:

- health professionals regulated by the Health Practitioners Competence Assurance Act 2003
- people regulated by a health or social service professional body.

Where appropriate, arrangements are made to ensure two clinicians attend a call out. Staff will have skills and experience working with mental health Service Users in crisis.

9. Service Linkages

Linkages include, but are not limited to those described in tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

10. Exclusions

Refer to the tier one Mental Health and Addiction Services service specification.

11. Quality Requirements

Refer to the tier one Mental Health and Addiction Services service specification.

12. Purchase Units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHA04A	Crisis intervention service - Senior medical staff	A service that is provided by senior medical staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.	FTE
MHA04B	Crisis intervention service - Junior medical staff	A service that is provided by junior medical staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.	FTE
MHA04C	Crisis intervention service – Nursing/allied health staff	A service that is provided by nurses and/or allied staff to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.	FTE
MHA04D	Crisis intervention service - Non-clinical staff	A service that is provided by support non-clinical staff working in conjunction with others in a multidisciplinary team, to provide rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.	FTE
MHA04S	Crisis Intervention Service	A service that provides rapid assessment and intervention for people experiencing a mental health crisis. The services are highly mobile and available in the setting and at the time that the crisis is occurring.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

Unit of Measure	Unit of Measure Definition
FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement

13. Reporting Requirements

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: performance_reporting@health.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ may be used for performance monitoring if specified as agreed with the Funder.

14. Glossary

Not required

15. Appendices

Not required

¹ Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services