Whole of Hospital Program

Mental Health Project

Dr Martin Cohen   Clinical Lead
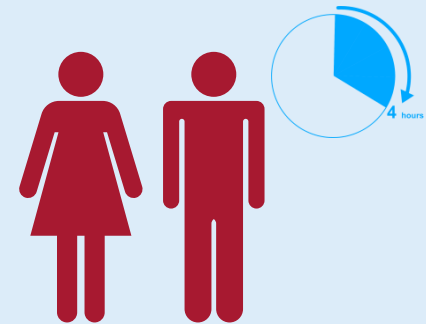
Rachel Mason   Senior Project Officer

16th October 2014, WOHP Master Class 5- Improving Access to Care

NSW GOVERNMENT | Health

Whole of Hospital Program

- Working together to provide the right healthcare for people in NSW every day

- Health service ownership and leadership to improve and sustain access to care

- Development of local skills and capacity for organisational change

- Improving partnerships and connectivity at system and local levels

From January to November 2013 **273,785 more patients** *(compared with the same period in 2012)* received the care they needed to either get home or into a hospital bed within 4 hours
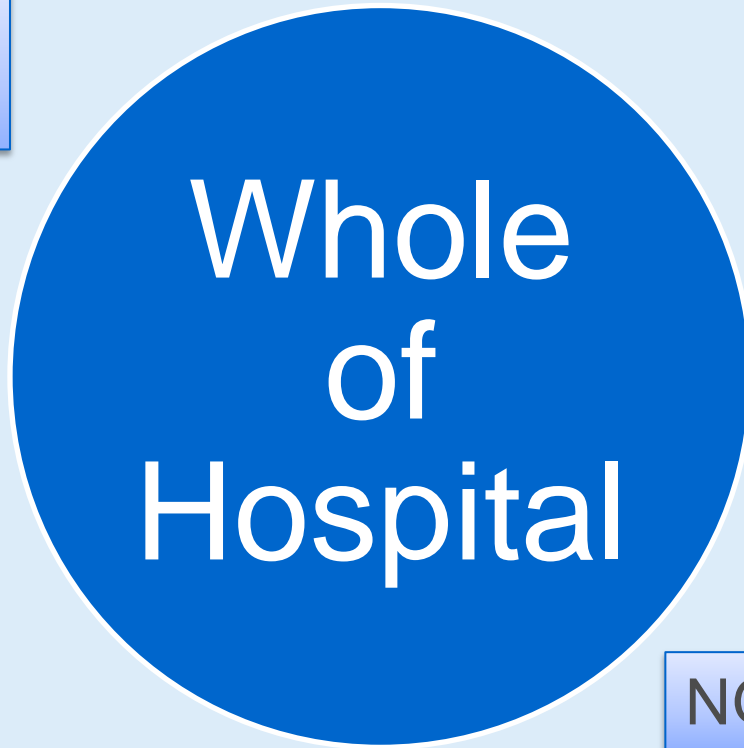
NSW GOVERNMENT | Health

Why Mental Health?

- Clinician Expressed Need

- Improved Patient Flow

- Improved Patient Outcomes & Experience

- Holistic Patient Centred Care

Whole of Health

Integrated Care

Mental Health Project

MHDAO

Out of Hospital Demand Management

Whole of Hospital

Consumers

PFP

CEC

ECI

ACI

Medicare Locals

ASNSW
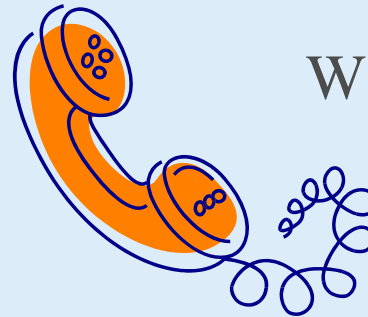
NGO's

GP's

NSW GOVERNMENT | Health

Whole of Hospital Program- Mental Health

- Build on the established success of the Whole of Hospital Program

- Engaging with LHD's

- Shared learning

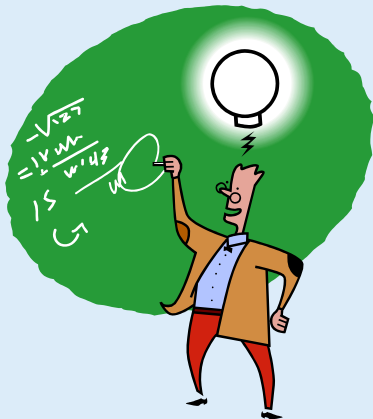- Communication

- Data analysis

Shared Learning & Communication

WOHP Newsletter

WOHP Teleconferences

WOHP Master Classes

Data Analysis

Facility Level Baseline Data

Total Financial Year July 2013 - June 2014					
Activity Data					
Total ED Presentations	ED MH Presentations (HIE)*	MH as % of Total Presentations	Total Seps MH IPU/PECC	ALOS PECC (hrs)	ALOS MH IPU (days) including PECC

Resource		
Total Funded MH IPU beds (Breakdown PFP)	PECC	ED 24 Hours MH Consult

Monthly Average					
Performance Data					
Total ED NEAT	MH NEAT Adm	MH NEAT d/c*	MH Ave LOS in ED (minutes)	MH time present to time seen* (minutes)	Total Number of pt's in ED >24 hours for year

Weekly Snapshot

Measurement / Performance Indicator	This Week 28/04/2014 - 04/05/2014	Last Week 21/04/2014 - 27/04/2014	Current Calendar YTD 01/01/2014 - 04/05/2014	Last Calendar Year 01/01/2013 - 31/12/201
Transfer of Care	91.3%	92.4%	93.0%	92.4%
ED Presentations	831	960	15,882	43,590
Total Admissions to Facility	294	298	4,969	13,165
Total Admissions to Facility as a % of Presentations	35.4%	31.0%	31.3%	30.2%
% Count of ED Did not Wait / Left at Own Risk to total number of ED Presentations	0.60%	1.88%	1.43%	2.23%
NEAT All Patients	81.9%	80.9%	81.1%	76.5%
Admitted	57.8%	54.0%	54.3%	43.5%
Non - Admitted	95.2%	93.1%	93.2%	90.7%
ED ALOS hrs (admitted and discharged)	2.62	2.92	2.8	3.05
Number of patients staying in ED over 24 hrs (trimmed at 99998 min)	1	3	38	151
Admissions to EDSSU from ED	102	99	1706	4026
Admissions to EDSSUU from ED as a % of total ED Presentations	12.3%	10.3%	10.7%	9.2%
% EDSSU patients admitted to ward	10.8%	13.1%	13.9%	13.1%
Admissions to MAU from ED				
Admissions to MAU from ED as a % of total ED Presentations				
Total number of patients admitted to PECC (Bed Type 85)	0	0	0	0
Clinician Defined EDD's	72.6%	71.5%	70.7%	69.4%
Expired EDD's	23.5%	22.7%	19.6%	18.5%
Week Day Discharge Rates	82.5%	79.2%	81.2%	81.2%
Weekend Discharge Rates	17.5%	20.8%	18.8%	18.7%
Unplanned Representations within 48 Hours	6.1%	6.3%	6.5%	7.7%
Unplanned Readmissions (all)	7.2%	6.7%	8.3%	8.3%

Mental Health Weekly Snapshot

Measurement / Performance Indicator	This Week 03/03/2014 - 09/03/2014	Last Week 24/02/2014 - 02/03/2014	Current Calendar YTD 01/01/2014 - 09/03/2014	Last Calendar Year 01/01/2013 - 31/12/2013
ED MH Presentations				
Total ED MH Presentations as a % of Total ED Presentations				
ED MH Admissions to Facility				
Total MH Admissions to Facility				
Total ED MH Admissions as a % of Total ED Presentations				
ED MH Did not Wait / Left at Own Risk				
Total ED NEAT All Patients				
Admitted				
Non - Admitted				
Total MH NEAT Patients All MH				
MH Admitted				
MH Non - Admitted				
ED MH Time referred to time seen				
MH ED ALOS hrs (admitted and discharged)				
Number of MH patients staying in ED over 24 hrs				
MH Admissions to EMU from ED				
MH Admissions to EMU from ED as a % of total ED Presentations				
MH Admissions to GMU/CDU from ED				
MH Admissions to GMU/CDU from ED as a % of total ED				
Total number of MH patients admitted to PECC (Bed Type 85)				
PECC % occupancy				

Themes

- Transportation in Rural Areas

- Management of Complex Clinical Needs and Challenging Behaviour

- Physical Assessment of Mental Health Patients

- Children and Adolescents

- Access to State-wide beds

- Governance Structures

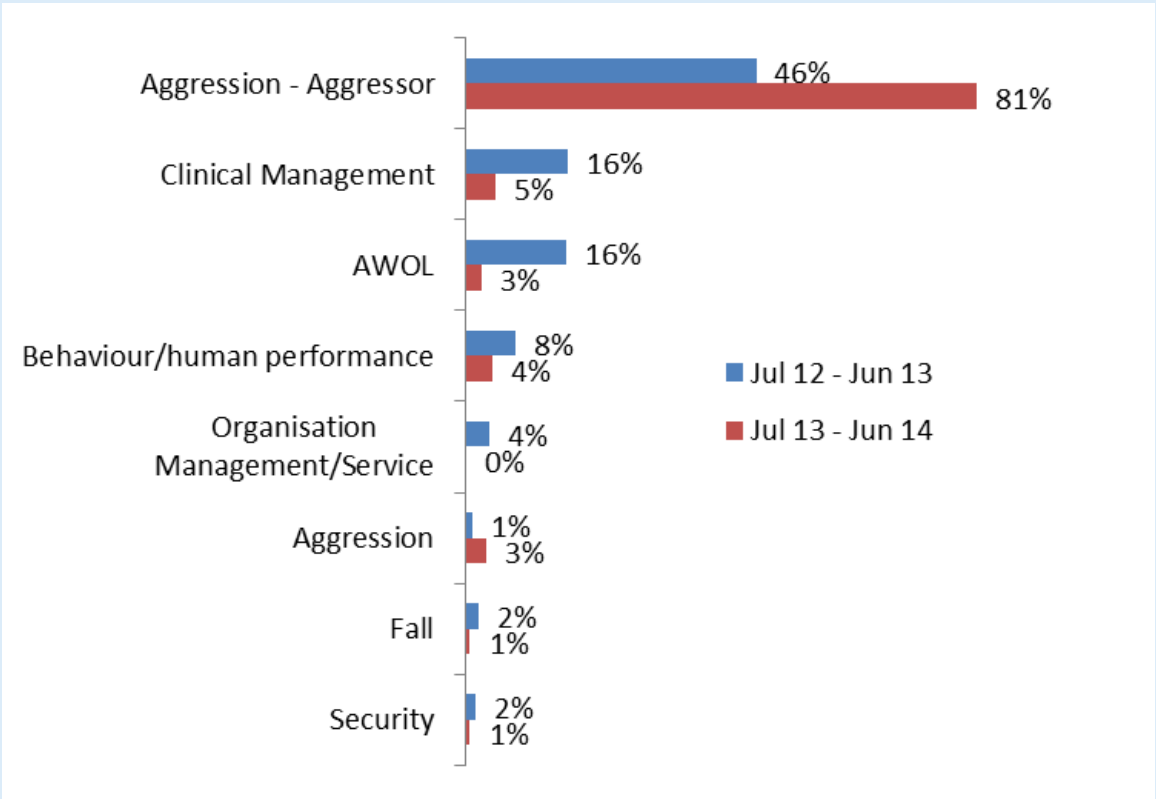- Lack of Suitable Discharge Options

IMMS Data Analysis

2. DATA REQUESTED

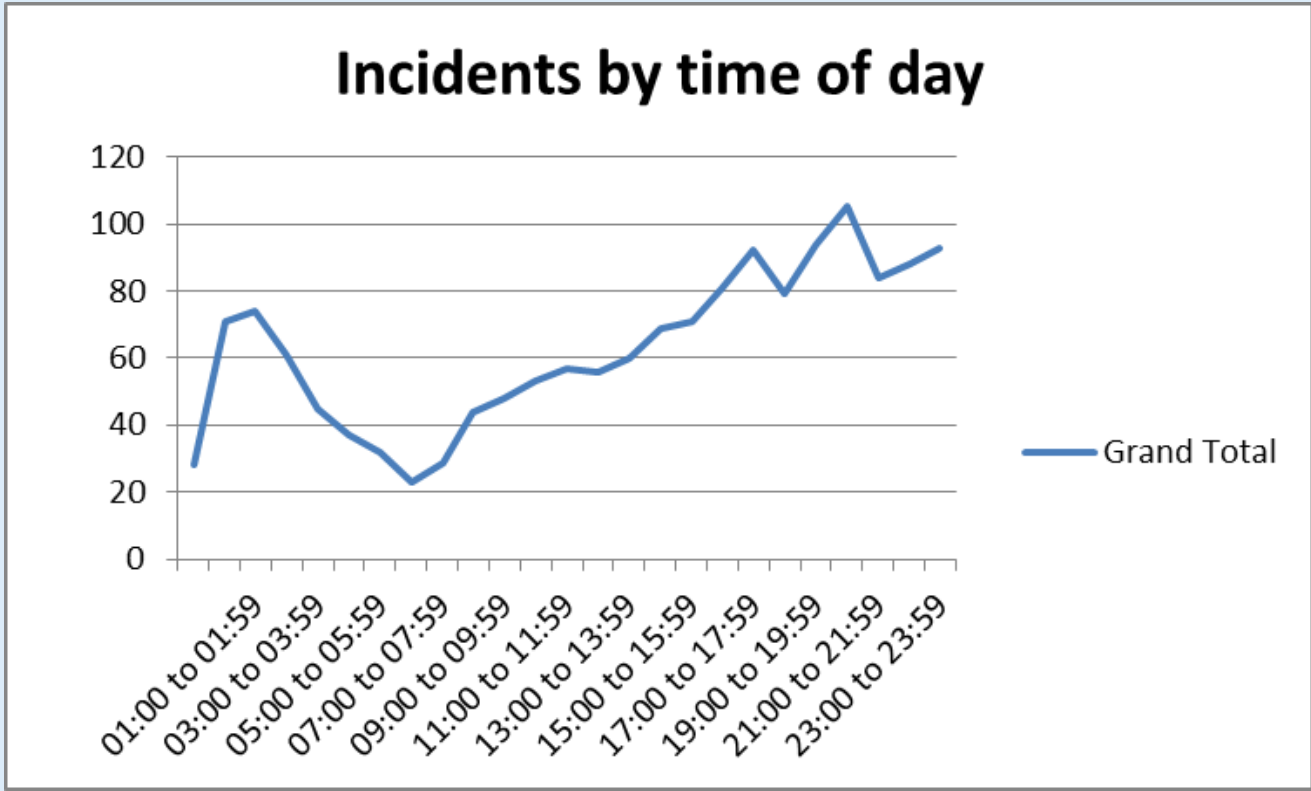**Description of information required (please be as specific as possible):**

Incidents which occurred in NSW Emergency Departments

	+/-	
• Mental Health • Intoxicated/Drug Affected • Scheduled Under Mental Health Act • Deliberate Self Harm/Suicide		• Medically compromised/medically deteriorating patient • Use of Physical Restraint and/or seclusion • Transfer of Care • Violence and/or Aggression • Absconding/AWOL (Absent without leave)/Left at own risk

Incident by classification

Incidents by Time of Day

Data Themes

- Causes of aggression

- Complexity of incidents

- Utilisation of resources

- Patient and staff safety

Moving Forward

- LHD Engagement

- Data Reporting

- Solution Design

- Whole of Health

"We do not need more...beds. We need people to talk to us about what we need. We know 'more beds' does not work. It's the easy and convenient thing to say. We need to connect people to their families and communities. Let's start talking about this please."

Tim Heffernan, NSW Consumer Advisory Group

Questions…

Thank you