Western Sydney Local Health District
Reducing Mental Health Readmissions

CASE FOR CHANGE
Our Mental Health Service had 30 READMISSIONS PER MONTH that’s 1 in 9 PATIENTS RETURNING. Resulting in a 3% GAP above the services performance agreements. Within NSW 1 inpatient bed day COSTING 20 community treatment days $1,000,000 and 1300 bed days

VISION, GOAL & OBJECTIVES
Our Vision is to Support People in their RECOVERY by improving the consumer journey

Our Goal is to ensure that mental health consumers, their families and caregivers, are better supported and connected in the community post-discharge from an acute mental health facility. We will be working to reduce the 28-day readmissions rate at Cumberland Hospital from 12% to <8% by April 2018 (Source: LHD HIE).

Our Objectives:
1. Improving the patient experience of care by recapturing more nights of patients’ sleep in their own beds. By reducing overnight bed days in hospital due to readmissions by 20% from 545 overnight bed days per month to 437 between July 1, 2017 and December 31, 2017.
2. Improving the health of the population by preventing and reducing hospital readmissions. By reducing the average number of readmissions a month from 16 to less than 10 between July 1, 2017 and December 31, 2017.
3. Reducing the per capita cost of health care for people that are readmitted. By reducing the average length of stay for people that are readmitted from 18 to 14 days between July 1, 2017 and December 31, 2017.

METHODS

RESULTS

Evaluation to occur in July 2017

SUSTAINING CHANGE
Through actions that are interconnected & engaged with consumers and carers

LESSONS
"it was traumatic the first time I was admitted" consumer interview
"When things go wrong, know who you can turn to for help" ”Be proactive and open to change” “Sponsorship & support” “Do not be afraid of taking calculated risks” “Thinking through & planning the implementation” "…Overall it’s the care that was shown that helped me the most” consumer survey

"Undertake a deep diagnosis of the problem” "Know your consumers, stakeholders and objectives” “The project schedule is your friend” "Continually engage with stakeholders and consumers” "Know what resources are available”

Recovery from the experience
Promote personal growth
Achieve recovery
Enhance well-being
Reduce distress
"Speak with your heart" - Clinical Leader
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