Consumer experience in Mental Health

2016 YES survey

Penny Herbert
Manager, Quality

NorthWestern Mental Health
NWMH at a glance

- Catchment population – 1.5 million
- $195 million annual budget
- 1344 Equivalent Fulltime (EFT) staff, @ 1900 Headcount
- 30 sites across north western and south western metropolitan Melbourne
- 30% culturally & linguistically diverse (CALD) population- Multiplicity of birth places
- Index of relative socio economic disadvantage is high
- Strong research focus

532 beds in total made up of:

- 203 acute inpatient beds in Adult, Aged & Youth
- 106 adult rehabilitation beds
- 167 aged mental health residential & low care bed
- 16 specialist beds, eating disorders & neuropsychiatry
- 40 Prevention and Recovery Care (PARC) service

2015-2016 Activities:

- Annual Admissions to Acute Beds @ 4,725
- Annual service hours / contacts - 469,336
- Number of clients registered with services in community - 16,025
- Number of newly registered clients – 8,169
Tell Us What you Think
NWMH Feedback

Inpatient Unit
Existing feedback systems

TELL US WHAT YOU THINK – NWMH
• Feedback form and system Developed in 2010
• Consumers & Carers involved in co-design
• Formalised feedback processes for all 32 sites and programs.
• Clinicians and managers coordinate and respond to all feedback

YOUR EXPERIENCE MATTERS – MELBOURNE HEALTH
• Developed in 2012
• Feedback processes for all wards and programs at The Royal Melbourne Hospital and Royal Park Campus
• Access via the Melbourne Health Web page
• Development of the Consumer Liaison Service
Your feedback is important to us

**North West AMHS**

**April – June 2013**

We've heard you'd like us to:

**Improve the quality of cleanliness in our inpatient unit**
As well as reinstating measures to address the return of a mouse problem, we have run cleaning audits to target the cleaning problem areas.

**Improve the quality of the meal service**
When you told us in August that your meals were arriving much earlier than they should and sometimes not matching your menu choices, we took this to the Food Services department to investigate. Since then we have had no more complaints about scheduling or inaccurate orders.

**Did you know?**

*Compliments*

"I write to commend and thank all staff at the Waratah Clinic for their exceptional care and services... Everyone that I spoke to was very helpful and genuine. Thank you for providing me with everything I needed to get well again."

Community Teams – Consumer, name withheld

"My (family member) has been to several hospitals but Royal Melbourne John Cade is the best ever in terms of service... my (family member) was treated with respect, as I was. Thank you for good quality service and treatment."

John Cade Unit – Carer, name withheld

"My stay in hospital at times was trying but the nurses were all great... Thanks..."

John Cade Unit – Consumer, name withheld

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**Compliments & suggestions - are not reflected in the 30 day response time data**

**Which programs received feedback?**  
(Q1)

**We’ve heard you’d like us to:**

**Did you know?**

- Improve the quality of cleanliness in our inpatient unit
- Improve the quality of the meal service

**Did we resolve complaint within 30 days?**

(n=32 complaints)

Yes 2  
No 21

Still Open 14

**How long did it take to resolve your complaints?**

- 1-7 days 4
- 8-30 days 1
- 30+ days 1

**What were the themes?**

(Q1)

- Property 2
- Family engagement 3
- Facilities - activities 5
- Facilities - meals 3
- Facilities - cleanliness 4
- Rights / privacy 5
- Care 2
- Interaction with staff 12

*compliments & suggestions - are not reflected in the 30 day response time data*
### Experience of care

<table>
<thead>
<tr>
<th>Experience of care surveys</th>
<th>Completed</th>
<th>Consumer</th>
<th>Care</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>45</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

#### Consumer

1. Were you offered an opportunity to stop by for a few minutes at least once a day
2. Were you offered a quiet time with no interruptions for a few minutes at least once a day
3. Were you offered an opportunity to have a shower or bath at least once a day
4. Were you offered an opportunity to make tea or coffee at least once a day
5. Were you offered an opportunity to have a snack at least once a day
6. Were you offered an opportunity to have a meal at least once a day
7. Were you offered an opportunity to have a meal at least once a day
8. Were you offered an opportunity to have a meal at least once a day
9. Were you offered an opportunity to have a meal at least once a day
10. Were you offered an opportunity to have a meal at least once a day

#### Care

- Were you offered an opportunity to have a shower or bath at least once a day
- Were you offered an opportunity to have a snack at least once a day
- Were you offered an opportunity to have a meal at least once a day
- Were you offered an opportunity to have a meal at least once a day

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### 12 QUESTIONS ABOUT YOUR STAY ....

- **Offered at discharge from inpatient units**
- **Embedded practice in 2 of our 4 Adult Inpatient Units**
- **Leadership driven locally**

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**NorthWestern Mental Health**

**MELBOURNE HEALTH**

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**Experience of care**

- **NYMHR Community Services (Adult)**
- **Inner West (April): NAMHS – Holborn Street (April)**
- **Mid West Duffer (July & August)**

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**First in Care, Research and Learning**

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2016
Your Experience of Service (YES) Survey
YES Survey roll out

MARCH 1ST - APRIL 30TH 2016

- Rolled out across all mental health programs in Victoria by DHHS
- Supported by Ipsos Australia
- Included all Adult Mental Health Clinical Services, community/ambulatory programs – (excluding CATT and Triage services)
- Clinical bed-based services (Acute Inpatient, Secure Extended Care Units, CCU and PARC).

RESPONSE RATE

- 2058 responses across the state
- 569 responses from NWMH
- x2 AMHS had very high response rates
- NAMHS (202) & NWAMHS (181)
**YES Survey roll out**

**AREAS FOR IMPROVEMENT**
- Access to peer support
- Information available about the service
- Explanation of your rights and responsibilities
- Development of a care plan that considered all of your needs
- Convenience of the location of service

**STATE WIDE RESPONSE**
- Areas for Improvement reflected the same as the NWMH
- This was the first wave of YES surveys for the state
- Work currently underway for 2017 planning

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MELBOURNE HEALTH
What worked

• Committed & passionate staff
• Early discussion with local area executives
• Linkage to other service feedback & data
  – Documentation Audits
  – Community redesign surveys
  – People matters survey - staff
• Administration staff on board early & assisted with offering surveys
• Promotion in community waiting rooms
### Sample

1. You felt welcome at this service
2. Staff showed respect for how you were feeling
3. You felt safe using this service
4. Your privacy was respected
5. Staff showed hopefulness for your future
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)
7. Staff made an effort to see you when you wanted *
8. You had access to your treating doctor or psychiatrist when you needed *
9. You believe that you would receive fair treatment if you made a complaint *
10. Your opinions about the involvement of family or friends in your care were respected *
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)
12. You were listened to in all aspects of your care and treatment
13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn’t have to repeat yourself to different staff)
14. Staff discussed the effects of your medication and other treatments with you
15. You had opportunities to discuss your progress with the staff caring for you
16. There were activities you could do that suited you *
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted *
18. Information available to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)
19. Explanation of your rights and responsibilities
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.) *
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)
23. The effect the service had on your hopefulness for the future
24. The effect the service had on your ability to manage your day to day life
25. The effect the service had on your overall well-being
26. Overall, how would you rate your experience of care with this service in the last 3 months?

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* Similar question in 'NWMH Experience of Care' Survey   10/26
Partly asked in 'NWMH Experience of Care' Survey   2/26

* Question had an 'NA' option which is included in denominator for 'Usually' percentage
### What the results told us

<table>
<thead>
<tr>
<th>Q18</th>
<th>Q19</th>
<th>Q20</th>
<th>Q21</th>
<th>Q22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information available about the service</strong></td>
<td><strong>Explanation of your Rights and Responsibilities</strong></td>
<td><strong>Access to peer support</strong></td>
<td><strong>Development of a care plan – meeting all of your needs</strong></td>
<td><strong>Convenience of the service location</strong></td>
</tr>
<tr>
<td>71%</td>
<td>83%</td>
<td>85%</td>
<td>84%</td>
<td>73%</td>
</tr>
<tr>
<td>74%</td>
<td>88%</td>
<td>85%</td>
<td>84%</td>
<td>76%</td>
</tr>
<tr>
<td>74%</td>
<td>90%</td>
<td>88%</td>
<td>85%</td>
<td>73%</td>
</tr>
<tr>
<td>91%</td>
<td>91%</td>
<td>84%</td>
<td>88%</td>
<td>80%</td>
</tr>
</tbody>
</table>
## What we've done

<table>
<thead>
<tr>
<th>Program</th>
<th>Consumers in time period</th>
<th>Proportion consumers surveyed</th>
<th>% Always</th>
<th>% Usually + Always</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1. You felt welcome at this service</strong></td>
<td></td>
<td></td>
<td>55%</td>
<td>61% + 56%</td>
</tr>
<tr>
<td><strong>2. Staff showed respect for how you were feeling</strong></td>
<td></td>
<td></td>
<td>60%</td>
<td>63% + 56%</td>
</tr>
<tr>
<td><strong>3. You felt safe using this service</strong></td>
<td></td>
<td></td>
<td>55%</td>
<td>62% + 53%</td>
</tr>
<tr>
<td><strong>4. Your privacy was respected</strong></td>
<td></td>
<td></td>
<td>60%</td>
<td>63% + 56%</td>
</tr>
<tr>
<td><strong>5. Staff showed hopefulness for your future</strong></td>
<td></td>
<td></td>
<td>48%</td>
<td>53% + 50%</td>
</tr>
<tr>
<td><strong>6. You felt respected (such as your culture, faith or gender identity, etc.)</strong></td>
<td></td>
<td></td>
<td>48%</td>
<td>53% + 50%</td>
</tr>
<tr>
<td><strong>7. Staff made an effort to see you when you wanted</strong></td>
<td></td>
<td></td>
<td>40%</td>
<td>44% + 44%</td>
</tr>
<tr>
<td><strong>8. You had access to your treating doctor or psychiatrist when you needed</strong></td>
<td></td>
<td></td>
<td>26%</td>
<td>33% + 25%</td>
</tr>
<tr>
<td><strong>9. Your opinion was respected</strong></td>
<td></td>
<td></td>
<td>50%</td>
<td>55% + 49%</td>
</tr>
<tr>
<td><strong>10. Your unique needs were met (such as cleanliness, private space, reception areas, furniture, common areas, etc.)</strong></td>
<td></td>
<td></td>
<td>56%</td>
<td>58% + 54%</td>
</tr>
<tr>
<td><strong>11. You were listened to in all aspects of your care and treatment</strong></td>
<td></td>
<td></td>
<td>49%</td>
<td>50% + 45%</td>
</tr>
<tr>
<td><strong>12. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)</strong></td>
<td></td>
<td></td>
<td>49%</td>
<td>50% + 45%</td>
</tr>
<tr>
<td><strong>13. Staff discussed the effects of your medication and other treatments with you</strong></td>
<td></td>
<td></td>
<td>41%</td>
<td>44% + 36%</td>
</tr>
<tr>
<td><strong>14. You had opportunities to discuss your progress with the staff caring for you</strong></td>
<td></td>
<td></td>
<td>56%</td>
<td>57% + 49%</td>
</tr>
<tr>
<td><strong>15. There were activities you could do that suited you</strong></td>
<td></td>
<td></td>
<td>24%</td>
<td>26% + 20%</td>
</tr>
<tr>
<td><strong>16. You had opportunities for your family and carers to be involved in your treatment if you wanted</strong></td>
<td></td>
<td></td>
<td>61%</td>
<td>61% + 51%</td>
</tr>
<tr>
<td><strong>17. Information available to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)</strong></td>
<td></td>
<td></td>
<td>27%</td>
<td>28% + 22%</td>
</tr>
<tr>
<td><strong>18. You could discuss your rights and responsibilities</strong></td>
<td></td>
<td></td>
<td>52%</td>
<td>52% + 45%</td>
</tr>
<tr>
<td><strong>19. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)</strong></td>
<td></td>
<td></td>
<td>47%</td>
<td>47% + 39%</td>
</tr>
<tr>
<td><strong>20. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)</strong></td>
<td></td>
<td></td>
<td>26%</td>
<td>27% + 20%</td>
</tr>
</tbody>
</table>

*Key:*
- **80-100%**
- **60-80%**
- **<60%**

**Similar question in 'NWMH Experience of Care' Survey**

**Partly asked in ‘NWMH Experience of Care’ Survey**

* Question had an ‘NA’ option which is included in denominator for ‘Usually’ percentage
Prioritising YES Consumer Survey results

Correlations....

- Results presented at NWMH Continuous Improvement Committees (CIC) & Consumer Carer Advisory Group (CCAG)
- Local team and Consumer Advisor Group (CAG) consultation
- Priority areas & action plan to CIC & CCAG
- Align with Adult Community Program survey for the program-level responses.
Challenges

• Competing survey space for staff and consumers

• Variation of priorities in the clinical space
  – acute (immediate acuity focus)
  – long term (recovery care planning focus)
Next steps

• Actively promote and encourage the completion of the surveys (consumer and carer) across the settings

• Key leadership meetings to be provided with the data & to review the highest / lowest performing areas for local area improvements & activities

• Discipline leaders to review against bodies of work being planned or undertaken.

• Data to be linked to other audit’s, evaluations & local area Experience of Care data

• Work with staff, consumers and carers to complete the 2017 YES survey.

• Managers to provide updates to the local governing committee & NWMH CIC meeting.
Questions ?