

Reduce the Length of Triage Time for Community Mental Health & Substance Misuse Death Reviews in Edinburgh HSCP

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Quality Issue / Initial Problem

There is not currently a reliable process in place for triaging mental health & substance misuse death cases from Datix in Edinburgh HSCP to appropriately determine the level of review required.

Specific Aim

90% of all mental health & substance misuse deaths reported on Datix for South West & North East clusters for Edinburgh HSCP to have initial review within 5 working days by two senior managers.

Measurement of Improvement

Outcome

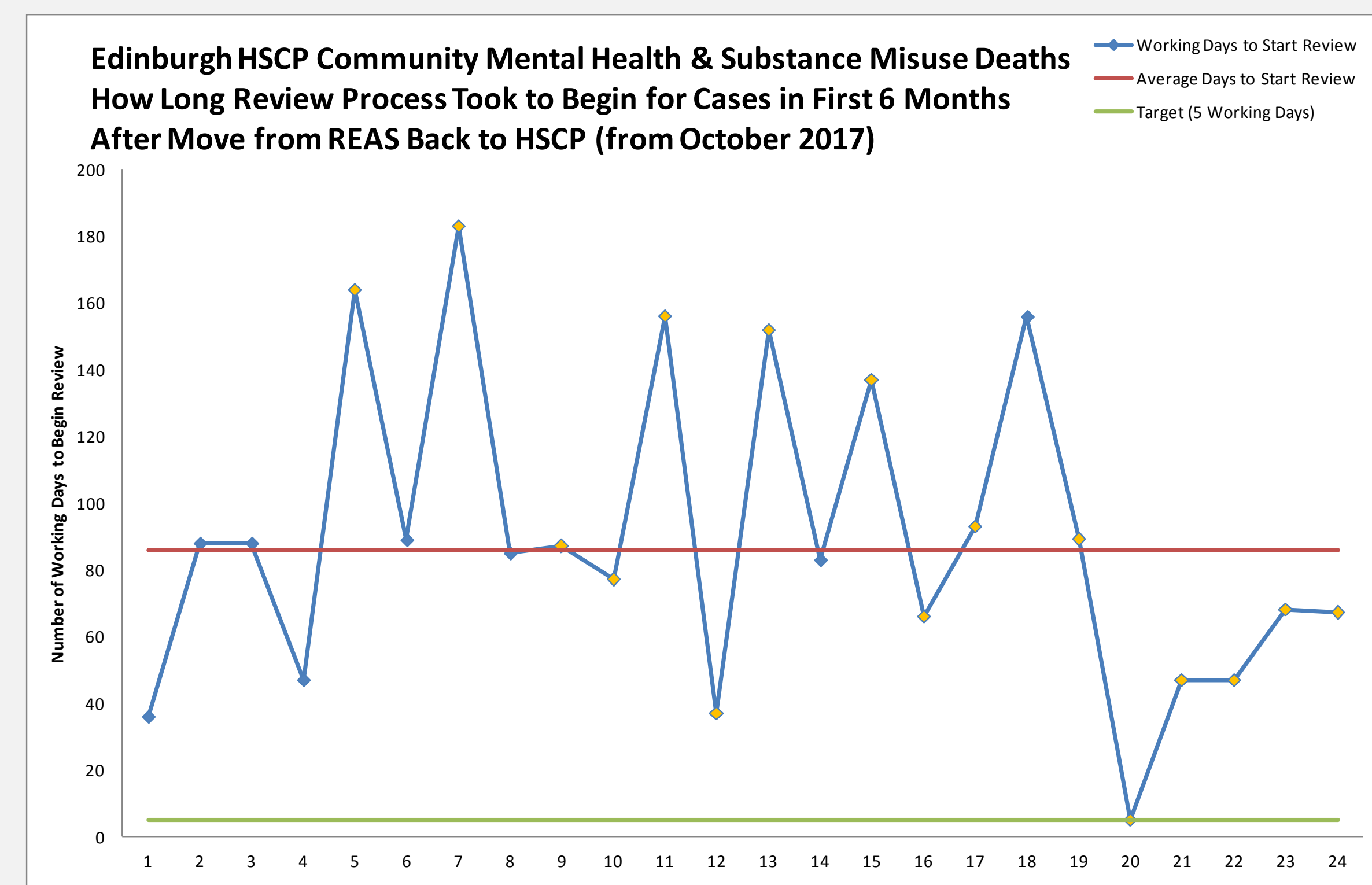
- Review process started within 5 working days (baseline data shows average 83 working days)

Process

- Test effectiveness of MH & SM death checklist
- Are two senior managers doing the reviews?

Balancing

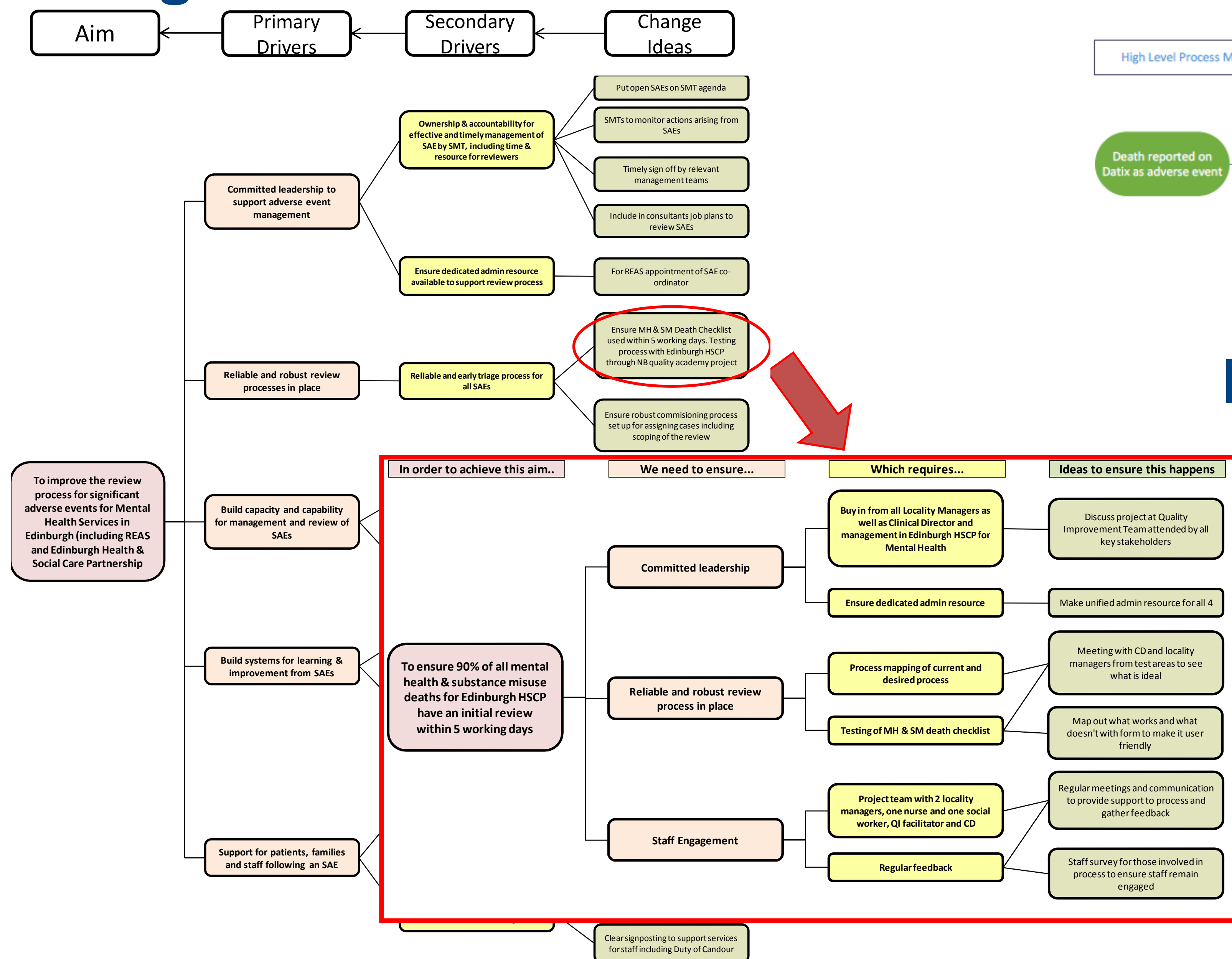
- Impact on staff time to review on a weekly basis



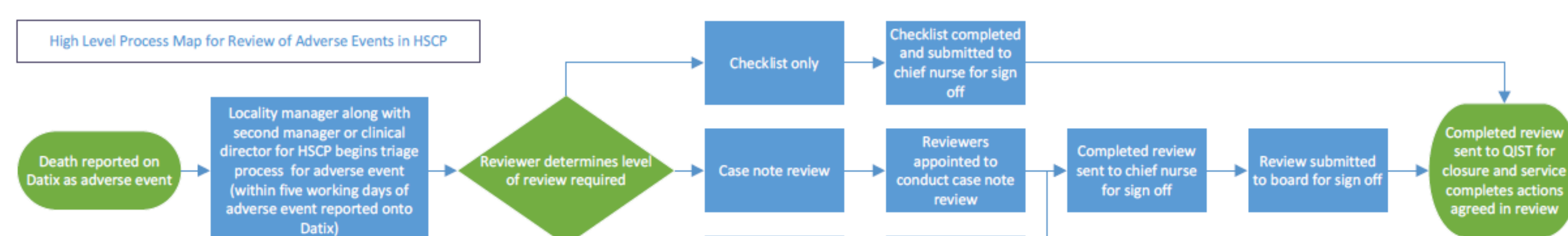
Tools

- Driver Diagram
- Process Mapping
- Pareto Charts
- Run Charts

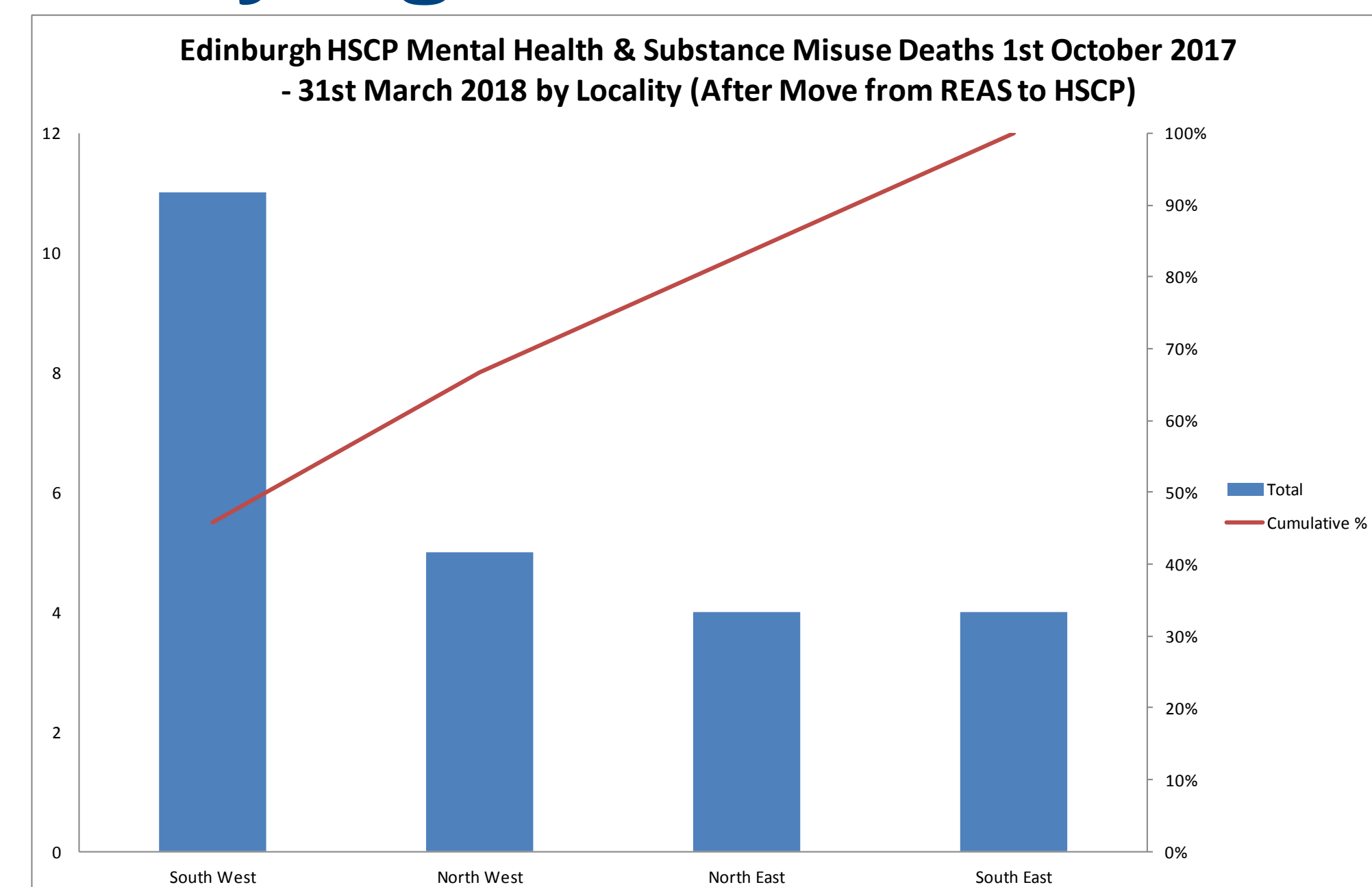
Fitting in to the Wider Plan



Process Mapping - how it should be



Identifying the Pilot Cluster



Tests of Change

- Review meeting
- Make triage checklist more user friendly
- Use Datix correctly to capture data

Effects of Change

- Deaths that will not require a full review will be closed more quickly and cases that do will be assigned for review more quickly
- MH & SM managers will need to meet on a regular basis to review cases; impact on workload

Lessons Learned and Message for Others

- Find the right people to be involved - it's vital to have people who are invested in change
- If you're unable to get your project off the ground straight away, keep at it, you'll get there eventually
- Set yourself realistic targets from the start - don't dream too big
- There are often things outwith your control that will affect your project