

Regional Rangatahi Adolescent Inpatient Unit
Capital & Coast DHB Wellington New Zealand




Growing a QUALITY Outcomes Culture

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Growing a QUALITY Outcomes Culture

Seeing the Wood from the Trees!!



Growing a QUALITY Outcomes Culture

AIMS of the PRESENTATION

- Connect Honosca with QUALITY improvement
- Share practical methods of influencing unit culture
- Highlight scales addressed in an acute admission
- Discuss using data and their outcomes
- Discuss how we can use this information to inform?
Relapse prevention, overall wellness, clinical practice and even job satisfaction.....

Growing a QUALITY Outcomes Culture

Connecting Honosca with QUALITY improvement

- HoNOSCA encapsulates and facilitates an outcomes culture
- HoNOSCA measures and increases the quality of clinical work.
- HoNOSCA measures and validates consumer outcomes

QUALITY OF LIFE!!

Rangatahi, Whanau and staff



Growing a QUALITY Outcomes Culture

Practical methods of influencing unit culture "what we normally do"

1. MDT admission process - video of how we work?
2. Assigning care teams to complete review & discharge 'snapshots'
3. Encouraging clinician 'agenda' in using the tool
4. Simple accessible team resources
5. Super users oversee micro/macro progress
6. Supporting individual success
7. Popcorn training
8. Orientation 'core competency'
9. Map out the next steps and aim for them

HoNOSCA RATING SCALES

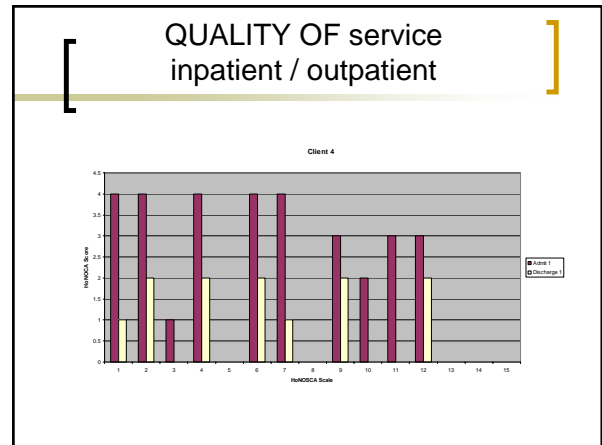
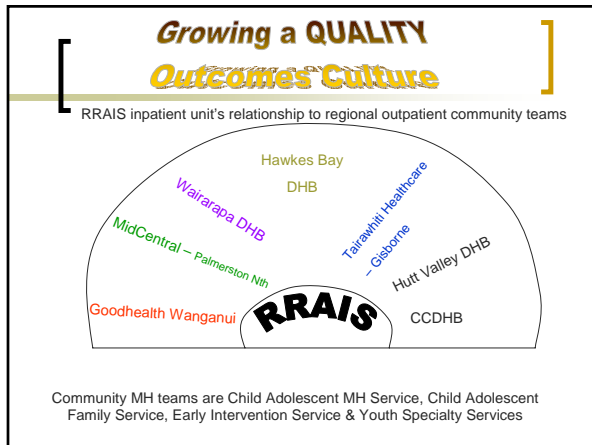
Always refer to the full HoNOSCA Glossary in your Clinician's Reference when making the ratings. Complete the ratings at Admission into all mental health service settings only after the first comprehensive clinical assessment has been completed. Only use code 7 if you are definitely unable to make the rating.

1. Problems with disruptive, antisocial or aggressive behaviour	0 1 2 3 4 7
2. Problems with overactivity, attention or concentration	0 1 2 3 4 7
3. Non-accidental self-injury	0 1 2 3 4 7
4. Problems with alcohol, substance or solvent misuse	0 1 2 3 4 7
5. Problems with scholastic or language skills	0 1 2 3 4 7
6. Physical illness or disability problems	0 1 2 3 4 7
7. Problems associated with hallucinations, delusions or abnormal perceptions	0 1 2 3 4 7
8. Problems with non-organic somatic symptoms	0 1 2 3 4 7
9. Problems with emotional and related symptoms	0 1 2 3 4 7
10. Problems with peer relationships	0 1 2 3 4 7
11. Problems with self-care and independence	0 1 2 3 4 7
12. Problems with family life and relationships	0 1 2 3 4 7
13. Poor school attendance	0 1 2 3 4 7
14. Problems with knowledge or understanding about the nature of the child or adolescent's difficulties (in the period rated)	0 1 2 3 4 7
15. Problems with lack of information about services or management of the child or adolescent's difficulties	0 1 2 3 4 7

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B E H A V I O U R I M P A I R M E N T	impairment	1. Problems with disruptive, antisocial or aggressive behaviour	0 1 2 3 4 7
		2. Problems with overactivity, attention or concentration	0 1 2 3 4 7
		3. Non-accidental self-injury	0 1 2 3 4 7
		4. Problems with alcohol, substance or solvent misuse	0 1 2 3 4 7
		5. Problems with scholastic or language skills	0 1 2 3 4 7
S Y M P T O M S	social	6. Physical illness or disability problems	0 1 2 3 4 7
		7. Problems associated with hallucinations, delusions or abnormal perceptions	0 1 2 3 4 7
		8. Problems with non-organic somatic symptoms	0 1 2 3 4 7
		9. Problems with emotional and related symptoms	0 1 2 3 4 7
		10. Problems with peer relationships	0 1 2 3 4 7
I N F O	info	11. Problems with self-care and independence	0 1 2 3 4 7
		12. Problems with family life and relationships	0 1 2 3 4 7
		13. Poor school attendance	0 1 2 3 4 7
		14. Problems with knowledge or understanding about the nature of the child or adolescent's difficulties (in the period rated)	0 1 2 3 4 7
		15. Problems with lack of information about services or management of the child or adolescent's difficulties	0 1 2 3 4 7

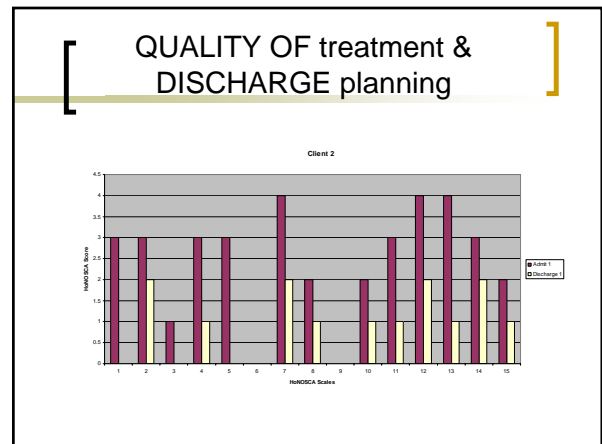


Growing a QUALITY Outcomes Culture

Using data and their outcomes

How ratings confirm and extend the 'focus of care' for treatment or discharge plans ...

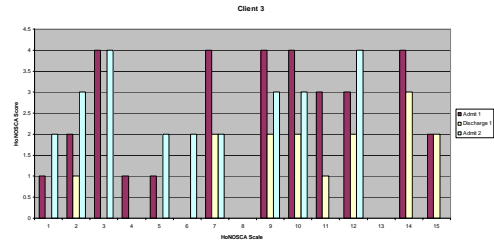
- Behaviour**
 - Observing patterns over a long hospitalization assists in review process
- Impairment**
 - slow progress or no improvement with chronicity gives other scales to focus on?
- Symptoms**
 - When worse we 'hold in uncertainty' - ratings give a visual picture of how recovery and/or relapse has been developing over time
- Social Problems**
 - Ratings can highlight a family's historic beliefs - e.g. stigmatisation
 - Confirms that long term family conflicts / dynamics are essentially for community team
- Information**
 - Honsca provides more quality of care when using youth rating scales to those 15 - 20yrs
 - Shared ratings with families help to increase understanding and knowledge
 - Kaumatus assist our Whanau to feel safe ('understanding' & 'knowledge') in a medical model of care



Growing a QUALITY Outcomes Culture

- Relapse prevention
 - Outcomes = recovery = building resilience & their own life goals
 - Self assessment builds insight & self determination
 - Self assessment increases teen buy-in
 - Mood dysregulated teens measure quality of life factors
 - Enhanced when Kaumatua assist with Rangatahi & Whanau
 - Overall wellness
 - Consumer outcomes for themselves
 - Consumer outcomes for their family
- } Not the service!

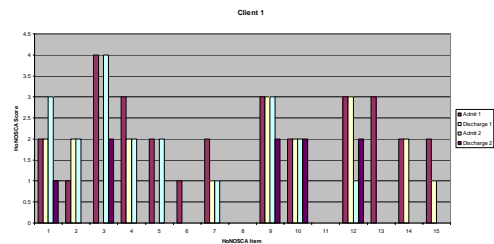
QUALITY in monitoring relapse prevention



Growing a QUALITY Outcomes Culture

- Clinical practice
 - Learning opportunity
 - Clarity for clinical reviews
 - Enhanced individualized treatment – focus of care
 - Accountability – Reflective Practice
 - Share with teen & family – rapport & effective interventions
 - Collaborative practice across disciplines
 - Networking with community teams
 - Increase in quality of documentation
 - Increase in available info for collection
 - Focus of Care targets specific diagnosis e.g. anorexia, psychosis, Cluster B traits
- Job satisfaction
 - Turning information into knowledge
 - Competence in ratings, MH Smart and passionate use of data
 - Same page with team members
 - Robust debating
 - HoNOSCA is a tool not a decision – a tool of the trade

QUALITY in clinical practice & job satisfaction



Growing a QUALITY Outcomes Culture

- TEN TOPS TIPS
 1. Its not a set and forget initiative – use it!
 2. CARE .. for your client's sake ... for your sake
 3. Simple accessible resources to support team &
 4. Own & embrace adversity as a process – grow anyway!
 5. Embrace your HoNOSCA champions
 6. Ponder, wonder, get scientific, get creative
 7. Be potent in your clinical discipline
 8. HoNOSCA is a tool not a decision – a tool of the trade
 9. Share with clients. Encourage, "Show me my HoNOSCA"
 10. Leave a legacy!!

Growing a QUALITY Outcomes Culture

'simple accessible resources' or

Team shaping tools ..



