

Our Performance

Key Performance Indicators

Reporting Period January – March 2018

We set standards aligned with the National Safety and Quality Health Service Standards (NSQHS) and the National standards for mental health services 2010. We benchmark off these standards to ensure that we are providing the consumers of MSAMHS with great care for every person every day. To ensure that these standards are met we measure our performance and feedback this information to staff for continual improvement.

After consultation with consumers and staff, MSAMHS has set four goals for great clinical care that we will pursue for every person every day. Great care at MSAMHS is Responsive, Integrated, Safe and Effective, more information can be found at <https://metrosouth.health.qld.gov.au/delivering-great-care>.

Please note Clinical Governance scorecards are available at <https://metrosouth.health.qld.gov.au/clinical-governance-scorecard-january-june-2017>

7 Day Follow-Up

- 74% of patients received face to face follow up by a mental health clinician within 7 days of discharge from hospital.

Why is this important?

We know that people are more vulnerable immediately after discharge (including higher risk of suicide).

28 Readmission

- Our 28 day readmission rate for Adults was 15%. 85% of people admitted to our wards did not need to go back to hospital within 28 days of discharge.
- Our 28 day readmission rate for Older Adults was 3%. 97% of people admitted to our wards did not need to go back to hospital within 28 days of discharge.
- Our 28 day readmission rate for Adolescent was 13%. 87% of people admitted to our wards did not need to go back to hospital within 28 days of discharge.

Why is this important?

Readmission soon after discharge may mean that the person was still unwell or that follow up care did not meet their needs.

Average Length of Stay

- Our average length of stay was 15 days for Adults.
- Our average length of stay was 35 days for Older Adults.
- Our average length of stay was 7 days for Adolescent.

Why is this important?

Length of stay will vary depending on the patient's diagnosis and treatment needs. We try to treat people in the community as much as possible so they can stay connected to their family and friends. It can be harder to "bounce back" into usual roles and routines after a long admission.

Clinical Contact Hours

- Patients within the community received **38,789** hours of clinical contacts these include a wide range of delivery modes