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Aim Statement:

The level of satisfaction of patient participation in their Mental Health Review Tribunals' (the Tribunal) will increase by 70% in The Forensic Hospital Clovelly and Elouera Units by December 2016.

Background to problem worth solving:

The Forensic Hospital patients have a low level of satisfaction in their level of participation in the Tribunal.

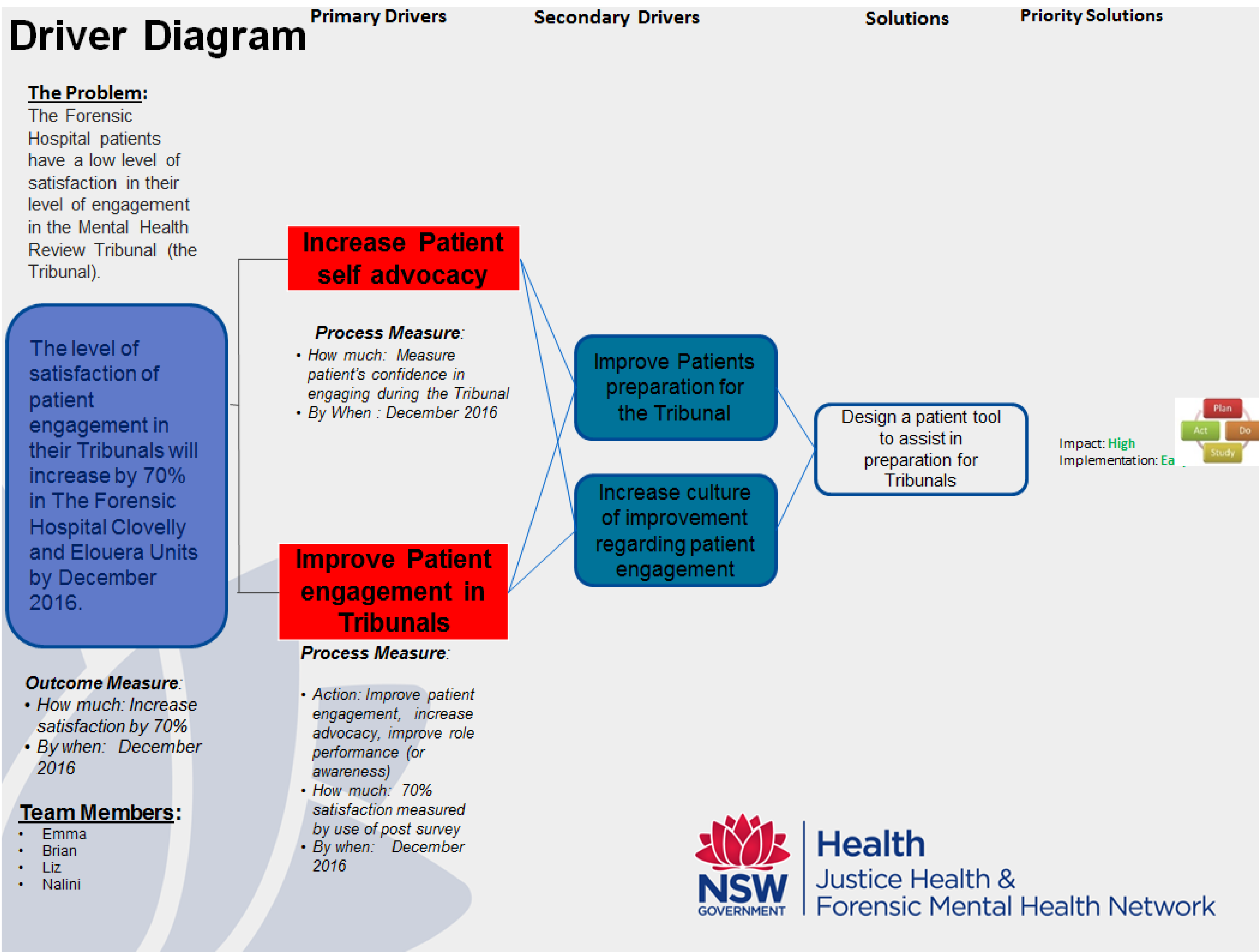
Team members

- Sponsor/s (Guidance Team)**
- Adrian Keller**
Clinical Director, Forensic & Long Bay Hospitals
- Tobias Mackinnon**
Statewide Clinical Director Forensic Mental Health
- Kelley Yates**
A/Service Director The Forensic Hospital
- Project Team**
 - Team Leader - Emma Todd
 - Co-Team Leader - James Diskin
 - Elizabeth Pritchard
 - Nalini Samy

Link to National Standard or Strategic Imperative

- National Standard 1:** Governance for Safety and Quality in Health Service Organisations.
- National Standard 2:** Partnering with Consumers.
- Mental Health Standards.**
- JH&FMHN Strategic Plan 2013-2017
 - Strategic Direction 1 & 2

Driver Diagram



Solution 1 - PDSA Cycle

- P:** Identify an area for improvement in patient engagement
- D:** Increase patient engagement in the Forensic Hospital
- S:** Feedback from stakeholders
- A:** Attended meetings with stakeholders and sponsors. Formulated areas for improvement.



Solution 2 - PDSA Cycle

- P:** Identify a tool to implement to improve patient engagement
- D:** Draw up some working draft tools.
- S:** Engage with the external stakeholders to identify appropriate resources. Surveyed the patient in selected units in The Forensic Hospital.
- A:** Implement the tool to the selected units in The Forensic Hospital.



Solution 3 - PDSA Cycle

- P:** Evaluate the effectiveness of the patient tribunal preparation tool.
- D:** Survey the patients post-tribunal
- S:** Study the effectiveness of the tribunal patient preparation tool.
- A:** Present our findings to stakeholders.



Patient Tribunal preparation tool:

Results

Outcome measures

- Communicated with team members, project sponsors, consulted with relevant internal and external stakeholders.
- Conducted pre-surveys with patients.
- Analysed results of surveys – developed recommendations – main recommendation was to develop and implement a Patient Tribunal preparation tool.
- Provided Patient Tribunal preparation template to Patients whom have a tribunal between now and end of November.
- Conducted post-surveys with patients after the Tribunals to evaluate effectiveness of the tool.

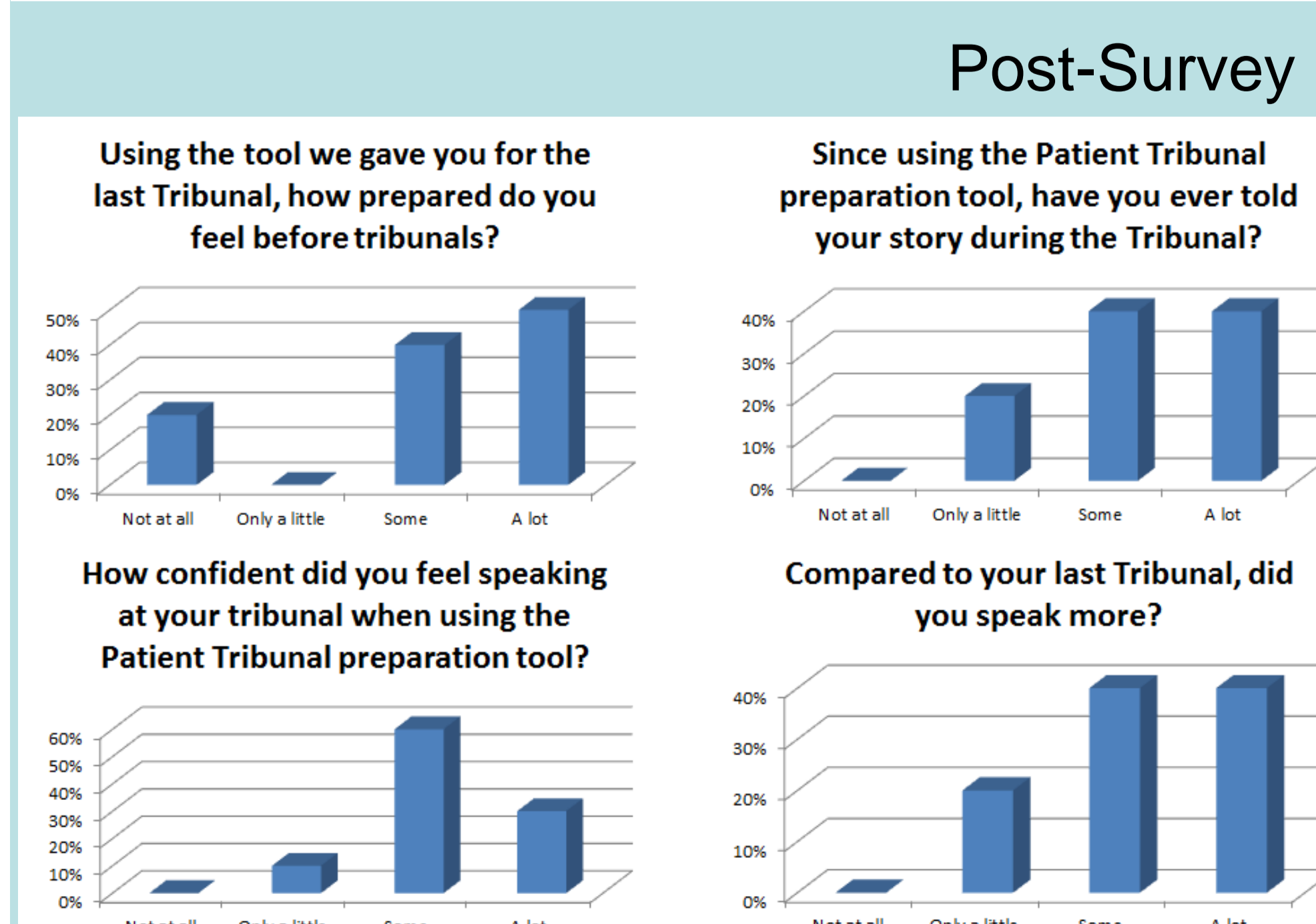
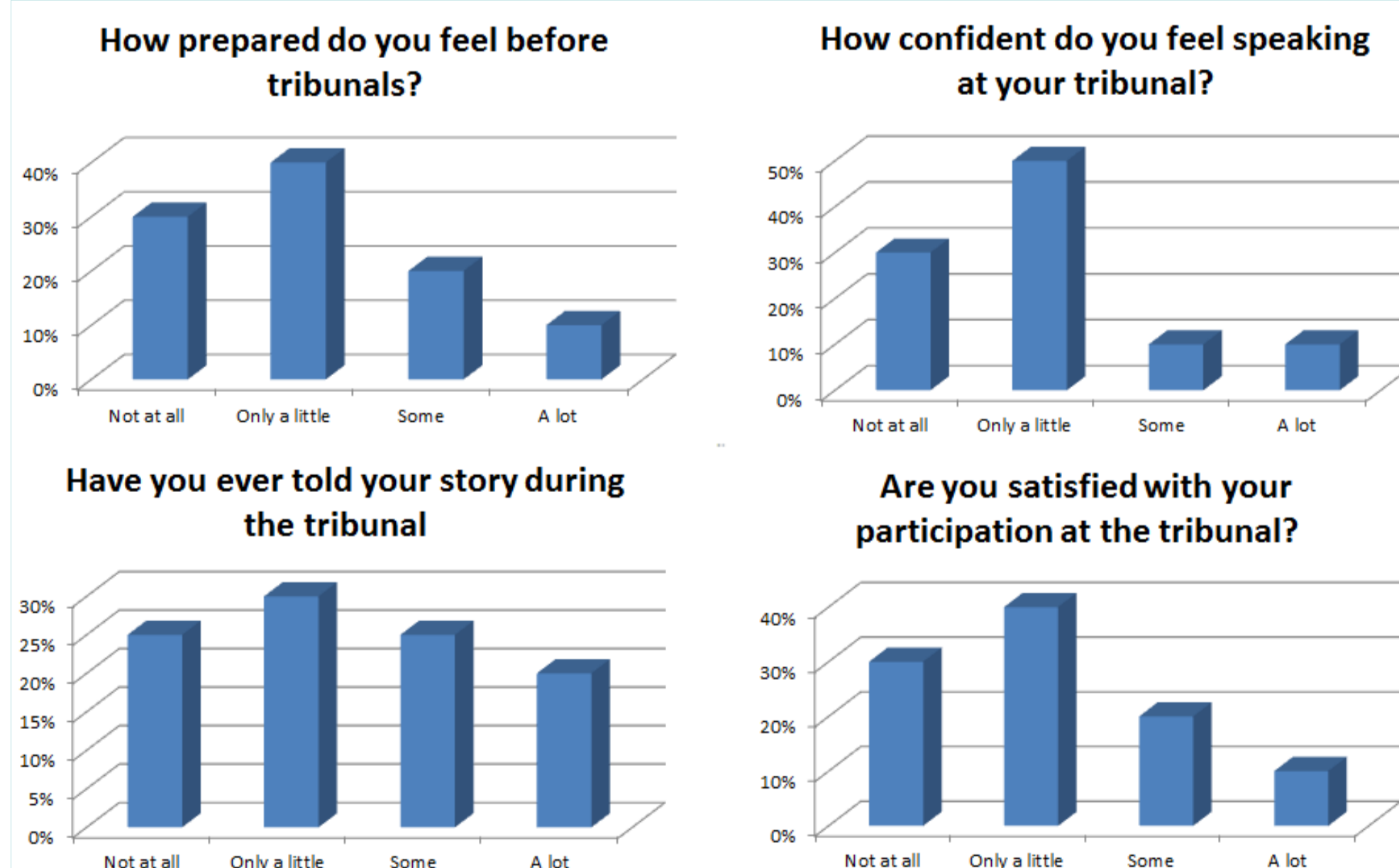
Process measures

- Patient Qualitative Data:
- "This would be great for our confidence"
- "I always try think about the tribunal for a few weeks and this would help"
- "This will help me not forget what to say"
- "It's a horrible experience and it makes in nervous"
- "Can I keep this to show my doctor so we can talk about my progress"

Overall Outcome of Project:

- Implemented the *Patient Tribunal preparation tool* as a result of consultation with stakeholders, sponsors, patients, and furthermore from our pre-survey results.
- We successfully implemented the tool to Clovelly and Elouera Units. We clarified to patients the tool was optional to use, however, all patients eligible chose to use it.
- The post-survey results indicated the effectiveness of the tool in improving patient level of satisfaction in engagement during their Tribunals.

Results continued:



Plans to sustain change

- Implement Patient Tribunal preparation tool to all Units in The Forensic Hospital and potentially Long Bay Hospital.
- Attend patient morning meetings and staff meetings every six months to review progress and assist as required.
- Claims, Concerns and Issues activity engaged in six monthly review with staff and patients.
- Cost effective and return on investment.
- Accessible to all clinicians in The Forensic Hospital.

Plans to spread /share change

- Provide presentations to staff regarding the Patient Tribunal preparation tool for patients prior to exiting.
- Engage with Senior Leadership Team in The Forensic Hospital and project stakeholders.
- Present the data collection and patient resource tool at The Forensic Hospital Clinical Governance Meeting and the JH&FMHN Clinical Governance Meeting.
- Delegate to staff representatives identified in consultation with NUMs.