



Using data in a Mental Health Setting to improve Quality & Safety

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Quality & Safety Data, Action-Quality Projects, Outcomes

- **QUALITY & SAFETY DATA:**
 - **Global Data** – Suicide & Self Harm – WHO, ABS
 - **Hospital data** – Risks, Incidents, Serious Outcomes, Audits,
 - **Quality Key Performance Indicators (QKPI's)**
 - **Clinical Indicators** – Mandatory data collection
- **ACTIONS - Quality Projects**
 - **Mental Health Cluster – Governance & Projects**
 - **Policy development – based on best practice**
 - **Process – changes in practice**
 - **Shared Learnings**
 - **Education – Clinicians, Consumers**
- **OUTCOMES**



First ever WHO publication 2014

Aim to raise awareness and enable stakeholders to **make suicide prevention an imperative**

WHO Global Mental Health Action Plan 2020:

To reduce the rate of suicide by 10%

Sex	Number of suicides (all ages), 2012	Crude all ages and age-specific suicide rates (per 100 000), 2012						Age-standardized suicide rates*** (per 100 000), 2012	Age-standardized suicide rates*** (per 100 000), 2000	% change in age-standardized suicide rates, 2000–2012
		All ages	5–14 years	15–29 years	30–49 years	50–69 years	70+ years			
both sexes	2679	11.6	0.6	12.2	17.2	13.2	12.9	10.6	11.9	-10.6%
females	649	5.6	0.8	6.5	7.9	6.2	5.4	5.2	5.0	4.6%
males	2030	17.7	0.4	17.5	26.5	20.4	22.2	16.1	18.9	-15.1%

World Health Foundation (WHO) Suicide Prevention

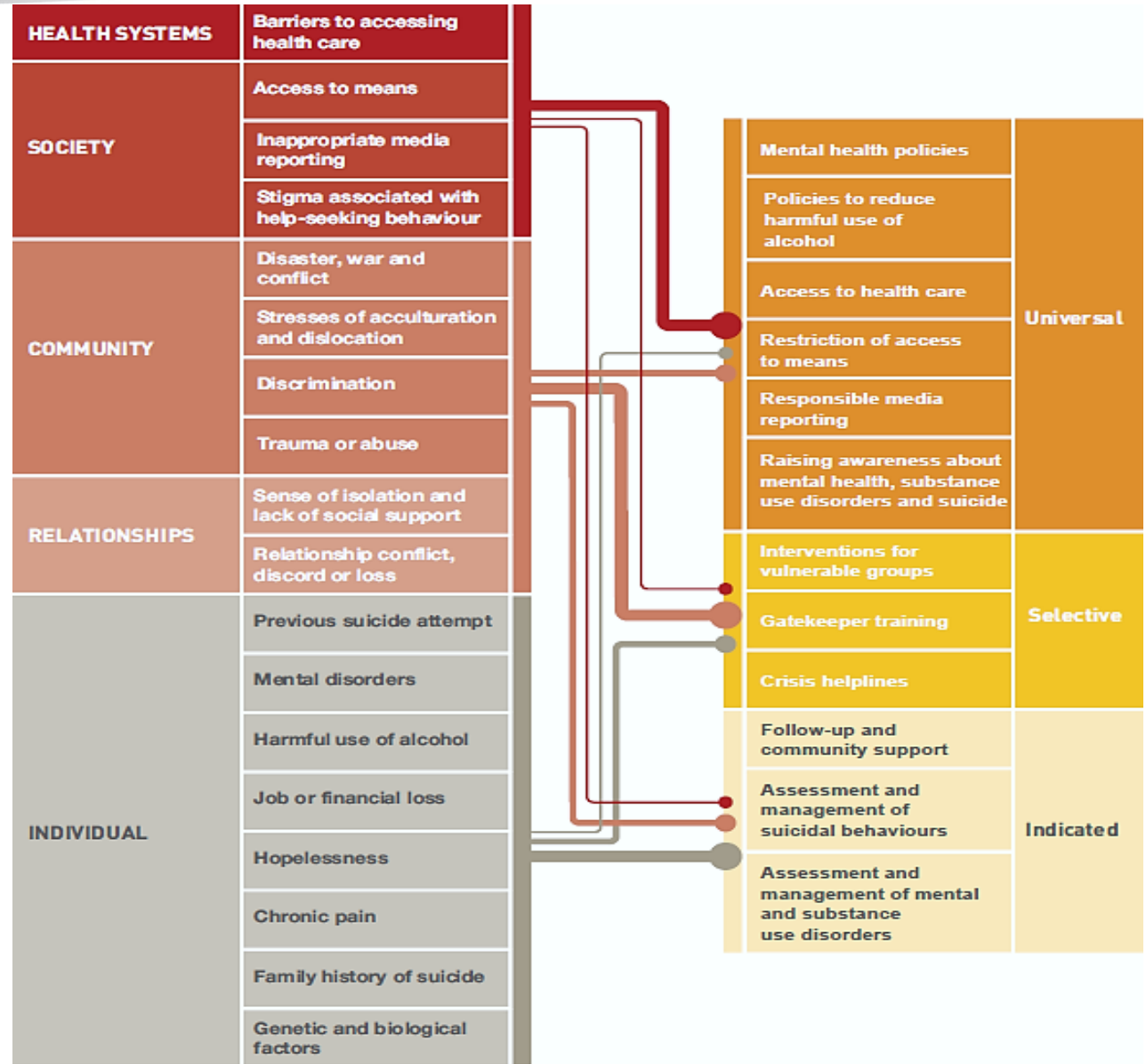
- **Globally suicide rate is 11.4/100,000, or one death every 40 seconds**
- **Suicides is 3 times higher in men**; account for 50% of all violent deaths in men and **71% in women**
- **Vulnerability to suicide** is an interplay of biological, psychological, environmental and social factors; multi-component intervention is required
- **Prior suicide attempt** is the single most important risk factor for suicide
- **Early identification** and **effective management** of mental health and alcohol use disorders are essential
- **Restricting access to the means of suicide** is a key element of suicide prevention, by restriction policies, **limit access to items of risk, barriers** e.g. Wessgate Bridge

Strategies to address a major health priority

Quality & Safety Data to drive change



Risk factors and possible interventions



Australian Bureau of Statistics- 2014

(released 10 March 2016)

3303.0 Causes of Death, Australia, 2014

Released at 11.30am (Canberra time) 10 March 2016

Table 11.8 Selected external causes of death, **Mechanism by intent, 2014**

	Accidental death	Intentional self-harm	Assault	Undetermined intent	Other intent	Total
<u>MECHANISM OF DEATH</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
Poisonings	1,224	628	1	117	..	1,970
Hanging	172	1,611	10	27	..	1,820
Drowning and submersion	186	53	0	22	..	261
Firearms	3	178	31	18	..	230
Contact with sharp object	4	80	96	7	..	187
Falls	2,301	134	0	11	..	2,446
Other	2,570	180	98	78	222	3,148
Total	6,460	2,864	236	280	222	9,840

ACHS CLINICAL INDICATORS – Minimum data set

MENTAL HEALTH- 2H 2015

- 1.1 Inpatients allocated a diagnosis within 24 hours of admission,
- 1.2 Inpatients with a diagnosis recorded in the medical record on hospital discharge,
- 1.3 Inpatients with an individual care plan,
- 2.1 Inpatients with a complete documented physical examination within 48 hours of admission,
- 4.1 Patients undergoing more than 12 treatments of E.C.T.
- 4.2 Patients experiencing major medical complications while undergoing E.C.T.
- 6.1 Inpatients with an attempted or actual suicide in an admission,
- 6.2 Inpatients who assault in an admission,
- 6.4 Inpatients who undertake significant self mutilation in an admission
- 7.1 Unplanned re-admissions within 28 days of separation,
- 9.1 Inpatients who have a discharge summary or letter at the time of hospital discharge
- 9.2 Inpatients who have a final discharge summary recorded in the medical record within 2 weeks of hospital discharge
- 11.1 Inpatient in an acute unit with a length of stay greater than 30 days

ACHS CLINICAL INDICATORS – Minimum data set- **NEW**

MENTAL HEALTH- 1H 2016

- 1.1 Consumers with an individual **care plan** (inpatient only)
- 1.2 Consumers who signed their individual **care plan** (inpatient only)
- 1.3 **Carers who signed the individual care plan (inpatient only)**
- 2.1 Inpatients with a physical examination within **24 hours** of admission (Consumers with a stay >24hrs)
- 4.1 Mean number of ECT treatments (EXCLUDE Maintenance ECT & DAY ONLY)
- **6.1 Consumers who commit suicide – (completed- death)**
- 6.2 Consumers who assault
- 6.3 Consumers who are assaulted by visitors or other inpatients
- 6.4 Reported **sexual assaults** on consumers
- **6.5 Inpatients who undertake significant self-mutilation – include “Attempted”**
- 7.1 Acute LOS > 28 Days,
- 9.1 Discharge Summary / letter **provided to Consumer** or nominated Carer **at the time of hospital discharge,**
- 9.2 Consumer’s discharge summary provided to the **service providing ongoing care** within 1 working day,

Healthscope Quality Key Performance Indicators - QKPI

Governance:

- ACHS Clinical Indicator outliers
- Unplanned readmissions (7 & 28 days)
- Absconding events
- Mental Health HONOS training
- Mental Health HONOS Admission score

Risk Management:

- High risks
- Action taken for high risks
- Risk Register review
- Patient incidents total
- Sentinel events
- Critical System Review / RCA
- Shared Learnings (from previous quarter)
- **Infection Prevention Control**
 - Hand Hygiene Rates
 - ANTT Education

HoNOS – Health of the Nation Outcome scales

Mental Health Outcomes

Patient mental health is measured on admission to Healthscope mental health facilities and again on discharge so that we can measure the improvement made. Patients use the HoNOS (Health of the Nation Outcome Scales) to measure the health of patients with mental illness. This is an established scale, used worldwide.

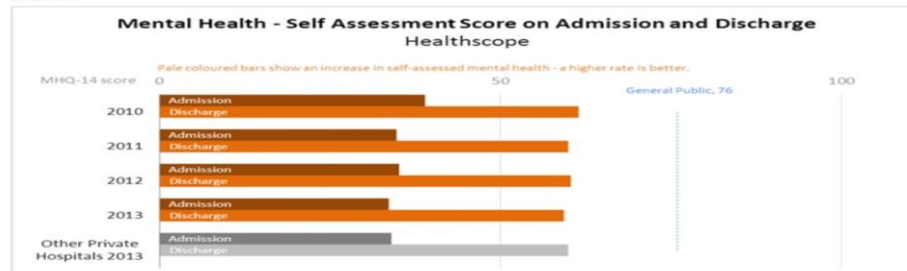
HoNOS Scores



This graph shows the improvement in patients after mental health treatment at [Healthscope mental health facilities](#). The dark coloured bar shows mental health problems on admission and the pale coloured bar shows that these problems have decreased on discharge. Healthscope mental health facilities achieve improvement outcomes similar to [other private hospitals](#).

MHQ-14 Scores

Importantly, we also ask the patients whether they think their mental status has improved during their hospital admission. The MHQ-14 (Mental Health Questionnaire) is completed by patients and asks questions about symptoms of fatigue, anxiety and depression and the impact of those symptoms in daily life.



ACTIONS - Key Initiatives & Quality Projects

- **Mental Health Cluster – Governance structure – drives Quality & Safety Improvements : REVIEW, SHARE, SUPPORT & MONITOR**
- All Mental Health sites represented
- Meets Bi-monthly
- Standard Agenda items, relating to Quality, Safety & Risk
- Risk Management /Risk Reduction focus
- Sentinel Events & Incident report review
- Safety & Quality Shared Learning's report
- **Quality KPI's – e.g. incidents**
- Clinical Outcomes review & benchmarking - Clinical Indicators, HoNOS, Audits
- Policies & Forms
- Education: Mental Health site eLearning compliance

ACTIONS - Key Initiatives & Quality Projects

Mental Health Cluster drives Quality & Safety Improvements

- **New High risk policy “ Environmental Ligature Assessment & Management”** Ligature Audits Nurse , NUM, QM,
- **Revised PERT Audit tool , included education and photos**
- **NEW High risk policy Items if Risk ‘ Focus on Harmful objects; Items of risk Audits – Daily, weekly , monthly checks, update list of Items of risk e.g. credit card knife from**
- **Patient Leave Policy review** Tightening control of “Leave” including assessment , **daily leave register audits, carers information**
- **Electronic Leave Register – Development & Implementation - mental health sites**
- **Search Policy review**, focus on concealed items, patient agreement , carer consultation & education , & on return from leave
- **Shared Learning’s report**
- **MH Risk Assessment & Observations- Assessment tool- standardise**
- **MH eLearning education package updated annually**

