

Zero seclusion measurement: A family of measures

Health care systems are complex. We need a range of measures to capture this complexity when aiming to improve parts of the system.

In quality improvement language, we refer to a 'family of measures', which includes outcome, process and balancing measures. We need these to understand whether changes are leading to improvement and how other parts of the system are affected.

Outcome measures are what we are aiming to achieve – what is the system performance?

Process measures assess steps in a process that lead to the outcome – are we on track to improve the system?

Balancing measures monitor unintended consequences – are changes to improve one part of the system affecting other parts of the system?



We are using this family of measures for zero seclusion, as for the other four initiatives in the mental health and addiction (MHA) quality improvement programme. Further detail on the broader measurement framework for the programme is [available to download here](#) (201KB, PDF).

Measures for zero seclusion

Outcome measures:

- Percentage of people admitted to MHA inpatient units who were secluded (rate measure).
- Average seclusion hours per person admitted to MHA inpatient units (duration measure).
- Average seclusion events per person admitted to MHA inpatient units (multiple-use measure).

Process measures:

Each project team is on a different part of the journey to eliminate the practice of seclusion. The process measures will be unique to each district health board (DHB) project team as they are each implementing their change ideas to reduce and eliminate seclusion. Examples of these measures could include use of sensory modulation, access to cultural tools, whānau involvement in care and de-escalation techniques.

Balancing measures:

- Assaults on staff and consumers, and staff injuries associated with restraint.
- Sedative use.
- Personal restraint.

We expect each DHB to report the above measures to us quarterly, to give us national data about whether eliminating seclusion is causing unintended negative consequences. Further to these three national balancing measures, DHBs may also select additional balancing measures specific to their DHB.

Progress towards equity will be measured in each measure. Measurement of consumer experience is also part of the broader programme measurement.

For further information about measurement for the programme, please email MentalHealthAddiction@hqsc.govt.nz.

Measurement framework

