



THE CHOICE AND PARTNERSHIP APPROACH

The Choice and Partnership Approach (CAPA) is a collaborative service improvement model, offering choices to young people and families/whānau when engaging with mental health and addiction services.



THE CHOICE AND PARTNERSHIP APPROACH (CAPA)

CAPA is a continuous service improvement model that combines personalised care and collaborative practice when partnering with service users and their family/whānau. Benefits include enhanced effectiveness of service delivery, and improved demand and capacity management.

By focusing on the service user and their family/whānau, CAPA helps develop client-centred services that are accessible and outcome-focused. It provides opportunities for young people and families/whānau to be involved in each stage of their care. Utilising 11 key mechanisms, clinicians shift from being seen as an 'expert with power' to a 'facilitator with expertise'.

CAPA brings together:

- The active involvement of the young person and their whānau throughout the clinical process – assessment, treatment planning and outcomes
- Demand and Capacity ideas
- A new approach to clinical skills and job planning

Services can then:

- Offer focused service delivery accessing clinicians with the appropriate clinical skills
- Function in a more efficient, timely manner

CAPA is a model that offers a consistent approach to care with clear pathways. Services can benefit from being able to demonstrate what they are doing and with whom. Using CAPA provides services with easily accessible data on their capacity and activity. This data can then be used to assist planning and funding decisions.

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