

Improve staff experience and MH patient safety in ED

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Introduction

Problem:

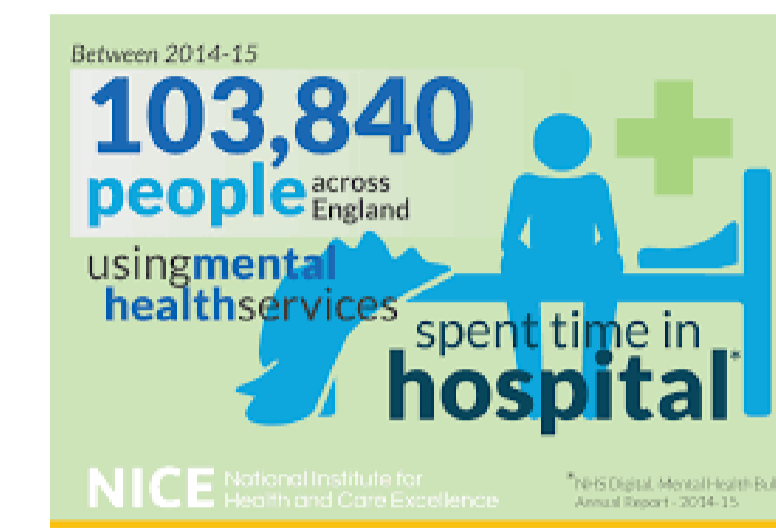
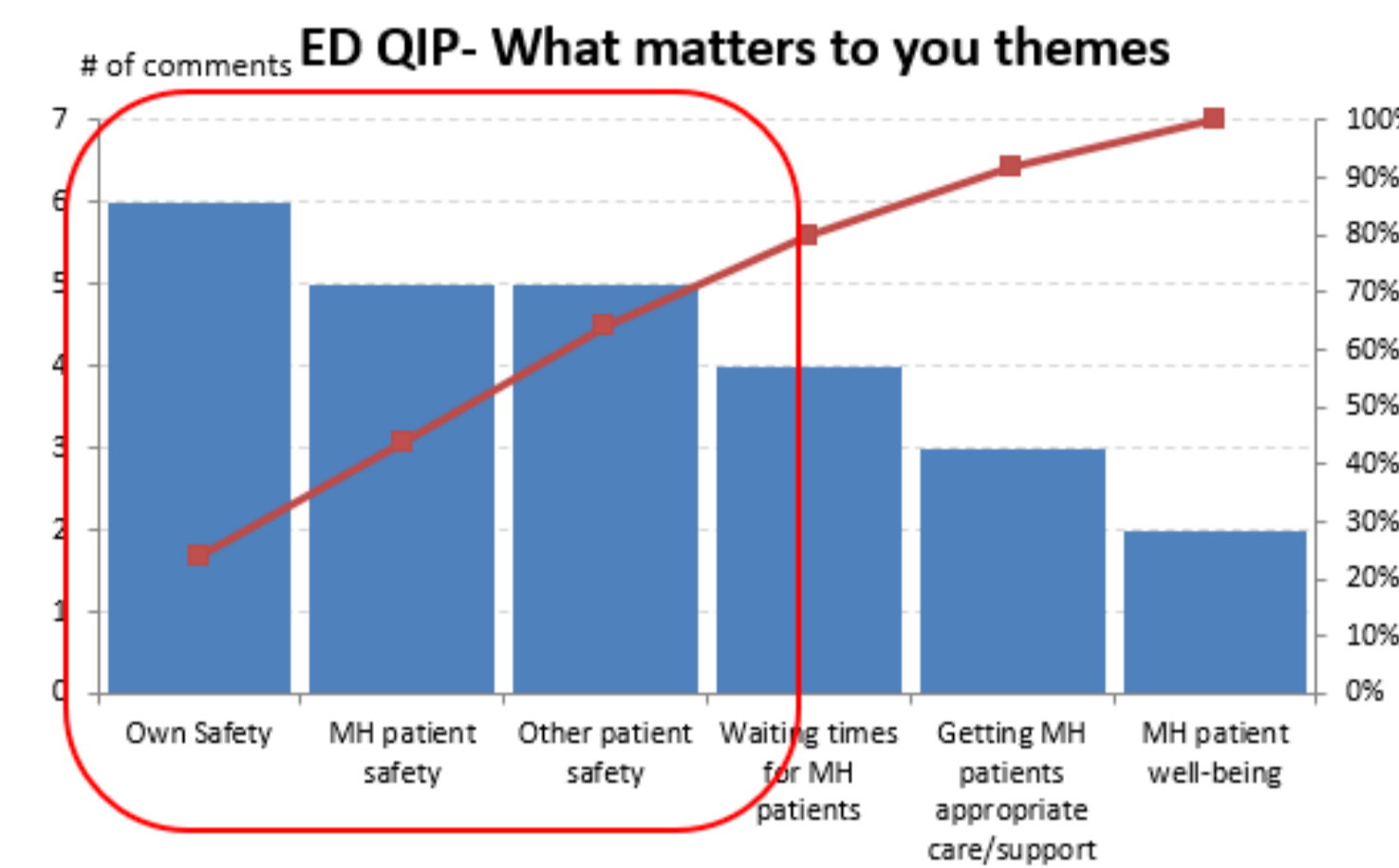
ED are seeing an increased number of Mental health patients who are remaining in the dept for extended periods of time due to lack of availability of appropriate beds. These patients are being placed into the main wait area, they are either not handed over or there is no way for the staff and security team to identify them. We have had an increased number of patients absconding with MH issues. Staff morale is low due to increased number of patients, violence and aggression incidents have increased, as well as the number of absconding patients. Staff are not trained mental health professionals, but we understand they still are sick and they require treatment within the hospital. Safety is a huge aspect. **Only 10% of staff stated that they felt very confident in dealing with MH patients.**

Rationale:

By supporting staff with MH training, reflective sessions and better processes, we can improve staff confidence and MH patient safety within the dept.

AIM

To improve staff confidence from 10% to 60% in dealing with MH patients in the Emergency Dept by November 2023

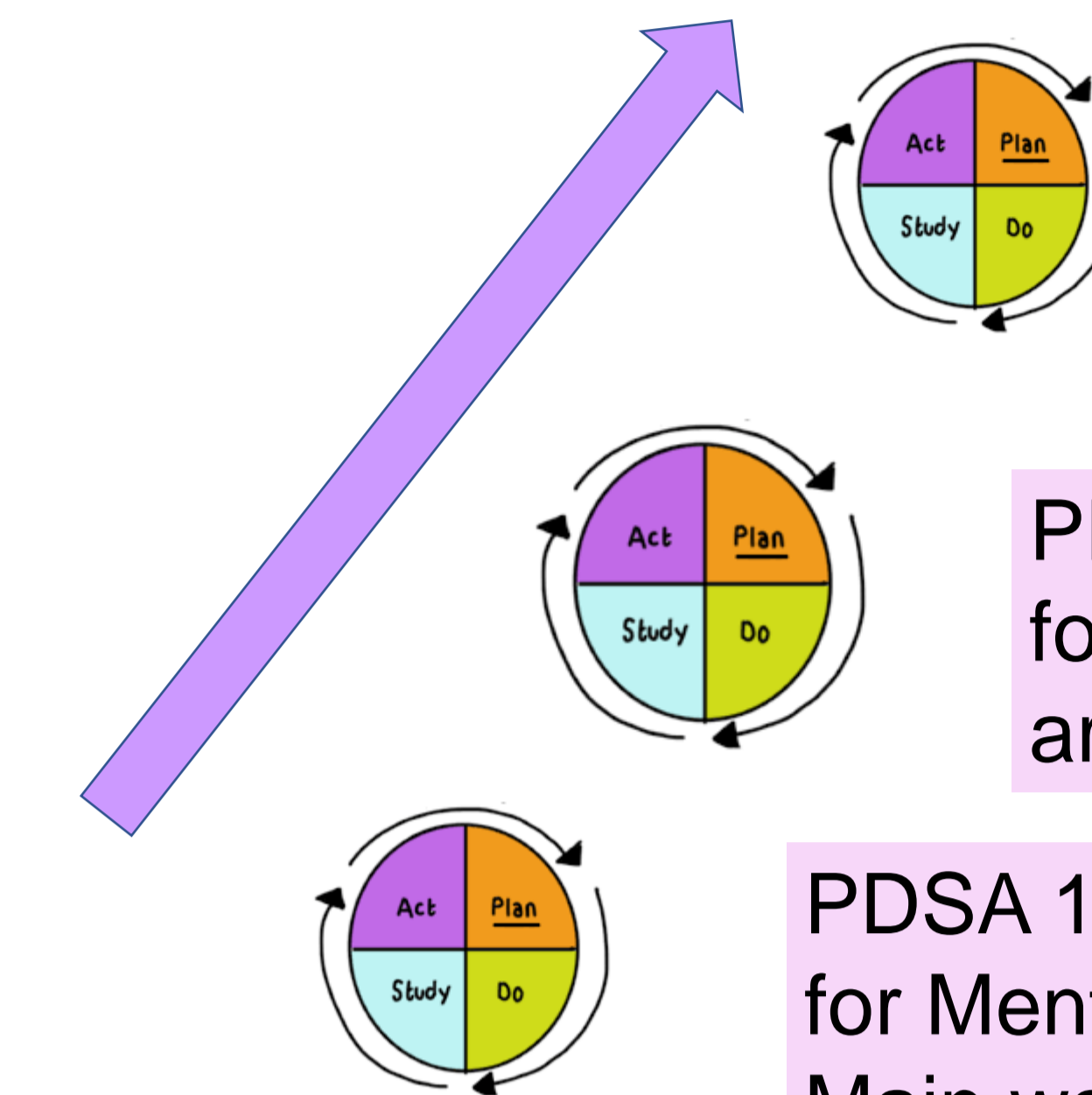


PDSA

PDSA 3: New MCAT style referral/handover sheet trialled for Mental health patients in Main wait area

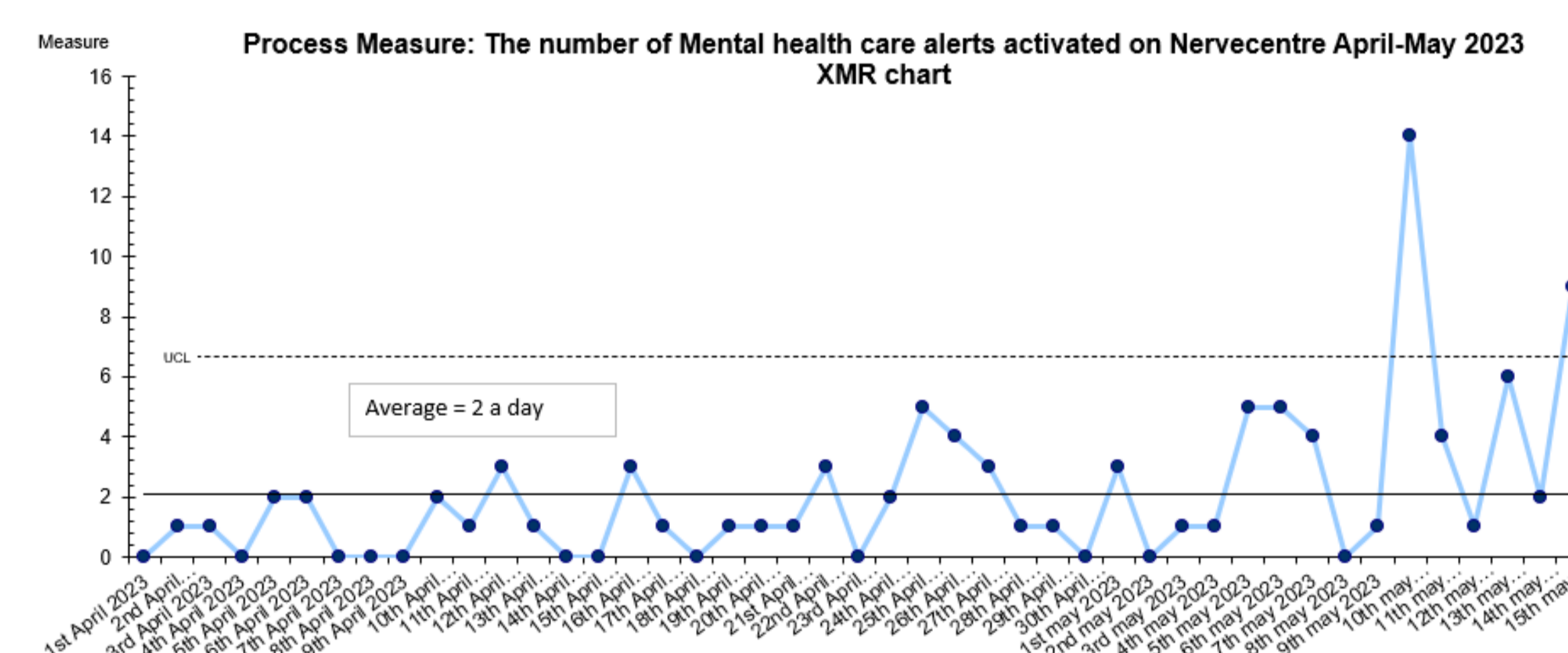
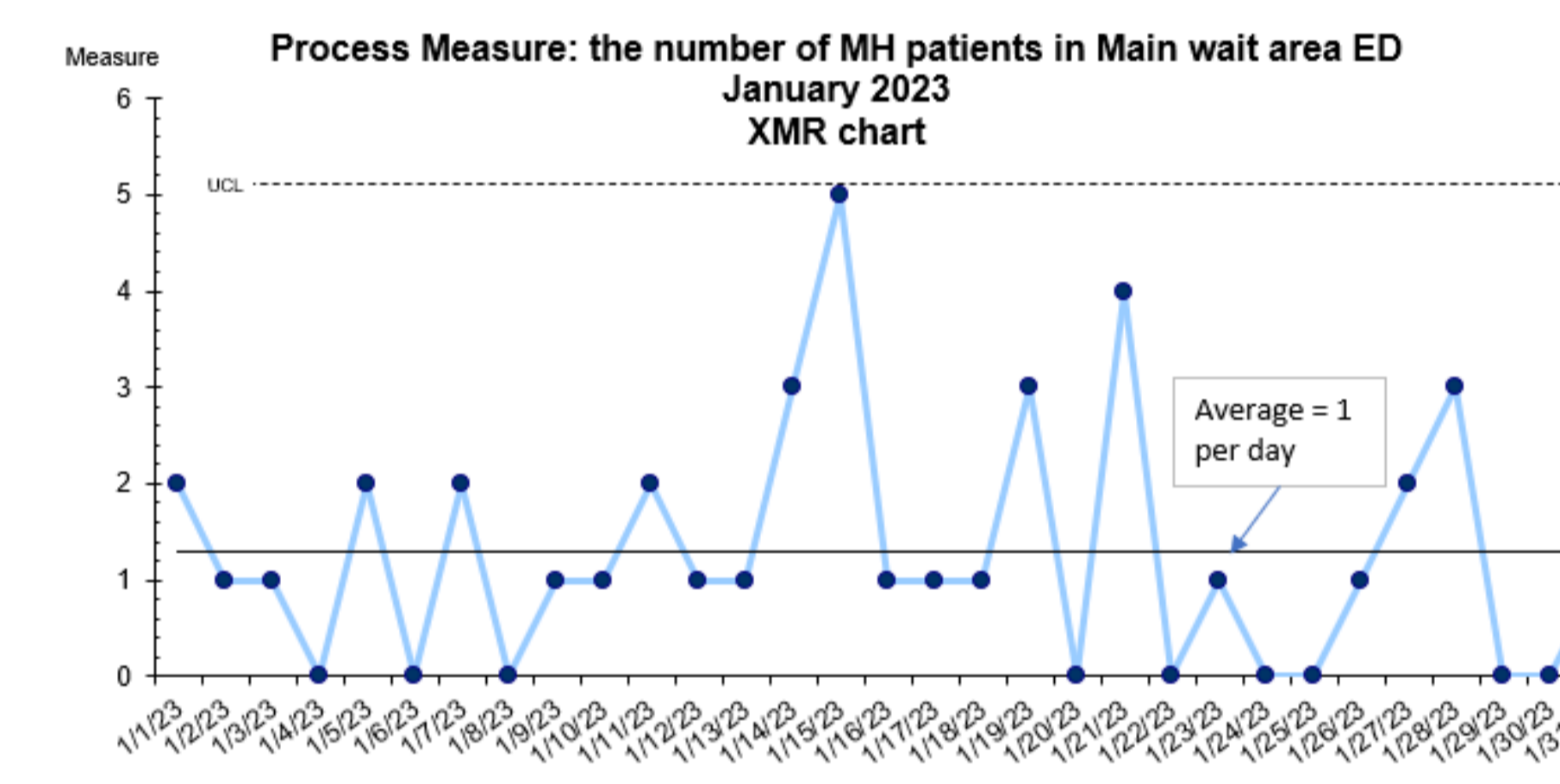
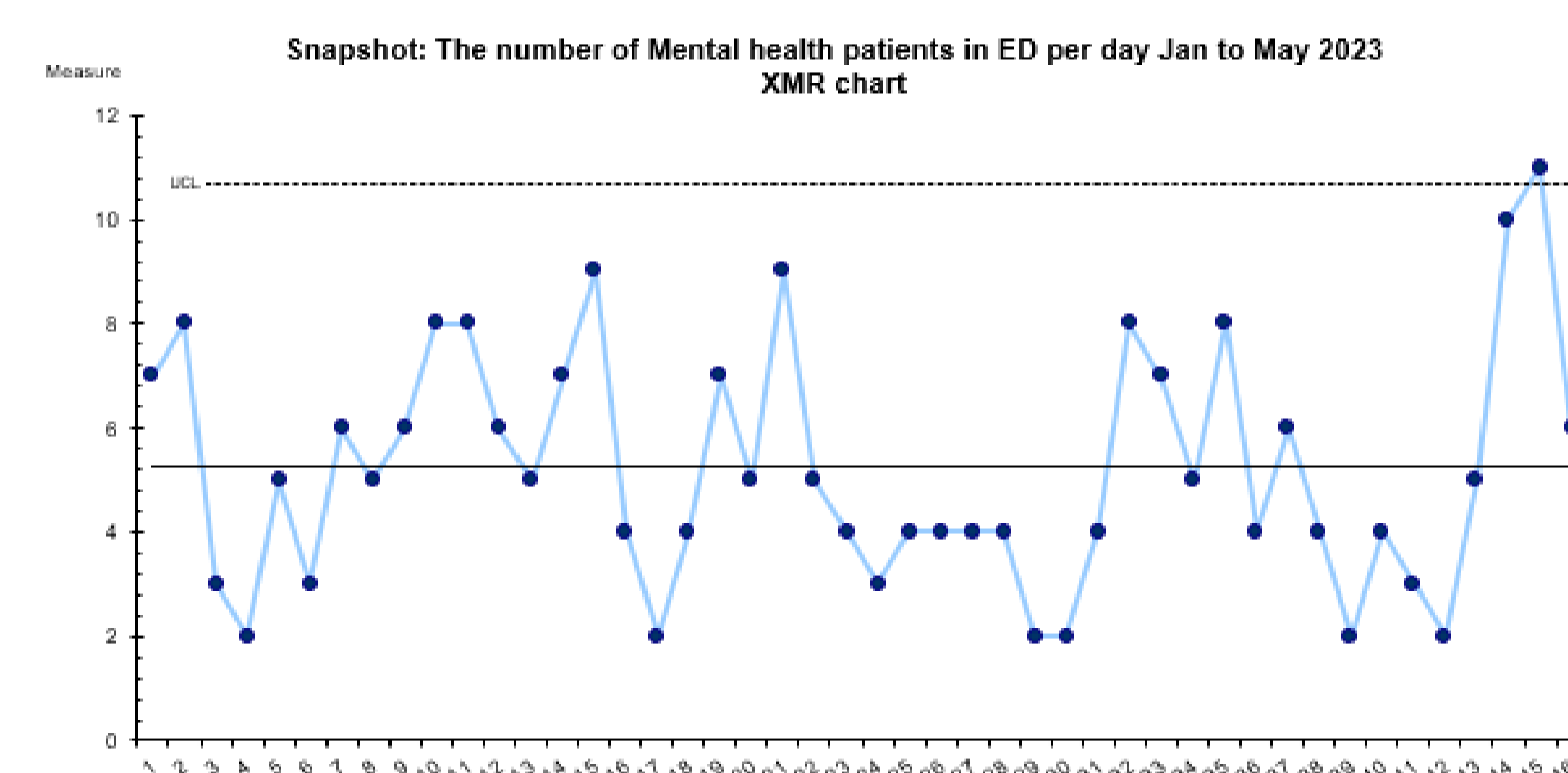
PDSA 2: V2 of handover sheet trialled for Mental health patients in Main wait area- tested for 1 week

PDSA 1: Handover sheet trialled for Mental health patients in Main wait area



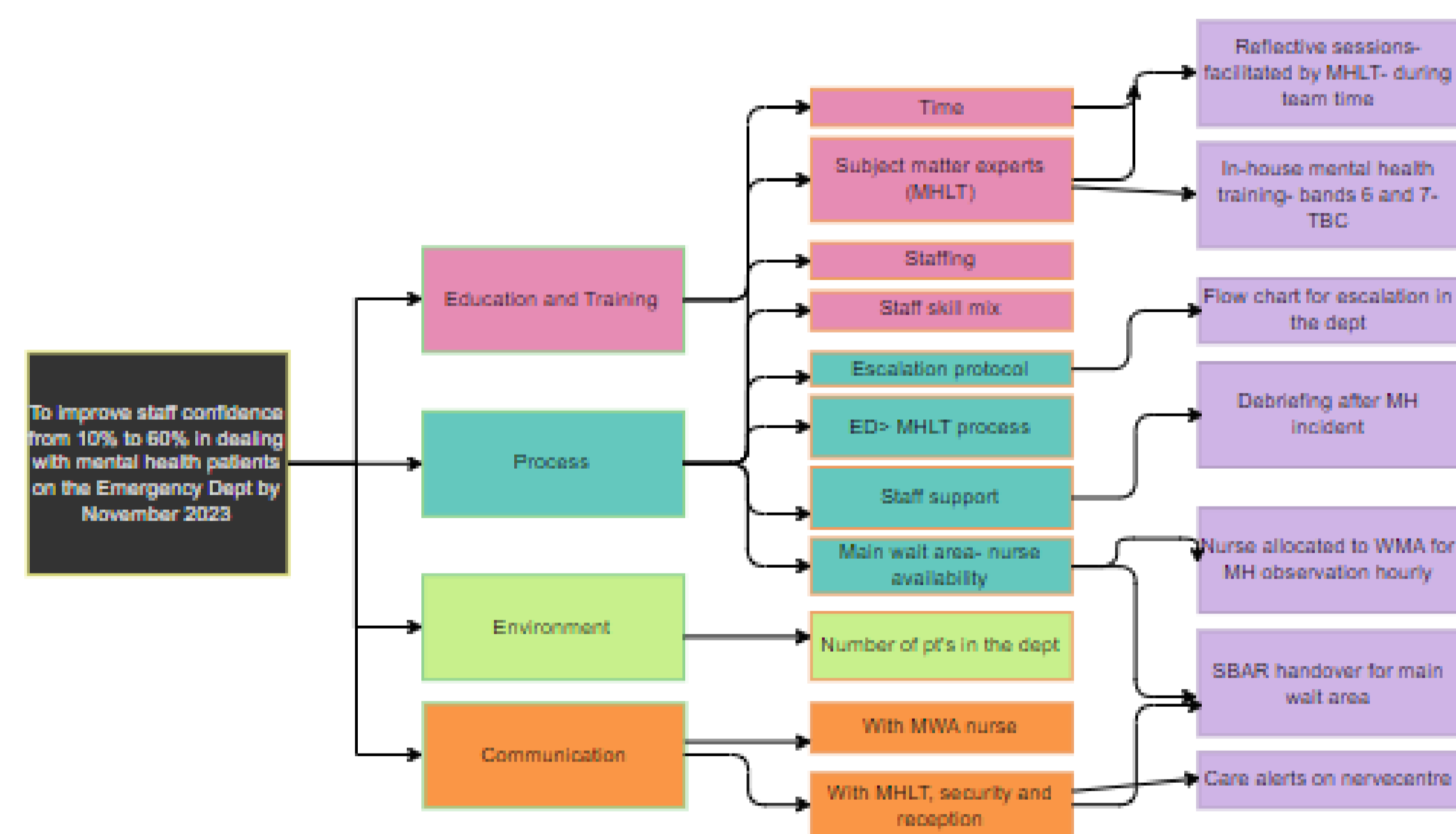
- Reflective sessions – As part of Team Time- Facilitated by Mental health liaison team
- Nurse allocated to main wait area- MH patient hourly observations
- SBAR handover for main wait area

Measures



Mental health referral	
Please complete all sections and email referral to team below:	
Name of Ward:	Secure email: 7
Tel No/Extension:	
Date of Admission:	Time of Admission:
Call for advice here or complete all fields below	
NHS No:	Phone number:
Name:	
Full Address:	
GP & Surgery:	
DOB & Age:	
Signatures/permissions	
Do they need safeguarding? Have they presented with anyone?	
Reason for Admission:	
Description of the patient:	
Do they need medical clearance:	
Signature:	Date: / /
Please Print Name:	
Once Email is completed please call the mental health liaison team based at the hospital Bleep 1508	

Driver Diagram/ Change ideas



Leadership Learning

The most useful knowledge I have gained from the course is the circle of influence, it has really changed how I act as a leader. It has shown me that I cannot control everything however if I have positive influence I can hopefully aid my team to be the best they can be. This is also very useful when looking to make a change within the department. It is important to understand why new changes may fail because of participation in them. The course has also helped make contacts within other departments to be able to use their knowledge and expertise to create better working environments. Throughout the course I have also learnt how to gather data, find relationships between different aspects of my project and create a project that will hopefully make patient and staff experience better

Next steps

- Redo questionnaire to see how staff are feeling now.
- Liaise with Mental health team to try to negotiate on how to move forward with the triage form.

Acknowledgement/s : Anna Cull, Rumbi Chakahwata, Suzanna Spry, Rebecca Roydhouse, Ikbah Bahia and all ED TEAM