

# Police Ambulance Early Access to Mental Health Assessment via Tele-health (PAEAMHATH)



Jay Jones Hunter New England Local Health District, David Horseman NSW Ambulance, Tony Townsend NSW Police Force, Liz Newton Hunter New England Local Health District, Beth Gow Hunter New England Local Health District

## Case for change

When a patient is having a Mental Health (MH) crisis, being transported to hospital when you don't need to be is traumatising, and can significantly impact how well and how quickly you recover.

Taking emergency services out of area for unnecessary transportations to hospital of people in MH crisis, is a drain on time, money and human resources. It also leaves small communities, with limited emergency services in a vulnerable position.

By providing Police & Ambulance with the equipment to enable patients to receive a Mental Health Triage in the community via telehealth with a Mental Health Professional, could limit the risk of trauma, the drain on Police & Ambulance resources and ensure people are receiving responsive care. By supporting Police & Ambulance with advice and referral recommendations we build capacity and partnerships in the community.

Within the Hunter New England LHD between Jan 2014 & Sept 2015 LHD NSW Ambulance transported 1765 Mental Health Patients to Calvary Mater Hospital. NSW Police were involved in 683 incidents. Many of these Patients were NOT admitted to hospital.

## Why are we doing this:

- ✓ Improve the patient and carer experience and reduce the risk of trauma
- ✓ Reduce the number of unnecessary transportation to hospital of Mental Health Patients
- ✓ Enable Police and Ambulance to stay in their community for other emergencies

## Consequences if we don't:

- ✗ Patients will continue to experience a frustrating and stressful first contact with Emergency and Mental Health Services
- ✗ Unnecessary transportation of Mental Health Patients will continue
- ✗ Emergency services leaving areas at risk due to reduced emergency services

## Goal

To provide the right care, at the right time, in the right place to Mental Health Patients (within scope) by providing alternative care pathways and reducing their unnecessary transport by Police and/or Ambulance to the Calvary Mater Hospital

## Objectives

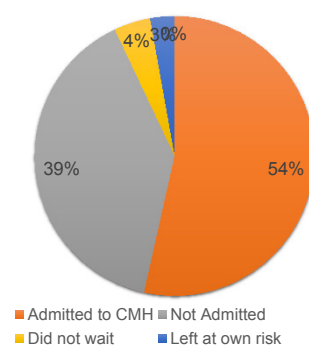
- To reduce the unnecessary transportation of those Mental Health Patients within scope by 50% to the Calvary Mater Hospital by Police and/or Ambulance
- To increase by 100% Police and Ambulance access to a trained Mental Health Professional who will provide recommendations about care to the patient within 12 months of implementation

## A wide range of diagnostic activities were undertaken as shown below:

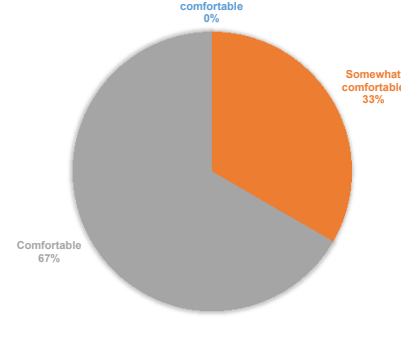


## Results (CMH – Calvary Mater Hospital, MHP – Mental Health Patient)

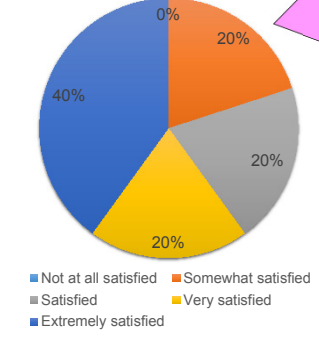
Transport of MHP within PAEAMHATH pilot area who did not receive a PAEAMHATH triage, to CMH



HOW COMFORTABLE DID YOU FEEL USING THE TELE-HEALTH EQUIPMENT? (POLICE/AMBULANCE)

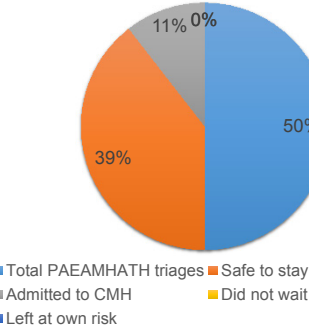


Were the Police and/or Ambulance satisfied with your recommendations? (MHP)

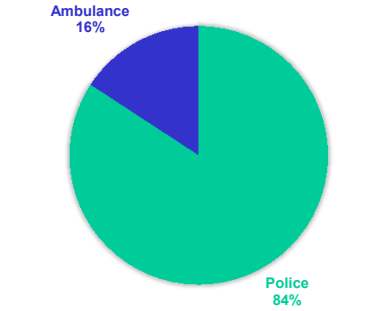


Immediate response for the client  
I could see the client and make a more accurate mental health assessment MH professional

Transport of MHP within pilot area who did receive a PAEAMHATH triage to CMH



PAEAMHATH TRIAGES INITIATED BY EMERGENCY SERVICES

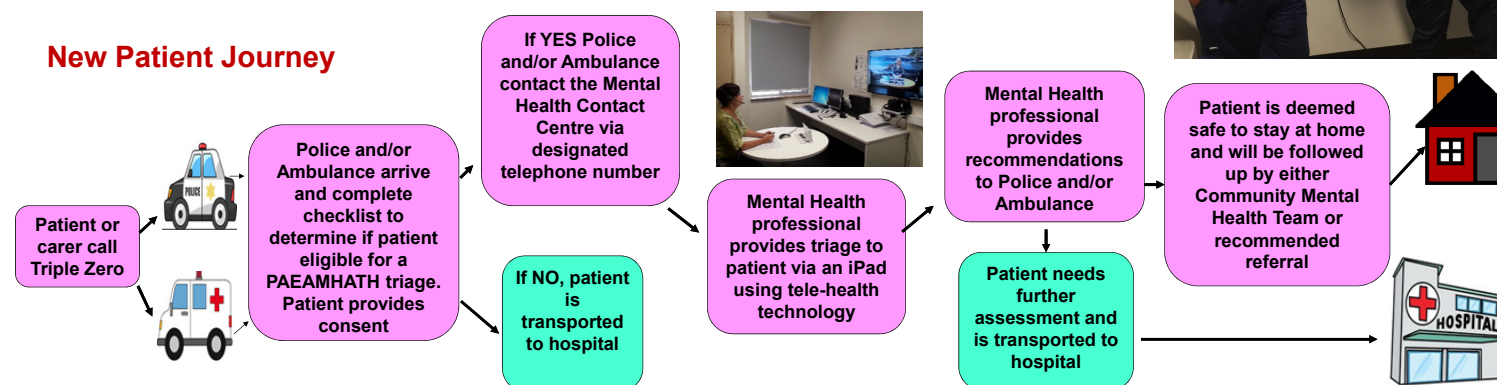


Good to have contact with a mental health professional Ambulance

Quick and provides feedback ASAP Police



## New Patient Journey



## Acknowledgements

Leanne Johnson  
General Manager, Mental Health (Sponsor)  
Detective Superintendent Chris Craner &  
Detective Acting Superintendent Wayne Humphrey  
NSW Police Force (Sponsor)  
Chief Superintendent Jeff Hescott  
NSW Ambulance (Sponsor)  
Mel Willis/Nicole Manning, Redesign Leads

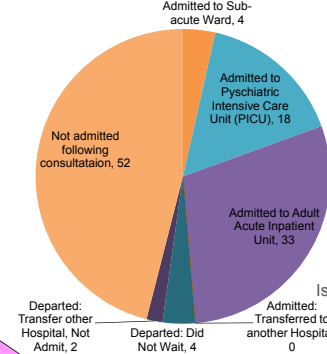
Emergency staff who participated in interviews/process mapping meetings  
Patients/Carers who participated in interviews  
Mental Health Contact Centre staff who participated in process mapping meetings  
Liz Bosworth, Volunteer Manager, HNELHD MH Services  
Samuel Smith, MH Volunteer and Consumer  
Front Line Police and Paramedics

## Contact

Jay Jones, Project Co-ordinator  
Jay.jones@hnehealth.nsw.gov.au

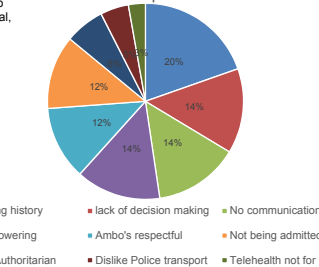
## Diagnostics

2015/16 Method of Separation for Patients Transported by Police & Ambulance (46% not admitted)



They've never been disrespectful or anything like that to our family, but there is a different level of understanding. What am I trying to say? There's helplessness to how they respond because they don't understand and don't have the time or the training.  
MC, Carer.

Issues raised from patient interviews pre PAEAMHATH implementation



At present, we have no other options but to transport patients to hospital Paramedic

## Sustaining change

- ★ Succession planning/exit strategy
- ★ Quality improvement cycle, re-visit staff and patients to gauge acceptance of process
- ★ Revise checklists
- ★ Build into process and policy documents of services & Model of Care and Memorandum of Understanding between agencies
- ★ Engage with key staff within each organisation
- ★ Ensure Sponsors play an active role to enhance sustainability
- ★ Include in staff rounding and building cross agency relationships
- ★ Regular re-fresher/update training
- ★ PAEAMHATH be a standing agenda item for staff meetings
- ★ Meetings with Health Economist and Research Officers
- ★ Integrating the Telehealth technology into other devices currently used by Police and/or Ambulance

## Conclusion

The PAEAMHATH project has shown that working in collaboration creates a platform that best meets the needs of patients. PAEAMHATH facilitates a culture of person-centred care that incorporates the needs of families and carers.

The PAEAMHATH project will enhance the ability of Police, Ambulance and Health Services to deliver Mental Health care throughout Australia, however the project is expected to provide the most benefit in the more regional, rural and remote areas of the country where patients do not have access to or choice of Mental Health care.