

***Data or Information: A Challenge for Effective  
Governance of Mental Health Services***

**Mental Health Information Forum - Perth  
May 2010**



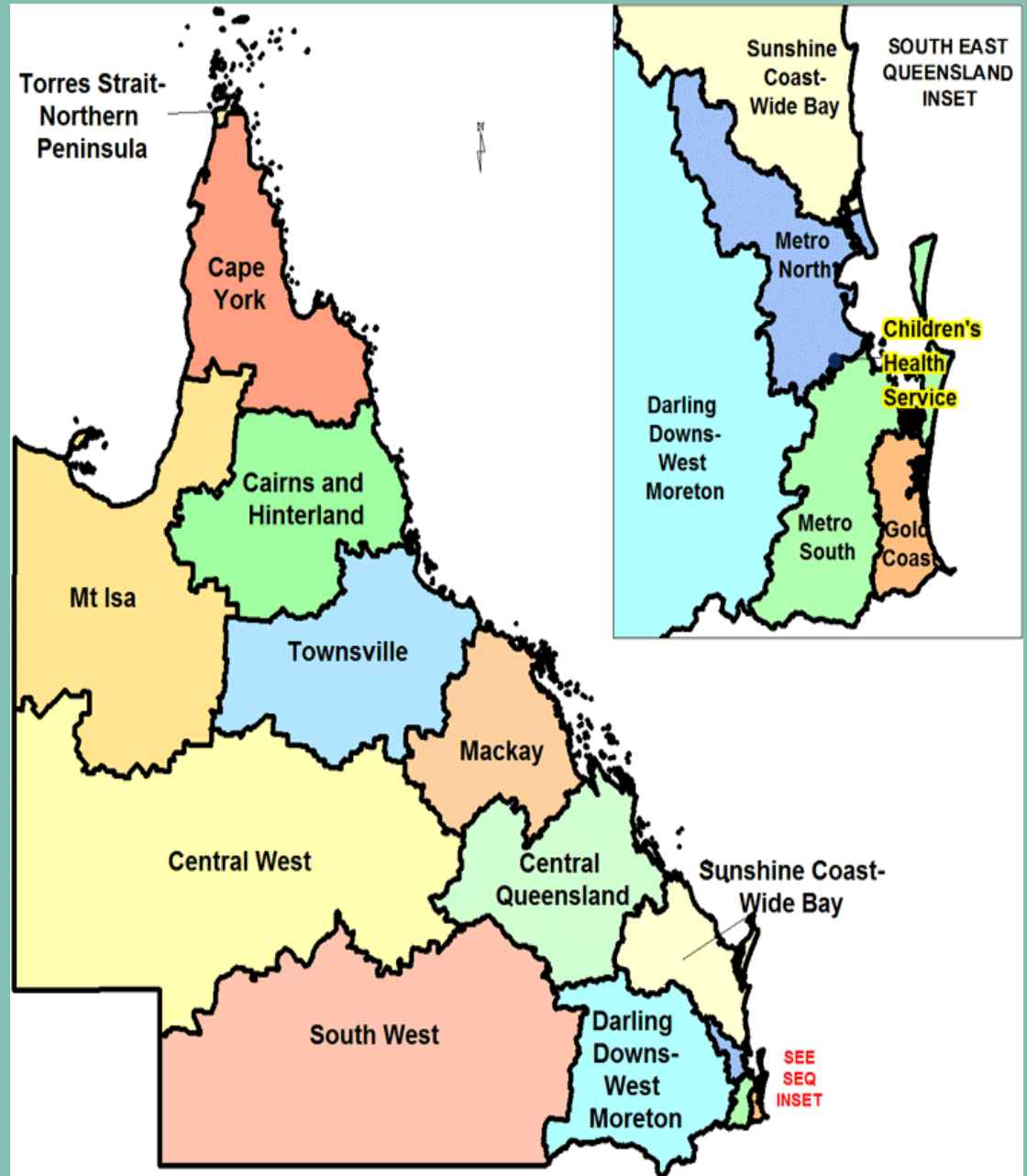
**Queensland  
Government**



# Queensland Health

•16 Health Services District

•Health planning around catchment populations



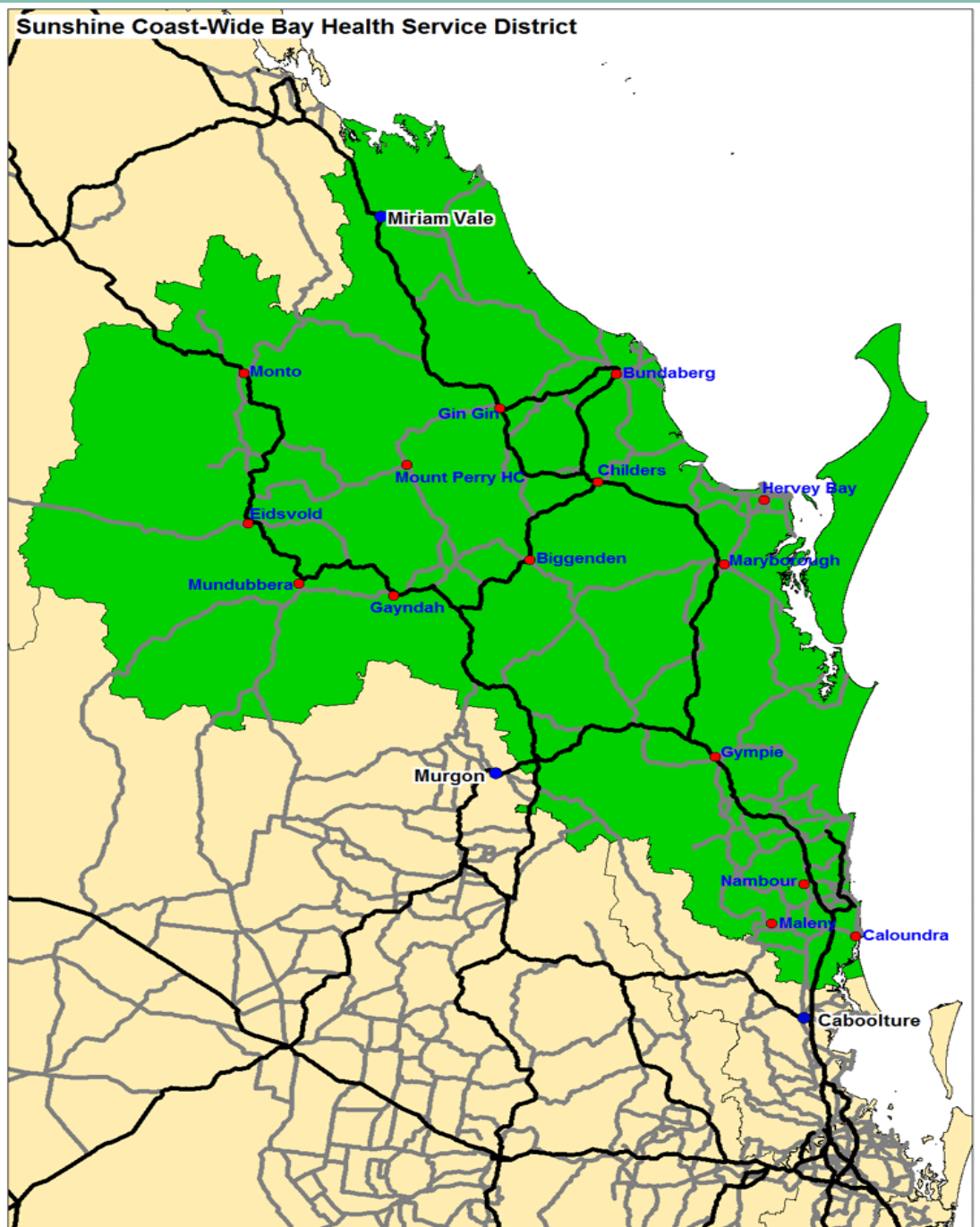


## Sunshine Coast-Wide Bay District

- From Caloundra to Miriam Vale with expansion hinterland areas
- Population 579,000 estimated
- Approx 5,600 fte and annual budget \$700m

## Southern Cluster

- Population 360, 000
- Four facilities: Nambour, Caloundra, Gympie, Maleny Hospitals
- Community and Extended Care including:
  - Oral Health, Breast Screening, Indigenous Health, Aged Care, Child & Family Health, ATODS, Community Hospital Interface Program
- Mental Health Services





# Mental Health Service Profile

- Integrated Service Delivery Framework
- Teams organised around age and geographic demographics
- Service components/responses
  - Intake/triage, assessment on extended hours basis
    - MH Access service (community)
    - MH Hospital Based Assessment (located in DEM)
    - Consultation-Liaison Psychiatry
  - Acute treatment and care on extended hours basis
    - Community assessment and treatment
    - Team management
    - Acute inpatient
  - Community continuing treatment
    - Case management approach
    - Mobile Outreach – intensive case management
  - Extended inpatient treatment and rehabilitation
    - Community Care Unit
    - Psychogeriatric Inpatient collocated within general aged care facility.



# DATA

- **Collections**

- Patients
- Staffing
- Budgets/costs
- Activity
- Outcomes

- **Sources**

- Information systems
- Health and Personnel Records

- **MHS**

- Sophisticated collection systems
- Data rich



# CHALLENGES

- Overcoming clinicians suspicion
  - Translating data into useful information
  - Cultural shift data collection skills to information utilisation
- ..... and of course the overarching and ongoing challenge in implementation of an integrated statewide MH application!



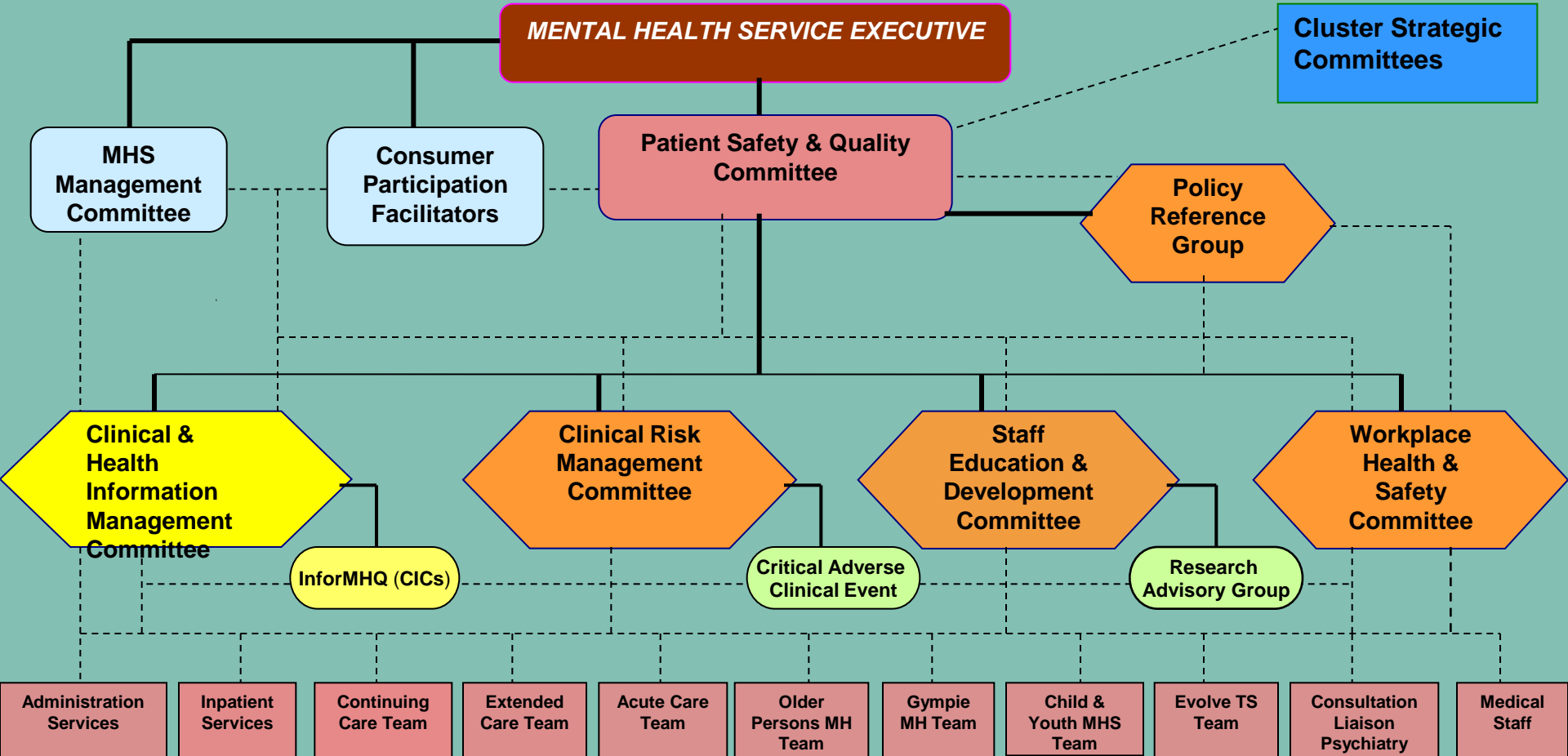
# RESPONDING TO THE CHALLENGE

- Key component of governance
- Clinical & Health Information Management Committee
- Staff and skills development processes
- Consolidation of clinician involvement – *InforMHQ Clinician Group*



# Clinical Governance

## Mental Health Service Southern Cluster



----- direct reporting  
 - - - - - lines of communication



# CLINICAL INFORMATION CHAMPIONS: *C/CS*

- Clearly articulated expectation and responsibility
- Key drivers in the collection and clinical application of MH information
- Support Clinical Managers of each service component (eg Team Leaders, NUMs etc)
- Supported resource with high level/knowledge and skills



# **‘KICK-STARTING’ THE *CICs***

- Allocated time for role
- Identified expert support
- Clear Executive commitment
- Intensive training day
- Ongoing skills development and training



# MOVING FORWARD

- Training/Planning day
- MHS Information Management Plan
- Consolidating clinical information utilisation processes
- Developing key information leaders in all teams



# ***Champions are brave !***



**"Yea, though I walk through the valley of the shadow of death, I will fear no evil" Psalm 23**