

REVIEWING OUTCOME MEASURES TO INFORM SERVICE IMPROVEMENT

Presented by:-

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REPATRIATION GENERAL HOSPITAL**



**Government
of South Australia**

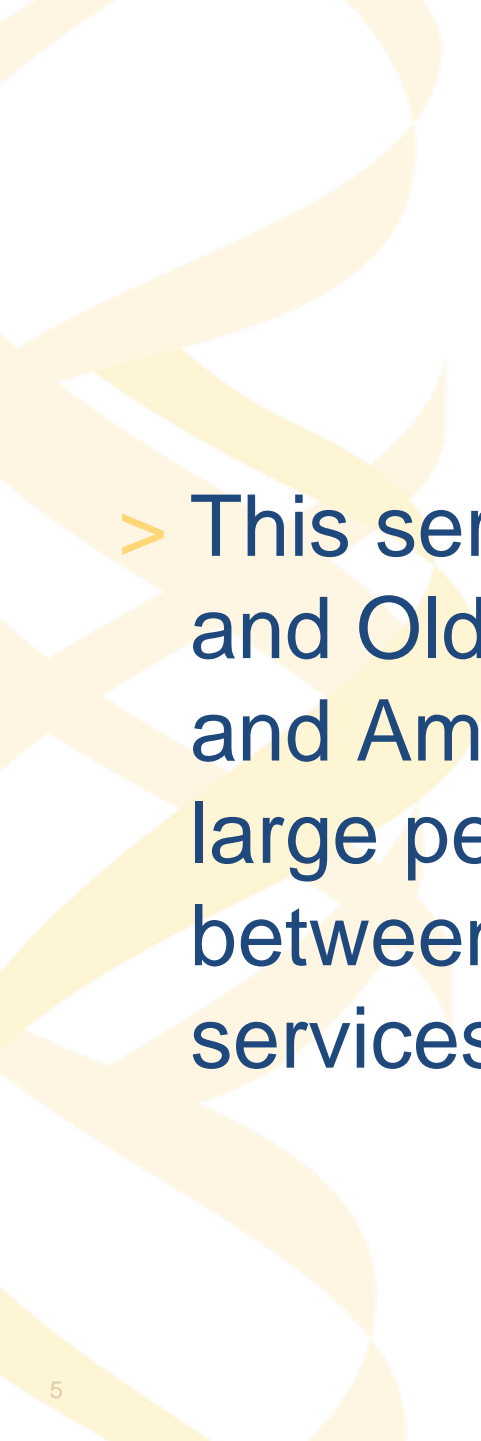
SA Health

SERVICE BACKGROUND

"The mental health services based at the Repat offer an acute care, rehabilitation, relapse prevention and recovery model, with particular focus on Veteran Mental Health and Aged Care Psychiatry"

- > National Outcomes and Case-mix Collection (NOCC) is mandatory data collection required from all government mental health services.
- > These outcome scores reflect admission assessments and evaluations at discharge. The community teams are also collecting this data as a continuum of care.

- > All Ambulatory clients have a working care- plan on CBIS.
- > NOCC offers a consumer self rating tool which is offered to clients in Ambulatory Teams – K10+.
- > The division achieves high compliance rates with outcome measures and satisfaction survey's, regular audits and bench marking.

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- > This service setting includes both Adult and Older Person Units across Inpatient and Ambulatory and Community teams. A large percentage of consumers move between inpatient and ambulatory services.

PROBLEM STATEMENT

- > A predominant issue that is discussed at team training and information sessions is data quality.
- > The issue of inter-rater reliability with HoNOS scoring has impact on service delivery across the teams.

- > Knowledge of consumer collateral information, history and presentation varies considerably between service settings and clinicians.
- > This impacts on HoNOS scoring amongst clinical staff, particularly on admission when the assessment is often completed without all available information.

MOTIVATION

- > The reliability and consistency of HoNOS data potentially impacts on model of care and service delivery across both inpatient and ambulatory settings.
- > Reviewing admission HoNOS scores addresses the issue of inter-rater reliability – and provides consistent scoring to enhance the data quality and validates the NOCC process in line with National Mental Health Standards.

- > This service improvement initiative has had a positive impact for clinicians by creating a better understanding of HoNOS rating scores, gaining collateral information via discussions in ward rounds and facilitate the multidisciplinary team approach in service delivery and discharge planning.

APPROACH

- > This initiative was aimed to address the issue of inter-rater reliability and has been developed, implemented and trialed across the two inpatient units on Ward 17 and Ward 18 (Adult & Older People Services) for a period of three months.

- > This involved the review of the consumer's admission HoNOS rating at the first ward round with the treating team.
- > The CL-1 Report was printed for each new admission and the scores reviewed in the first ward round where extra collateral information was collected.

Ambulatory

Current Outcomes (CL1 A)

15/09/2007

This form was produced from the CBIS database and conforms to the Mental Health National Outcomes Casemix Collection Version 1.50.

Citizen, John

MHUR: 011111

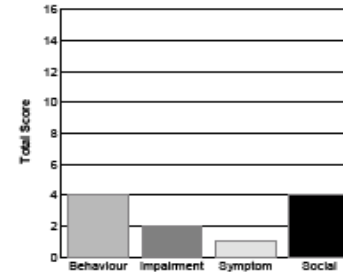
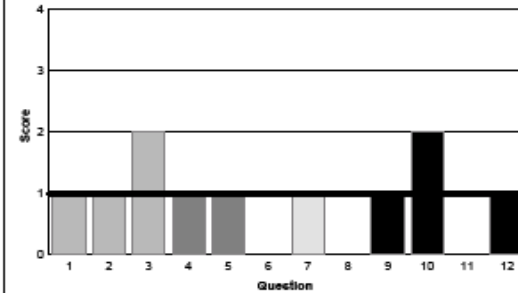
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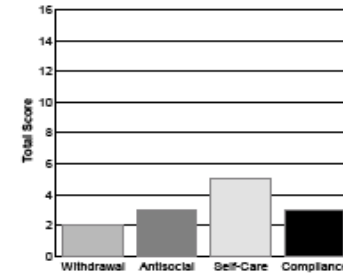
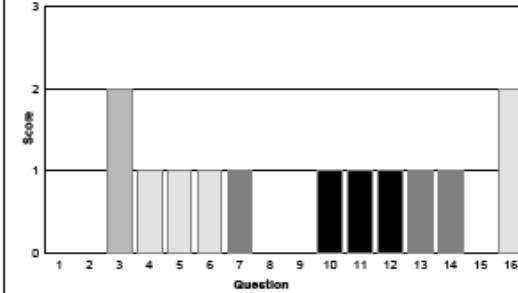
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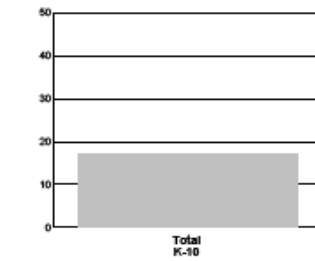
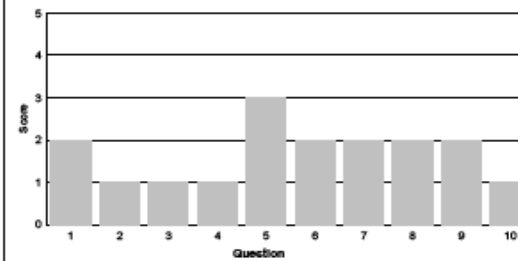
HoNOS Adult



Life Skills Profile



K10+



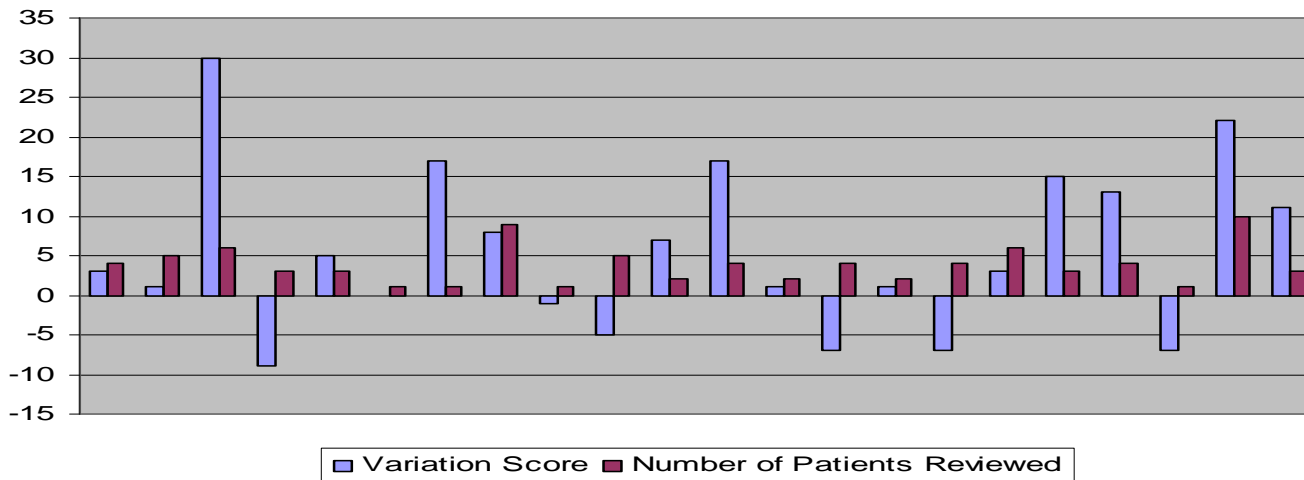
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Date:

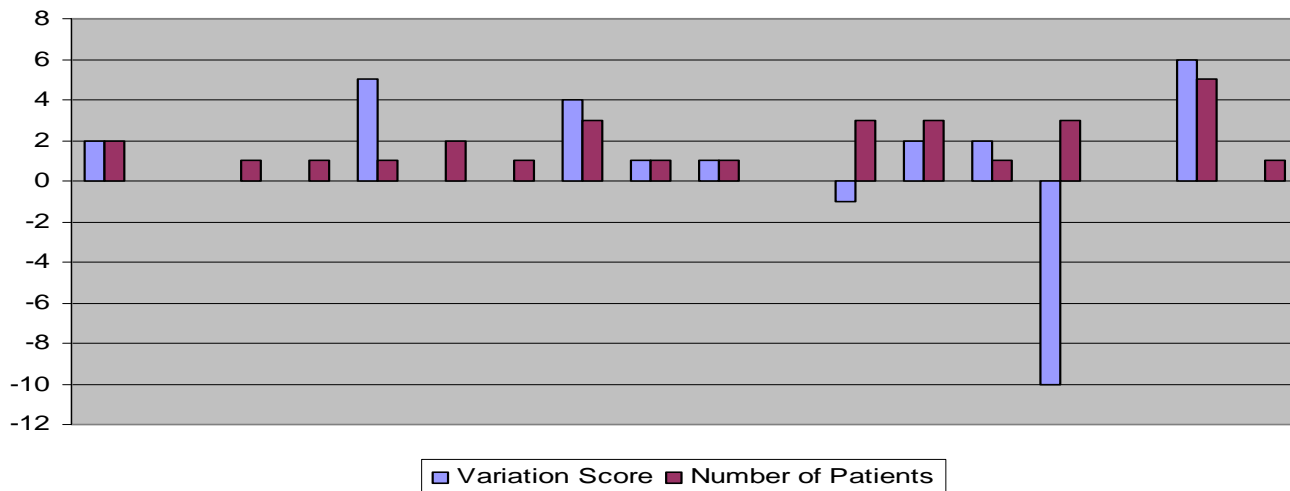
FINDINGS

- > Comparisons of Honos collection data scores has been collected for three collection periods.
- > Future analysis of Honos data collection for the post trial period of three-months will occur at the end of May 2008.

**Ward Round HoNOS Reviews - Ward 17
(1/12/07 - 29/02/08)**

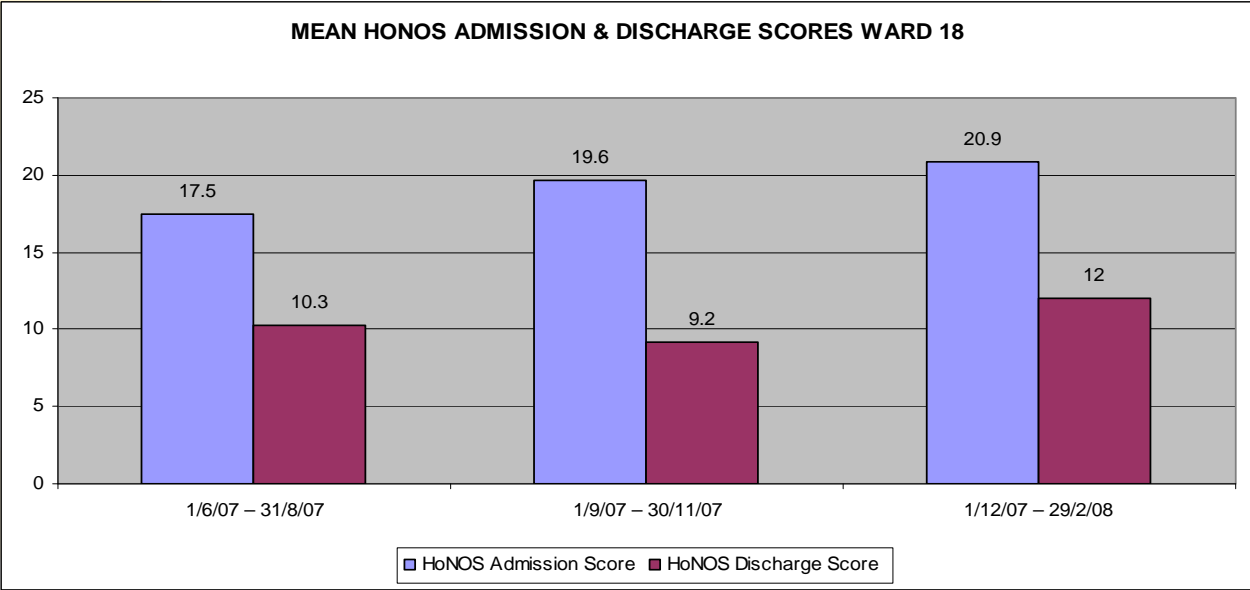
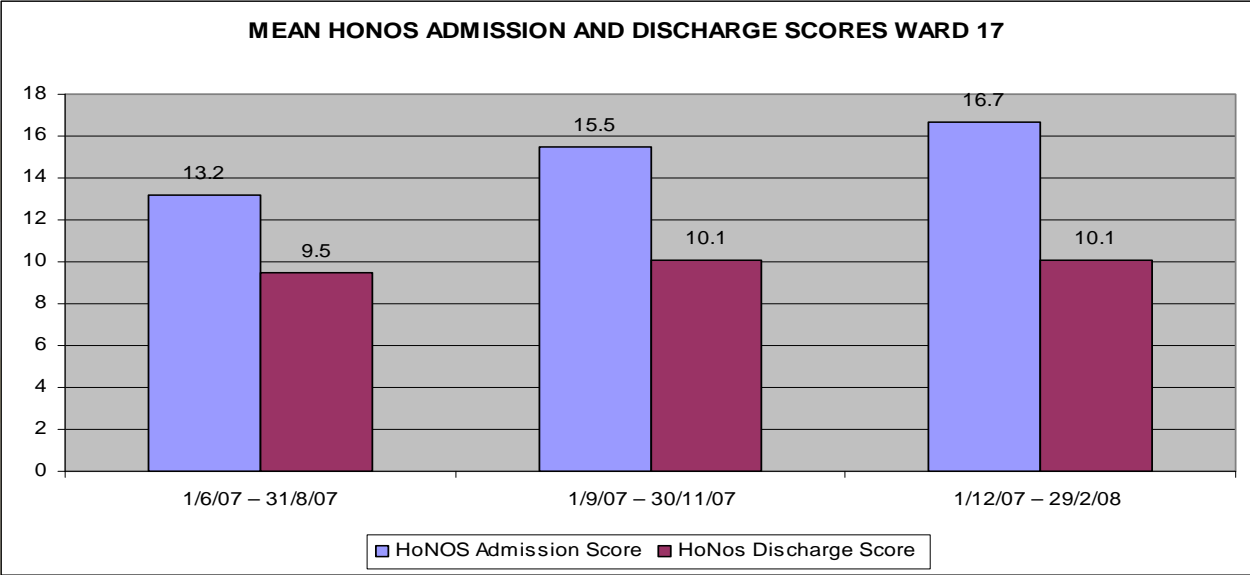


**Ward Round HoNOS Reviews Ward 18
(1/12/07 - 29/02/08)**



- > During the 3 - month trial on Ward 17 a total of 83 inpatient admissions were reviewed in ward rounds.
- > This resulted in an overall total HoNOS score increase of 118 = an increase of 1.5 per patient.
- > Some individual scores **increased** up to 10 points while several individual scores **decreased** up to 9 points.

- > During the 3 – month trial on Ward 18, a total of 29 inpatient admissions were reviewed in ward rounds.
- > This resulted in an overall total HoNOS score increase of 12 = an increase of 1.5 per patient.
- > Some individual scores increased up to 5 points whilst one patient had a score decrease of 10 points.



CONCLUSIONS

- > This service improvement initiative has made clinicians more aware of the importance of accurate data collection and the relevance of outcomes to service delivery.

- > Ongoing clinical reviews in the use of and scoring of the Honos collection tool are necessary to maintain consistency in quality data collection and make use of the data collected i.e. Benchmarking and KPI'S and future Case-mix funding.

TRANSFERABILITY

- > The results of this initiative support the benefits to Service delivery, clinicians and consumers.
- > Implementing this initiative will provide benefits for new staff in maintaining consistency and providing a greater understanding of the scoring of the Honos
- > This could be implemented in any service setting.

AUTHOR BIOGRAPHY

David Hockley is a Senior Social Worker at RGH currently working as the Manager of Service Improvement in the Division of Mental Health.

Vicki Hutchinson is the Unit Nurse Manager on Ward 17 at RGH and has an extensive background in Mental Health, Teaching and Management of Mental Health Services.