Overview

In 2010–11 reducing mental health readmission rates for patients at Latrobe Regional Hospital was a major goal of the Productive Mental Health Ward program on the Flynn and Macalister wards.

Summary

The aim of the program was to also reduce episodes of violence and aggression, increase staff satisfaction, increase consumer satisfaction and reduce the median time for discharge.

Major improvements resulting from the project included:

- reducing medication errors from three per month to one
- reducing staff-to-staff interruptions from 24 per hour to eight
- increased staff satisfaction from 61–65 per cent to 67–71 per cent
- increased patient satisfaction from 65 to 71 per cent.

Key changes

The key changes implemented included:

- standardised patient journey information to support timely care processes
- establishing standard locations for equipment in the medication room, the treatment room and the consumer laundry
- measures to monitor performance and quality determined.

What worked well

- Executive and senior support
- Involvement of consumer consultants
- Enabling staff and patients
- Emergence of clinical champions

What could be improved

- Ensure right mix of NUM and ANUM participants in training session
- Include Victorian-specific occupational health and safety information and tools available through WorkSafe
- Ensure clear executive and senior management support and commitment to the redesign process

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Health service
Latrobe Regional Hospital

Project name
Productive Mental Health Ward program

Total investment
$120,000

Date of completion
Ongoing

Key indicators
Readmission rate;
Average length of stay

Change in performance
Readmission rate was unchanged
More transfers from the ED to an inpatient unit from 83 per cent to 92 per cent

Estimated financial benefit
Direct care time increased from 27 per cent to 48 per cent

Patient experience
From level two to level three (highest level four) for consumer and carer participation
Further information
