

Small changes for big impact Reducing restrictive practice

The Mental Health Improvement Program (MHIP), part of Safer Care Victoria, is supporting mental health and wellbeing services as they improve the experience of care and quality and safety for those who access the services and those who work as part of it.

The workforce at the Royal Children's Hospital (RCH) Mental Health Unit, has been testing a range of improvements aimed at making the young consumers they support, and their workforce, feel safer together.

Whitney Cornell, Clinical Nurse Consultant, Banksia Ward said RCH Mental Health Service had been identifying ways to reduce restrictive practice prior to partnering with MHIP.

'At RCH Banksia Ward, we have been collecting and analysing our data to try to identify ways we could reduce the use of restrictive practice, so joining with MHIP as a participant was a natural step for us.'

'MHIP has given us support and tools to trial improvements, and it also helped us create focus and time to navigate our data further and identify what interventions we could test in our service.'

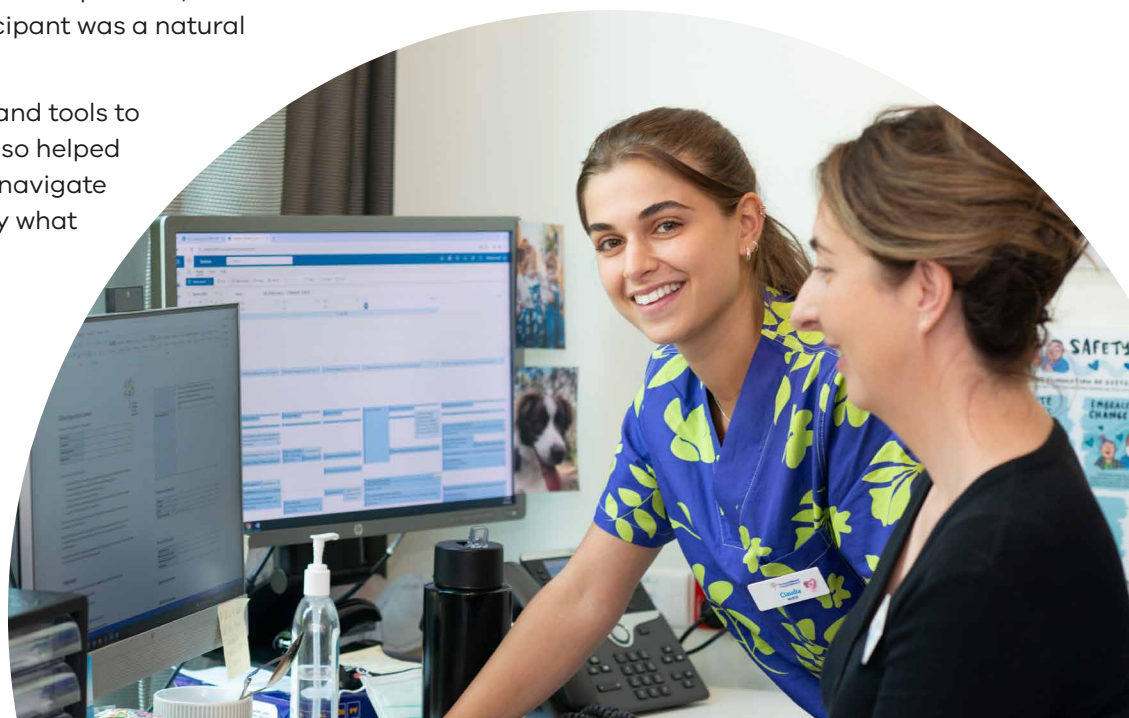
Real time data to support change

Whitney says through using improvement science that MHIP supported them with and the Plan, Do, Study, Act cycle of testing, they were quickly able to identify impactful changes to test.

'Reviewing our data, together with MHIP's support, we could quickly see the impact of the changes we were testing – the results were reflected clearly in our trends.'

'For example, we could see more prevalent use of restrictive practices during our afternoon shift, so we trialled changes specifically designed for later in the day.

Our 'Good Evening Group' was created as a wind-down opportunity on the ward and to help support a more reflective end to the day and transition to night.'



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'At 9pm each day, we began to bring together our consumers as a group, with our team, and we reflect on the day. It's a relaxed agenda and we can talk about anything the young people with us would like to. We found it helped us support young people to be better settled for the night, and helped our day teams transfer care and plans with night workforce teams.'

'We continually refined the agenda with feedback from consumers and our workforce, and for us, this is now part of our daily routine in our inpatient unit and has helped us reduce restrictive practice use later in the day.'

“ At RCH we had already been collecting data and trying to identify ways we could reduce the use of restrictive practice, so joining with MHIP as a participant was a natural step for us.

Whitney said data helped them also increase their workforce feedback processes.

'Our data showed that when our workforce are feeling unsafe by incidents happening in the unit, we see an increased use of restrictive practice. Working together with MHIP, we have trialled the creation of a *Safety Feedback Survey* for our workforce.'

'We created an anonymous feedback station within the unit so team members can raise issues, helping us identify when the unit generally feels at heightened risk and allowing us to put plans in place to better support our young people and workforce.'

Whitney said with MHIP's support, they have also successfully piloted a Proactive Safety Huddle.

'This has been integrated into our shift changeovers as a standard agenda item. It helps us identify any safety risks and helps support both consumers and our workforce to feel safe and develop proactive plans. We've continued to see a reduction in restrictive practice since we introduced Proactive Safety Huddles into the unit.'

Testing more improvements

'While we have always focused on improvement, partnering with MHIP helped us to refine our plans and focus on actionable, specific changes. These smaller more achievable improvements are making a difference, and our workforce can integrate them in our day-to-day.'

Whitney said they've also been able to help their workforce better understand improvement science and the way everyone can play a role in successful change.

'Applying this lens over other change we are making is useful – we have a range of improvements we planning as part of SafeWards, and partnering with MHIP on reducing restrictive practice has supported in our approach there - testing small, incremental change and supporting it with meaningful data.'

“ We track our data very closely, so we can directly link any trends with the changes we have piloted and we can see the impact we are having to improve outcomes for consumers, as well as our workforce.



Questions?

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