Metro South Addiction and Mental Health Services

Clinical Service Plan
Consultation Liaison Psychiatry Services
Academic Clinical Unit
Consultation Liaison Psychiatry Services

The Consultation Liaison Psychiatry Services (CLPS) Academic Clinical Unit (ACU) comprises of specialised mental health teams who provide comprehensive mental health specialist assessment, feedback and brief intervention to adult inpatients of the general hospital.

The CLPS team assists the medical treating staff by providing diagnostic, management and referral advice for their patients who are suffering from a mental health illness or disorder or psychological distress. Recent data analysing the service provision of CLPS indicates a 10% per annum increase in number of referrals from medical treating teams.

Therefore there is an ever increasing impost for CLPS to provide a service within the general hospital setting.

Our plan

This clinical service plan has been written to outline the services provided by the CLPS ACU in Metro South for consumers, carers, families and the general community.

Our vision

To provide the best holistic care, optimising the patients care in the hospital setting.

Our mission

To provide best practice consultation and liaison psychiatric services to the medical, surgical and obstetric services and their patients to ensure an integration of both mental and physical health care.

1 In this document an individual is referred to as a patient as they are seen on a medical ward within the general hospital setting. When individuals are treated by mental health teams in the community, it is preferable that they are referred to as consumers.
Our strategic objectives for 2014-2017

The CLPS ACU has identified the following key strategic objectives to achieve in the next three years. These support the 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

Consultation Liaison Psychiatry Services Academic Clinical Unit
Strategic Objectives 2014-2017

<table>
<thead>
<tr>
<th>Strategic objectives</th>
<th>Key strategies</th>
</tr>
</thead>
</table>
| 1. To effectively utilise the current resources available to the CLPS ACU to manage the increase in acuity and frequency of referrals to the CLPS ACU | • Undertake a review of the pattern and rates of referral to all hospital sites  
• To review the provision of Consultation Liaison services across Metro South Hospitals to align services to our core provisions of service  
• Communication strategy with all stakeholders to look at any changes these reviews may entail to our processes or service provisions  
• To measure our response time to referrers and develop a Key Performance Indicator (KPI) to ensure we are responding to our referrers and their patient's needs based on acuity and risk  
• Ongoing development of an electronic referral system to improve the delivery of accurate referral information and enable an improved response time to referrals from the medical inpatient services |
Risks/gaps

- Increase in referral rates in Metro South
- Increase in acuity of referrals
- No increases in Human Resource to meet growing trend in demand.

Expected outcomes

Better utilisation of all resources available across the CLPS ACU to meet the needs of our referrers and their patients in the various inpatient settings of the Metro South Hospital and Health general hospitals.

Our service delivery

The CLPS ACU provides the following functions in Metro South:

1. Psychiatric consultation to the patients and their families referred by the medical, surgical and obstetric services in a general hospital setting
2. Advice to treating medical, surgical and obstetric services regarding the best management of their patient’s mental health whilst in the hospital setting
3. Advice to patients and their families regarding their mental health diagnosis and appropriate referral pathways to assist ongoing treatment and management
4. Diagnostic clarification of patients presenting to medical, surgical and obstetric services with physical signs and symptoms that could indicate a psychiatrist disorder
5. Provision of brief mental health interventions to the patients of the medical, surgical and obstetric services
6. Ongoing mental health literacy training to staff of the medical, surgical and obstetric services.

There are three CLPS ACU teams within Metro South:

- Bayside Consultation Liaison Psychiatry Service
- Logan-Beaudesert Consultation Liaison Psychiatry Service
- Princes Alexandra Consultation Liaison Psychiatry Service.

The CLPS ACU comprises a multidisciplinary team of skilled professionals from the backgrounds of:

- Consultant Psychiatrists
- Psychiatry Registrar in-training
- Psychiatric Nursing
- Clinical Psychologists
- Administration.

---

2 For more information about our staff in the Mental health Service please refer to the link provided; www.health.qld.gov.ACU/metrosouthmentalhealth/consumer/our-staff.asp#consultant
Our Queensland Model of Service – Guiding our service delivery

A Queensland statewide Model of Service has been established for Consultation Liaison Psychiatry Mental Health Service delivery. This determines a framework to which the service can provide best practice care. The CLPS ACU is guided by the Queensland statewide Model of Service.

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 CLPS ACU has a commitment to ensure that clinicians actively consider all our key partners, both internal and external to the hospital setting that assist in ensuring better health outcomes for patients with from a mental illness.

The CLPS ACU’s partnership with external and internal teams needs to be governed by principles of transparency, shared ownership and commitment, but also require enduring support and the right infrastructure.

The CLPS ACU have collaborative partnerships with the following organisations:

- Surgical, obstetrics and medical streams across the Metro South Hospital and Health Service
- Mater Hospital
- Local midwives
- Diamantina Health Partners
- Medicare Locals
- Southside Collaborative (partnership with local non-government organisations)
- National Perinatal Depression Initiative steering committee
- Royal Australian and New Zealand College of Psychiatrists (RANZCP)
- National Nursing Association
- Drug and Alcohol Aboriginal and Torres Strait Health Liaison Officers
- Transcultural Mental Health ACU.
Patient journey – Navigating our service

Patients 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. The CLPS ACU incorporates recovery principles into service delivery, culture and practice providing patients 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:

Access to the CLPS ACU

The entry process to the CLPS ACU is accessible to the individual, meets the needs of its community and facilitates timeliness of entry and ongoing assessment for patients under general hospital.

Any patient admitted to a medical or surgical ward of the Metro South Hospital and Health Service can be referred to the CLPS ACU.

Referrals

Referral can be made by a medical staff member from the treating medical team. The referral is made in conjunction with the patient, family and the responsible treating physician.

Referral is for assessment of significant mental health problems, particularly where there is:

- High risk of harm to self or others
- Potential acute mental illness (e.g. psychosis, severe depression/anxiety)
- Serious mental health problems that arise from, complicate, or cause physical illness and its treatment. (e.g. eating disorders, suicidally, psychosomatic problems, severe trauma).

Telephone triage service staffed by a multidisciplinary team of mental health professionals who will undertake timely triage and initial assessment of individual referrals with a view to ensuring early intervention and identification of mental health needs.
During business hours, a centralised CL ACU intake service is contactable on (07) 3163 175.

Outside of business hours, referrals to the CL ACU are facilitated through the hospital switchboard.
- Logan and Beaudesert Hospitals: (07) 3299 8899
- Princess Alexandra Hospital: (07) 3176 2111
- QEII Jubilee Hospital: (07) 3182 6111
- Redland Hospital: (07) 3488 3111.

**Triage**

There is access to an on-call consultant for all referring teams to discuss potential referrals and provide triage during business hours, Monday to Friday.

All referrals to the CLPS ACU undergo a triage process to assess acuity and risk of harm to self and others. This will determine the timing and nature of our response to the referral.

All referrals are triaged into emergency or routine categories. Also at this point in time teams and their patients may be directed to a service that will meet their need (e.g. drug and alcohol service).

**Care provided**

Initial consultation will involve a face-to-face mental health assessment of patients referred to our service. The assessment will endeavour to answer the questions and concerns regarding the patient's mental health diagnosis and/or management both within the inpatient setting and then on discharge to the appropriate treating service.

Diagnostic clarification, evidence based recommendations and intervention planning for the mental health care of their patients will occur in conjunction with the treating medical team, their patient, family and/or carers. Continuing communication with the referrer is essential whilst the patient is involved with the CLPS ACU.

The CLPS ACU would continue to remain involved to provide ongoing advice and interventions to both the patient and treating team as required for the ongoing mental health care. The clinical governance remains with the treating medical team at all times.

Linkage with and ongoing provider of mental health treatment and care is a key task for the CLPS ACU as access to services once discharged by the medical service is a key task we undertake in conjunction with the treating medical team.

**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 CLPS ACU.

These may include:
- Age specific diagnostic screening tools (e.g. MMSE, RUDAS for cognitive disorders)
- Assessment and management of patient’s ongoing risk to self.
Key therapeutic interventions
Interventions for the treatment of mental health presentations in general hospital patients fall into five main categories:

1. Advice to the medical team and patient on psychotropic medication prescribing in the medically unwell patient
2. Brief focused CBT for anxiety and depression to improve their physical health and functioning
3. Motivational interviewing for behaviour change
4. Psycho education around mental health disorders and their treatment
5. Early identification of the correct pathway for ongoing mental health interventions.

Clinical handover of mental health care to other teams and external providers
The CLPS ACU facilitates the ongoing mental health recovery of an individual by assisting the patients and their treating medical team (including their General Practitioner) to access appropriate referral to community and inpatient mental health treatment services.

Measuring our performance

Expected outcomes for a consumer of the CLPS ACU
The goal of the CLPS ACU is to utilise treatment, interventions based on evidence-based strategies, and engage our health partners in collaborative care planning to achieve positive outcomes for our consumers.

It is expected that a consumer entering our service will benefit in the following ways:

- Reduction in psychologically distressing signs and symptoms of their mental health disorder
- Improved clinical outcomes in both mental and physical health
- Increase knowledge of psychological factors that may be impacting on their general health
- Correct identification and diagnosis of mental health illnesses and evidence based recommendations for treatment
- Linkage to ongoing treatment services when discharged from the inpatient medical setting.
It is expected that a **medical/surgical/obstetric team** utilising our service will benefit in the following ways:

- Clarification around diagnosis and management of mental health disorders
- Increase in mental health literacy to recognise early signs and symptoms of mental illness
- Improved confidence in the management of patients who have comorbid mental health disorders
- Reduction of psychological distress in their patients.

**How do we measure our consumer outcomes?**

All mental health information about an individual is retained in our electronic medical record system, 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.

Regular assessments are conducted to demonstrate how the clinical application of therapies has positively influenced the consumer’s recovery through the CIMHA application.

This may include specific tools to examine the effectiveness of therapies provided and will be completed by clinicians and consumers for example:

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

Evaluation and research of treatment interventions and consumer outcomes will enable the ACU to maintain focus on quality review and to advise on existing literature or suggest future research topics.

**Model of Service - Guiding our service delivery**

A Queensland statewide Model of Service has been established for Consultation Liaison Psychiatry Service delivery. This determines a framework to which the service can provide best practice care. The CLPS ACU is guided by the Queensland statewide Model of Service.

**Mandatory key performance indicators**

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