

# Norton Unit – Concord Centre for Mental Health

ACHIEVING  
YOUR  
GOALS  
WITH YOU



## Speakers:

Lance Takiari - Operational Nurse Manager SLHD MHS  
Zohaib Memon – Nursing Unit Manager Norton Unit  
Natalie Chee Quee – Clinical Nurse Educator SLHD MHS

# Norton Unit - CCMH

**Norton Unit** is a 20-bed acute adult mental health admission unit located at Concord Centre for Mental Health.

Norton Unit provides **continuing care** for people with mental health issues who will most likely have had routine or intermittent contact with community mental health services for at least 2 years.



# Achieving Your Goals With You

## NORTON UNIT Concord Centre for Mental Health



### Our Vision

**ACHIEVING  
YOUR  
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### Our Mission

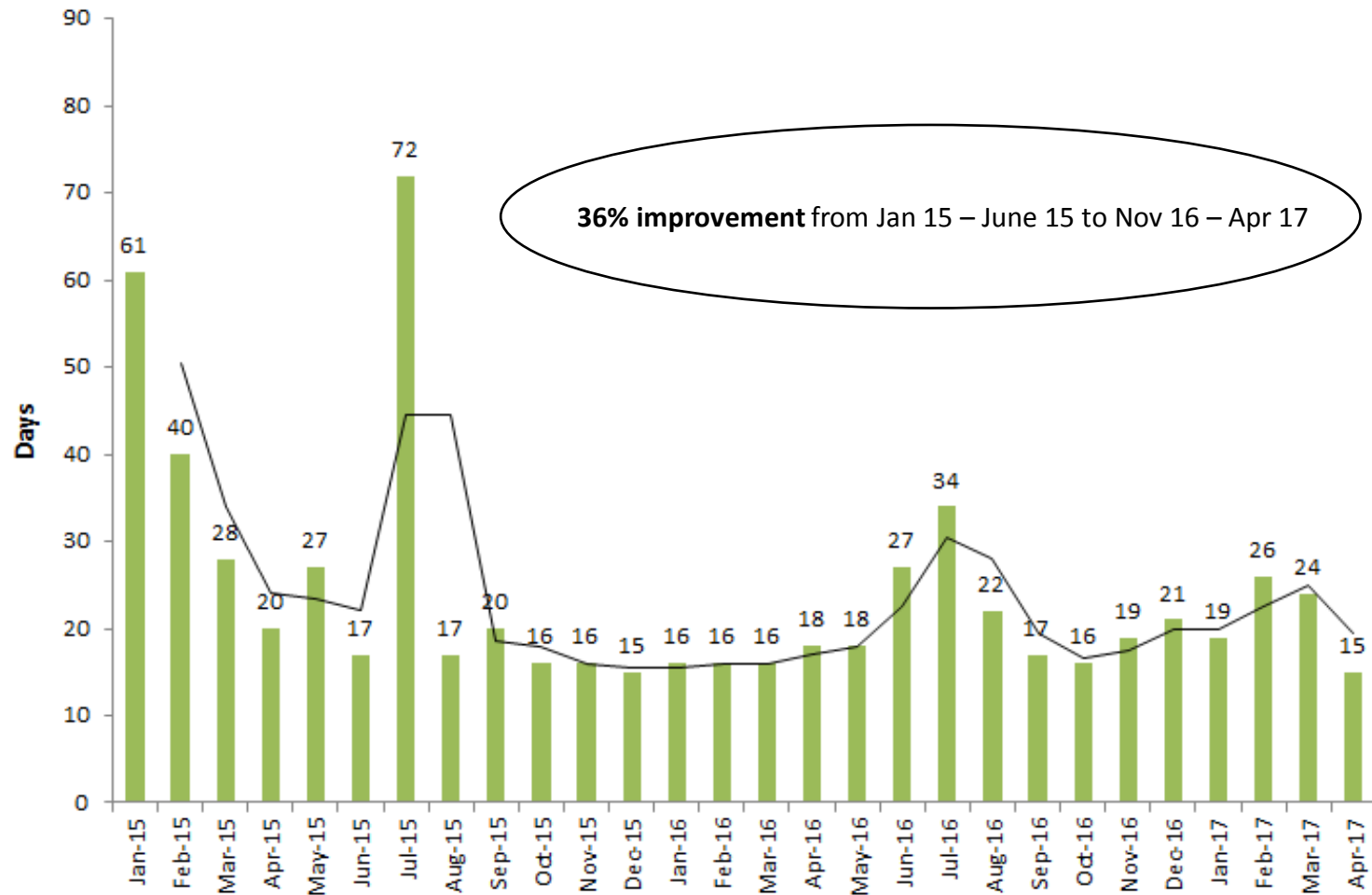
- To provide mental health services for consumers aged 18 – 64 who live within the Sydney Local Health District and have an existing mental health problem
- To deliver holistic and patient-centred care that empowers consumers to achieve their goals through collaboration with the multidisciplinary team
- To provide high quality and safe mental health services
- Ensure the physical healthcare needs of consumers
- Work in partnership with consumers and their carers
- Work with stakeholders to meet the needs of consumers
- Support education and training initiatives that enable undergraduate and qualified clinicians to deliver mental health services



# Knowing How We Are Doing

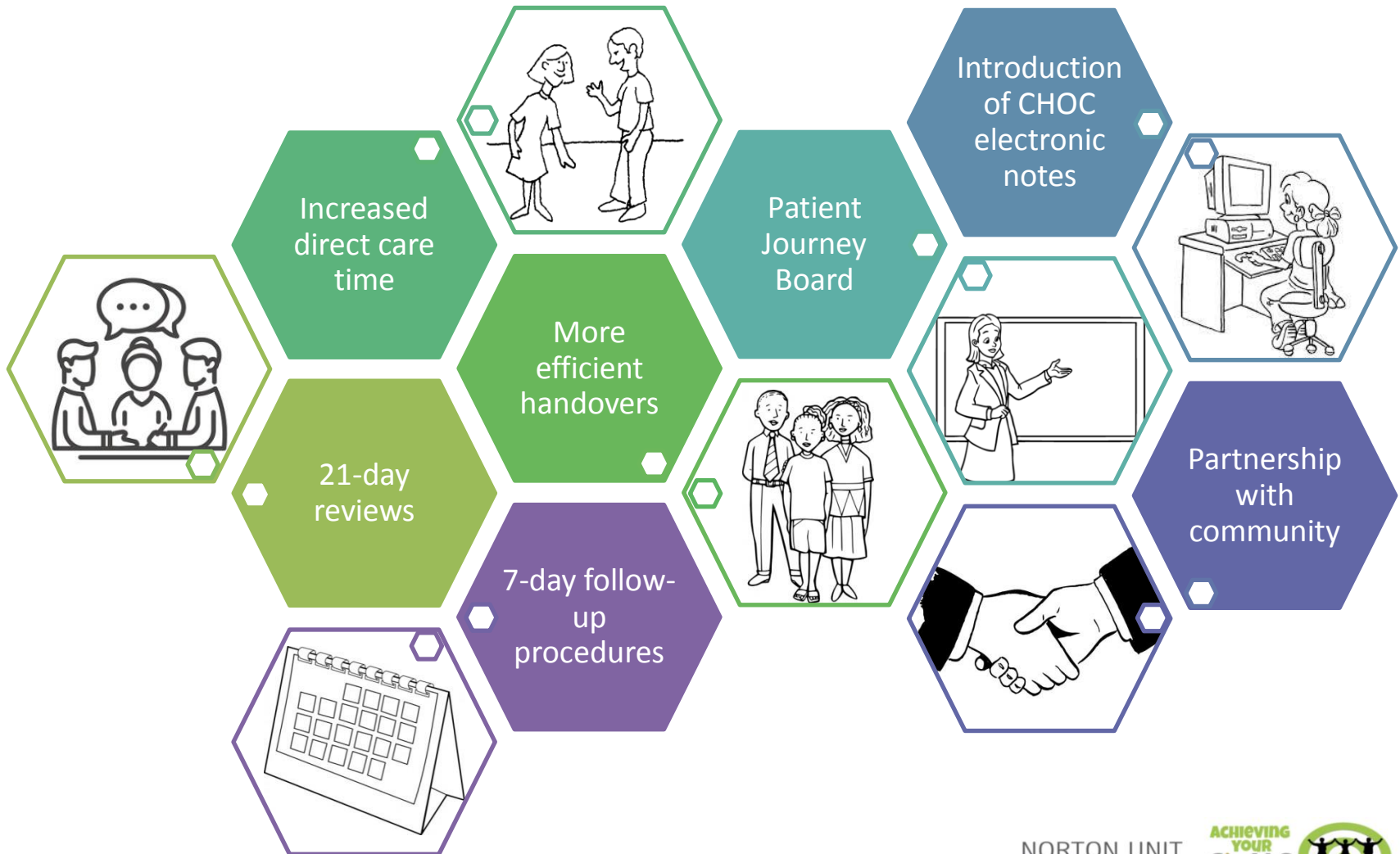


# Average Length of Stay



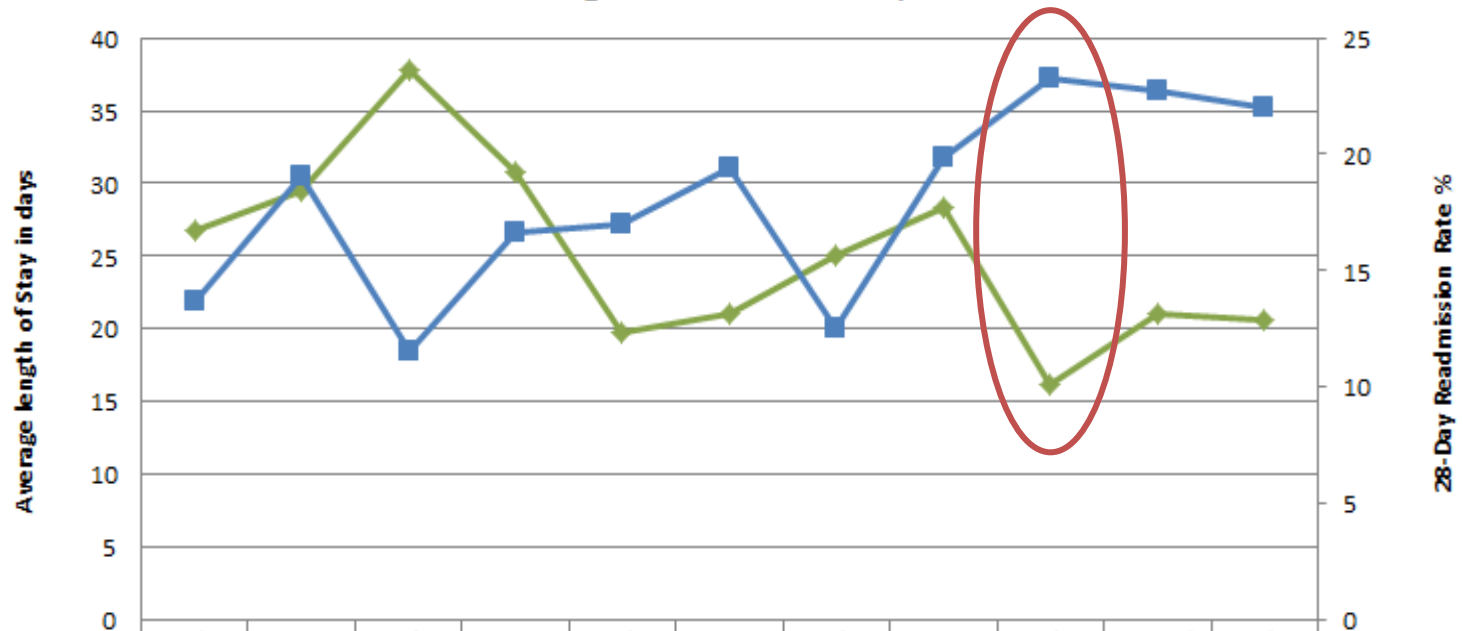


# Average Length of Stay - Actions



# 28-Day Readmission Rate

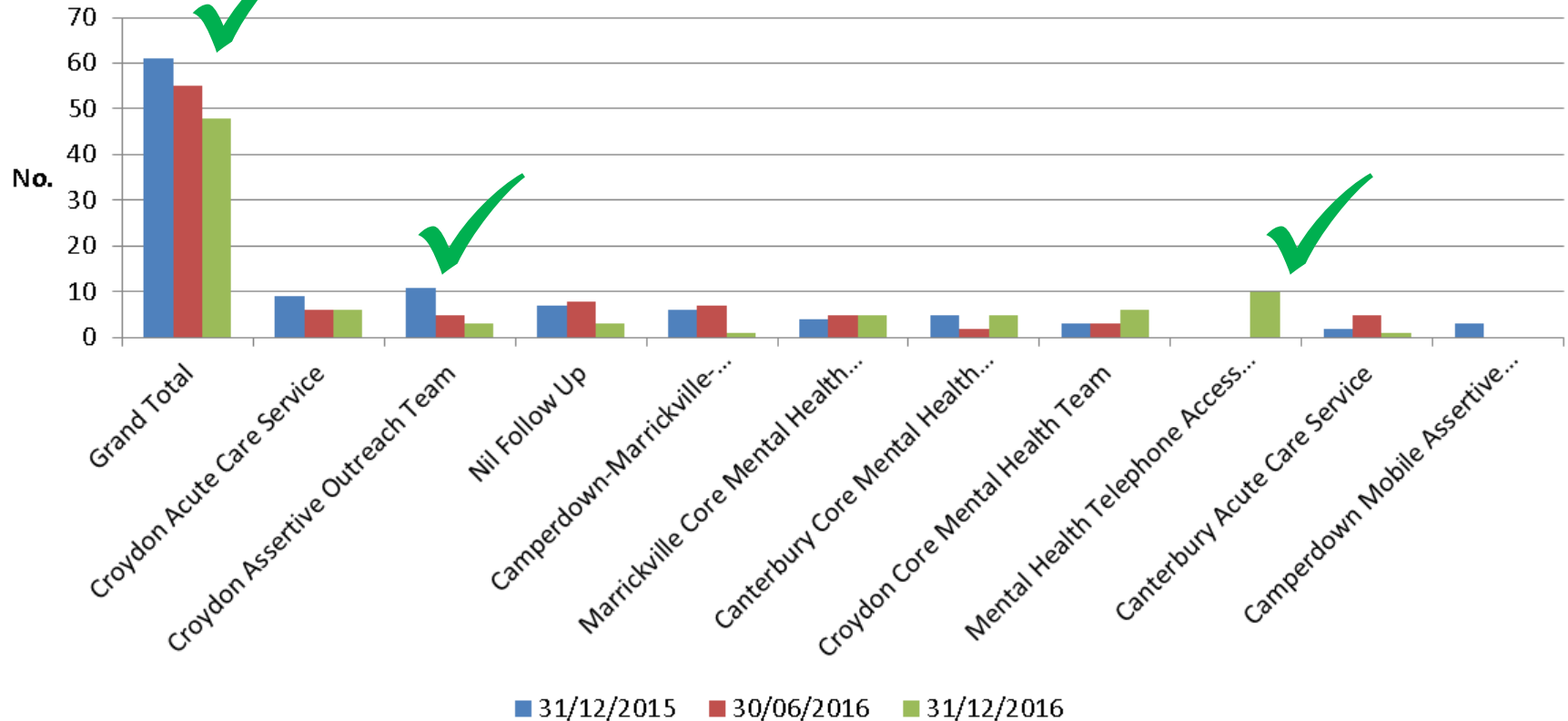
## Norton Unit - Average LoS vs. 28-Day Readmission Rate



◆ Average LoS	26.8	29.5	37.8	30.8	19.7	21	25	28.4	16.2	21	20.6
■ 28-Day Readmission	13.7	19.1	11.5	16.6	17	19.4	12.5	19.9	23.3	22.7	22

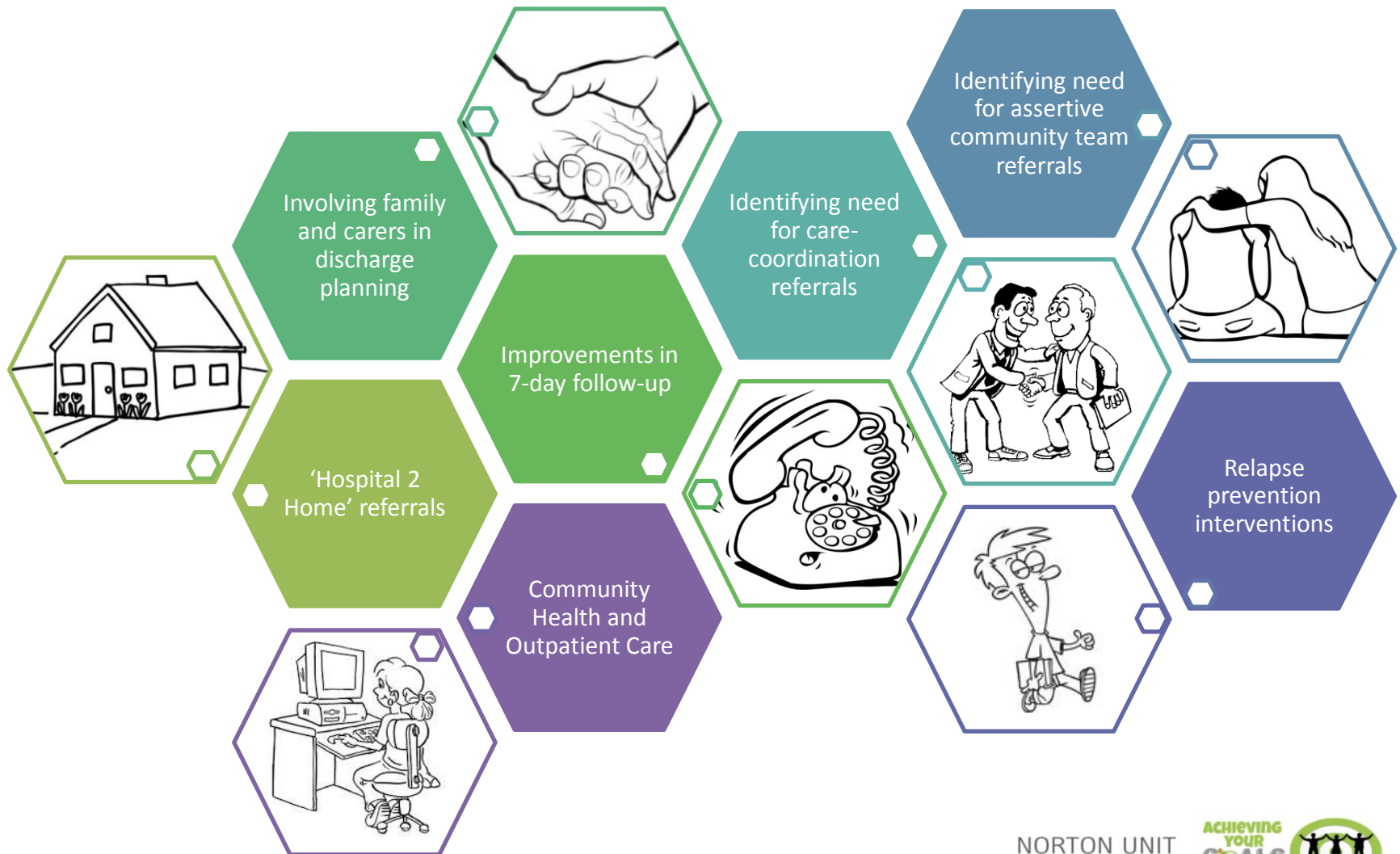
# 28-Day Readmissions by Service

**Norton Unit 28 Day Readmission by Identified 7 Day Follow Up Service**  
July 2015 - December 2017

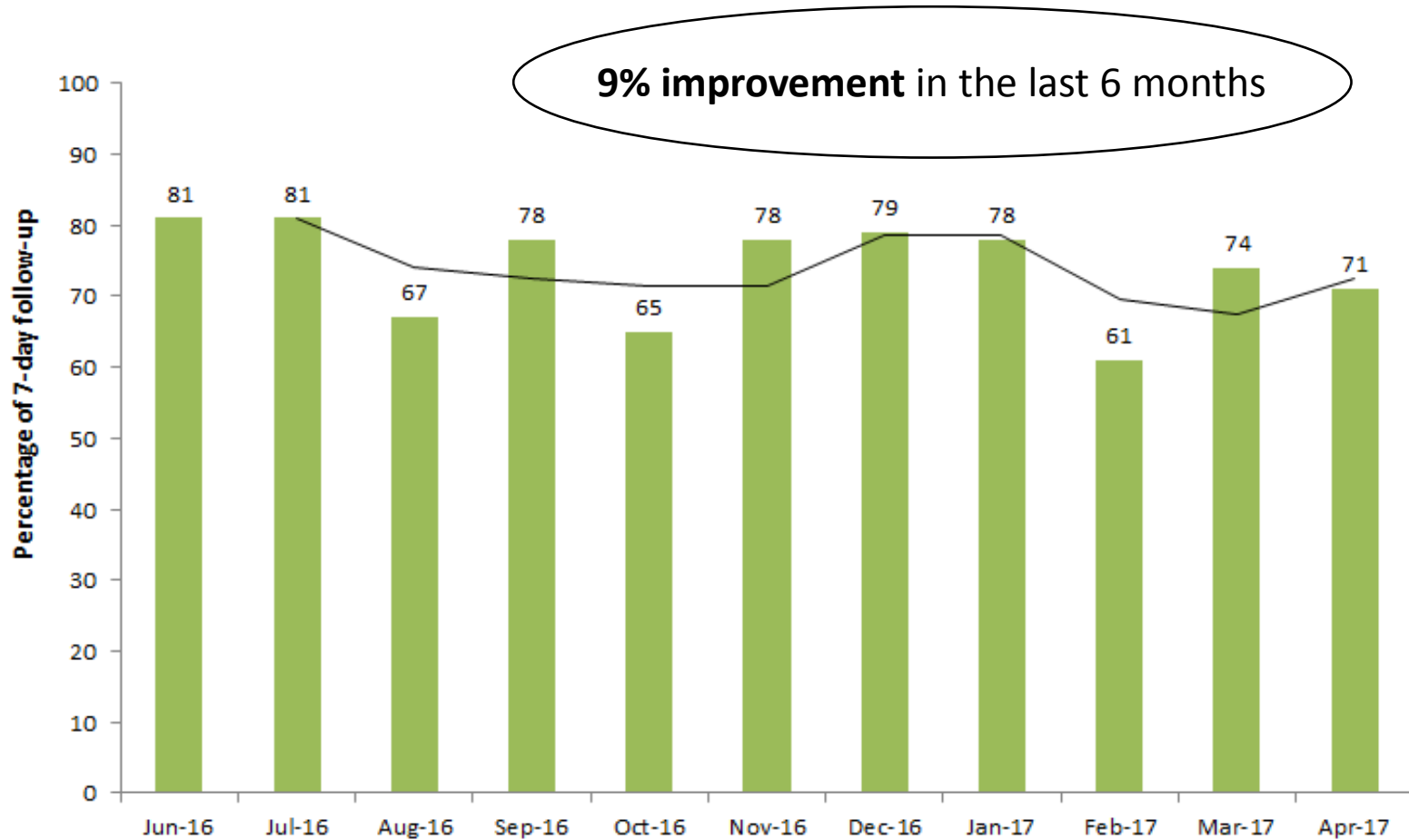




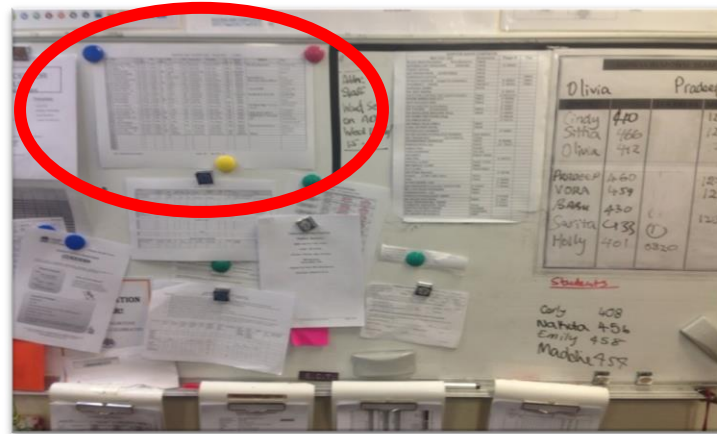
# 28-Day Readmission Rate - Actions



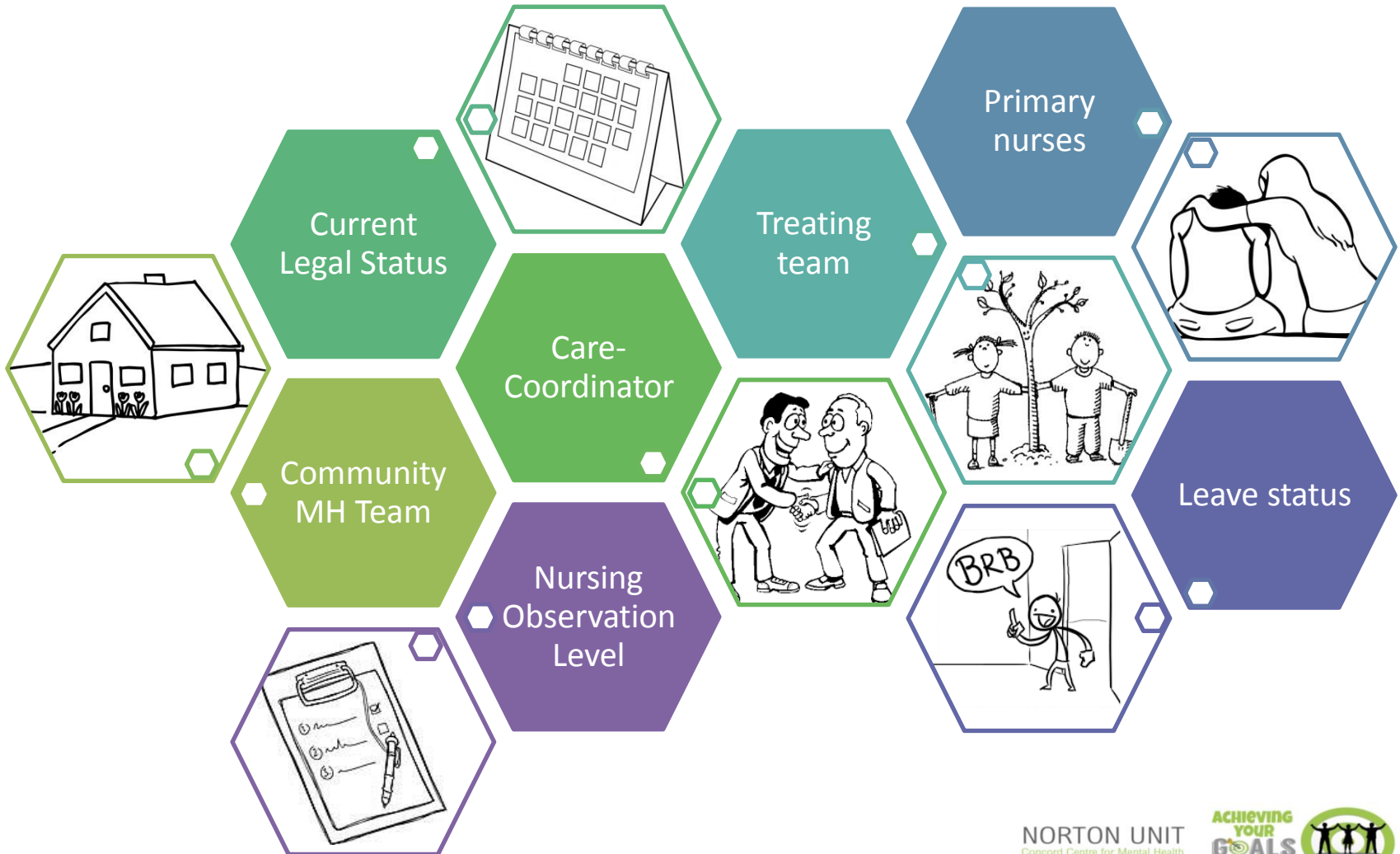
# 7-Day Follow-Up



# Patient Status at a Glance



# Patient Journey Board



# Patient Journey Board

01	F	S19   52yo   Croydon   OBSL4   REG:Clare   SW:Alan P/N: Cathy/Tju   LEAVE: NL PLAN: Clozapine work-up	20/02/17	LOFTUS,K	57.9	A	II
02	F	S35.5   52yo   NFA   OBSL4   REG:Truls   SW:Alan   OT:Kristy P/N: Sitha/Vora   LEAVE: 1hr EL with brother PLAN: Guardianship approved. Random room search for sharps	15/02/17	LOFTUS,K	175.7	A	Gr II
03	F	S19   44yo   Canterbury   OBSL4   REG:Rikki   SW:Alan   OT:Vi P/N: Brendan/Chantal   LEAVE: 1hr EL with brother PLAN: Monitor mental state	20/02/17	DICIACCIO,N	51.6	A	
04	F	S35.5   36yo   Camperdown   OBSL4   REG:Rikki   SW:Alan   OT:Vi P/N: Chantal/Baba   LEAVE: NL PLAN: Clozapine work-up	05/02/17	DICIACCIO,N	84.8	A	
05	F	S35.5   22yo   OOA-Merrylands   OBSL4   REG:Clare   SW:Alan   OT:Vi P/N: Shulin/Sitha   LEAVE: NL PLAN: D&A referral, monitor mental state	20/02/17	DICIACCIO,N	37.7	A	
06							
07	F	S5   43yo   Canterbury   OBSL4   REG:Clare   SW:Alan   OT:Vi P/N: Babu/Priscilla   LEAVE: EL with family PLAN: Monitor mood and behaviour	20/02/17	DICIACCIO,N	3.5	A	II
08	F	S19   49yo   Canterbury   OBSL4   REG:Truls   SW:Alan   OT:Vi P/N: Naya/Crystal   LEAVE: NL PLAN: Monitor mental state	20/02/17	DICIACCIO,N	13.7	A	Gr
09	M	S19   33yo   Croydon   OBSL2   REG:Rikki   SW:Alan   OT:Kristy P/N: Abhi/Crystal   LEAVE: NL PLAN: Monitor mental state	20/02/17	LOFTUS,K	1.7	A	Gr
10	F	S5   51yo   Croydon   OBSL4   REG:Truls   SW:Alan   OT:Kristy P/N: Tju/Babu   LEAVE: 1hr UEL BD PLAN: Monitor mood and behaviour	05/02/17	LOFTUS,K	38.8	A	
11	M	S5   46yo   Camperdown   OBSL4   REG:Rikki   SW:Alan   OT:Vi P/N: Elizabeth/Juliet   LEAVE: NL PLAN: Await review by team	20/02/17	DICIACCIO,N	1.9	A	Gr
12	M	S5   48yo   OOA   OBSL4   REG:Clare   SW:Alan   OT:Kristy P/N: Reggie/Shulin   LEAVE: NL PLAN: Discharge Wednesday 25/1	20/02/17	DICIACCIO,N	11.2	A	Gr
13	M	S19   42yo   Redfern   OBSL4   REG:Clare   SW:Alan   OT:Vi P/N: Paul/Godfrey   LEAVE: NL PLAN: Monitor manic features	03/02/17	DICIACCIO,N	6.0	A	
14	M	S5   37yo   Croydon   OBSL4   REG:Truls   OT:Kristy   SW:Alan P/N: Godfrey/Mark   LEAVE: 1hr UEL BD PLAN: Monitor mental state	20/02/17	DICIACCIO,N	6.8	A	
15	M	S19   52yo   Canterbury   OBSL4   REG:Truls   SW:Alan   OT:Vi P/N: Vora/Crystal   LEAVE: NL PLAN: Discharge Wednesday 25/1	03/02/17	DICIACCIO,N	6.4	A	
16	F	S35.5   61yo   Croydon   OBSL4   REG:Clare   SW:Alan   OT:Kristy P/N: Chantal/Mark   LEAVE: EL PLAN: Commenced on Olanzapine depot	20/02/17	DICIACCIO,N	49.6	A	Gr

**DURESS 25/01/17 E Shift**  
ABHI/GODFREY

**STAFF ALLOCATION**  
PAWAN ; JESSICIA, JANINE  
BABU ; ANNA, MERNA, DAVID, TOM  
ABHI ; TAMAS, JIM, PETERZ, ANTHONY  
TJU ; TONY, CHRISTOPHER, MONICIA, KATHI  
GODFREY ; PAUK L, RONALD, JEREMY, CHLOE  
BRERNAN; SOON, CLARA, ALICE, NORA

**STAFF ALLOCATION CONTINUED**

**SHIFT REPORT: 25/01/17 A Shift**  
Transfer OUT/Leave: 0/1  
Transfer IN/Admission: 0  
Sleepouts: 1  
Discharge: 1  
AWOL: 0  
Returning from leave: 1  
ECT: 2  
Total PT: 25

**PATIENTS FLOW OUT:**  
1. [REDACTED]  
2. [REDACTED]

**PATIENTS FLOW IN:**

**LOOK FORWARD:**  
Environment: A/W wall decals near nursing station + lounges for visitors room  
Security: All staff to be booked for personal safety course

**LOOK BACK:**

**EDUCATION/TRAINING:**  
- Monday 30/1 @2:30pm: Dysphagia in Men's Health (Norton)  
- Tuesday 31/1 @2:30pm: TED Discussion Group (Tutorial Room 3)

**Emergency Trolley check 14 months:**  
23 - 29 January 2017  
20 - 26 February 2017  
20 - 26 March 2017  
17 - 23 April 2017



# Therapeutic Interventions

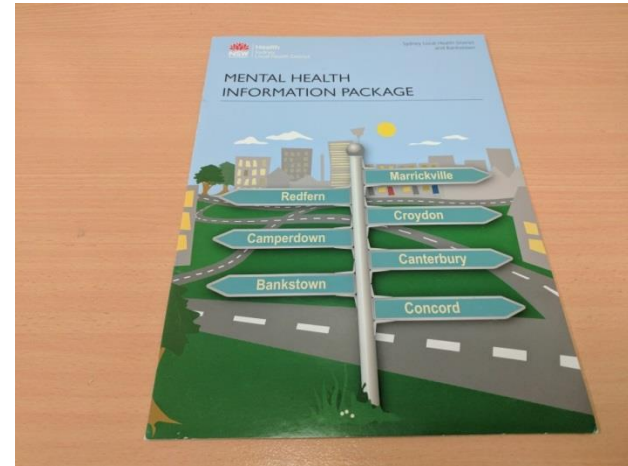
SYDNEY LOCAL HEALTH DISTRICT  
MENTAL HEALTH SERVICES

## NORTON WARD

Unit Guide



Unit 4  
Concord Centre for Mental Health  
Patient telephone—9767 8836  
Staff station—9767 8822  
Fax—9767 8824



Version 6 - February 2017

NORTON UNIT  
Concord Centre for Mental Health





# Therapeutic Interventions



# Plans for 2017/2018



SMART Goal: Reduce 28-readmission rates to 18% or less by the end of Dec 2017



Focus on continuity of care that is sustainable post-discharge through Community INREACH program.



Implement Back to Basics (QI) project by Dec 2017



Introduce meditation and self care programs for both clients and staff



Incorporate Nursing Midwifery Excellence Program into existing Business plan

Questions?

**THANK  
YOU!**