

Consumer-Centred Transition Plans Project Bay of Plenty DHB



Aim Statement

90% of our clients have a transition plan which meets service requirements and supports their recovery by February 2019.

Project Team

Sponsor: Trevor Richardson (MHAS Acting Business Leader)

Clinical Lead: Anja Theron (MHAS Acting Nursing Leader)

Project Lead: Mike Joyce (Team Leader ACMHAS South)

Team: Sherida Davy (Consumer Participation Coordinator), Margaret Gundersen (Consumer Consultant), Jen Boryer (Transformation Lead), Dawn Wilson (Clinical Auditor), Hori Ahomiro (Cultural Coordinator), Dr Brendon Hock (Psychiatrist), Nomel Casia (Case Manager), Kerry Mitchell (Team Leader, Emerge Aotearoa), Te Pona Martin (Te Pou Kōkiri)

Engage

Why?

Transitions are a vulnerable time in a person's recovery journey. Good transition plans are recognised as valuable to support a client with their recovery and an essential part of transition planning. Our clients have expressed that they would like a plan when they leave our service to support their recovery.

Engage

What?

For this project we are looking at how we can develop clarity about transition plans, develop a plan for every client and ensure they are completed so that they play a big role in supporting recovery.



Capture

Barriers to Completing Transition Plans - Staff Feedback

Bigger Picture

- Resources
- Ease of Access to Service
- Staff & Client Concern
- Stigma & Discrimination

Transition Plan

- The Forms
- Engagement
- Time



Capture

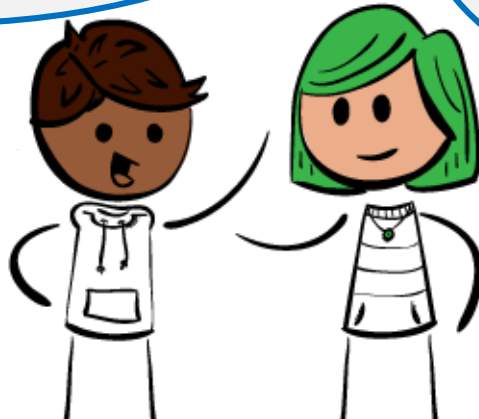
Consumer Feedback – Phone/Email Interview

6 people recently discharged:

- All stated they did not get a plan
- 4/6 would have liked a copy of transition plan

*Waste of time, I'm in
and out all the time*

*It might have been
nice to have been
offered*



Capture

Consumer Feedback – Complaint

2018 one complaint received about engagement with Mental Health & Addiction Services during transition:

frustrating, time-consuming and the level of services provided inadequate left feeling **extremely anxious** and ultimately **unsupported.**

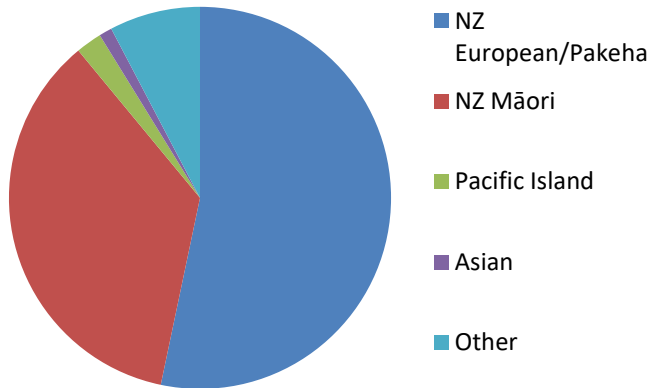
Capture

Consumer Consultant Group – Feedback on current forms

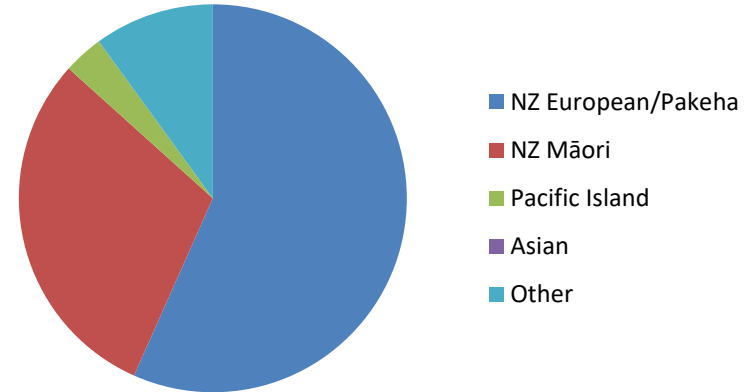
- Plan needs a review date
- Support information should be at the top
- Change name of form
- Language needs to be more user-friendly (for both client & staff)
- Form should be completed at entry to service then reviewed at time of transition.
- Have a section *I'm at risk of...*

Baseline Information

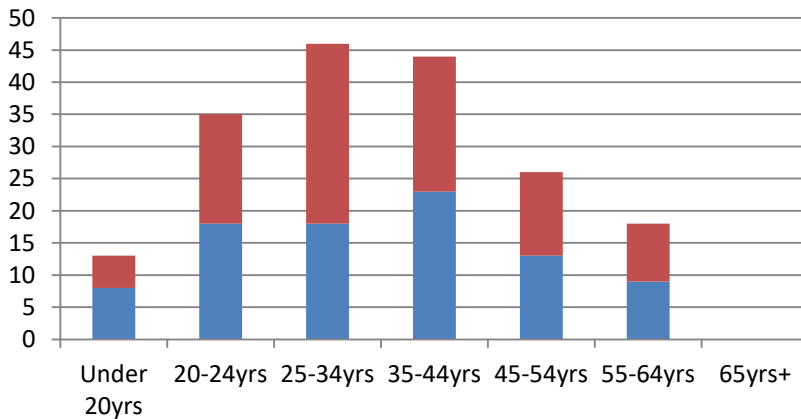
ACMHAS - Ethnicity



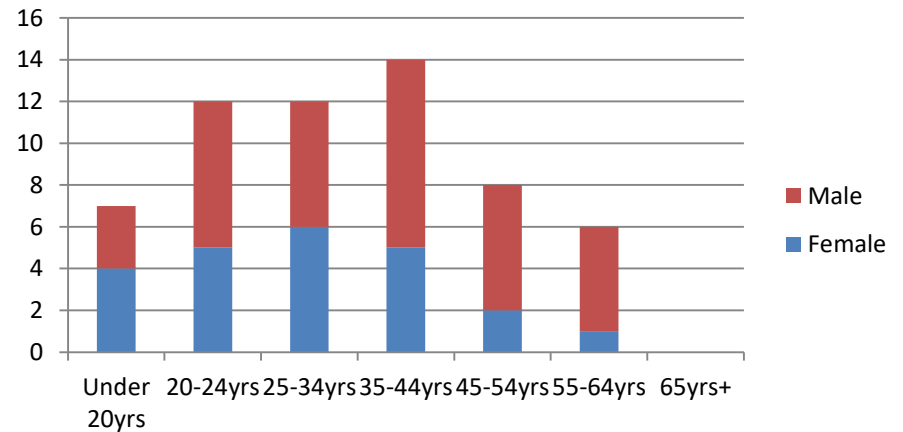
South - Ethnicity



ACMHAS - Gender & Age Range

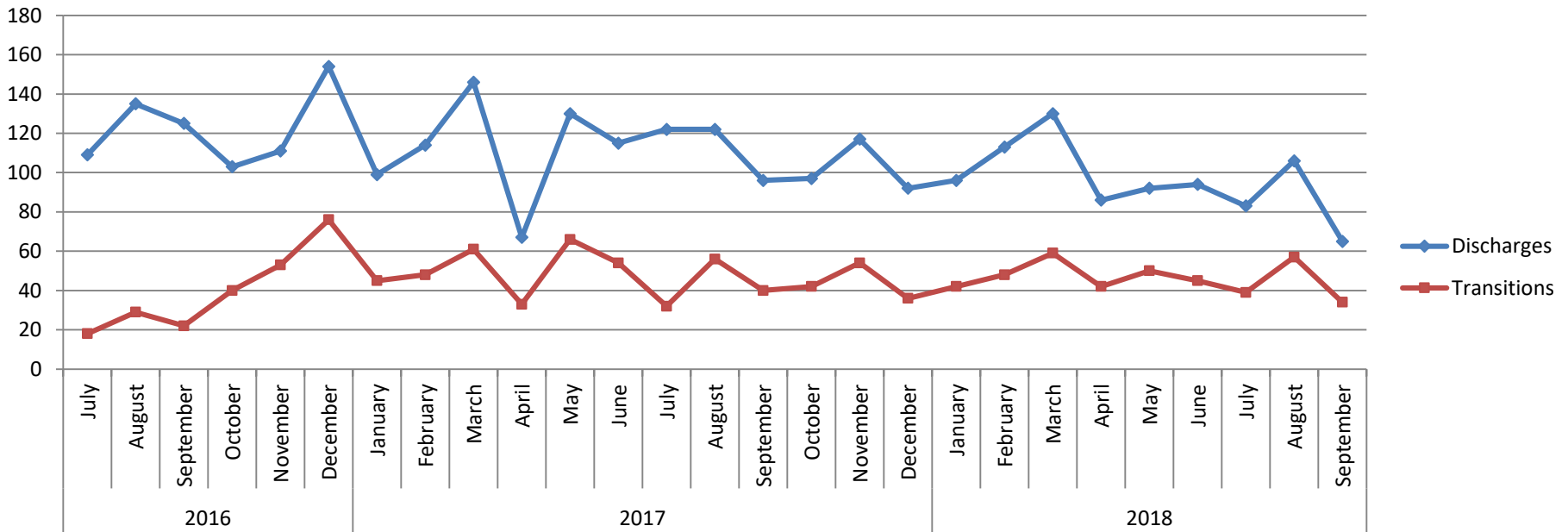


South Team- Gender & Age Range



Baseline Information

ACMHAS - Number of Discharges vs Transition Plans

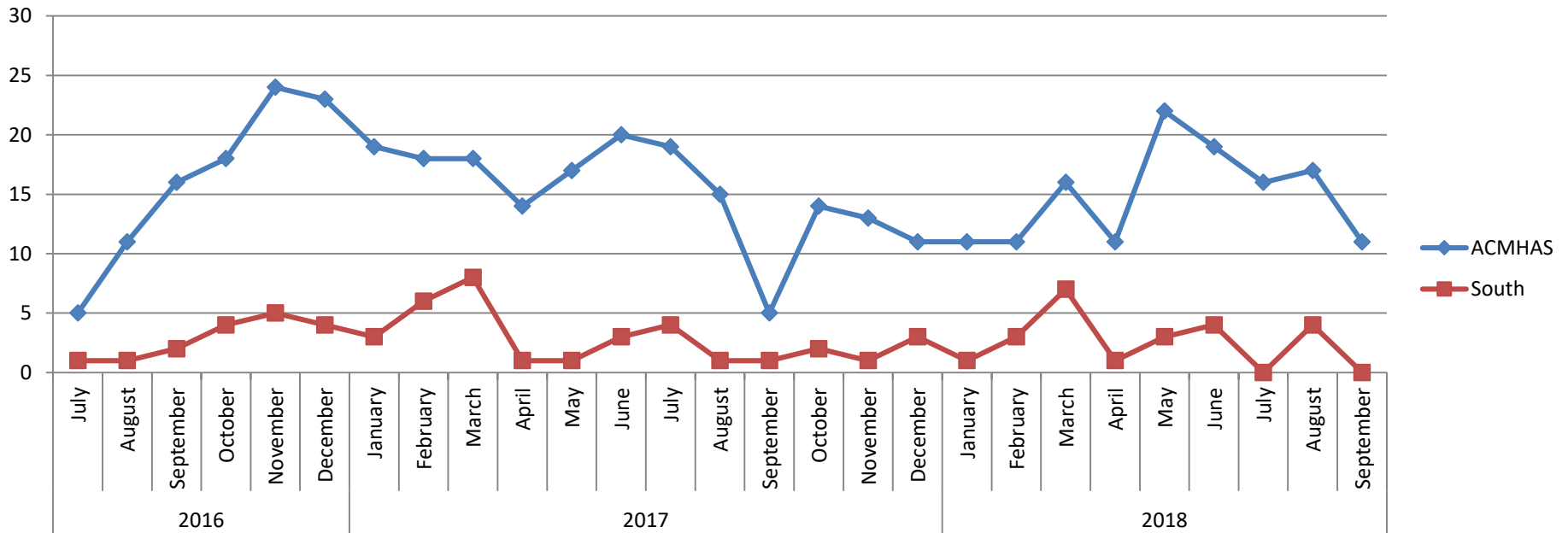


Average of 108 people transitioned from ACMHAS with average of 45 transition plans completed each month.

42% of people transitioned from ACMHAS leave with a transition plan.

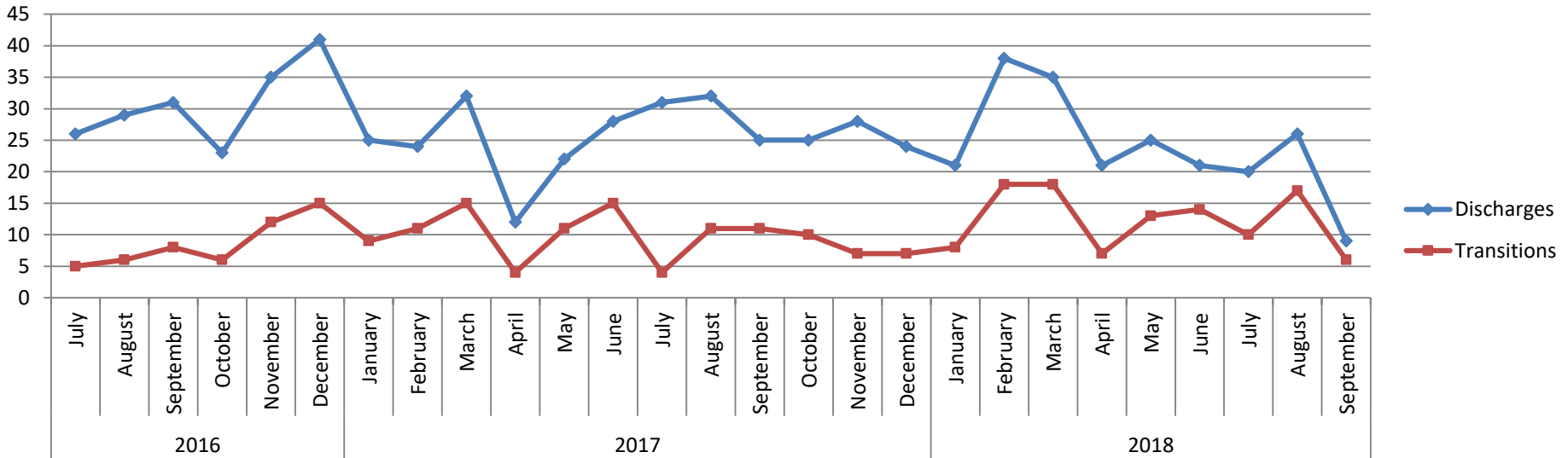
Baseline Information

Number of 90-Day Re-Referrals



Baseline Information

South - Number of Discharges vs Transition Plans



Average of 26 people transitioned from South team with average of 10 transition plans completed each month.

39% of people transitioned from South team leave with a transition plan.

Baseline Information

South Team - Transition Plans Monthly File Audit

Date	No. of Files Reviewed	No. that met Transition Plan criteria	Completed in recognised format	Completed within 1 month prior	Copy given to client
July 2018	5	2	3	3	2
August	5	0	0	0	0
September	5	0	1	1	0
October	5	0	4	0	1

Driver Diagram

90% of our clients have a transition plan which meets service requirement and supports their recovery by February 2019.

People

Process

Paperwork/Documentation

Protocols

Relationship between staff and client

Leadership

Health literacy

Time available

Discharge pathway

Discharge meeting

Discharge/Transition Plan (Relapse Prevention Form)

Electronic Discharge Summary

Discharge protocol

MDT protocol

Ideas Generated

- Choose one form as the agreed form for transition planning
- Have a tick box section so that staff know to give consumer a copy
- Have date and review date so that plan is reviewed prior to discharge
- Change language on the form to be more user-friendly for both staff, consumers and other people supporting consumer.

Shared Learning

- Importance of project team
- Engaging with all stakeholders
- Regular meetings

