Metro South Addiction and Mental Health Services

Clinical Service Plan

Acute Mental Health Inpatient Services

Academic Clinical Unit
Acute Mental Health Inpatient Services

The Acute Mental Health Inpatient Services Academic Clinical Unit (ACU) provides care to individuals who are experiencing an acute episode of mental illness. If an individual is admitted to an acute inpatient unit, it is often because their mental illness is not manageable in a less restrictive setting, such as community-based support.

Our plan

This clinical service plan has been written to outline the services provided by the Acute Inpatient Mental Health Services ACU in Metro South for individuals, carers, families and the general community.

Our vision

To maximise the recovery of individuals during their acute phase of mental illness

Our mission

To ensure high quality service provision which provides a safe and supportive environment for individuals who have been admitted to an acute inpatient facility during an acute phase of mental illness.
Our strategic objectives for 2014-2017

The Acute Mental Health Inpatient Services ACU has identified the following key strategic objectives to achieve in the next three years. These support Metro South Addiction and Mental Health Services’ four strategic priorities.

1. Better outcomes for consumers, families, carers and the community
   - Ensure the provision of services are: timely, equitable, accessible and appropriate

2. A partnership approach - linking and engaging with our community
   - Services are delivered through collaboration, consultation and integration

3. Accountability and confidence in our health system
   - Ensuring clinical care is supported by an organisational framework that is based accountable corporate and clinical governance

4. Excellence in clinical care, education and research
   - Support an organisational culture that promotes integrated care through research and education for evidence best practice care

<table>
<thead>
<tr>
<th>Strategic objectives</th>
<th>Key strategies</th>
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<tr>
<td>1. Provide consumers a safe and supportive environment that is</td>
<td>Establish a Mental Health Nursing Workforce learning and development program to</td>
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<td>based on contemporary workplace practices</td>
<td>ensure that knowledge and skills are enhanced to safely and competently manage</td>
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<td>individuals with acute mental illnesses</td>
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<td>2. Development of key partnerships across the health</td>
<td>Identify all key partners in the delivery of mental health care</td>
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<td>continuum of health care delivery to maximise consumer</td>
<td>Establish and build on relationships with partners to ensure effective</td>
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<td>outcomes</td>
<td>consumer pathways into and out of acute inpatient services</td>
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<td>Identify key barriers that impact on providing the best care to a consumer</td>
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<td>Promote a culture that seeks to find solutions to barriers so that the</td>
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<td>consumer is always at the centre of the care provided.</td>
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3. Ensure a consistent approach across all acute inpatient services.

- Address inconsistencies within service delivery across acute inpatient services within Metro South
- Prioritise the key areas of change to align service delivery in a consistent manner
- Implement changes and evaluate the outcomes rigorously to ensure efficiency of service delivery.

**Key identified risks**

1. Financial limitations and lack of expansion of service delivery
2. Reduced mental health expertise in the nursing workforce.

**Our service delivery**

The Acute Mental Health Inpatient Services ACU provides a responsive service that minimises the psychological distress of individuals, stabilises mental health status for those experiencing acute mental illness and provides information and access to appropriate pathways of care for individuals and their carers and families.

It is preferable that consumers are admitted to inpatient services voluntarily, however on occasion admission under the *Mental Health Act 2000* may occur.

The *Mental Health Act 2000* provides for the involuntary assessment and treatment, and the protection, of persons with mental illness.

A ranges of services are provided across various hospitals localities located within the Metro South Health and Hospital Service locality area including:

- Princess Alexandra Hospital
- Logan Hospital
- Redland Hospital.
Our service partners

Metro South Addiction and Mental Health Services acknowledge effective clinician engagement and successful partnerships are essential for high quality consumer care. A mental health clinician engagement strategy has been developed that explores models addressing how to improve integration and coordination across all health care settings and types between government agencies, non-government and private organisations.

The Acute Mental Health Inpatient Services ACU has a commitment to ensuring that clinicians actively consider all our key partners, both internal and external, that assist in ensuring better health outcomes for an individual experiencing mental illness.

The inpatient services has collaborative partnerships with the following organisations:

- Community mental health teams
- General Practitioners
- Medicare Locals
- Emergency Services
- Other government services
- Non-government organisations
- Private sector organisations
- Other Health and Hospital Services (HHSs)
- RANZCP (Royal Australian and New Zealand College of Psychiatrists)
- Diamantina Health Partners.
Consumer journey - Navigating our service

The Acute Mental Health Inpatient Services ACU incorporates recovery principles into service delivery, culture and practice providing individuals, carers and families with access and referral to a range of programs that will support sustainable recovery.

Typically the patient care system would look like the following diagram:

Admission to Acute Mental Health Inpatient Services

Being admitted in an acute mental health inpatient unit can be a stressful time for individual, carers and families. Typically an individual will be admitted to an inpatient unit after being assessed by one of our community mental health teams or after having presented to the Emergency Department.

If you would like any information about how to access inpatient services, please contact the relevant Acute Care Teams on the centralised triage number 1300 MH CALL (1300 64 22 55) or alternatively contact the Acute Care Teams directly:

- Bayside Mental Health Service: (07) 3825 6000
- Logan–Beaudesert Mental Health Service: (07) 3089 2176
- Princess Alexandra Mental Health Service: 1300 858 998.

1300 MH CALL (1300 64 22 55) is a 24 hour, seven day centralised phone number for mental health referrals, crisis and support. The telephone triage service is staffed by a multi-disciplinary team of mental health professionals who will undertake timely triage and initial assessment of any individual needing mental health assistance from one of our qualified staff. All initial assessments conducted by the triage team will assess the risk and immediate mental health needs of the individual.
If you have a family member in hospital, please call the local switchboard and ask to be transferred to the Mental Health Inpatient Wards:

- Logan and Beaudesert Hospitals: (07) 3299 8899
- Princess Alexandra Hospital: (07) 3176 2111
- Redland Hospital: (07) 3488 3111.

**Care provided**

Consumers have the right to comprehensive and integrated mental health care that meets their individual needs and achieves the best possible outcome in terms of their recovery.

It is important that at the time of admission, acute inpatient services have access to current information about the individual, their carer, family or support person.

The clinical team need to know:

- Accurate contact information for the consumer’s carer or support person
- Current clinical assessment and risk assessments from referring team
- Previous medical history and current medication
- Whether the individual been placed under the *Mental Health Act*
- If the individual has any children
- If the individual speaks another language, and needs assistance in communicating their needs.

**Key assessment utilised**

During the initial phase of assessing an individual’s mental health, a range of questions and assessment tools may be utilised by the clinical team within the inpatient services.

These may include:

- Physical assessments (physical examination and investigation, and metabolic monitoring)
- Risk screen
- Mini mental state examination
- Drug and alcohol assessment.

Once the assessment has been conducted the treating team can begin to formulate a working diagnosis. The diagnosis given is based on the way that an individual has described their experiences when speaking to a health professional and the clinical observation of their present symptoms and behaviour.

It is recognised that for individuals that have persistent mental health disorders, they may experience differing levels of mental illness and they may have different types of treatments offered to them to address their current needs throughout their admission. All clinicians will based their diagnosis of an individual's mental illness using the international classification of Mental and Behavioural Disorders called ICD10.

The inpatient units consist of a number of single or shared bedrooms. There is also access to a communal lounge, dining and kitchen areas and outdoor entertainment areas as well as activity centres for the provision of therapeutic interventions. Our mental health inpatient units are **smoke free** for the health and comfort of all.
The duration of stay is determined by the severity of illness, response to the treatment and available supportive networks. There will be strong focus on carers’ and families’ involvement, partnerships with the relevant stake holders and sharing responsibility for recovery. Where necessary ongoing care will be continued by our specialised mental health community teams or back in the general community with the general practitioner at the centre of their care or a non-government organisation.

**Key therapeutic treatments**

Interventions for the treatment of mental health presentations in adults fall into two main categories:

1. Psychological/ social therapies
2. Pharmacological therapies (medications).

The Acute Mental Health Inpatient Services ACU will reference established international clinical guidelines to ensure that care is based on contemporary scientific evidence. This is aimed to reduce variation in practice.

The following list identifies the most common conditions\(^1\) managed by the Acute Mental Health Inpatient Services ACU:

- Depression
- Schizophrenia
- Schizo-Affective Disorder
- Bipolar Disorder
- Personality Disorder.

**Discharge planning/transition of care to other providers**

Discharge planning for a consumer admitted into our acute inpatient units begins when they are admitted onto the ward. This is so that the consumer understands how long they will be in hospital for and what they can do to assist their recovery.

Discharge from inpatient services is a process that ensures that there is continuity of care or appropriate referral and transfer to other services. Key elements such as, alcohol and drug issues, available support, consumer capacity and cognitive impairment are addressed at time of transfer.

The GP (General Practitioner), as the primary medical provider, will receive a comprehensive summary of the service provided. Transition of care may also be to the following partners:

- Referral to another specialised community mental health service depending on diagnosis
- Referral to specialist non-government support services
- Alcohol and drug services.

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Re-entry to acute inpatient services

It is recognised that mental health disorders can be episodic in nature and changes to the consumer’s or family circumstances may influence the consumer's ability to manage their mental health during this time. Re-referral to our services may be necessary to reassess the consumer’s current needs and establish what specialised treatment can be provided. Information in relation of how to access our service is provided to the consumer at time of discharge.

Measuring our performance

Expected outcomes for a consumer of the Acute Mental Health Inpatient Services ACU

The goal of the Acute Mental Health Inpatient Services ACU is to utilise interventions based on evidence based strategies and work in a recovery oriented paradigm so that we demonstrate positive outcomes for our community.

How do we measurement our consumer outcomes?

Metro South Addiction and Mental Health Services collect mental health information about an individual utilising a state wide application called Consumer Integrated Mental Health Application (CIMHA). This information is confidential and may only be shared with stakeholders if the patient has consented to the sharing of information or in extreme circumstances there is a clinical need to share information.

Specific tools to examine the effectiveness of care provided and will be completed by clinicians and consumers. There are three main outcomes measures that are utilised.

The consumer outcomes measures are:

- The Health of the Nation Outcome Scales (HoNOS)
- The Mental Health Inventory (MHI)
- The Life Skills Profile (LSP-16).

Model of Service – Guiding our service delivery

A Queensland statewide Model of Service has been established for the provision of mental health care in the acute inpatient setting.

Mandatory key performance indicators

The Acute Mental Health Inpatient Services ACU’s organisational performance is measured against the mental health key performance indicators which measures across select domains to ensure care delivery is effective, appropriate, efficient, accessible, timely, safe and sustainable. These are mandatory key performance indicators which it is the responsibility of Metro South to report against as a whole system.

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