"A COLLABORATIVE APPROACH TO ESTABLISHING A BEHAVIOURAL ASSESSMENT ROOM"

Mario Santilli
Director Development and Improvement

Key partners
- Police
- Corrections
- Prison
- Psychiatry
- Ambulance Victoria
- Ararat Medical Centre
Overview of EGHS
POPULATION

- 11,500
- Ararat township = 7,500
- Willaura township = 300
- Wickliffe area = 300
- The remainder are spread throughout the surrounding areas.
Clinical Services

- Urgent Care Service (ED) 3 bays and a recovery bed
- Theatre
- Day procedure (6 beds)
- Medical surgical inpatient unit (37 beds)
- Midwifery
- Dialysis (4 chairs)
- Dental (4 chairs)
- Primary Care
- Aged Care beds – High (47) and Low (34)
- Oncology/Chemotherapy (8 chairs)
- Medical Imaging – Xray, Ultrasound and CT
Activity

- 4,072 inpatients treated
- 10,821 acute bed days
- 27,862 extended care bed days
- 3,702 emergency presentations
- 8,581 primary care appointments/visits
- 5,050 dental appointments
- 4-5 police attendances per month to ED
- 30 attendances per month of prisoners
- 12 VHIMS incidents recorded in the last year involving police
Staff

- Nursing = 115 EFT
- Admin = 34 EFT
- Medical support = 6 EFT
- Allied Health = 19 EFT
- Hotel services = 57 EFT

330 people on the payroll

- 61% staff are part time
- 88% have ongoing positions
- 83% are female
LIAISON COMMITTEE

Established in March 2009
Police, Prison, Corrections, Psychiatry and AV
Extend later to include the Ararat GP’s, prison construction contractors, disability services.
Committee Purpose

Address matters of mutual interest in the provision of health services to the Ararat community

- Access to healthcare including timeliness and coordination of complex cases
- Local interface issues
- Safety and risk minimisation
- Strategic planning
- Workforce management
- Patient privacy, confidentiality, dignity, rights and welfare
- Service provision to prison and community corrections
- Occupational violence and aggression
- Education and training
- Issue resolution processes
- Consumer experience
- Patient transport issues
- Management and communication of difficult patients – banned patients, intervention orders
### Occupational Violence and Aggression Funding Rounds

<table>
<thead>
<tr>
<th>Round</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Round 1</strong></td>
<td>Work undertaken in duress alarm roll out and paging service integration into the nurse call system</td>
</tr>
<tr>
<td><strong>Round 2</strong></td>
<td>Work undertaken in OVA training for all staff, CCTV and public address installation</td>
</tr>
<tr>
<td><strong>Round 3</strong></td>
<td>Construction of a Behavioural Assessment Room</td>
</tr>
</tbody>
</table>
Behavourial Assessment Room

- Need identified through an incident that preceded the Round 3 funding.
- Discussed at length at the liaison committee.
- Support gained from all members of the committee.
- Design and location options discussed.
- Protocol and use negotiated.
- Support letters written by committee members on behalf of their agencies.
- Funding received.
- Later invitation into the better partnership project.
Better Partnership Project

- Supported our liaison committee
- Formalised agency contact and responsibilities
- Provided focus for the development of the BAR
Better Partnership and the BAR

- Visit to St Vincent's to review existing BAR
- St Vincent's provided guiding protocols and other documents
- Committee reviewed details and provided input
- Which agencies will use the room?
- This room is not a cell nor is it an extra bed
- Agencies input into the rooms features such as separate air conditioning, CCTV etc
Operationalising the BAR

- Procedure review by agencies who may be expected to use the room
- Single point of control for acceptance into the BAR
- VHIMS reporting
- Code grey activation – police attendance
- Clinical documentation
- Privacy, dignity and respect for all patients
Other outcomes of the collaborative committee

- Memorandum of Understanding with Ararat Prison and Community Corrections
- Agreement on Weapons Management Policy
- Code grey and police response
- OC Spray policy
- Complex case management meetings
- Direct involvement in the development of the Prison Health Precinct
- Helicopter landing pad control of passers by
- Strong strategic collaboration
- Shared education resources
EGHS was nominated for the Minister for Health’s Award for Delivering local and responsive governance and was Highly Commended.