



Reforming Mental Healthcare System in Bosnia-Herzegovina: Interdisciplinary Care Coordination for Persons with Severe Mental Problems

Maja Zaric

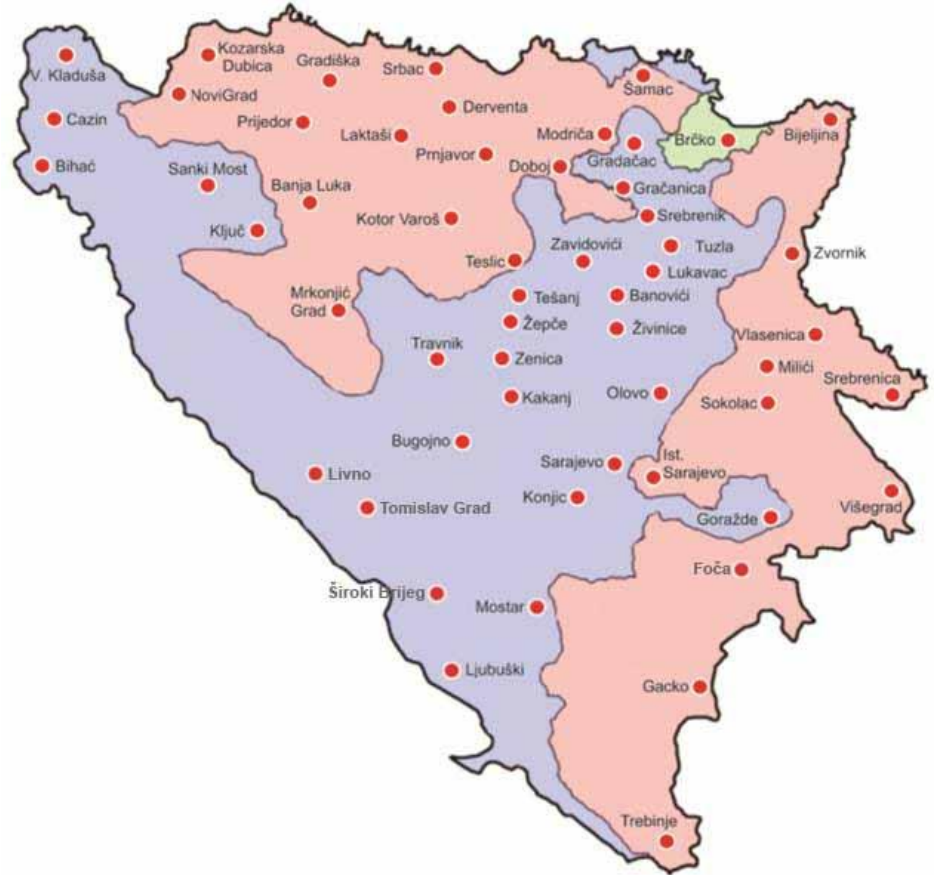
Reform of mental health care system in Bosnia-Herzegovina

- Considerable burden of mental disorders in B&H
 - deep psychological scars from the war
 - widespread social deprivation and poverty
- Reform
 - deinstitutionalisation of mental health care services
 - development of community-based mental health care services (interdisciplinary approach)
 - focus at prevention, early detection and early intervention – primary health care level



Reform achievements

- Created network of 68 mental health care centers at the community level
- Interdisciplinary teams:
Psychiatrists,
Psychologists,
Social Workers,
Nurses,
other professionals





Swiss support to the reform: Mental Health Project in B&H

- Support by Swiss Agency for Development and Cooperation (SDC) started in 2010
- Budget 2010-2017: CHF 11.3 mio
- Expert support provided by Cantons Bern, Fribourg, Geneva, and Jura

Project intervention areas:

- 1) Improving legislation in area of community mental health;
- 2) Capacity building of providers of mental healthcare;
- 3) Improving management capacities in mental health;
- 4) Fight against stigmatization and discrimination related to mental disorders



Why Case Management?

Improving quality and cost-effectiveness of provided care

Allowing access to a range of complementary services (across sectors) for persons with severe mental health disorders and multiple needs and reducing relapses

Improving social inclusion and quality of life for persons with mental health disorders



Case Management

Case management is a way of tailoring help to meet individual need through placing the responsibility for assessment and service coordination with one individual worker or team
(Onyett, 1992)

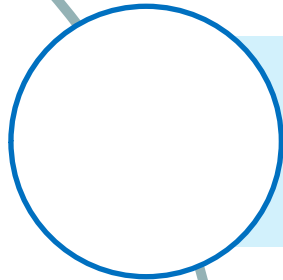
Increasing the flexibility, continuity and responsiveness of service provision

Assigning clear responsibilities to individual staff working within teams

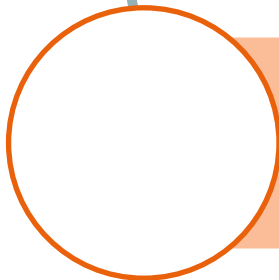
Focus at client's needs, strengths, and capacities to learn, grow and change



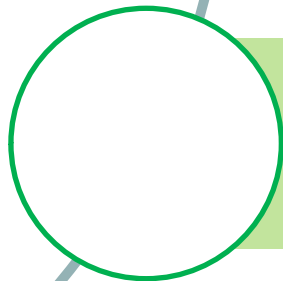
Case management in B&H today



Aimed for clients with severe mental problems, who have multiple needs and are at risk of relapses



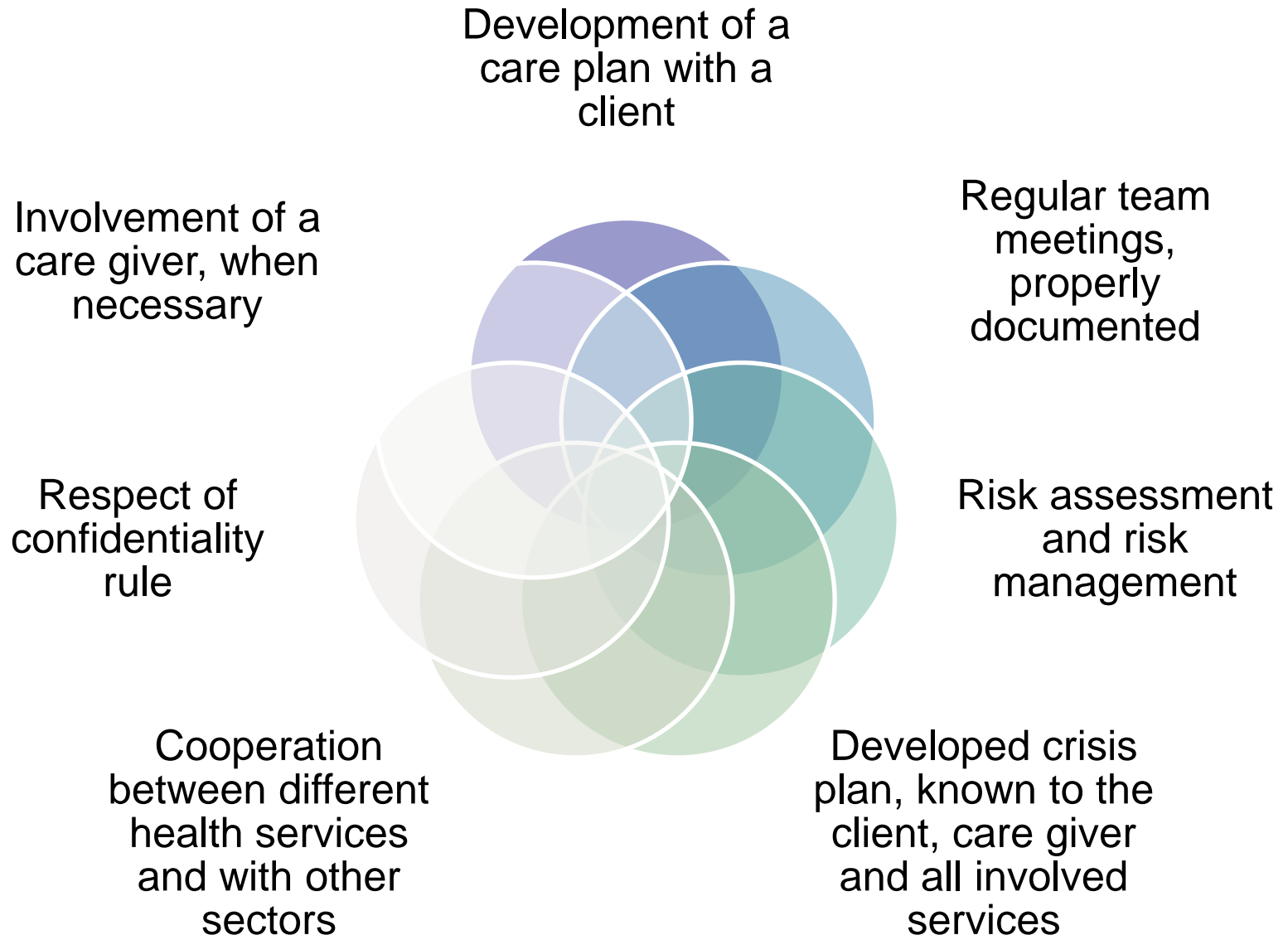
Connecting clients effectively with available services for provision of optimal care and increase of the clients' potential for recovery



Based on standardized procedures, incl. development of individual "tailored" packages of care



Key elements of case management





Achievements

Six months after introduction of case management approach:

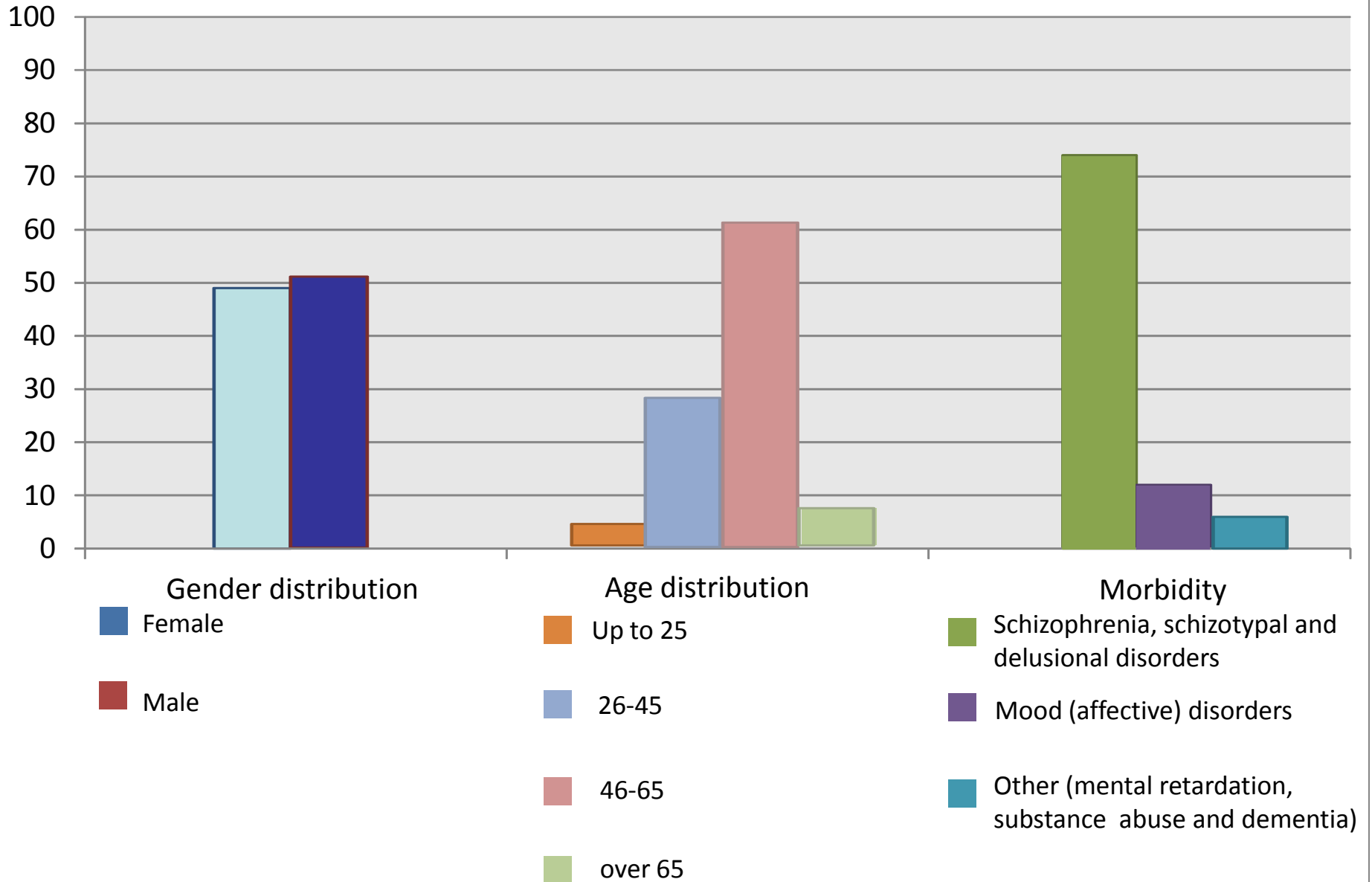
- 96% (65 out of 68) of community-based centres for mental health use the approach
- 828 persons with severe mental disorders are benefiting from the case management application

A year after introduction of case management approach:

- In a sample of 8 centres, hospitalisations of their clients suffering from severe mental disorders decreased by 28-51%

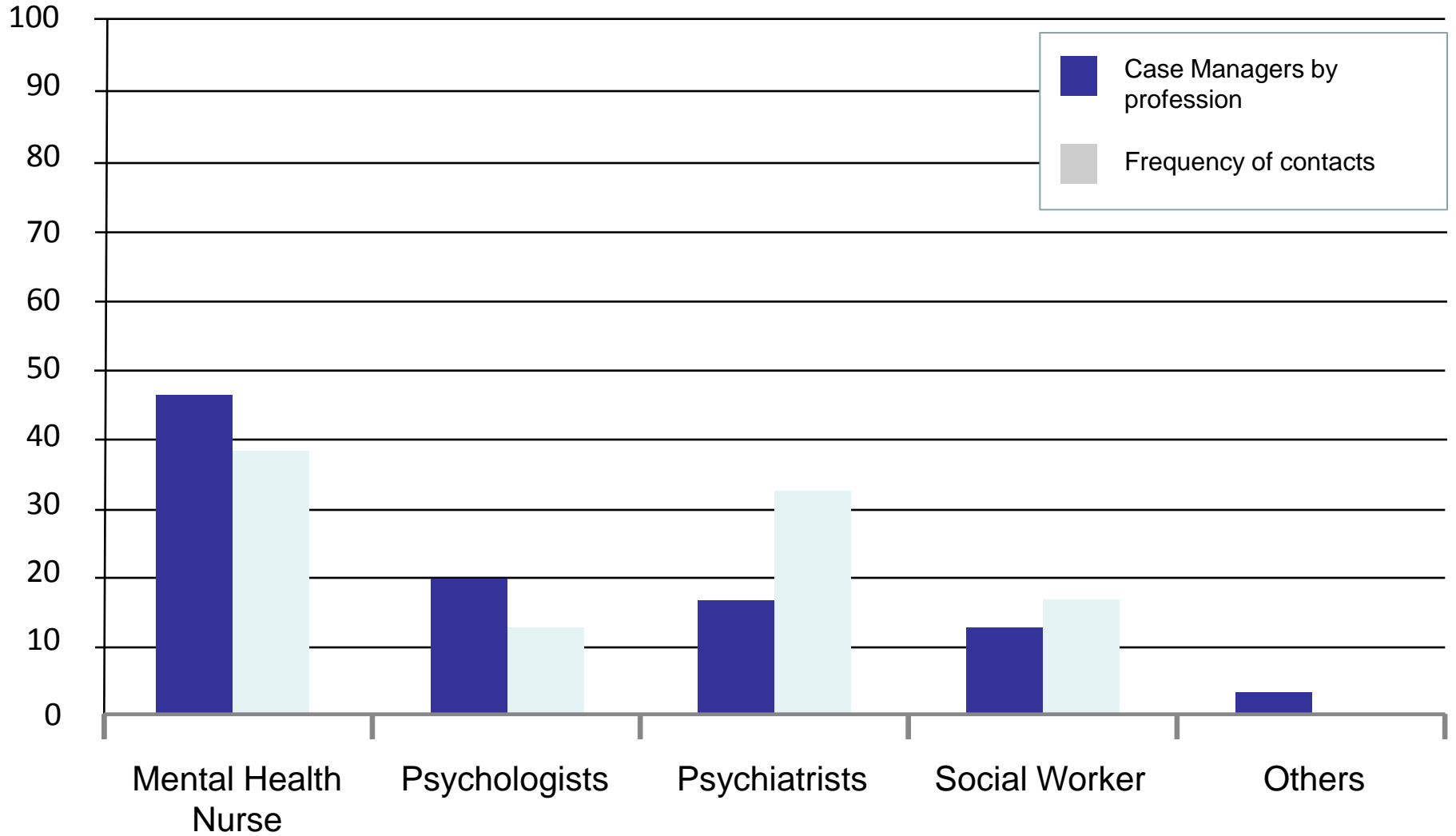


Achievements





Achievements





Lessons Learnt

- Invest in continuous capacity building; insure team and individual accountability to the client involved in the case management
- Sensibilize health managers for the approach
- Insure integration of the approach in the service provision system (legislation, nomenclature)
- Develop standards and provide instruments for the application of the approach
- Provide support in application through peer-support and supervision
- Integrate the approach in a formal/university education of mental health care providers for a long term sustainability