

ACPMH track record: client case study

Client: Department of Veterans' Affairs (DVA)

Needs

In 1995, DVA asked the Australian Centre for Posttraumatic Mental Health to support the establishment of treatment programs for veterans with posttraumatic stress disorder (PTSD) to provide high quality treatment that lead to positive changes for veterans' mental health.

Our response

ACPMH has progressively developed and implemented quality assurance processes for these services, including routine monitoring of the following areas:

- Access and targeting: services must target specified veteran populations, be accessible to veterans and their families and tailor care to meet needs.
- Quality of service: high quality service, rights and dignity respected, informed consent and a collaborative approach used.
- Intake, assessment, case management and discharge: services have routine clinical processes and documentation for each, and protocols for liaison and transfer of care to community providers.
- Treatment: services must keep abreast of developments in the field, provide best practice treatment and rehabilitation for PTSD, and related problems.
- Operational management: including designation of a clinical director and program co-ordinator, ensure appropriate staffing profile in terms of number, experience, discipline mix, supervision and support.
- Outputs, review and monitoring: compliance with ACPMH outcome monitoring protocols at assessment, intake, discharge and follow-up, report any adverse incidents.
- Leadership and influence: recognition as specialist provider, research and training.

Results

ACPMH has now monitored the outcomes of DVA-funded PTSD programs over 11 years, assuring best practice treatment outcomes for more than 4,500 veterans.