

DRAFT

**Quality through Outcomes in Mental Health Care**  
**Western Australia**  
**28<sup>th</sup> October 2004**

This interactive session involves two activities.

**Activity 1:** Focus on clinical utility of Outcomes and Casemix measures, support for management planning and team reviews

Select a Spokesperson and a scribe.

**Review Paul at Time 1.**

Read the clinical vignette and watch the video.

Develop a group consensus rating for the Health of the Nation Outcomes Scales based on the information you have been given.

Plot the appropriate ratings on the worksheet provided

Review Paul's completed K-10 and calculate total score

**Answer the following Questions**

- What is the management plan for Paul?
- What services should be involved?
- What are priority areas of intervention?
- What outcomes would you expect?

Spokesperson for the group provide feedback to larger group

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**Activity 2:** Focus on service management and development utility of Outcomes and casemix measures.

## **Review Table 1.**

- Which service unit services consumers with more severe psychotic phenomena?
- Which service unit services consumers with less severe problems in relation to self harm?
- How might this data be used by Bingara to plan programs or improvements?
- How might this data be used by Werris Creek to plan programs or improvements?

## **Review Table 2**

- Which service unit has the best outcomes?
- What additional information would be required?

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## Paul Time 1

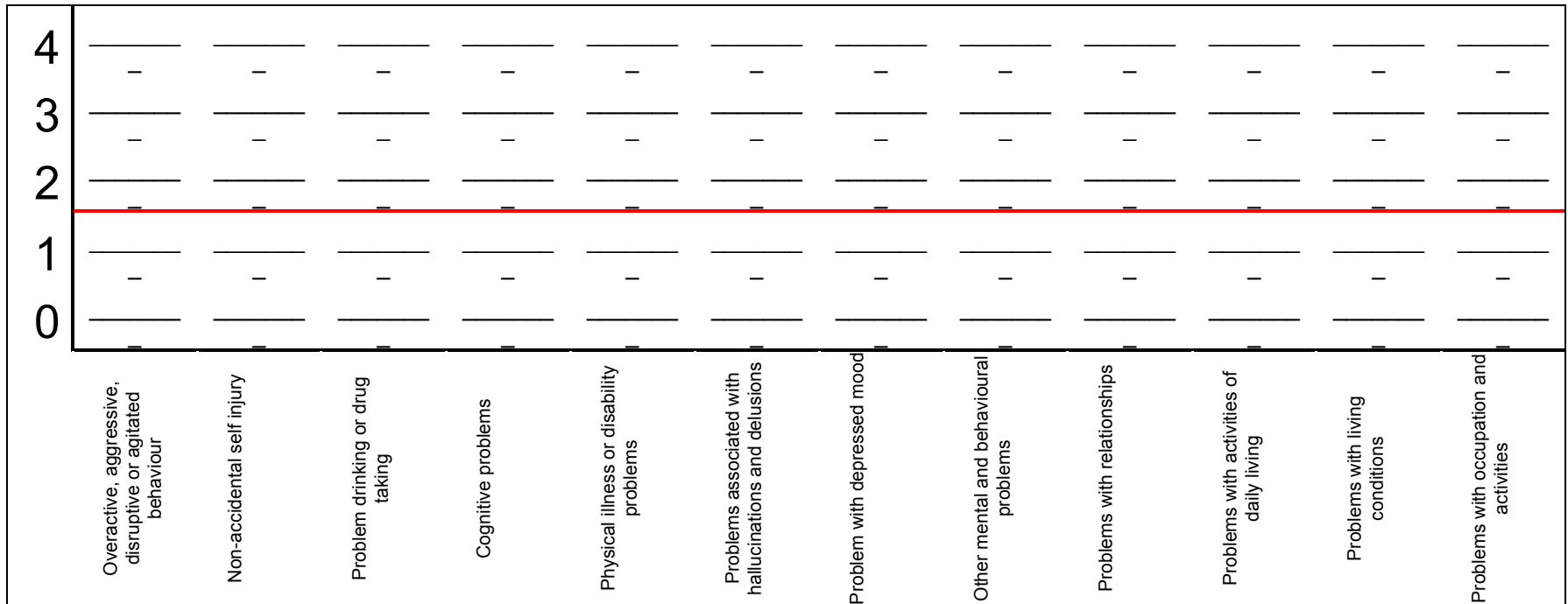
Paul is a 23-year-old man who has a 12-month history of mental illness. Recently, he has become increasingly agitated, pacing up and down the hallway of his flat. He was discharged from Hospital 12 months ago and has been reviewed by his case manager every 3 months, however over the last two months Paul's case manager has been seeing him almost every week and in the last two weeks he has been trying to visit Paul everyday, although he thinks Paul is trying to avoid him. Paul has had disturbed sleep with significant initial insomnia for over a month and has been totally unable to sleep for the last 3 days. Paul is not usually aggressive towards his father or case manager. However, over the last couple of weeks he has been a bit intimidating and his neighbours have been concerned by his presentation. Paul is intimidating but denies being a danger to himself or other people. He denies being depressed. Paul is distractible and is unable to complete serial 7's. Today he has been seen striding around the communal living area of the units, waving his arms and calling out. He has delusional ideas associated with a "rat ship" which he cannot really explain just that they relate to some "powers" we all "should know" about. He is distressed and preoccupied with these ideas although can't really explain them. He indicates that he has been hearing voices pretty regularly since his discharge from hospital. Paul has had some recent changes in appetite along with weight loss. His father has noticed that Paul is not eating as much as he used to. Paul lives in a good home unit near to his parents and close to shops and transport. Generally the unit is clean and tidy but when Paul becomes unwell, he needs prompting to keep it this way. His father is involved in his day-to-day care at this time, visiting his flat daily to make sure that Paul is dressed, has breakfast and is looking for work. He is very concerned that Paul does not seem motivated to find work. Paul says that he sometimes argues with his father and that things would be better if, "he just got off my back", "I can do things for myself". Paul doesn't want to take medication and always forgets to take it so his father has to remind him constantly to take his medication. Paul is usually able to keep himself reasonably well groomed, recently he has stopped washing and appears unkempt. He has been wearing the same clothes for sometime and his father has been prompting him to wash and get changed. Paul usually manages his own finances and shops on a regular basis but he has limited cooking skills and recently has had to have increasingly significant support from his father for a range of activities. Paul has not had regular employment since his admission to hospital 12 months ago. Currently, Paul attends a couple of different groups that are run at a local neighbourhood centre. These include a job skills group (to please his father) and a pottery and computer group. He likes the pottery and computer groups and "wouldn't mind a job with computers", but then indicates that there is not much point, "I am not really any good at anything". He hasn't attended these groups in the last two weeks. Paul has two good friends who have kept in contact with him since school and he usually gets together with them on the weekend. Paul's contact with his friends has been less frequent recently and he has not seen them for the past couple of weeks. Paul does have a couple of acquaintances who visit his flat and sit around smoking dope with him. Paul's father reports that Paul has been smoking 'a lot' of cannabis in the past month and he last used it today. His father says that Paul hasn't been honest with his case manager about how much he has been using and "he's

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smoking everyday". There is also some concern that Paul may have been using other illicit drugs recently. Paul fell down the back steps of his flat a week ago injuring his wrist, which his father ensures is bandaged. No evidence of a break on x-ray and the radiological report suggests probable soft tissue injury. Paul has a reduced range of motion in his dominant hand and has been having trouble buttoning his clothing.

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Paul Time 1



Answer the following Questions

What is the management plan for Paul?

What services should be involved?

What are priority areas of intervention?

What outcomes would you expect?

## K – 10 Interpretation

10-19: The score indicate that the client or patient may currently not be experiencing significant feelings of distress

20-24: The client or patient experience mild levels of distress consistent with a diagnosis of a mild depression and/or anxiety disorder.

25-29: The client or patient experience moderate levels of distress consistent with a diagnosis of a moderate depression and/or anxiety disorder.

30-50: The client or patient experience severe levels of distress consistent with a diagnosis of a severe depression and/or anxiety disorder.

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## Kessler 10

### Paul Completed Time 1

Scoring: 1 = None of the time, 2 = A little of the time, 3 = Some of the time, 4 = Most of the time, 5 = All of the time.  
Total Score = sum of items 1 to 10

### Instructions

The following ten questions ask about how you have been feeling in the **last four weeks**. For each question, mark the circle under the option that best describes the amount of time you felt that way.

	None of the time	A little of the time	Some of the time	Most of the time	All of the time
1. In the last four weeks, about how often did you feel tired out for no good reason?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. In the last four weeks, about how often did you feel nervous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3. In the last four weeks, about how often did you feel so nervous that nothing could calm you down?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. In the last four weeks, about how often did you feel hopeless?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
5. In the last four weeks, about how often did you feel restless or fidgety?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. In the last four weeks, about how often did you feel so restless you could not sit still?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. In the last four weeks, about how often did you feel depressed?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. In the last four weeks, about how often did you feel that everything was an effort?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. In the last four weeks, about how often did you feel so sad that nothing could cheer you up?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
10. In the last four weeks, about how often did you feel worthless?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Total =

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## Aggregate Reports

Table 1 Comparison Consumer Acuity between services: Percentage of all HoNOS item scores greater than 2

Mental Health Service Organisation	Overactive, aggressive, disruptive or agitated behaviour	Non-accidental self injury	Problem drinking or drug taking	Cognitive problems	Physical illness or disability problems	Problems associated with hallucinations and delusions	Problem with depressed mood	Other mental and behavioural problems	Problems with relationships	Problems with activities of daily living	Problems with living conditions	Problems with occupation and activities
Bingara	30	75	20	10	5	14	70	80	65	40	20	23
Tambar Springs	67	55	78	24	33	85	30	34	44	23	66	71
Werris Creek	12	13	24	67	65	21	22	14	42	82	13	14

- Which service unit services consumers with more severe psychotic phenomena?
- Which service unit services consumers with less severe problems in relation to self harm?
- How might this data be used by Bingara to plan programs or improvements?
- How might this data be used by Werris Creek to plan programs or improvements?

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Table 2 Comparison Outcomes Between Services: Percentage Change in Total HoNOS Scores admission/discharge

Mental Health Service Organisation	Percentage Change in Total HoNOS	Highest Percentage Focus of Care for service
Bingara	60	Functional gain
Tambar Springs	72	Acute
Werris Creek	5	Maintenance

Which service unit has the best outcomes?

What additional information would be required?