



# Monthly NOCC Training Program

James McCloy and Debbie Easter

Upper South West Community Mental Health, WACHS - South West

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



## Pleasant Delusions

by Jay Raman



Images © 2010 Pixton.com

Our Values: *Community* | *Compassion* | *Quality* | *Integrity* | *Justice*

Working together for a healthier country WA



# Proposal

- 2008-2009 Proposal for 'refresher' training for Bunbury (upper SW) staff on NOCC measures
- 4x90 minutes
- Commenced July 2008-Feb 2009
- Each session repeated three times over 12 month period
- Small numbers – 6 places
- Lunchtime – included sustenance

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



# Rationale

- Shorter sessions, more accessible to staff
- Repeated throughout year
- Allowed expansion on points, discussion – aim to demonstrate utility of measures



# What were we hoping to achieve?

- Improved completion rates
- Better completion of measures
- Improved rates of consumer measure completion
- Appreciation of utility of data
- Attitude change



# Objectives

- Provide an opportunity for clarification of the rating rules of the measures
- Provide an opportunity to explore the clinical utility of the measures
- Improve use of the consumer self assessment to support the assessment process, engagement with consumers in care planning and review.
- Provide an opportunity to explore and discuss the clinical material being produced by AMHOCN
- Provide an opportunity to explore the use of NOCC and other information collected in mental health to better understand variation between service providers



# How we did it

## Busselton

- Proposal to Clinical Co-ordinator
- One day training, with follow-up day refresher.

## Bunbury

- Proposal to Clinical Co-ordinator
- Advertising to Staff/promoting the events
- Stressing flexibility of training (and LUNCH!)
- Liaison with L&D (forms)



# Unit One

- Refresher HoNOS rating
- Clarification of rating rules
- Introducing Outcomes and casemix measures in team reviews.

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



# Unit Two

- LSP 16
- Review of other measures
  - Focus of care
  - Diagnosis
  - Legal Status

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



# Unit Three

- Consumer Self Assessment
- CSA Fidelity check list
- Discussion on providing feedback to clients.

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



# Unit Four

- NOCC Protocols and use across the service.
- Making sense of the numbers.
- Exploring reference materials
- Use of decision support tool.
- Understanding variations across teams.



# What did we learn?

## Anecdotally

- Feedback suggested that there was attitudinal change in regards to the consumer measure
- *“Most helpful was the opportunity to watch other clinicians administer the tool”*
- *“Small group role play and reflective discussion with colleagues and facilitator”*
- *“Breaking into groups and practicing as we got to see other clinicians styles”*
- The “profile” of NOCC was raised throughout the clinic as the training provided a catalyst for discussion
- Team members assist each other with NOCC completion

Our Values: *Community* | *Compassion* | *Quality* | *Integrity* | *Justice*



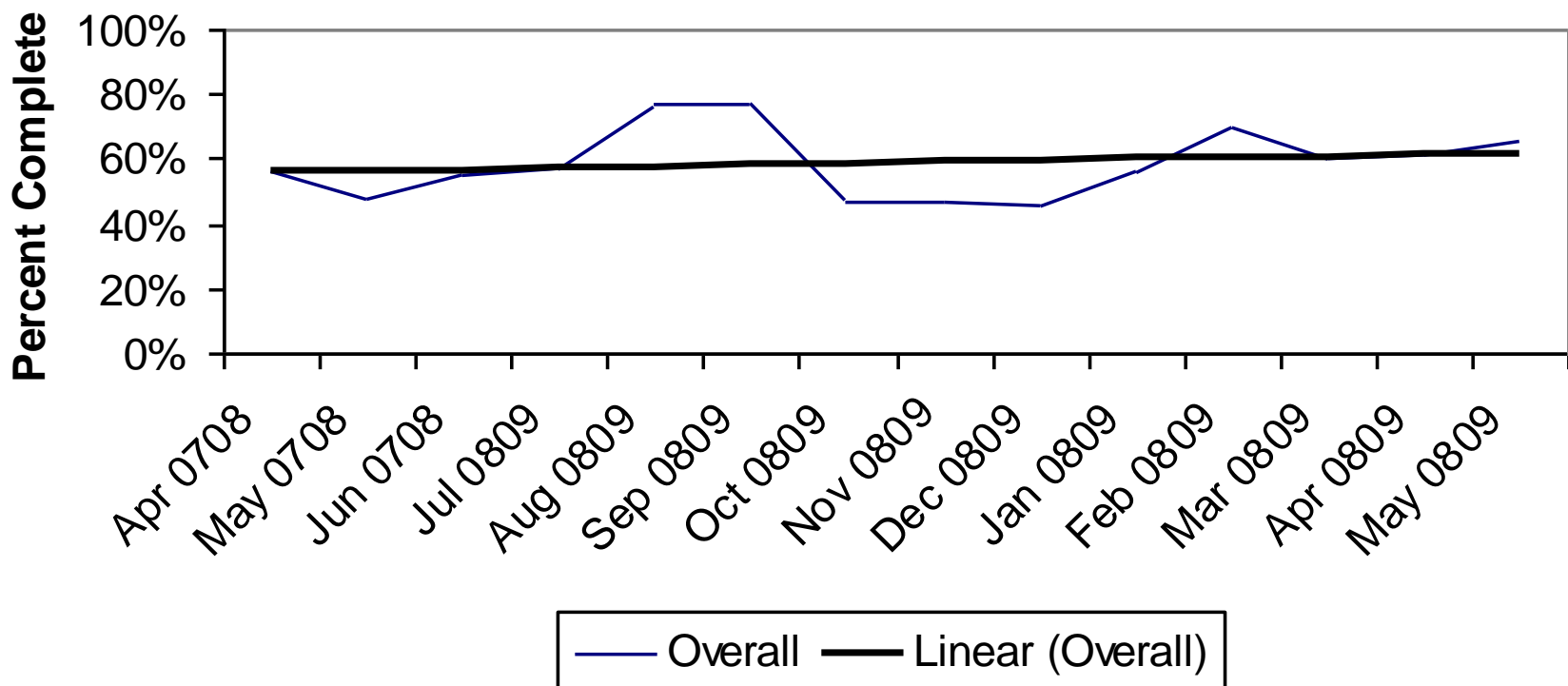
# What did we learn?

## Data

- No statistical analysis (i.e. T scores, multiple regressions etc)
- Completion data obtained from the Mental Health Commission

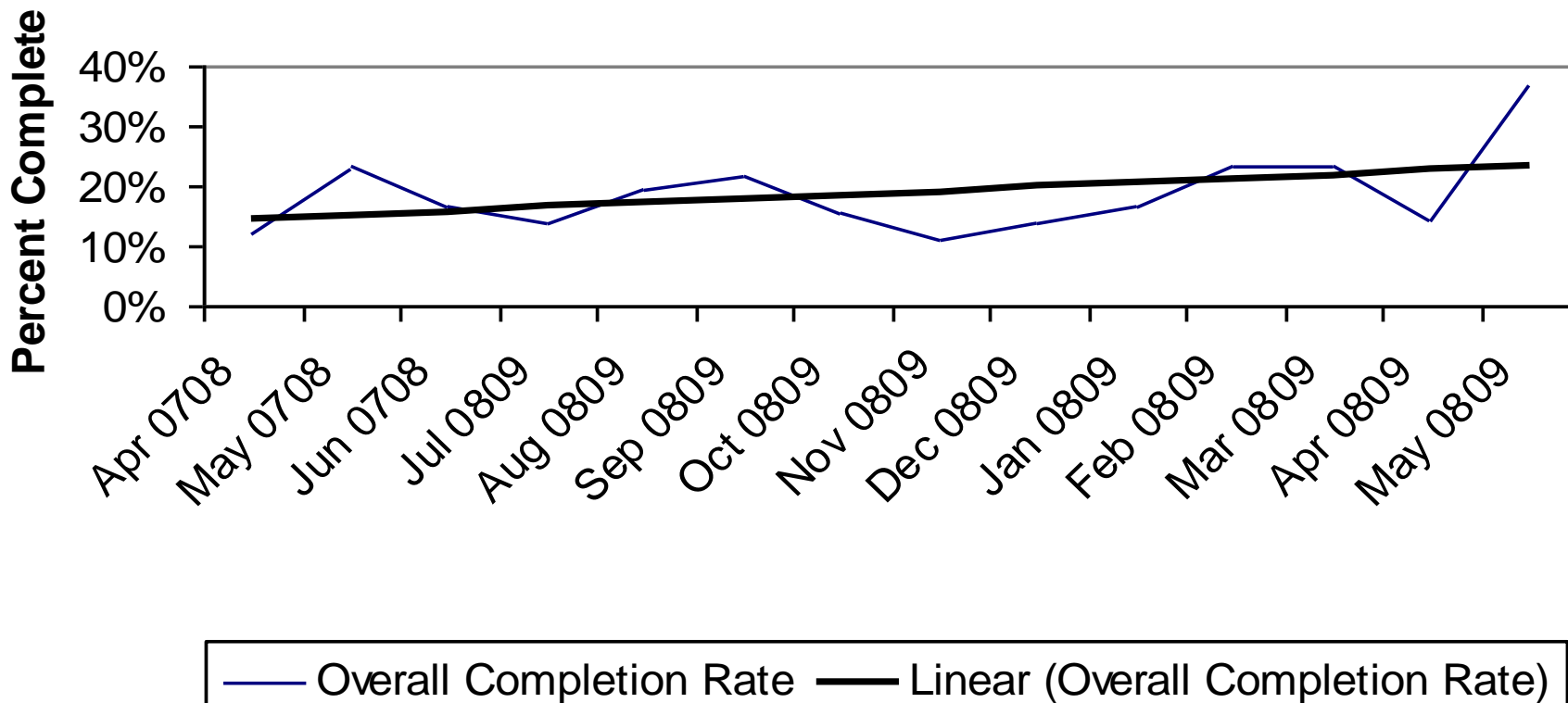


## Bunbury Community Mental Health Clinician Rated Overall Completion Rates April 2008 to May 2009



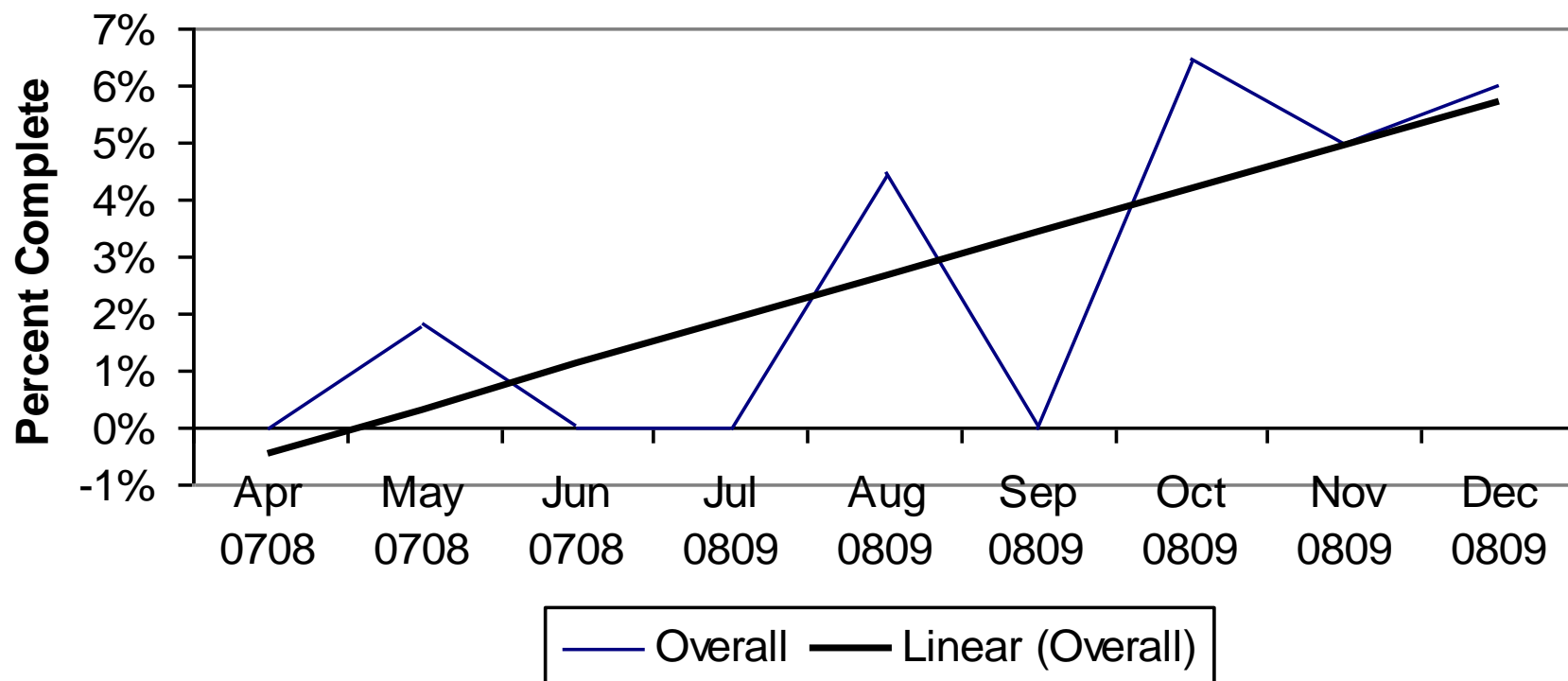


## Bunbury Community Mental Health Consumer Rated Completion Rates April 2008-May 2009



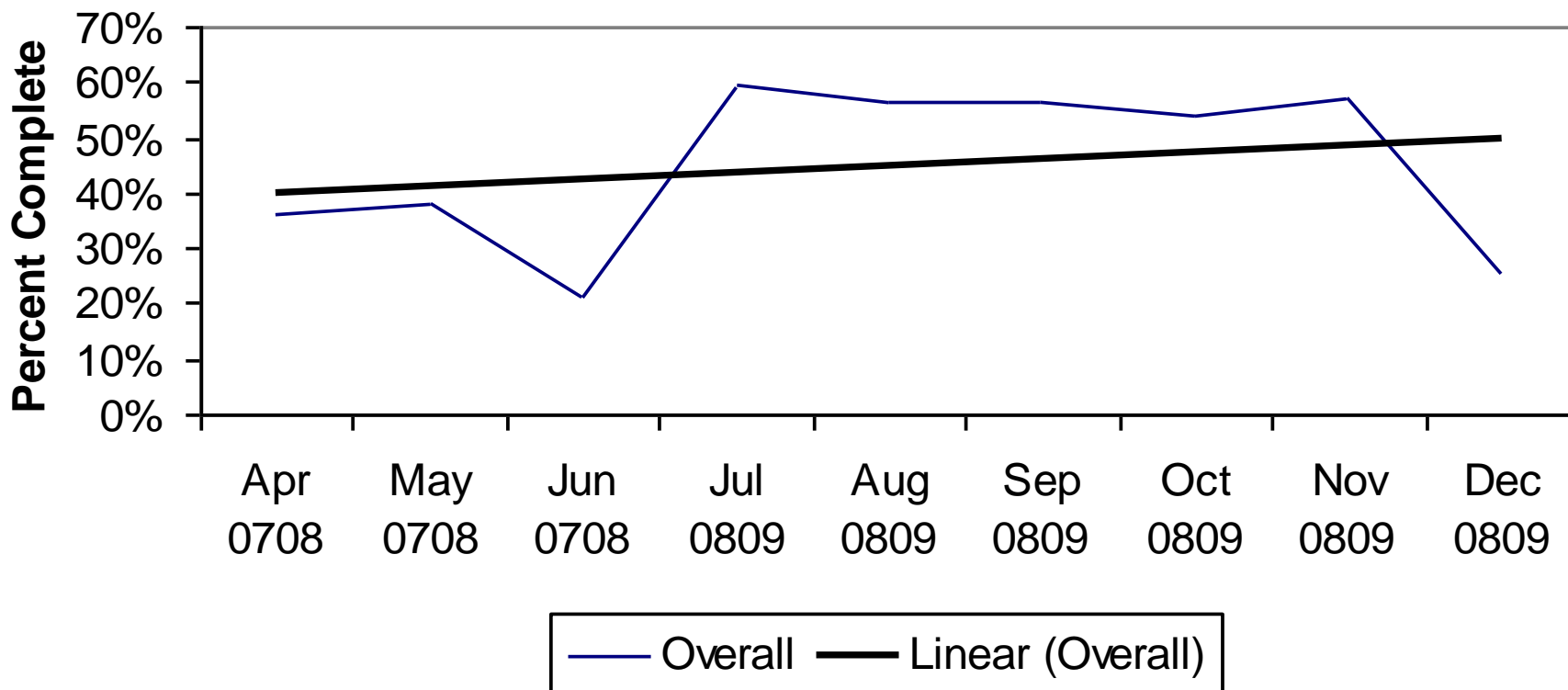


## Vasse Leeuwin Community MH Consumer Rated Overall Completion Rates April 2008-December 2008



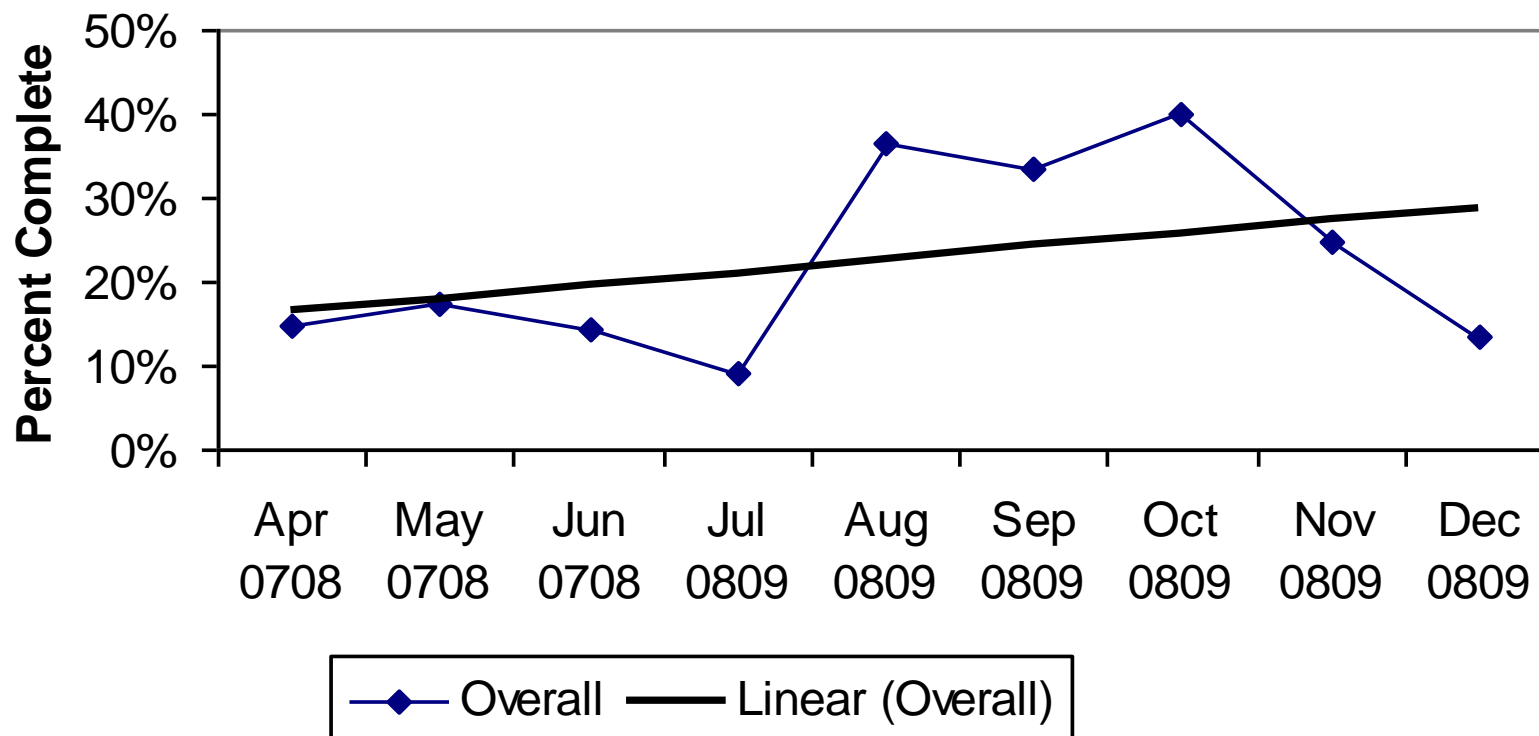


## Warren Blackwood Community MH Clinician Rated Completion Rates April 2008-December 2008





## Warren Blackwood Community MH Consumer Rated Overall Completion Rates April 2008- December 2008





# Data

- Data suggests that administration of consumer measures increased over time
- Overall NOCC data increased slightly – with *one* exception!
- This trend has continued



# Data

- Note: those with strong preconceptions did not change these; however there has been a slow shift over time
- Not sufficient for cultural change
- Other factors also may account for changes: new staff



# Compare and contrast

- 2 different training methods – neither the standard.
- Allowed us to take what was useful from the standard format and adapt it to the circumstances
- Allowed us to overcome objections towards training
- 2 different sites – different cultures?



# Compare and Contrast

- Emphasis in past has been on compliance
- Ours was on the clinical utility of the measures
- This is what the staff engaged with

*Our Values: Community | Compassion | Quality | Integrity | Justice*

*Working together for a healthier country WA*



# Limitations

- Resources to co-ordinate, implement and review
- Logistics of room bookings etc

# Barriers

- Obstacles to cultural change



# What would we do from here?

- Provide regular refreshers
- Integrate into clinic operations and timetabling
- Incorporate into clinical reviews – build on the clinical utility



# What would we need

- Another NOCC trainer!
- Managerial support – backfilling clinical time, resourcing
- Statistics on utility as opposed to completion
- Development of a culture of reflection through changing the way that reviews are done (has issues with rooms, equipment)