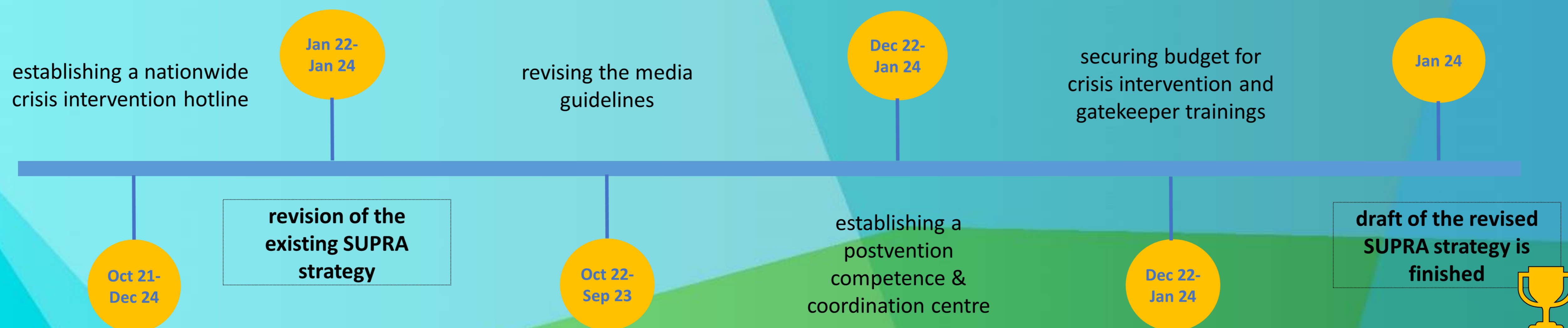


FURTHER DEVELOPMENT OF THE AUSTRIAN BEST PRACTICE SUPRA AUSTRIA

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Quick win: including representatives of mobile crisis intervention teams into SUPRA advisory board. **Quick win:** establish own SUPRA webpage (expand existing gatekeeper webpage)

Information on selected activities

Establishing a nationwide crisis intervention hotline

Oct 21- Dec 24

Purpose: having one single crisis intervention hotline that leads to regional crisis intervention offers
Expected Impact: people in crisis can find help more easily
Primary Target Group: existing crisis helplines
Engage Stakeholders: Ministry of Health, existing crisis helplines, federal states

Implementation steps:

- a **draft concept** including technical considerations was developed
- a **working group** with existing hotlines was established to develop a joint implementation concept
- commitment on a higher political level** was achieved

Challenges and solutions:

different interests of various stakeholders, power and competence struggles – patience, diplomacy and defining workarounds

What remains after the JA?

- working group
- crisis hotline is part of treaty between federal state, regions and social health insurance

Revising the media guidelines

Oct 22- Sep 23

Purpose: having updated media guidelines that include latest evidence and are (re)formulated in cooperation with journalists
Expected Impact: safe and appropriate reporting on suicides, higher commitment by journalists
Primary Target Group: journalists
Engage Stakeholders: journalists, suicide prevention experts

Implementation steps:

- a **working group** consisting of suicide prevention experts and journalists was established
- the working group **reformulated the guidelines** and included latest findings and additional info specific on assisted suicide
- publication** of revised guidelines
- revision of **layout**

What was helpful?

- motivated experts
- existing contacts to journalists through Papageno Media award

What remains after the JA?

- revised guidelines in more appealing layout
- contacts with journalists

Establishing a postvention competence & coordination centre

Dec 22- Jan 24

Purpose: providing better help for people bereaved by suicide
Expected Impact: improved cross-institutional cooperation when working with risk-groups
Primary Target Group: stakeholders in the field of postvention
Engage Stakeholders: institutions providing postvention services, self-help groups, region (Styria)

Implementation steps:

- a **working group** was established
- a **concept** for a postvention competence & coordination centre was developed
- a **legal framework** for cross-institutional cooperation was developed

Challenges and solutions:

commercial interests of one stakeholder – reducing cooperation with this specific stakeholder

What remains after the JA?

- the competence center
- better integration of postvention in suicide prevention strategy, SP-activities and -network

Key messages

- Persistence** and waiting for the right moment can pay off.
- Sometimes seeking **commitment on a higher political level** can be helpful.
- When facing **power struggles** between stakeholders, try to **stay patient, be diplomatic** and **define workarounds**
- In some cases, **reducing cooperation** with “problematic” stakeholders is the best option.
- Involving target group** in implementation process always pays off.
- JA ImpleMENTAL-contribution:** new ideas through exchange and looking at things from other perspectives, discussing obstacles and barriers and finding new options, using „swarm intelligence“