



To change or not to change: use of information to support service decisions

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Noarlunga

- Population of 170,000 people
- Median age is 35 (Adelaide = 37)
- 12.9% in sole parent families (ASD = 11.5)
- 6.3% public housing - Pockets of 40% (ASD = 8%)-no 'boarding house' type accommodation
- 21% income of \$400/week or less
- 59.1% are without qualifications /36.2 % left school in or below year 10

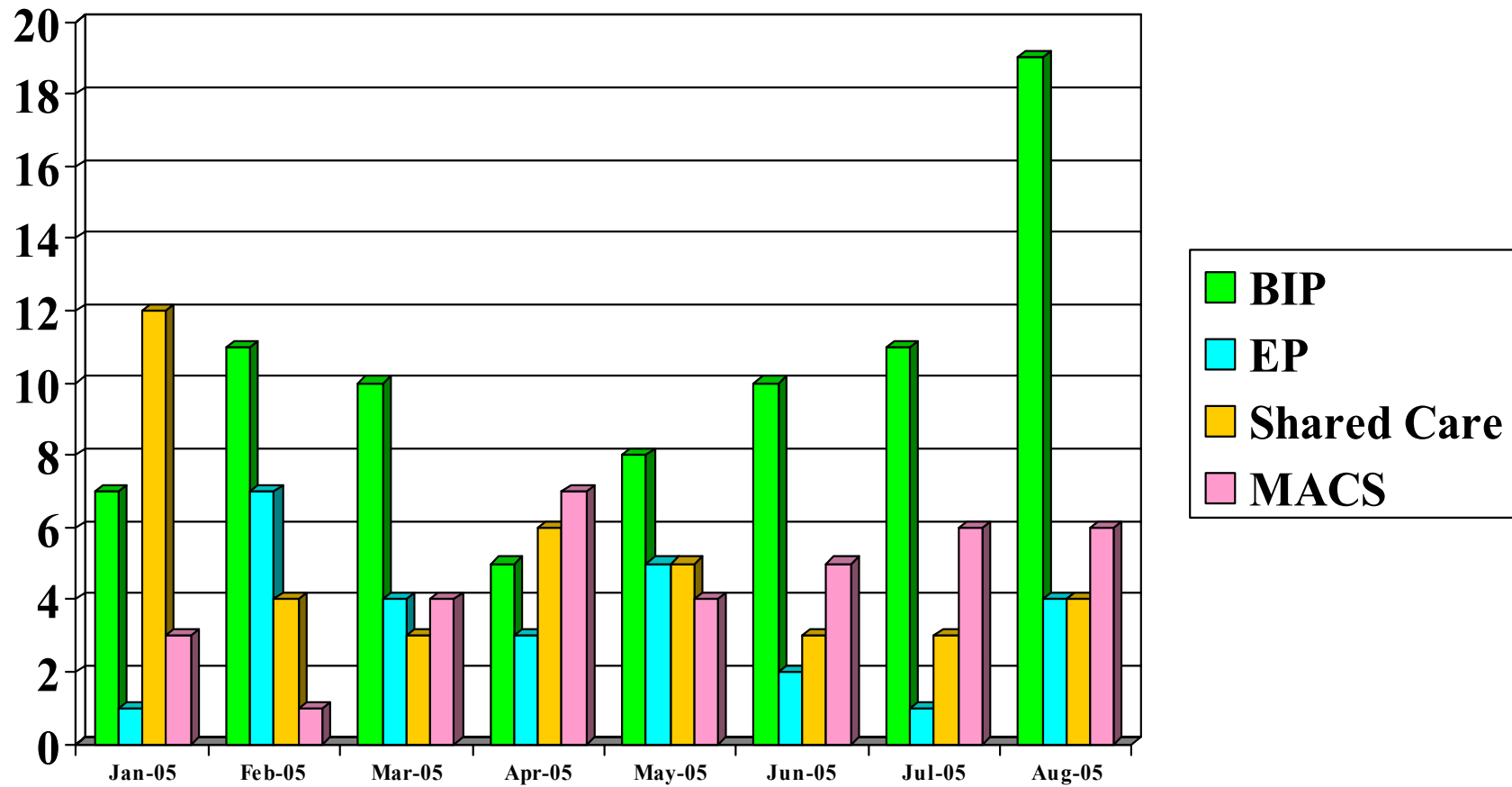
Tracking mental health data – what, when, how

- Monitoring ins and outs closely – referrals & discharges to and from community MH
- Marrying cost, FTE, Activity and selected KPIs – are we efficient and cost-effective?
- Clinical indicators – ACHS, NOCC and selected CIs – do we achieve good consumer outcomes safely & in line with best practice/benchmarking?

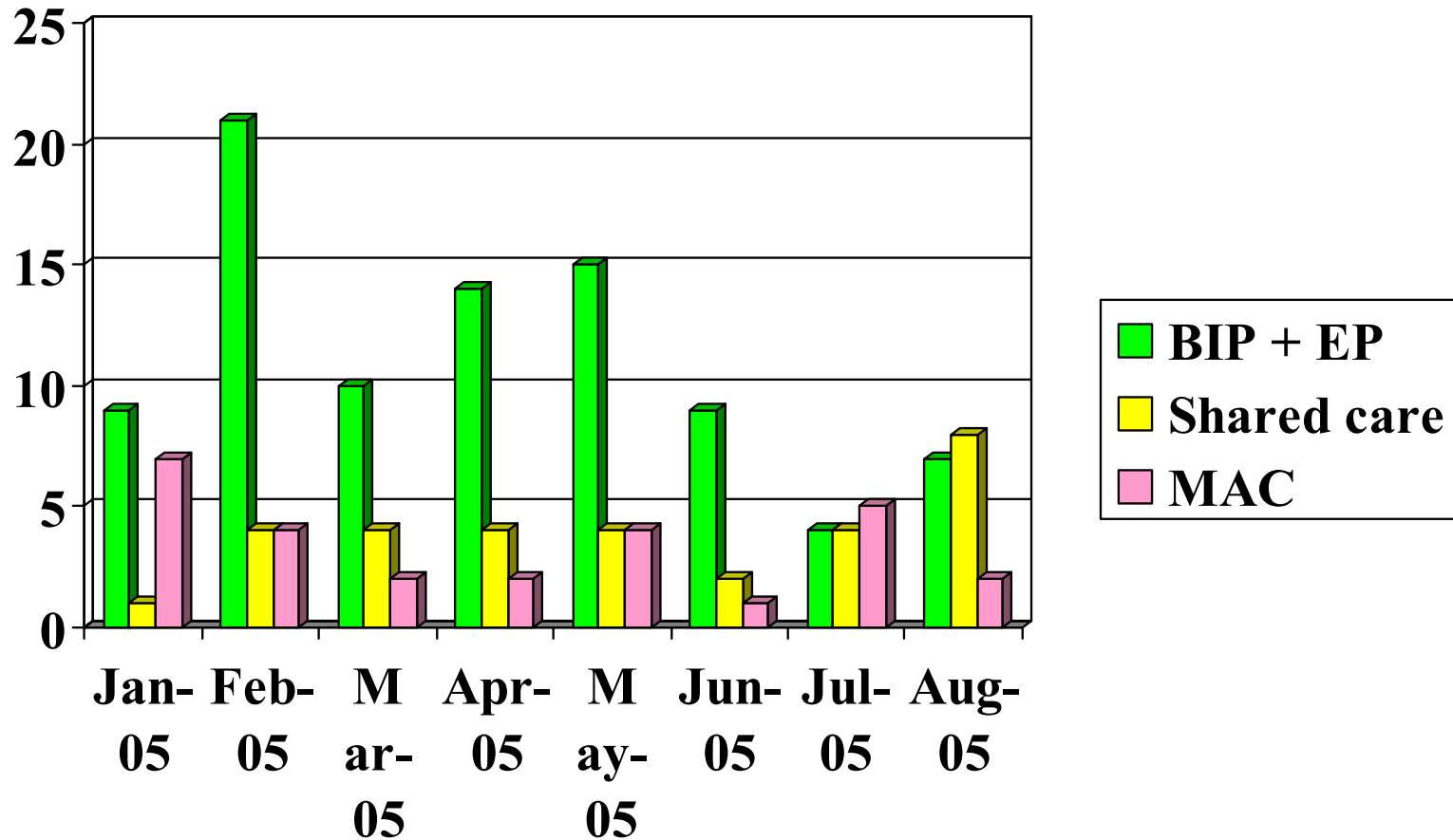
Local language

- BIP = brief intervention (up to 6 months targeted intervention)
- EP = early psychosis
- SC= shared care (longer term care shared with GPs)
- NEMHS = mobile emergency/crisis response
- MACS = assertive care
- Morier = inpatient adult acute unit

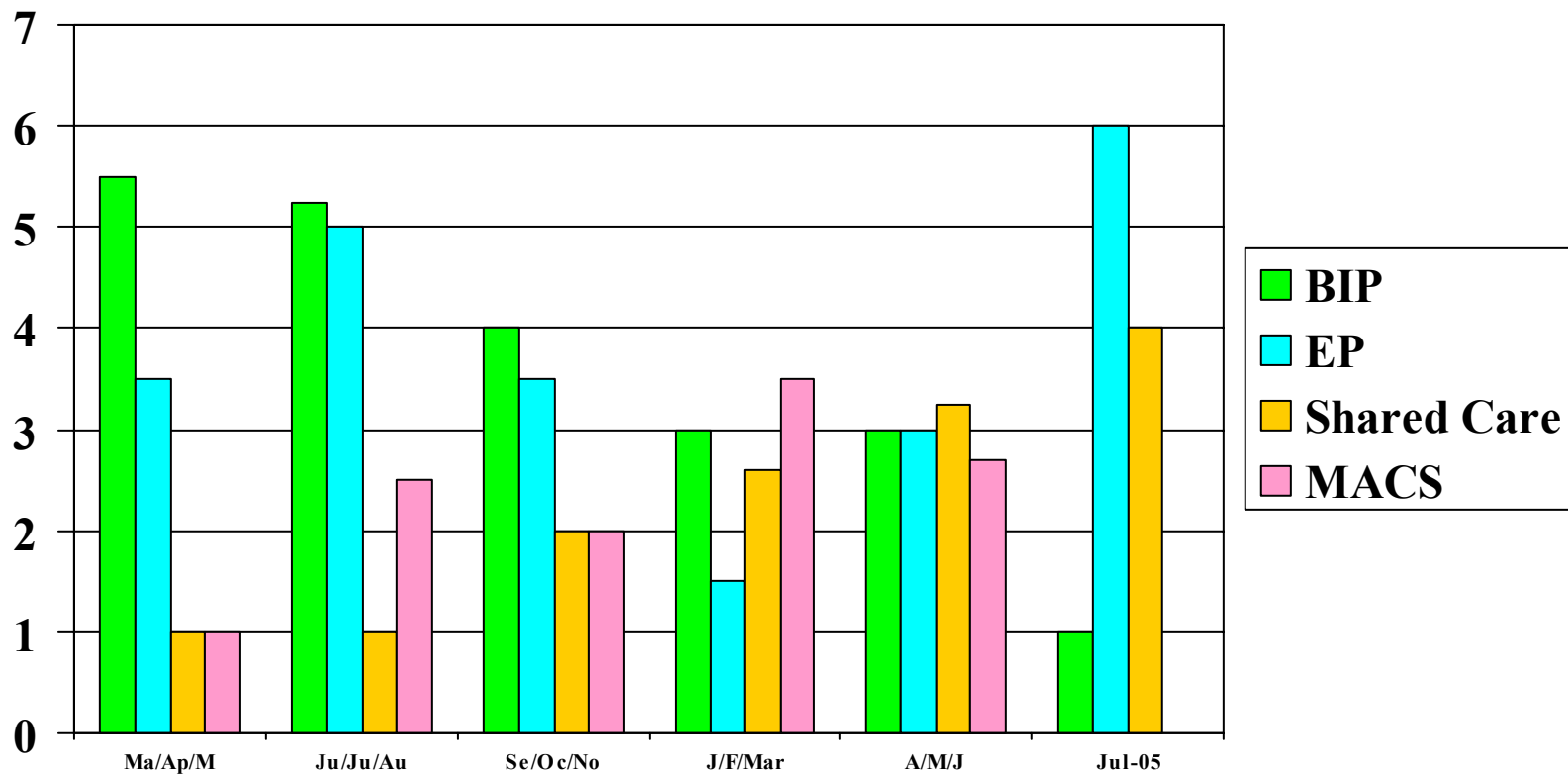
Community referrals



Community discharges/transfers



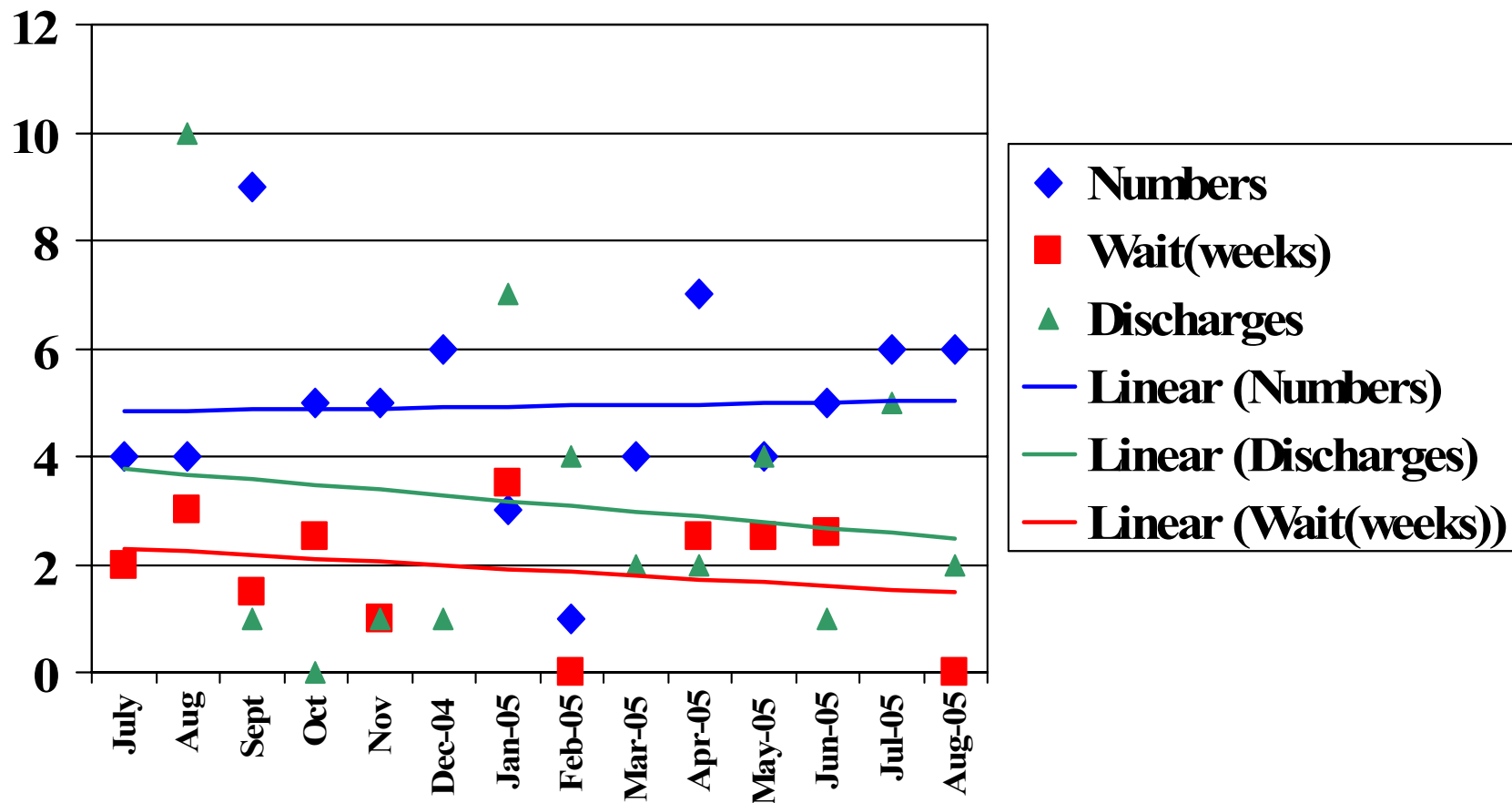
Community mental health referral waits – receipt to registration



Mobile assertive care

- 7 day community based mental health service for people with high needs and complex issues as a result of a severe and enduring mental health problem
- Requires low caseloads, capacity for high flexibility and responsiveness.

Mobile assertive care referrals & discharges

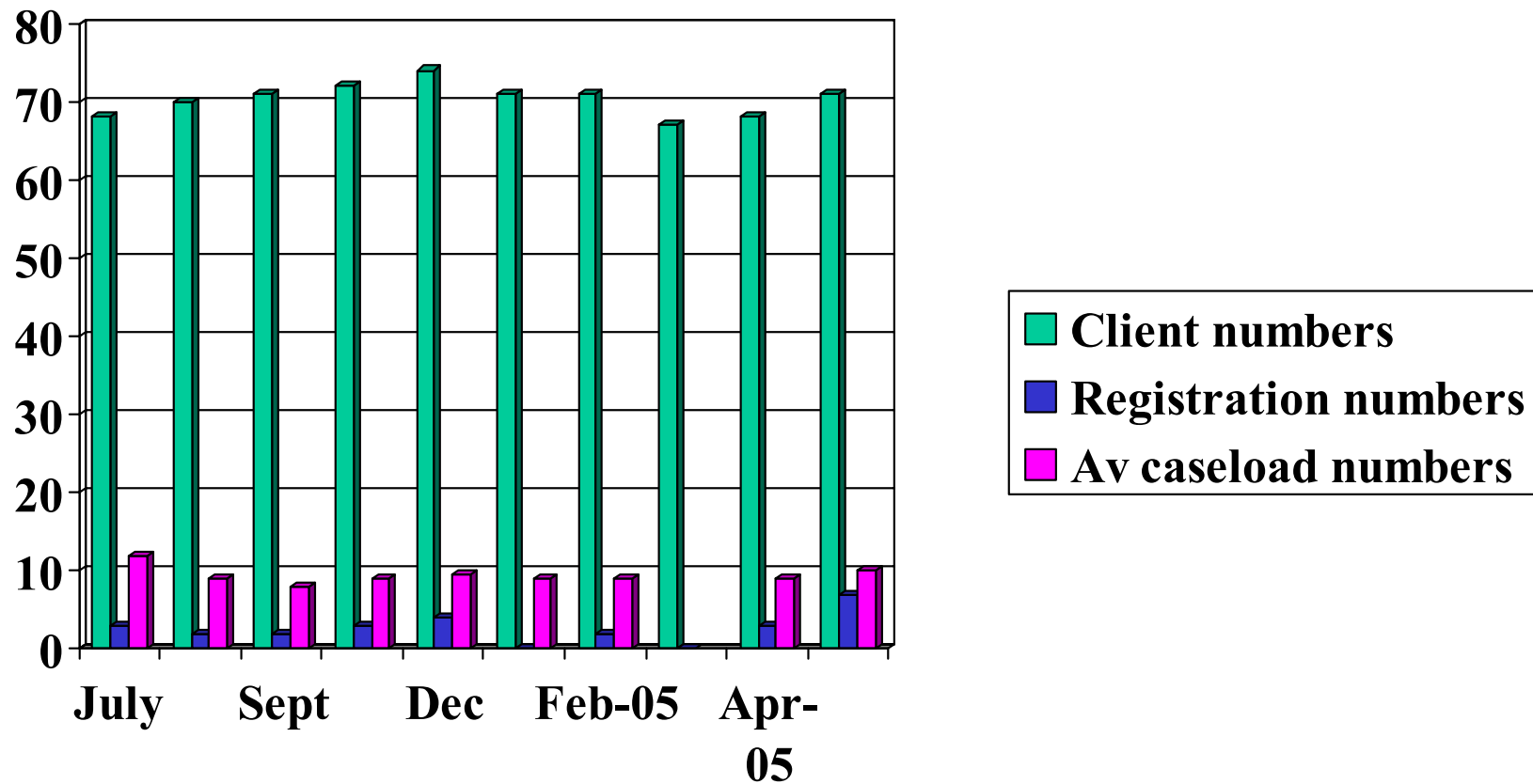


Team reports – management data

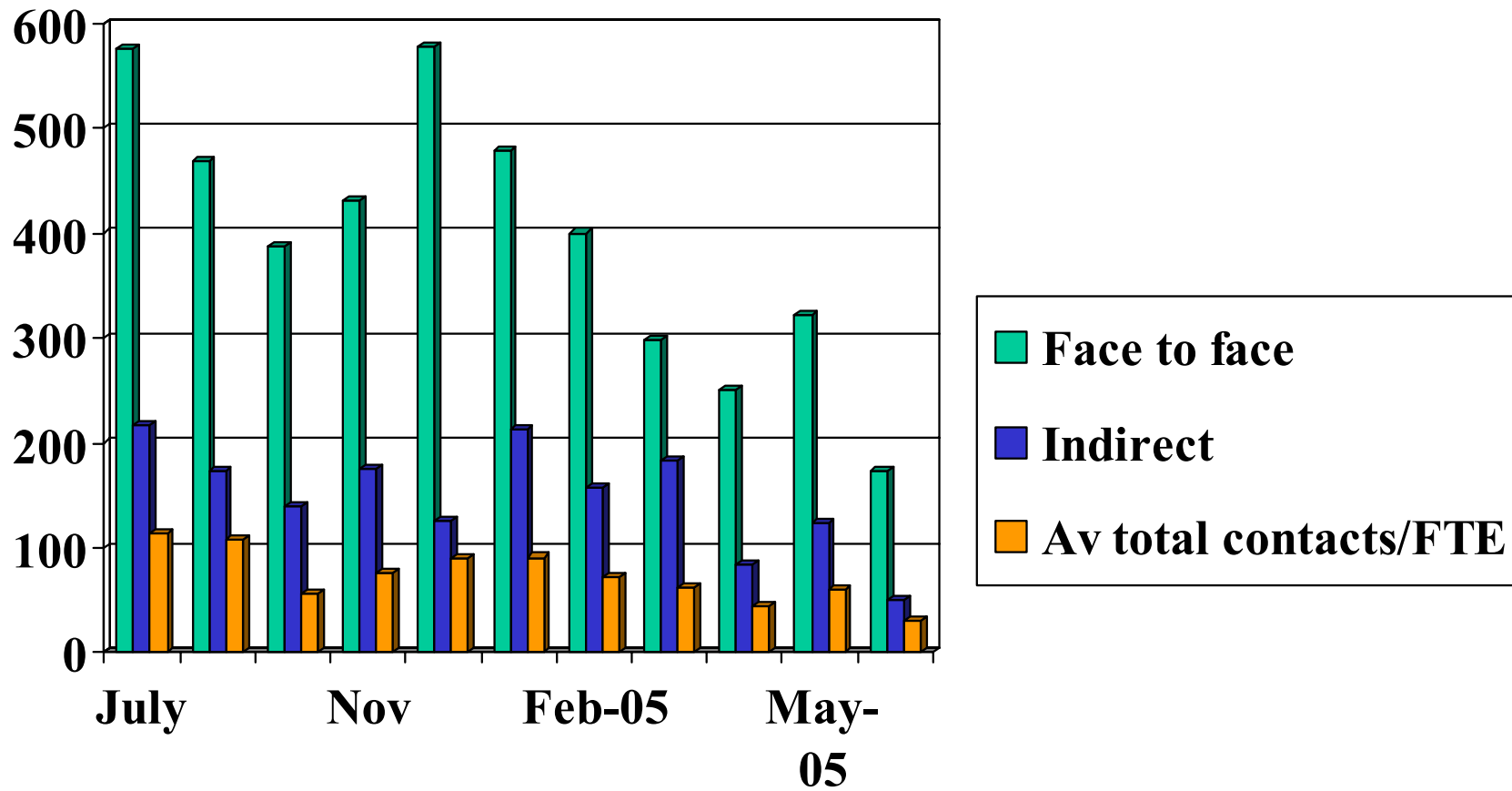
Cost (salaries & wages)	Current clients
Budget (S & W)	New registrations
Cost (goods & services)	Direct contacts
Budget (G & S)	Indirect contacts
Total Cost	Discharges
Total Budget	Av total contacts/FTE
Variance	Av caseload/FTE
FTE Staff	Cost per contact
Cost per FTE (Total)	KPI 1 (clients with < 5 direct contacts/mo)
Critical incidents(L1 & 2)	KPI 2 (length of episode)
Students on placement	KPI 3 (% CTO/CDO/AO)
Staff on workcover	KPI 4(NOCC compliance)

TEAM - MOBILE ASSERTIVE CARE TEAM						
COST CENTRE : 50230						
	July '04	August ' 04	September '04	October '04	November '04	December '04
Cost (Salaries and Wages)	\$23,031.00	\$45,661	\$70,445	\$39,138	\$56,014	\$44,192
Budget (Salaries and Wages)	\$40,600.00	\$40,600	\$65,780	\$48,140	\$46,900	\$47,493
Cost (Goods and Services)	\$3,350.00	\$6,565	\$5,429	\$6,627	\$6,537	\$6,486
Budget (Goods and Services)	\$1,780.00	\$1,780	\$4,460	\$4,660	\$4,660	\$4,660
Total Cost	\$26,381.00	\$52,227	\$75,875	\$45,766	\$62,552	\$50,679
Total Budget	\$42,380.00	\$42,380	\$70,240	\$52,800	\$51,560	\$52,153
Variance	\$15,999.00	-\$9,847	-\$969	\$7,033	-\$10,992	\$1,473
FTE Staff (productive/non-productive)	P:6.32 NP:0.62	P:6.93 NP:0.64	P:7.92 NP:1.34	P 6.6 / NP 1.1 T:7.75	P 6.61 / NP 1.2 T:7.81	P 6.65 / NP 1.11 T:7.77
Cost per FTE (Total)	\$3,801	\$6,899	\$8,141	\$5,905	\$8,009	\$6,522
Activity						
Current clients	68	70	71		72	74
New registrations	3	2	2		3	4
Direct	575	468	387		430	577
Indirect	216	174	140		175	126
Discharges	5	2	0		4	1
Average total contacts/FTE	114	108	57		77	90
Average caseload /FTE	12	9	8		9	9.5
Cost per contact	\$33.00	\$81.00	\$143		\$103	\$73
KPI 1 (clients with < 5 direct contacts/month)	34	16	21		N/A	22
KPI 2 (length of episode)	26 months	28.7	27.6		N/A	24.4 months
KPI 3 (% CTO/CDO/AO)	48%	48%	48%		N/A	N/A
KPI 4 (NOCC compliance)						63%
Students on placement	0	1 - nursing	1 - nursing	0	0	0
Critical incidents (L1 & L2)	0	0	0	0	0	0
Staff on workcover	0	0	0	0	0	0

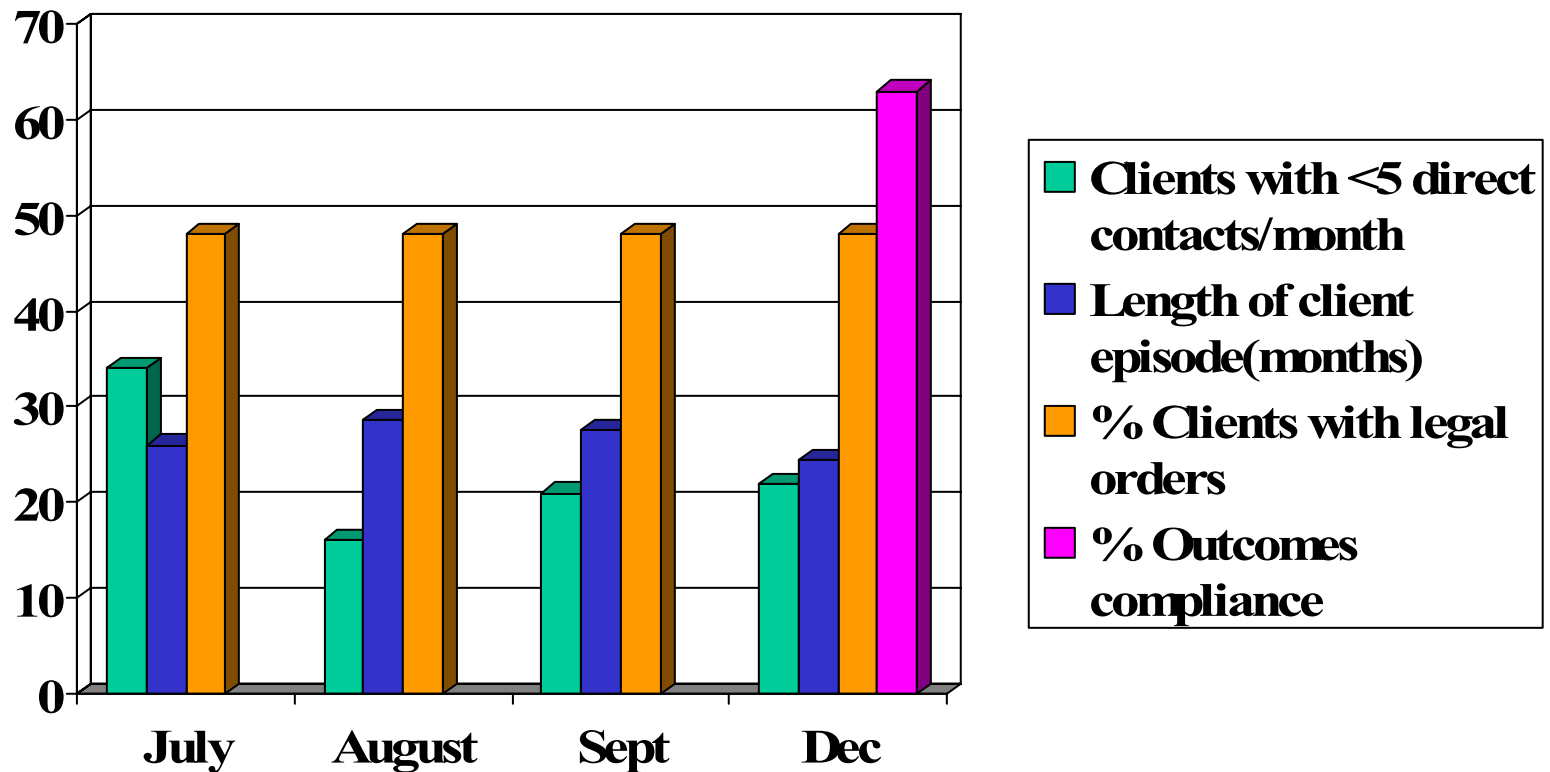
Quantitative info for assertive Care



Client Contact data – assertive care



KPIs – assertive care



Community clinical indicators – work in progress

COMMUNITY CLINICAL INDICATORS		
Registered clients admitted to NHS for psychiatric reasons only once during collection period (ACHS CI 1.2)		
Registered clients admitted for psych reasons greater than once in the time period (ACHS CI 1.3)		
Total clients with greater than five contacts per collection period (ACHS CI 1.1)		
Registered client deaths during collection period		
% of clients with GP registered on CBIS		
% Clozapine		
% Depot		
% with current Care/Management Plan		
% with current Risk Assessment		
% with current clinical review		
Snapshot HoNOS		
Snapshot LSP		
Change measure for clients discharged in collection period		

Inpatient mental health clinical indicators

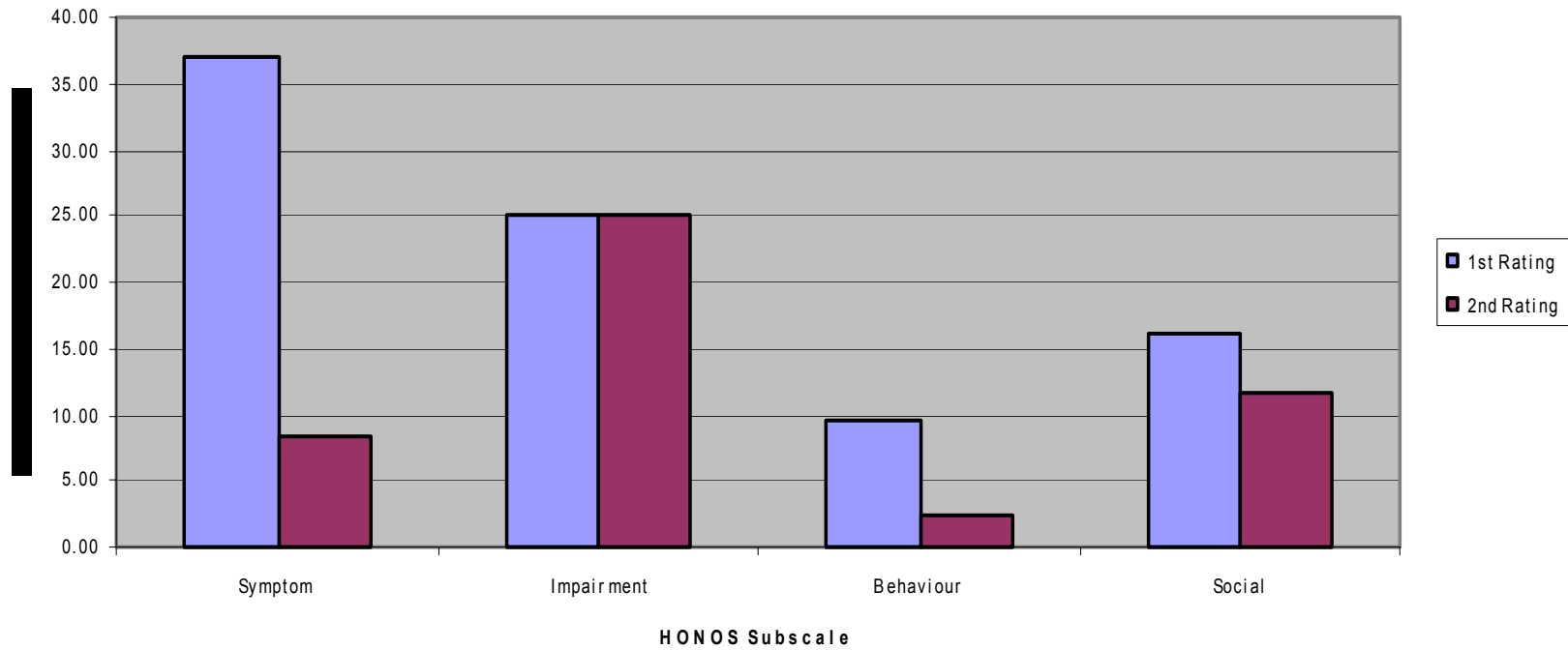
	Jan-Jul 04	Jul-Dec 04	Jan-Jul 05
Diagnosis within 24 hours of admission	95%	97.10%	
Diagnosis recorded on discharge	95.30%	99.50%	
Documented physical within 24 hours	94.40%	97.00%	
Inpatients on two or more psychotropic medications at the time of discharge	10.40%	10.40%	
Patients having at least one episode of seclusion in an admission	2.50%	2.90%	
Inpatient with an attempted, or actual, suicide in an admission	1.10%	0.00%	
Number of patients who assault once in an admission	1.10%	0.50%	
Number of patients who assault more than twice in an admission	0.40%	0.00%	
Number of patients who undertake significant self mutilation in an admission	0.70%	1.00%	
Number of patients suffering significant other injuries in an admission	0.00%	1.00%	
Number of inpatient deaths	0.00%	0.00%	
Final discharge summary distribution	-	78.00%	
Number of patients who have absconded			
% of inpatients with a case manager			

Local names (again...)

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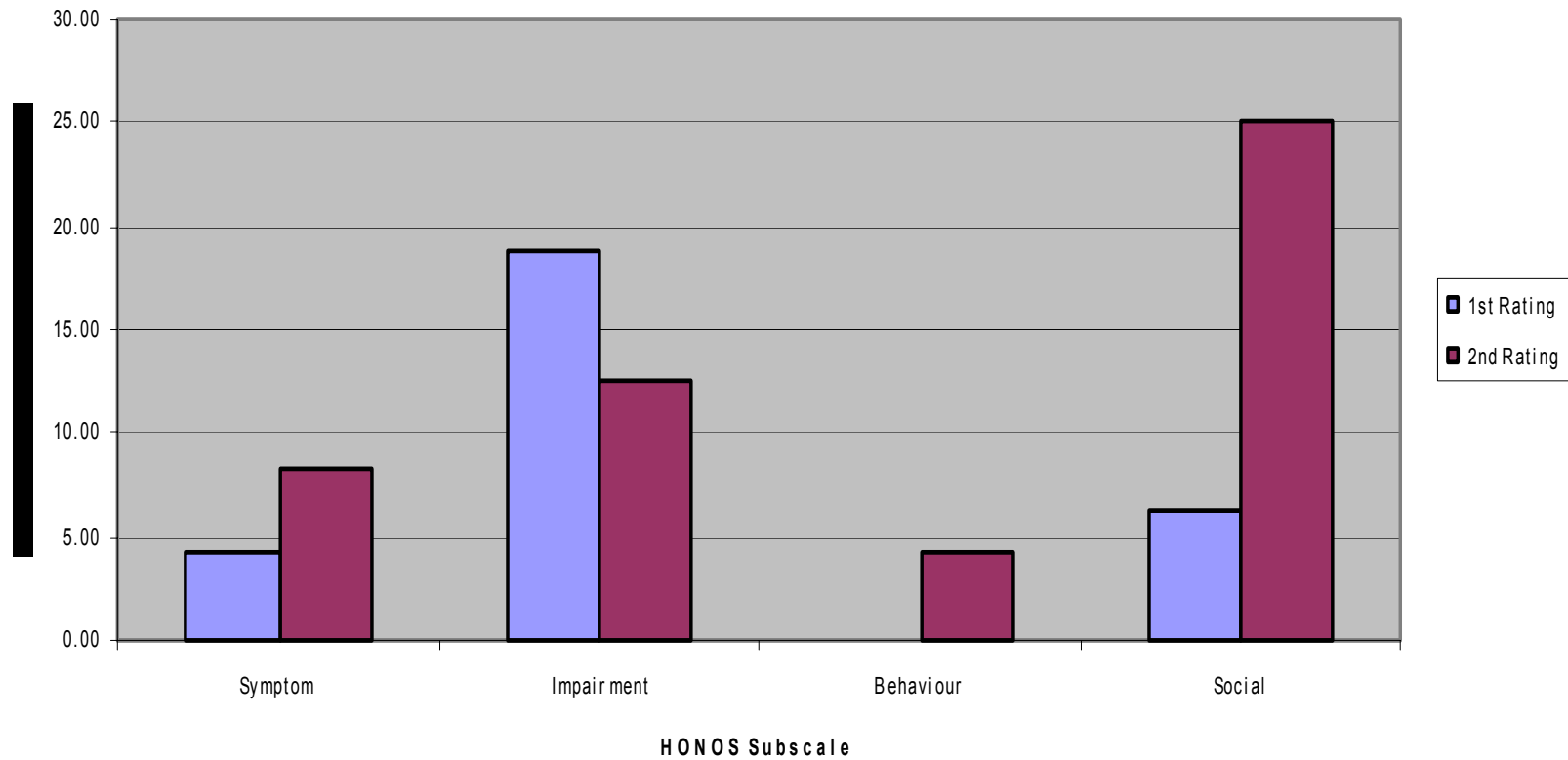
Brief intervention

Brief Intervention HONOS Useable Pairs - Apr to Jun 05



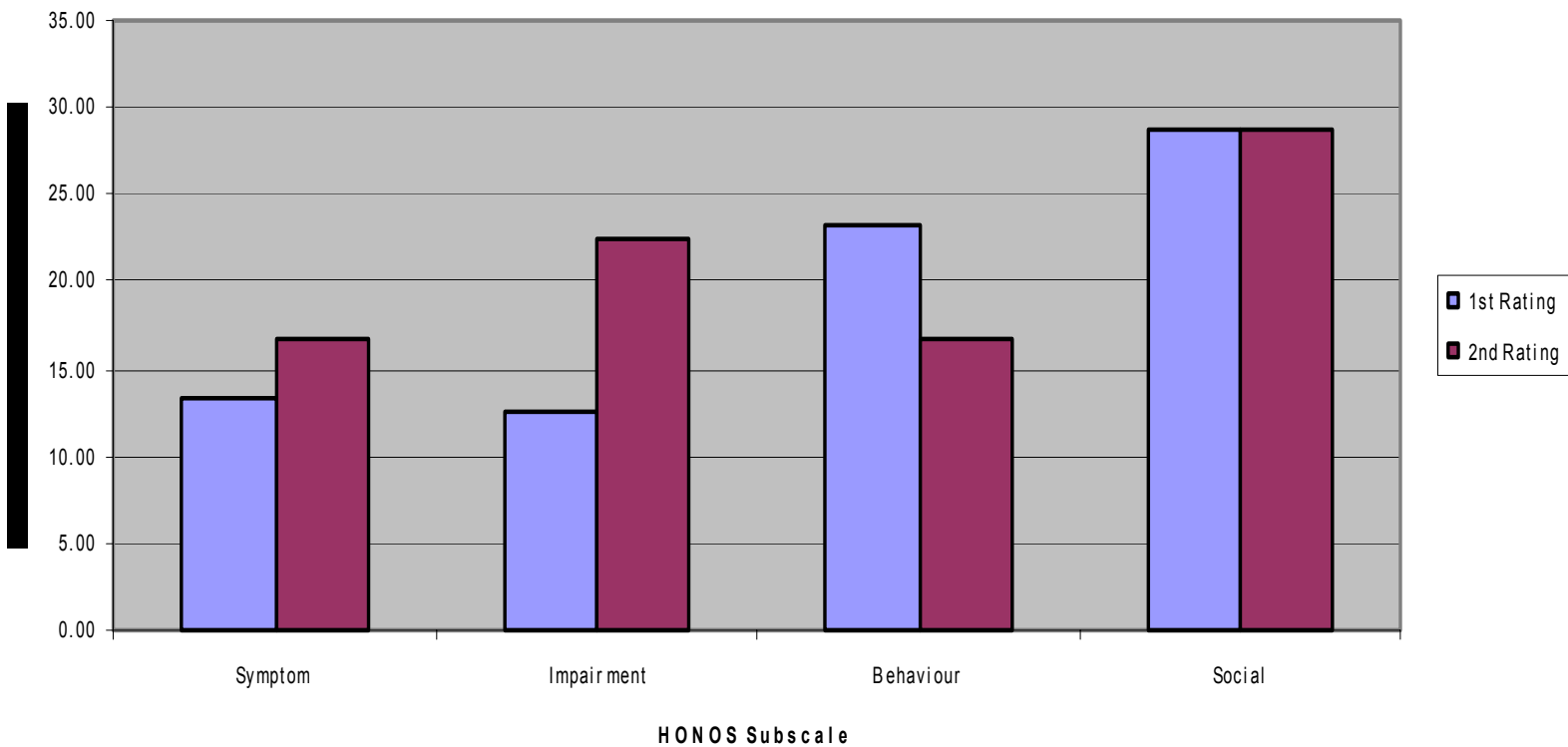
Shared care

Shared Care HONOS Useable Pairs - Apr to Jun 05



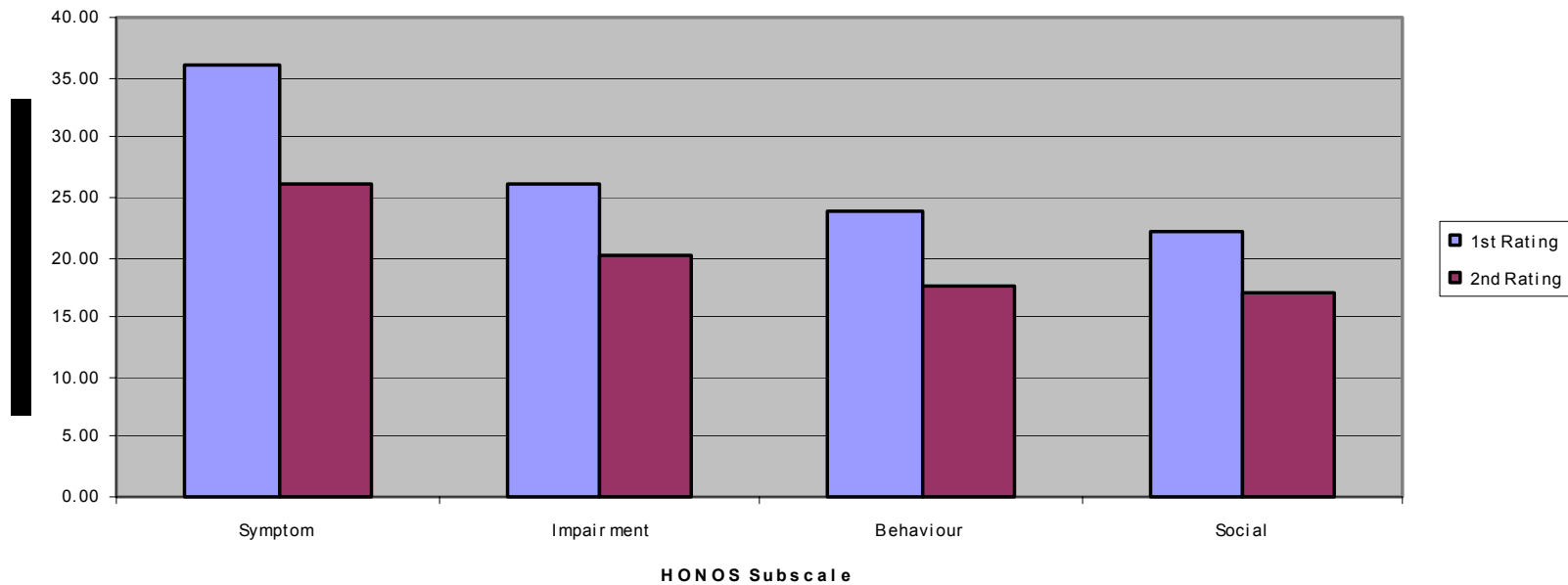
Assertive care (MAC)

MACS HONOS Useable Pairs - Apr to Jun 05



Emergency service (NEMHS)

NEMHS HONOS Useable Pairs - Apr to Jun 05

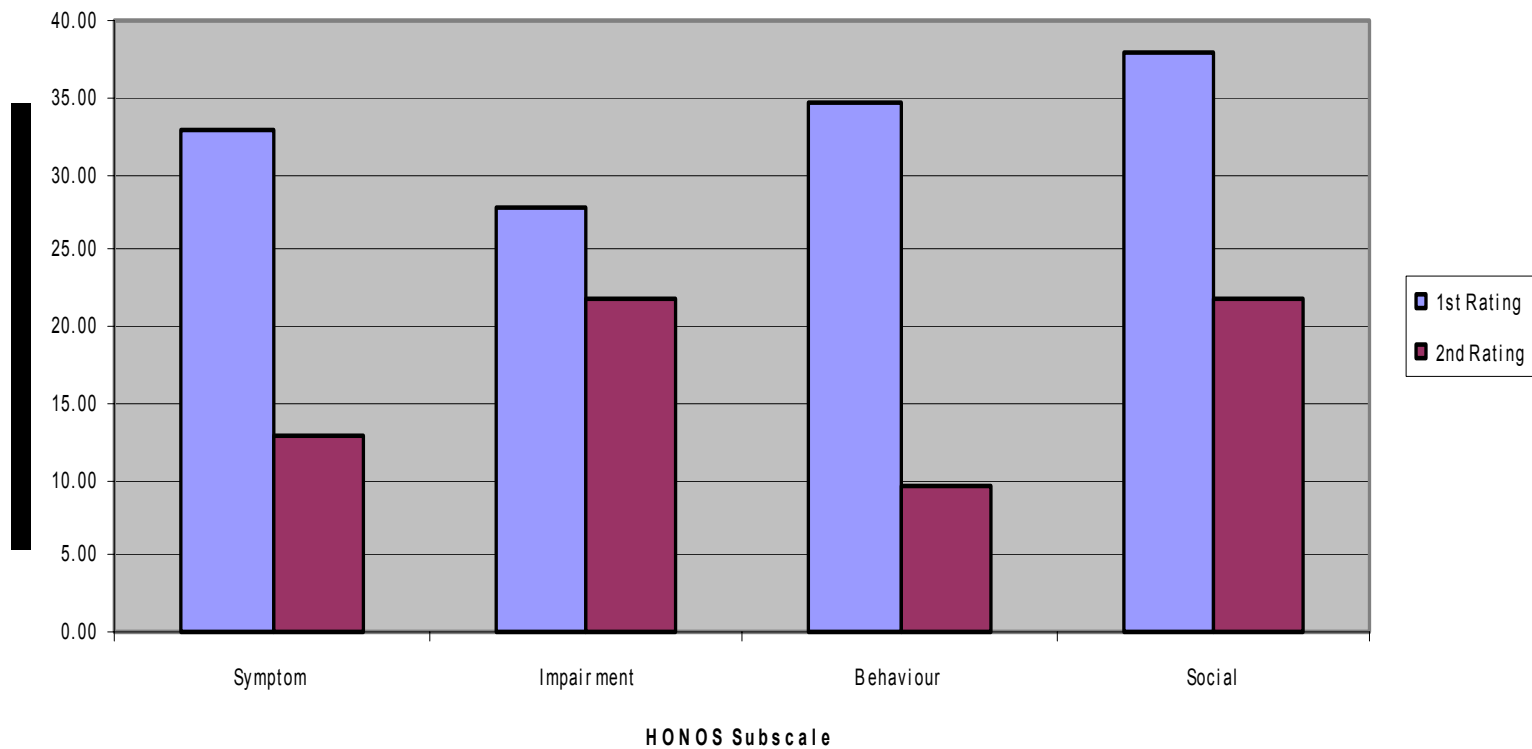


Inpatient use – outcomes measures & risk

	HONOS	Admission	Discharge aim	week 1	week 2	
	Score(0-4)			7.6.2005	15.6.2005	22.06.05
1	overactive, aggressive, agitated	1	1	1	2	1
2	self injury	1	1	1	2	1
3	drinking and drug taking	2	0	0	0	0
4	cognitive problems	1	1	1	1	1
5	physical illness and disability	1	1	1	1	1
6	hallucinations and delusions	3	2	3	3	2
7	depression	2	1	2	3	2
8	other mental/behavioural problems	anx 3	2	b3	3	3
9	relationships	2	2	2	2	2
10	ADLs	0	0	0	0	0
11	living conditions	0	0	0	0	0
12	occupation and activities	0	0	0	0	0
	total	13	11	14	17	13
	RISK ASSESSMENT					
1	harm to self	2	1	1	2	1
2	harm to others	0	0	0	0	0
3	level of problem functioning	2	1	2	2	1
4	level of support available	1	1	1	1	1
5	history of response to treatment	2	1	2	2	1
6	attitude and engagement to treatment	0	1	1	2	1
	overall risk (low/medium/high/ex	medium	low	medium	medium	low

Inpatient adult acute

Morier G HONOS Useable Pairs - Apr to Jun 05



MAC upon reflection...

- 25 matched review pairs between Jan & June 05
- 12 people showed average 7.9 improvement
- 9 people showed average 8.7 decrease
- 4 people no change (+/- 1 or 2)
- A Honos score of 35 is very high
- Why is an expensive assertive care team managing people with Honos scores below the national mean (including total scores of 1, 3 & 4)?
- MAC average Honos 16.7
- What to do with these questions?

Where to next?

- Clinical champions – people who put in the data, and know how to use the data providing leadership within their clinical team
- Audit support – feedback to clinicians and team leaders about standards and benchmarks