

Making Better Better – Reviewing and Improving Our Assertive Community Management Model of Care

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Background: The Assertive Community Management team (ACM) was established in South Eastern Sydney Local Health District to assist clients with complex needs to better engage with drug and alcohol and other health and support services.

The aim of this project was to improve access to the ACM program for clients with severe substance use disorders and co-existing complex co-morbidities. A focus was on ensuring the model was reflective of trauma informed care principles.

Description of Model of Care/Intervention: The project identified potential issues through a variety of methods including stakeholder questionnaires for staff and external stakeholders. Consumer feedback was sought, a literature review undertaken with a focus on other ACM Models of Care. Input was also sought from services not currently able to refer to ascertain potential service gaps.

Effectiveness/Acceptability/Implementation: As a result of the research, a reviewed model of care was developed within a trauma informed framework. The primary improvement was an enhancement of existing referral pathways and the development of additional pathways to address issues identified through the process.

Conclusion and Next Steps: The project highlighted the importance of undertaking a timely review of a service's model of care to ensure they continue to adapt and evolve. Through expanding and refining our model of care with a trauma informed lens, we have enhanced the capacity of the system to meet the needs of client rather than expecting the client to fit the system.

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