

Response to Health Service Investigation

Metro North Mental Health - TPCCH

Our Commitment

- Metro North Health and Metro North Mental Health thank the investigation team for undertaking this work in a sensitive and consultative manner, ensuring the experiences of consumers, families and carers were heard.
- We appreciate the panel's acknowledgement of work already commenced, particularly in implementing the recommendations of previous reviews, and of the constraints due to increasing demand for acute mental health services.
- We recognise that while there are improvements planned and underway, the timelines for some of these need to be accelerated.
- We want all consumers of Metro North Mental Health services to feel safe and fully supported when they are with us, and for their families and carers to be confident they will be appropriately engaged in decision making.
- Metro North acknowledges that Mental Health staff are committed to and driving positive change to provide contemporary models of care in modern environments.

Improvements underway

- As part of this investigation, progress of recommendations and methodology for previous reviews was considered, with the reviewers finding these were appropriately conducted. Of the 12 previous recommendations, five are completed and seven are progressing.
- Work has commenced to develop the Mental Health Strategic Clinical Services Plan. This is underpinned by the workforce strategy and crisis reform strategy.
- Metro North Hospital and Health Board has committed to investment in infrastructure improvements and planning is underway for these. Some improvements rely on overseas supply chains, with interim solutions in place.
- Work is already underway to improve acute care services. The Crisis Stabilisation Facility will open at TPCCH on 16 September and increase the acute capacity on the campus as well as the number of senior clinicians. The \$14M facility will provide 6 beds for up to 72 hours and an addition 6 short stay lounges to provide support for up to 23 hours.
- A business case for change is ongoing to redefine the Acute Care Team model and funding has been identified. A location and funding have been identified for the new centralised 1300 MH CALL service and refurbishment and recruitment will be prioritised in this financial year.
- A night registrar roster has commenced at TPCCH, providing 24-hour on the ground medical availability.
- In the past 12 months work has been undertaken to improve the model of care, with extended hours 7 days with increased senior nursing resourcing supporting a more rapid response in the emergency department.
- A new Director of Aboriginal and Torres Strait Islander Mental Health has been appointed and will commence shortly. This position will support growth of the Aboriginal and Torres Strait Islander workforce.
- Metro North Mental Health is progressing options to refurbish facilities which would provide an improved experience for older inpatients. A model of care and staff profile will be developed including appropriate multidisciplinary allied health resourcing.
- Metro North Mental Health is exploring alternative models across the directorate and a pilot of Mental Health Hospital in the Home will commence shortly in the southern part of the Metro North catchment area, with the intention to expand in the future.

- Funding has been secured for a new Director of Therapies role which will be a strong driver of inpatient therapeutic interventions.
- Metro North Mental Health is also establishing a senior peer carer coordination role to improve family and carer involvement and engagement. This is an important role in continuing to support consumers, carers and families and will sit under the Director of Lived Experience.
- Metro North has invested in patient flow positions empowered with appropriate and redefined escalation pathways.
- Metro North is investing in acute care, early intervention and crisis stabilisation models to create capacity in the community, including ASPIIRES, a comprehensive systems approach to suicide, self-harm and overdose prevention and diversionary models. Work is also underway to optimise our partnerships with the private health sector.
- Benchmarking work has been completed for the nursing workforce with an investment in the uplift of nursing staff at TPCH. Work has been undertaken to benchmark and strategically plan for enhancement of the Lived Experience workforce. Benchmarking for the allied health and medical workforce is underway.
- Metro North has received \$9.9M funding for additional positions in community mental health over 5 years, including \$4.7M over 3 years for new specialist older persons community mental health services, and \$6M over 3 years to establish a new Homeless Health Outreach Team in the Moreton Bay region.
- Metro North Health is currently developing preliminary business cases for Mental Health ICU beds at TPCH and Caboolture, a new acute mental health unit at TPCH which will increase capacity for older persons, young adults, and people with eating disorders, a purpose-built eating disorders building, and new facilities for the Caboolture and TPCH acute care teams.
- A detailed business case is being developed for refurbishment and modernisation of the RBWH Psychiatric Emergency Centre.