

Consumer and Community Group

Work to date

Background

- 2008 CCG identified priorities focussing on systemic issues and a priorities list was adopted in 2009
- The purpose for introducing the CCG priorities and framework was to align with the quality cycle.
- Framework developed

Framework for addressing priorities

- **Phase 1:** Information gathering, current policies and procedures
- CCG consult stakeholders, identify key questions and sources of evidence and nominate for focus group/scoping exercise
- **Phase 2:** Scoping exercise feeds information back to CCG. Proposed actions identified.
- **Phase 3:** Clinical Operations for endorsement/response
- Implementation of actions with key performance indicators (KPI's) to measure success.
- KPI's reported back to CCG and QC

Priorities addressed to date:

- Access to health services during transport and transfer (including court and holding cells)
- Continuity of health care for patients leaving correctional facilities
- Mental health awareness training
- Access to mental health services
- Mapping of patients access to the complaints process

Non - Priorities work: An Education Resource Guide is in the final stages of development

Priority: Access to Health Services During Transport and Transfer

Key issues identified:

- Medical file goes missing during transit
- Expiration of Special Transport Certificates
- Transit Medication
- Area Health Services knowledge of Justice Health services
- Patients arriving too late for medication
- Unexpected release of patients from court
- Patients returning from court without review or receiving medication
- Medical care for patients in police cells not staffed by Justice Health
- Time patients receive medication on morning escort

Access to Health Services During Transport and Transfer Ctd

Actions/Achievements:

- Use of Patient Administration System (PAS) alerts to manage Special Transport Certificates with intention to establish short and long term certification.
- Consideration of “permanent” Special Transport Certificates to be negotiated with CSNSW
- Procedures for tracking medical notes and faxing of treatment sheets
- Justice Health is working towards implementation of an Electronic Medical Record

Access to Health Services During Transport and Transfer Ctd

- Implementation of Webster Packs and patient/CSNSW sign off procedure for transport medication
- 24 contact number for Area Health Services (AHS) to contact Justice Health.
- Documentation created to be provided to AHS for transferred patients outlining care and special transport considerations.
- Discharge summaries audit and review.
- Proposed contact number for patients who are released unexpectedly (work in progress)

Priority: Continuity of Health Care for Patients Leaving Correctional Facilities

Key Issues identified:

- Justice Health staff not aware of patients release date
- Limited release planning at an early stage (patients unaware of referrals, appointments or waiting list dates to follow up)
- Transfer of care from hospital (ie Prince of Wales Hospital) to patients local hospital does not always occur
- Quantities of release medication provided
- Unexpected release of patients from court/prison
- Patient may not see nurses prior to release

Continuity of Health Care for Patients Leaving Correctional Facilities Ctd

Actions/achievements:

- Care Navigation Pathways Team established to identify health transfer requirements (work in progress)
- Drug & Therapeutics Committee and pharmaceutical benefits scheme considering options for release medication including possibility of issuing prescriptions
- Patient reminder poster in development
- Proposed statewide contact number for patients requiring health information following release

Priority: Mental Health Awareness Training

- Scoping exercise mapped training provided to justice Health and CSNSW staff
- 3 week training provided at orientation for new Forensic Hospital staff and during 2 day statewide orientation for other staff.
- Further training for clinical staff:
 - Primary health nurse workshops run twice yearly
 - Mental health nurse education days run twice yearly
 - Suicide workshops
- Mental health training (Safe custody) for CSNSW: Regular ½ day sessions run throughout year for new recruits and thrice yearly for other CSNSW staff

Priority: Access to Health Services and mapping of Patient Access to the Complaints Process

Patients have access to several freephone numbers:

- Mental health advocacy sessions (Legal Aid), Legal Aid Youth Hotline, Law Access, Aboriginal Legal Service, Legal Aid Commission
- Mental health, Oral health, Drug & Alcohol, Hepatitis C hotlines
- HCCC, ICAC, NSW Ombudsman
- Official Visitors (monthly visits and locked box for requests/complaints)
- Corrective Services Support Line
- Written complaints can be made at any time

Remaining priorities and question of sustainability?

- The need to improve consumer engagement and the role of prisoners and young offenders in service planning and delivery across the organisation
- Service provision to patients with intellectual disability and Acquired Brain Injury
- Needle and syringe program
- Communication and information flow between consumers, the community and Justice Health, in regard to service available, processes and coordination
- Unmet demand for services (mental health, oral health, drug and alcohol etc)
- Culture and attitude of Justice Health staff