



Government of South Australia

Southern Adelaide Health Service

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

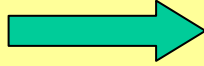
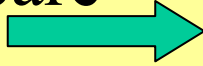
The problem

- A structure that did not work!
 - Too many referrals
 - Not enough throughput
 - No clinical focus for teams/clinicians
 - Long waiting lists
 - Grumpy referred consumers and stakeholders

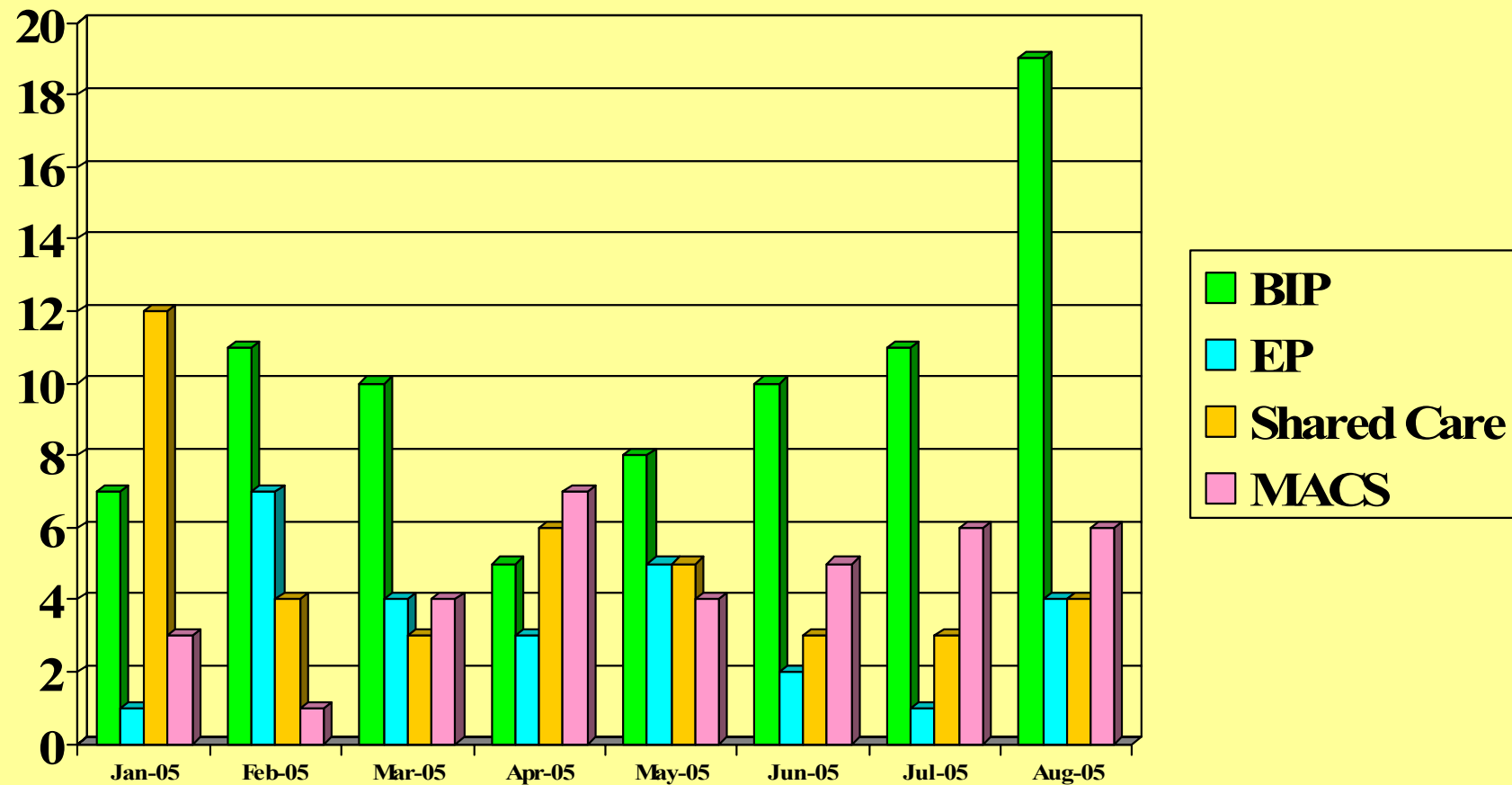
Tracking mental health data – what, when, how

- 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, national KPIs and selected CIs – do we achieve good consumer outcomes safely & in line with best practice/benchmarking?

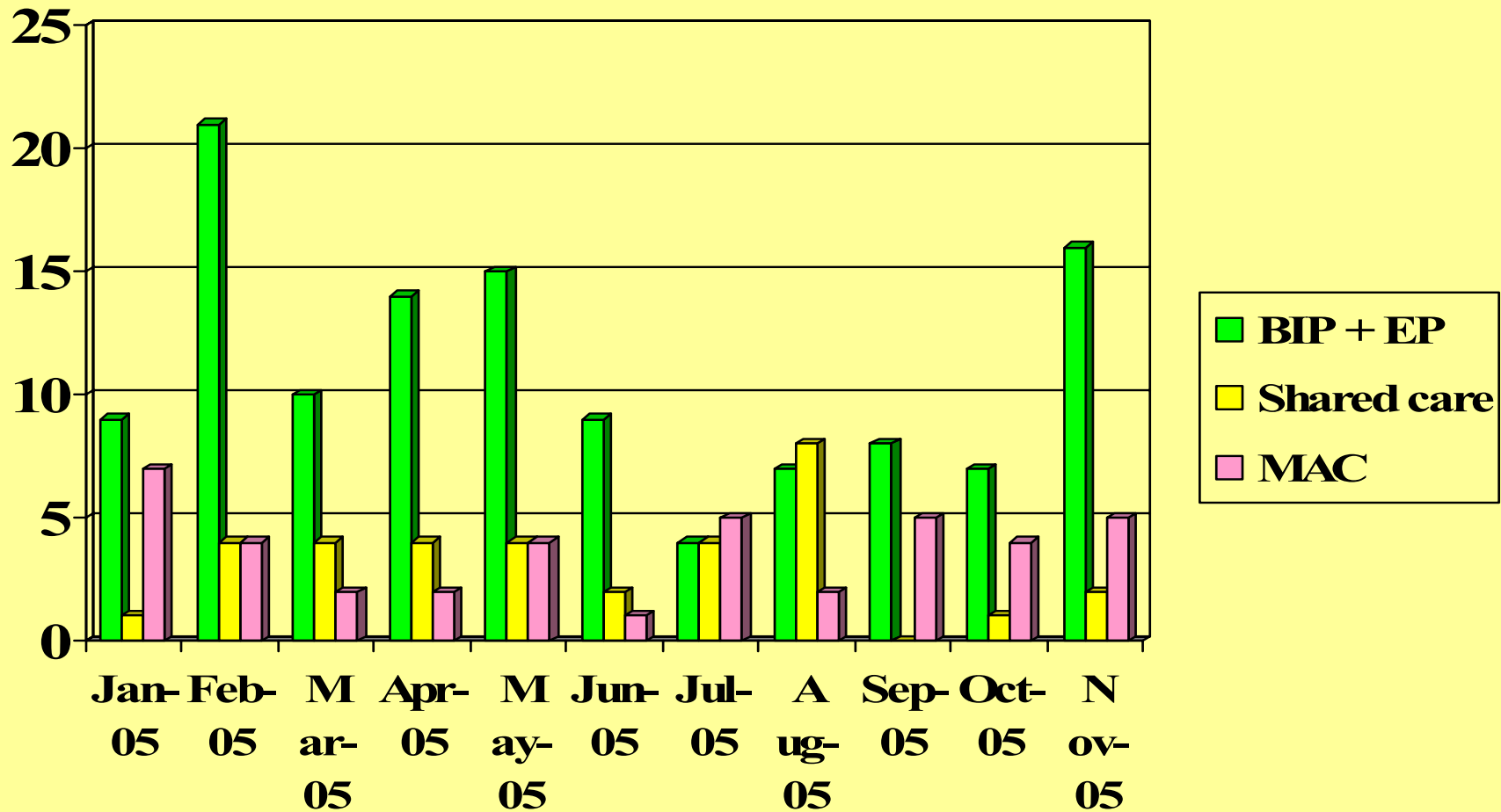
Local jargon

- NEMHS
- Community care team(CCT) 
- Mobile assertive care (MAC) 
- **Early intervention service**
 - Brief intervention (BIP) & Early psychosis
 - NEMHS
- **Rehab & recovery service**
 - MACS
 - Shared care

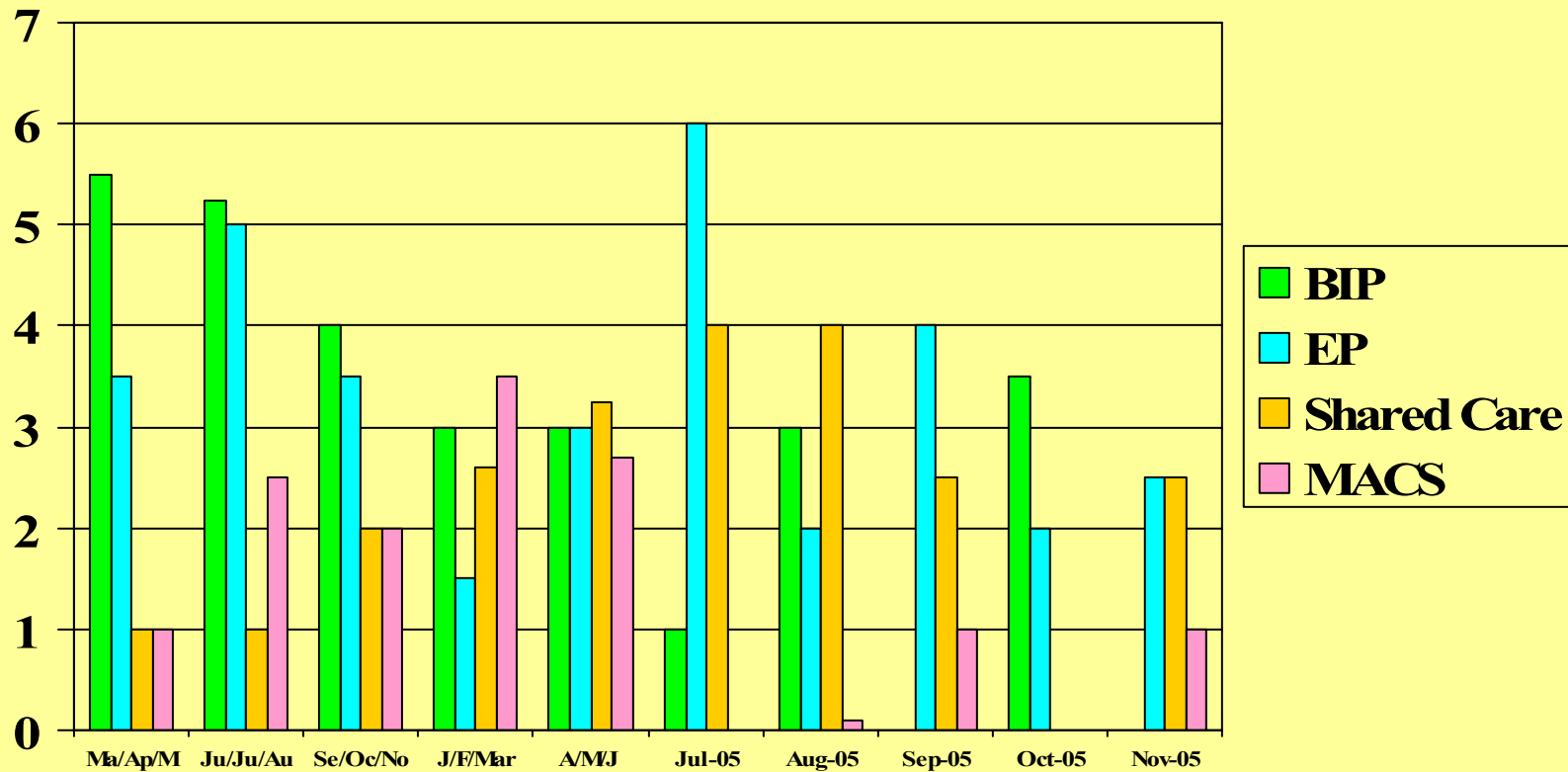
Community referrals



Community discharges/transfers



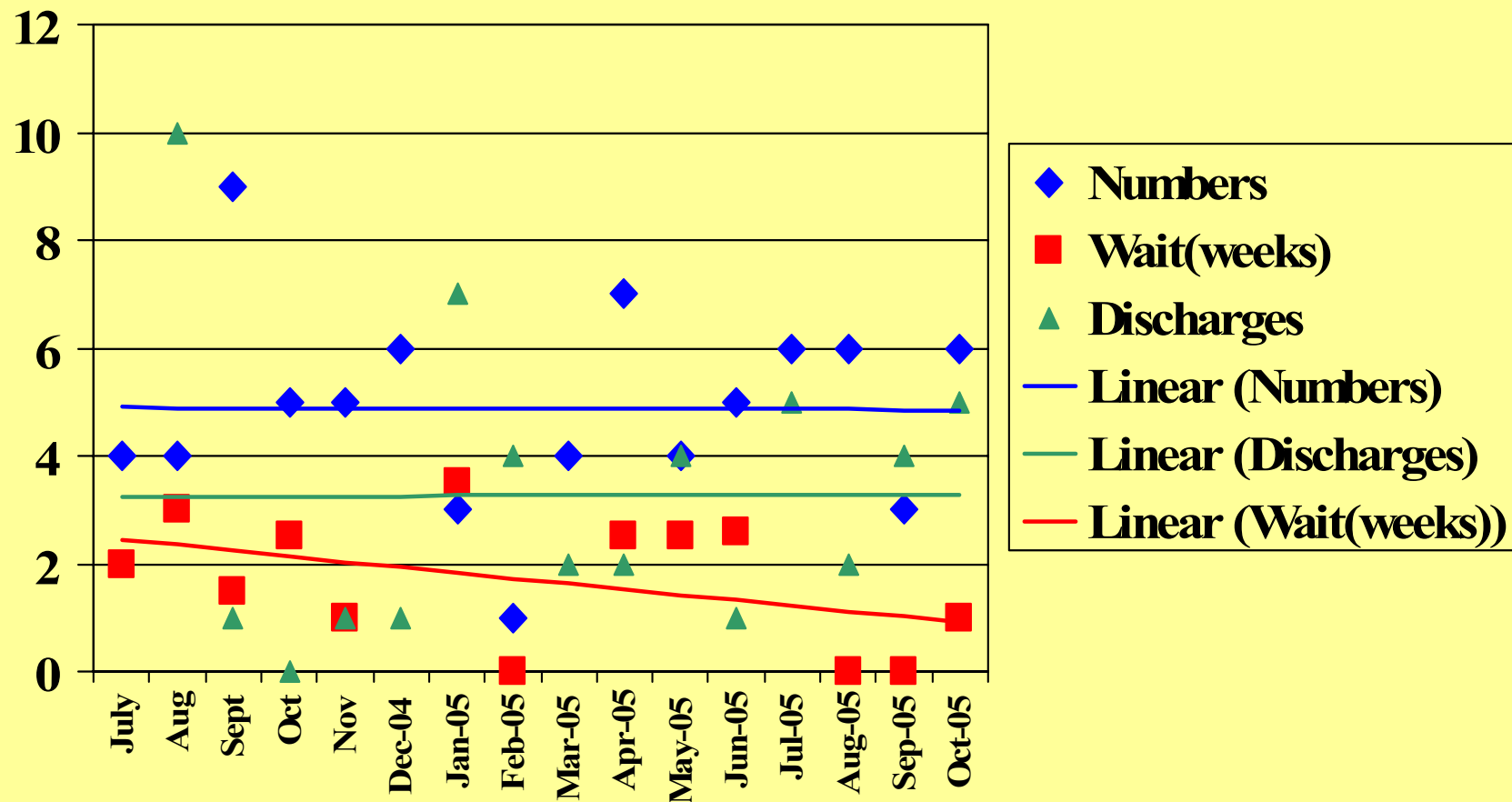
Community mental health referral waits – receipt to registration



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

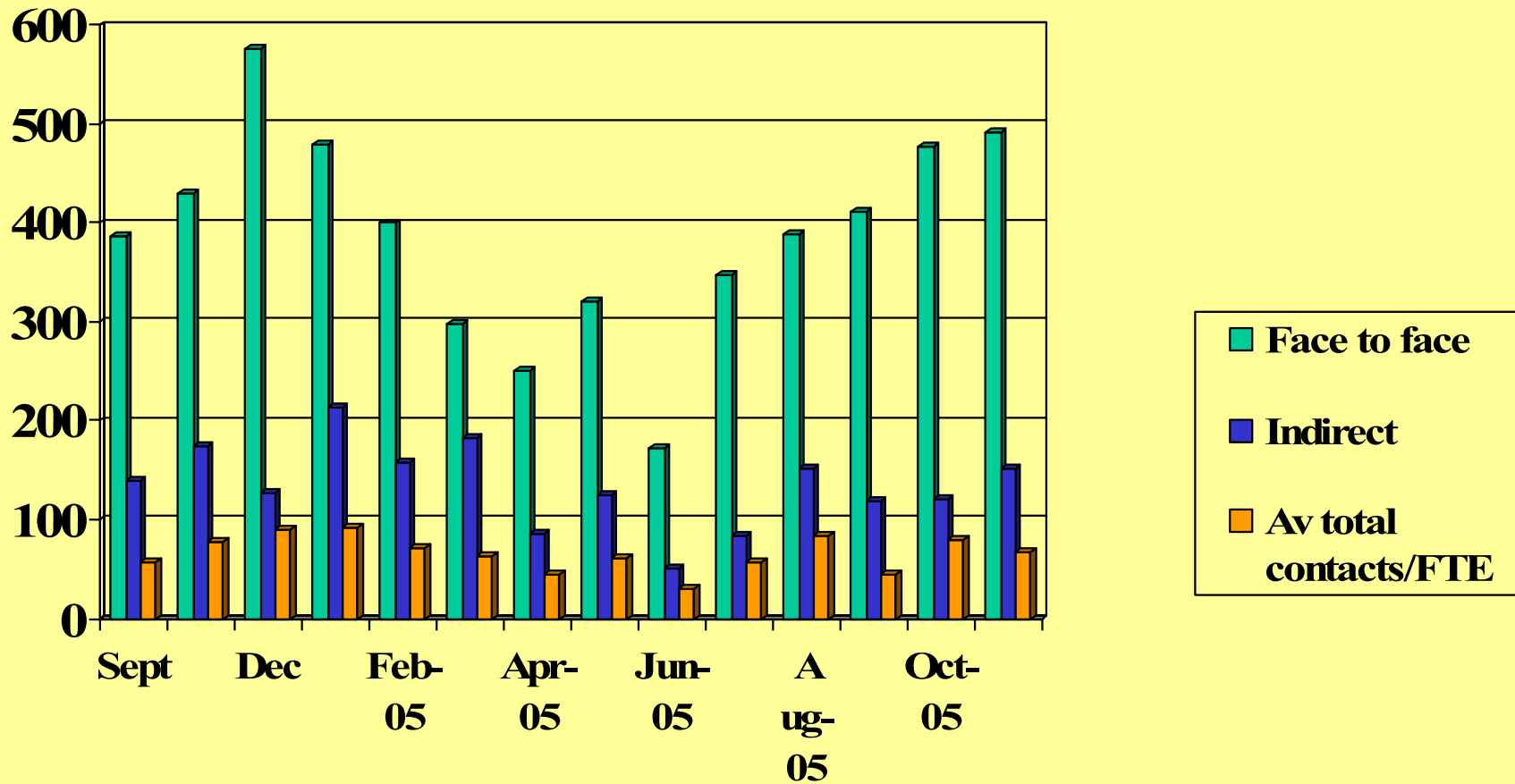
Cost (salaries & wages)	Current clients
Budget (S & W)	New registrations
Cost (goods & services)	Direct contacts
Budget (G & S)	Indirect contacts
Total Cost	Discharges
Total Budget	Av total contacts/FTE
Variance	Av caseload/FTE
FTE Staff	Cost per contact
Cost per FTE (Total)	KPI 1 (clients with < 5 direct 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

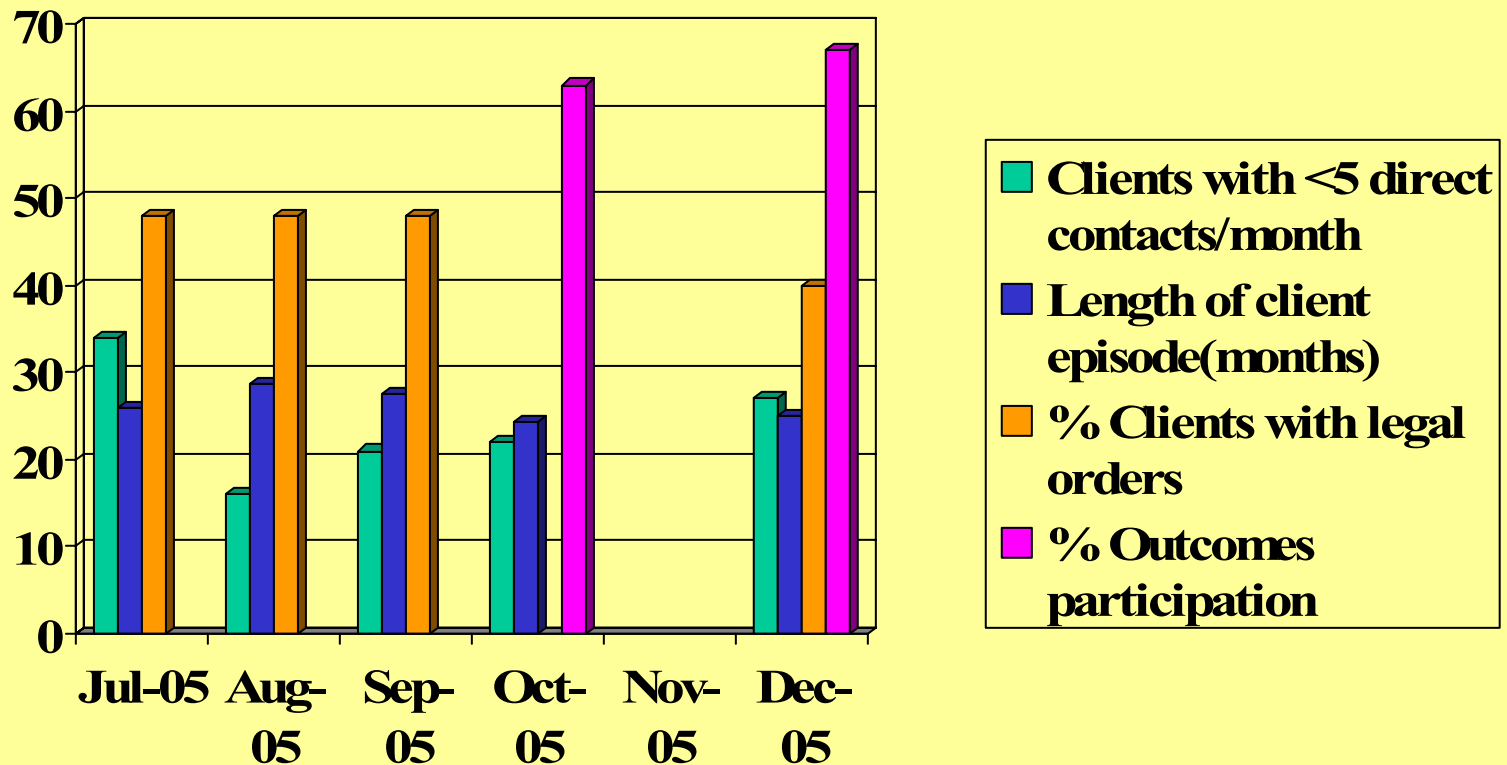
COST CENTRE : 50230

	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05
Cost (Salaries and Wages)	\$39,064	\$45,093	\$48,663	\$34,093	\$30,139	\$31,431
Budget (Salaries and Wages)	\$0	\$39,900	\$59,860	\$41,430	\$41,480	\$43,350
Cost (Goods and Services)	\$4,902	\$3,967	\$3,069	\$330	\$2,328	\$3,688
Budget (Goods and Services)	\$0	\$2,840	\$2,840	\$2,840	\$2,840	\$2,840
Total Cost	\$43,966	\$49,060	\$51,731	\$34,423	\$32,467	\$35,119
Total Budget	\$0	\$42,740	\$62,700	\$44,270	\$44,320	\$46,190
Variance	-\$43,966	-\$6,320	\$10,969	\$2,510	\$11,853	\$11,071
FTE Staff (productive/non-productive)	P:7.35 / NP:0.36 T:7.71	P:6.4/NP:1.93/ T:8.33	P:7.24/NP:1.89 T:9.12	P:6.02/NP:1.55 Total: 7.57	P:5.87/NP:1.35 Total: 7.22	P:5.90/NP:1.17 Total: 7.07
Cost per FTE (Total)	\$5,702	\$5,889	\$5,672	\$4,547	\$4,497	\$4,967
Activity						
Current clients	69	69	67	68	64	61
New registrations	1	2	2	1	2	0
Participating	348	388	411	477	492	363
Not participating	84	151	118	120	152	84
Discharges	5	2	5	4	5	1
Average total contacts/FTE (P only)	56	84	45	79	68	51
Average caseload /FTE	9	10.7	7.3	9	8.9	8.6
Cost per contact	\$13	\$91	\$98	\$58	\$69	\$79
KPI 1 (clients with < 5 direct contacts/month)	34	16	21	22	N/A	27
KPI 2 (length of episode)	26 months	28.7	27.6	24.4	N/A	25 months
KPI 3 (% CTO/CDO/AO)	48%	48%	48%	N/A	N/A	40%
KPI 4 (NOCC compliance*)				63%		67%
Students on placement	2 (1 nursing/1 S.W)	1 S.W.	0	0	0	0
Critical incidents (L1 & L2)	0	0	0	0	0	0
Staff on workcover	0	0	0	0	0	0
*NOCC ratings completed within 4 months						

Client Contact data – assertive care



KPIs – assertive care



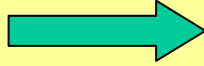
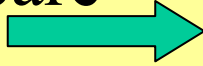
Community clinical indicators (MAC)– work in progress

Registered clients admitted to NHS for psychiatric reasons once during 6 months	
Registered clients admitted for psych reasons greater than once in the time period	
Total clients with greater than five contacts per month	
Registered client deaths	0
% registered with GP	67%
% with current Care/Management Plan on CBIS	95%

Inpatient mental health clinical indicators

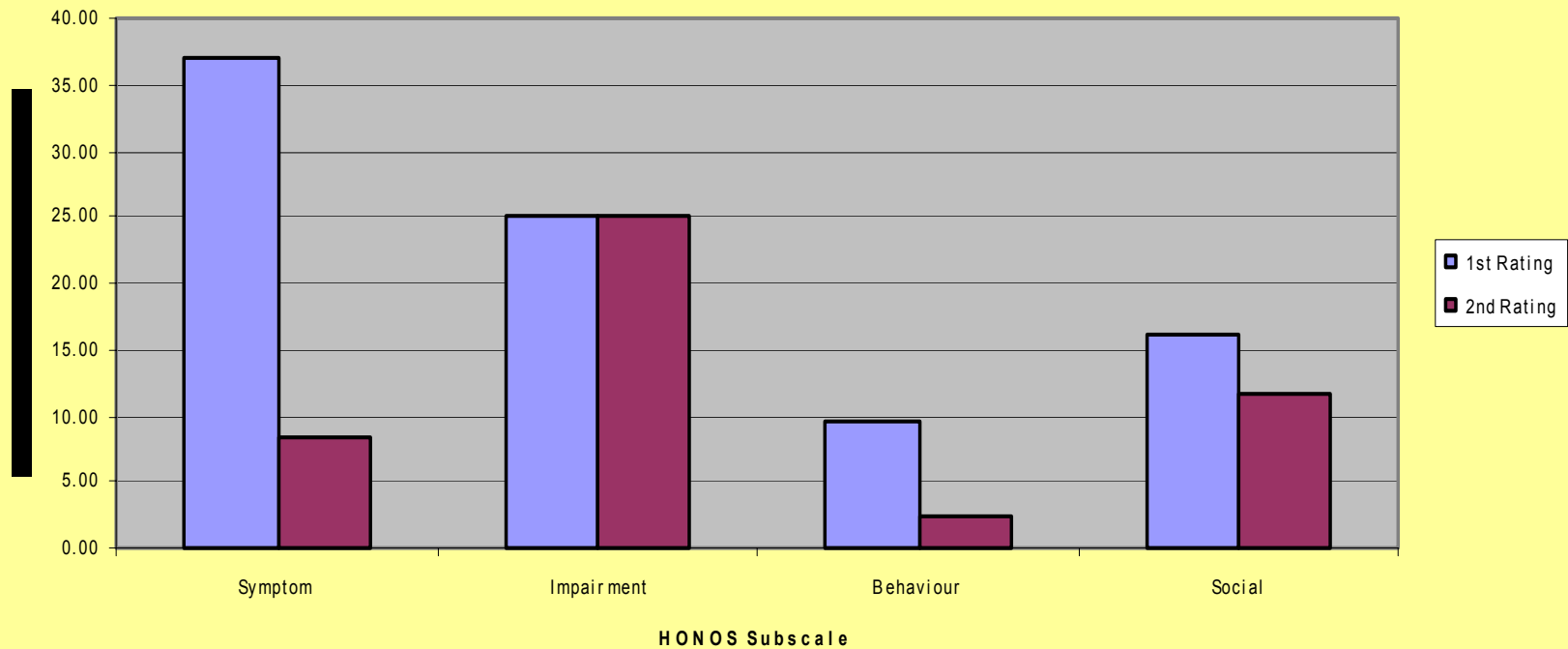
	Jan-Jul 04	Jul-Dec 04	Jan-Jul 05
Diagnosis within 24 hours of admission	95%	97.10%	
Diagnosis recorded on discharge	95.30%	99.50%	
Documented physical within 24 hours	94.40%	97.00%	
Inpatients on two or more psychotropic medications at the time of discharge	10.40%	10.40%	
Patients having at least one 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			

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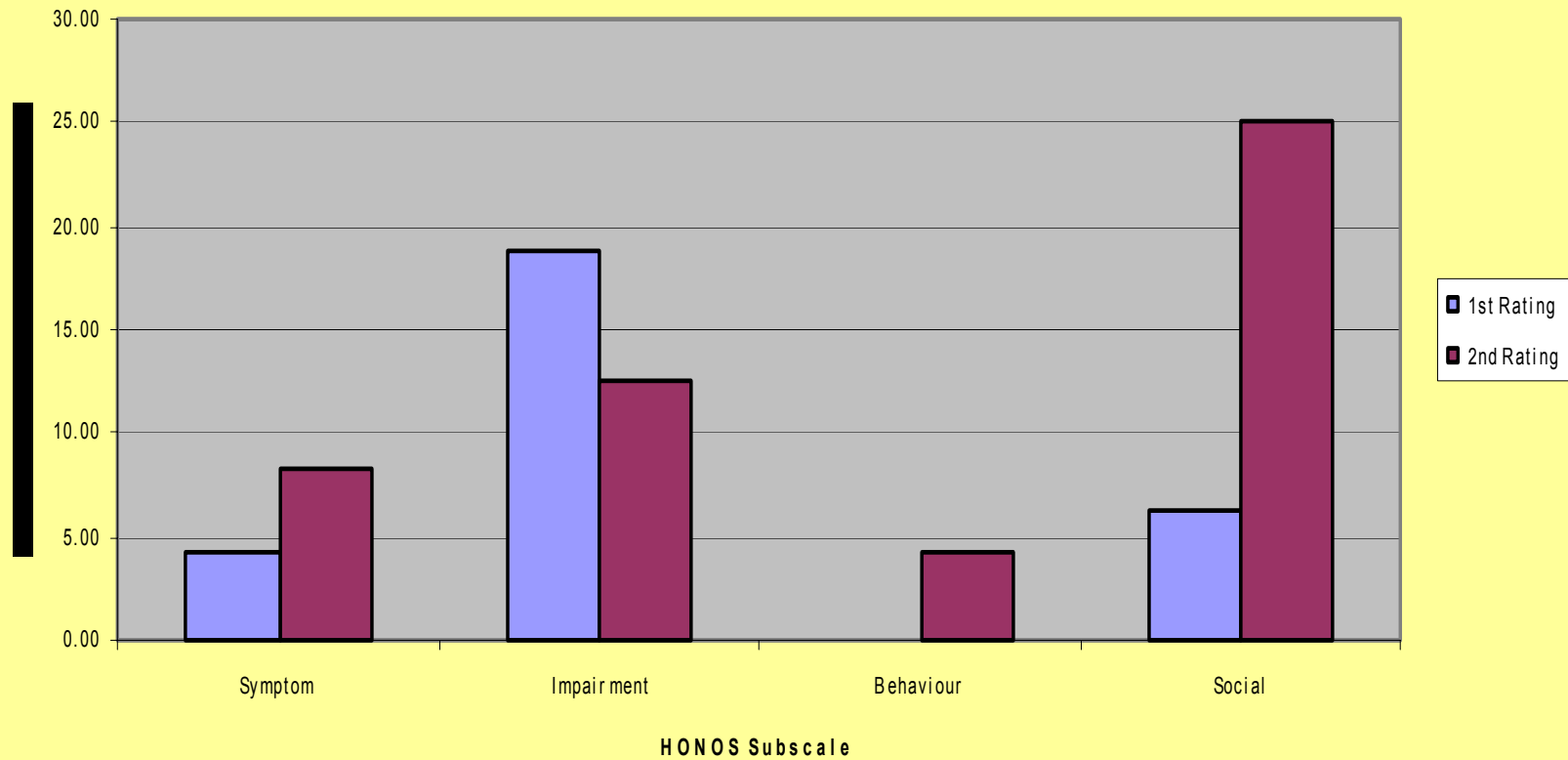
Brief intervention

Brief Intervention HONOS Useable Pairs - Apr to Jun 05



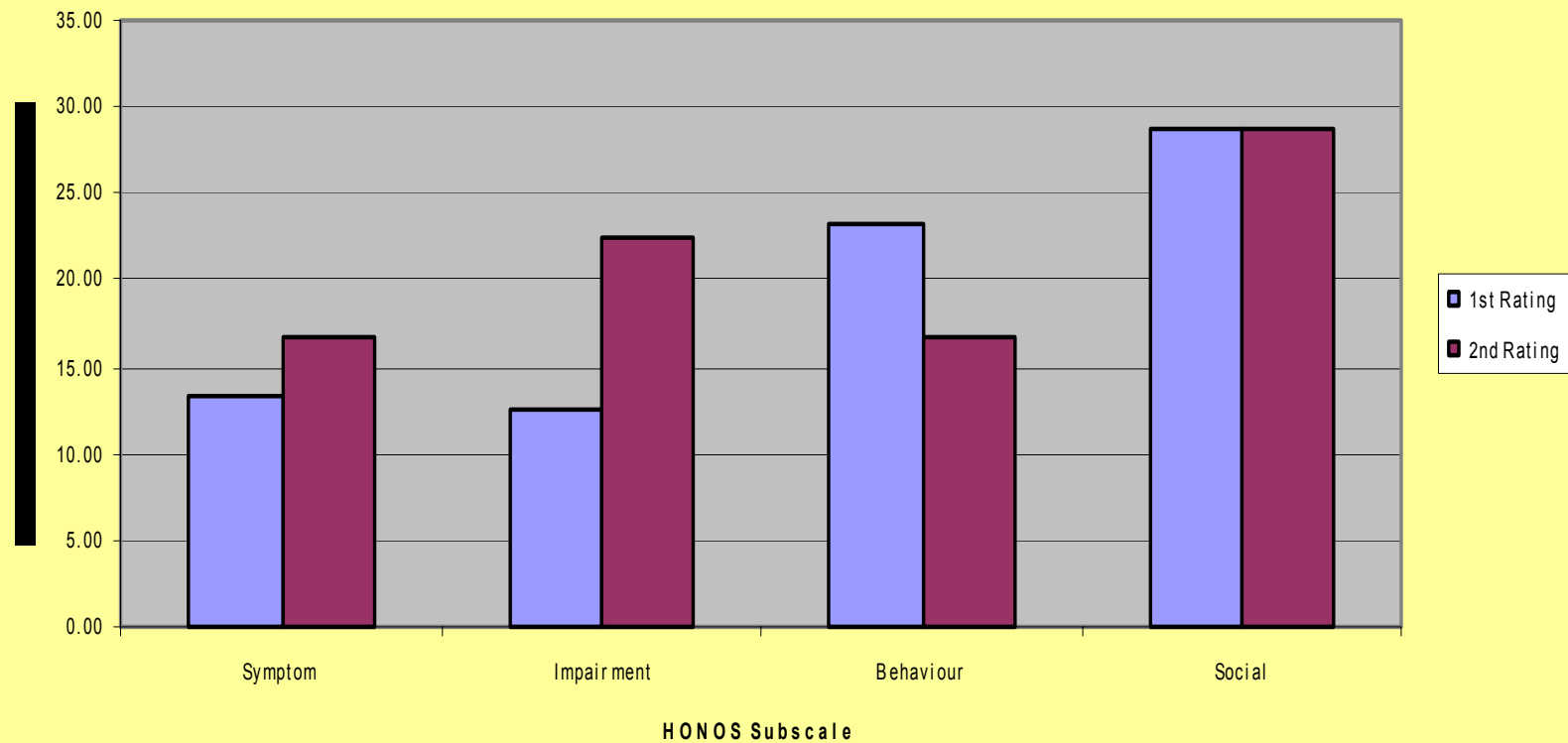
Shared care

Shared Care HONOS Useable Pairs - Apr to Jun 05



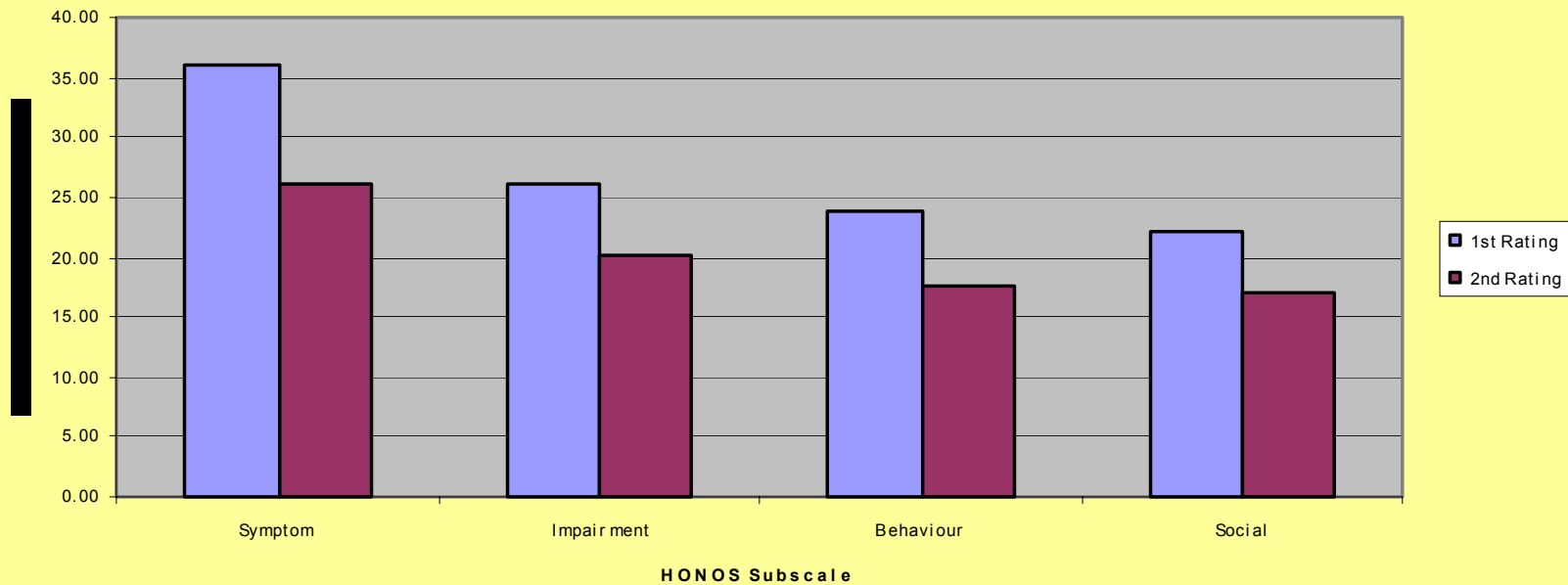
Assertive care (MAC)

MACS HONOS Useable Pairs - Apr to Jun 05



Emergency service (NEMHS)

NEMHS HONOS Useable Pairs - Apr to Jun 05

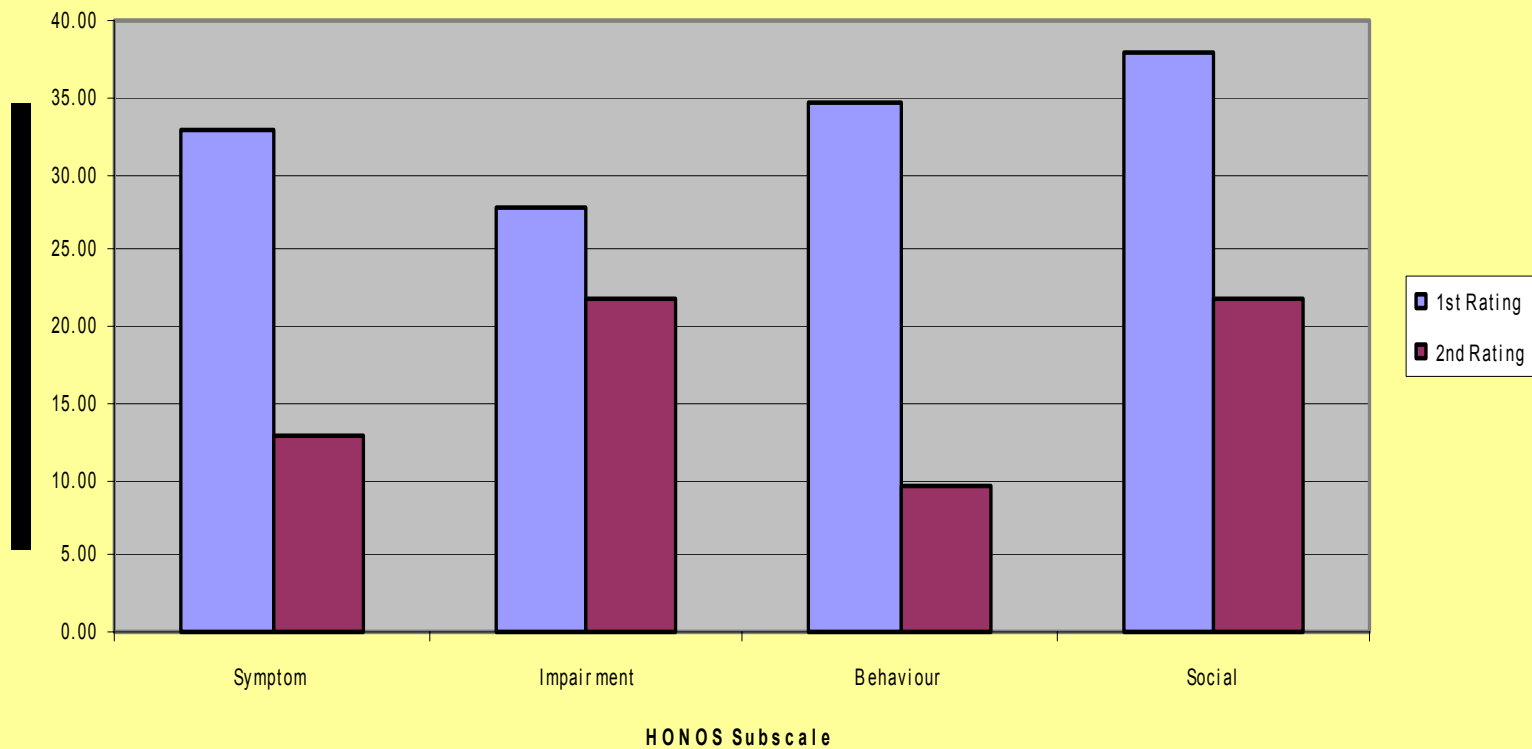


Inpatient use – outcomes measures & risk

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?

•Current Care Plan present	12/16	86%	1 x nil in files
○ Completed within 3 months	2	14	
○ Completed within 3-6 months	8	57	
○ Completed > than 6 months	2	14	1 x dated November 1998, episode opened
○ Signed by client	0	0	12/10/04
•Current Risk Assessment present	12	86	
○ Completed within 3 months	5	36	2 x none evident in notes
○ Completed within 3-6 months	6	43	
○ Completed > than 6 months	1	7	
• Relapse Prevention Plan present	1	7	
○ Completed within 3 months			
○ Completed within 3-6 months	1	7	
○ Completed > than 6 months			
• Crisis Management Plan present	0	0	1 x on CBIS
○ Completed within 3 months			
○ Completed within 3-6 months			
○ Completed > than 6 months			
• NOCC measures present	7	50	1 x long standing client with no Plans/NOCC evident
○ Completed within 3 months	3	21	1 x partly done, no LSP or collection from BIP
○ Completed within 3-6 months	4	29	1 x only done when admitted into Morier, no
○ Completed > than 6 months	0	0	NOCC for EP
• Signed K10+ present	3	21	1 x noted as not offered
• Current medication clear	8	57	1 x unclear, new set of notes
○ Completed within 3 months	4	29	
○ Completed within 3-6 months	3	21	
○ Completed > than 6 months	0	0	
• Current protocol in case notes	1	7	1 x dated 5 May 2005
• ID stickers on each page	7	50	1 x not stickers on each, but name written on front each 2 x handwritten

Where to next?

- Outcomes 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
- Development of clear discharge pathways