Aim Statement: To reduce episodes of seclusion in the Acute Mental Health Observation Unit by 50% by December 2016 through the recruitment and retention of skilled mental health nurses.

Background to problem worth solving
- Positive outcomes can be achieved from reducing seclusion and restraint if there is a stable nursing workforce and a systematic, organisational approach is taken through capacity building, environmental improvements, together with attitudinal and cultural change.
- Recruitment and retention of skilled experienced nurses are fundamental issues not only for the mental health nursing workforce but also for the safe delivery of high quality compassionate health care within the mental health care setting.
- High staff turnover in the Prince of Wales Mental Health Observation Unit has caused difficulty retaining personnel trained in deescalating patients with resultant adverse effects on the use of seclusion and restraint of people with mental health issues.

Link to National Standard or Strategic Imperative:
- National Standard 1,2 and 9
  - Recognising and Responding to Clinical Deterioration in Acute Health Care
    - Early identification of deterioration may improve outcomes and lessen the intervention required to stabilise patients whose condition deteriorates in hospital.
- National Standards for MH Services
  - 1.9 Treatment in least restrictive environment
  - 2.2 Reduce and eliminate use of seclusion
  - 7.2 Engagement with carers as partners in delivery of care
  - 10.1 Treats consumers and carers with respect and dignity

Results
Outcome measures
- Reduce the number of acute seclusions episodes per 1000 beds days to the state target rate of <6.8
- Reduce the number of vacant nursing FTEs within the Acute Observation Unit to <5% of the budgeted FTE by December 2016

Process measures
- Results – Impact of the Solutions tested via PDSA
- Balancing measures

Reporting measures

Drivers Diagram

Planning PDSA Cycles to Test Solutions

Testing a Solution via a PDSA Cycle

Overall Outcome of Project:
Kiloh Observation Unit has been without a patient seclusion event from 9 January 2017 to 9 February 2017

Plans to sustain change
- Standardisation – how we do data, meetings, feedback
- Leadership – psychological safety
- Prioritise improving over controlling at all levels of the organisation
- Creating a learning culture
  - Systematic approach to cycles of change
  - Continue to collect relevant data on a regular basis
  - Make sure our systems performs to needs
  - Focus on local managers and capacity building and service line management
  - Support for cycles of change and self corrective actions

Plans to spread /share change
ACI Innovation Exchange submission
Narrative … clear strategic linking to a compelling rationale
Establishing standardisation of meetings across LHD
Workforce + Culture Data + Supported Team Structures

Planned:
Our People …..must be able to make the link with what is important to them personally.
Holistic and systemic embedding of data , culture and team support
Employ methodology as core business within PSP
Continue the development of nurse leaders in mental health
Build a workforce that meets the needs of the community
Nursing research – experience of TTPP
Engagement survey actions plans