

Mental Health and Addiction Services
Adult Mental Health
Service for Profoundly
Hearing Impaired
Tier 3

September 2024

Contents

1. Status	2
2. Review History	2
3. Introduction	3
4. Service Definition	3
5. Service Objectives	4
5.1 General.....	4
5.2 Māori Health	4
5.3 Service Users	4
6. Access	4
6.1 Entry and Exit Criteria.....	4
7. Service Components.....	4
7.1 Processes.....	4
7.2 Settings	5
7.3 Key Inputs	5
8. Service Linkages.....	5
9. Purchase Units and Reporting Requirements	5
9.1 Purchase Units	5
9.2 Reporting.....	6

1. Status

These service specifications may be amended to meet local agreement needs.

MANDATORY RECOMMENDED

2. Review History

Review History	Date
First Published on NSFL	June 2009
Corrected: Reporting item- monthly number of day attendances	July 2010
Amended: clarified reporting requirements	February 2013
Amended: added MHA12S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Consideration for next Service Specification Review	Within five years
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

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 Adult Mental Health Services - Service for Profoundly Hearing Impaired (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

This Service will include:

- assessment or support to access assessment services
- support to access treatment and therapy
- advocacy and support
- referral to other services as appropriate
- liaison and consultation services
- training/education
- interpreter services.

People who are deaf or profoundly hearing impaired and require specialist mental health services will be treated with the dignity, courtesy and respect accorded to all citizens.

Service Users include deaf or profoundly hearing impaired people who have, or are suspected of having, moderate-to-severe mental health problems. Many of the Service Users will be users of New Zealand Sign Language, and service providers will require deaf cultural knowledge to enable them to maximise the service provided.

The Service operates in a community setting. Assessment and therapy services are delivered through the service provider base facility, the Service User's home or in a choice of settings, which are the least restrictive or threatening to the Service User. Effective links are developed with other providers to ensure input from psychiatrists, registered nurses, and health workers will be provided from mental health services.

Explicit formal written protocols and procedures ensure that interface / links with mental health and addiction services, are maintained. Input is available from service co-ordinators, psychologists and interpreters.

Assessments include but are not limited to:

- clinical assessments undertaken by appropriately qualified and designated mental health personnel
- referral to appropriate services including acute inpatient services, crisis response teams, community mental health teams and medical services. Treatment and associated services for deaf people include:
 - preparation with the Service User, which may include input from family/whānau or support persons as appropriate and agreed to by the Service User, of a recovery plan, including a proposed service exit date crisis plan and review dates
 - medication monitoring for psychiatric pharmaceutical interventions

- cognitive, behavioural or other appropriate psychotherapeutic interventions. Use of recognised optimal therapeutic strategies, including but not limited to teaching self-management skills including self-medication, problem solving, cognitive interventions and other forms of symptom management
- social/life skill development strategies
- an emphasis on family education support and involvement, where appropriate
- regular input into treatment decisions where Service Users are temporarily in acute inpatient services
- liaison with and referral back to the Service User's general practitioner
- consultation, liaison and training / education services to enhance the ability of generic mental health services (including adult mental health services) to optimally provide care to Service Users
- developing best practice standards and back-up support to mental health services.

5. Service Objectives

5.1 General

The Service is designed to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services.

5.2 Māori Health

Refer to tier one Mental Health and Addiction Services service specifications.

5.3 Service Users

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

6. Access

6.1 Entry and Exit Criteria

Referral to the Service is from other services or other mental health services.

7. Service Components

7.1 Processes

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

7.2 Settings

The Service is provided in a community based setting.

7.3 Key Inputs

The Services are 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
- people who interact with Service Users and who are not subjected to regulatory requirements under legislation or by any other means.

Staff will require specific skills in communicating with the profoundly hearing impaired, skills and qualifications in New Zealand Sign Language is preferred..

8. Service Linkages

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

Service Provider	Nature of Linkage	Accountabilities
Providers of Disability Services	Referral Liaison Advice	Work with the relevant professionals and agencies in the care and support of the Service User

9. Purchase Units and Reporting Requirements

9.1 Purchase Units

Purchase Unit (PU) Codes are defined in the 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
MHA12 A	Service for profoundly hearing impaired - Senior medical staff	A service by senior medical staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services	FTE

MHA12 B	Service for profoundly hearing impaired - Junior medical staff	A service by junior medical staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services	FTE
MHA12 C	Service for profoundly hearing impaired - Nursing and/or allied staff	A service by nurses and/or allied staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services	FTE
MHA12 D	Service for profoundly hearing impaired Non-clinical staff	A service by non-clinical support staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services	FTE
MHA12 E	Service for profoundly hearing impaired - Cultural staff	A service by cultural support staff to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services	FTE
MHA12S	Service for Profoundly Hearing Impaired	A service to provide mental health assessment, treatment therapy and referral services for profoundly deaf people or support for profoundly hearing impaired people to access mental health assessment, treatment and therapy services.	Service

PU 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

9.2 Reporting

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.

The information required by the Funder will be sent to:

Email: 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.

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: <https://www.tewhatauora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications>