



CHIEF PSYCHIATRIST
of Western Australia

Chief Psychiatrist's Clinical Standards

Clinician Awareness Survey

August 2017



Acknowledgement

The Office of the Chief Psychiatrist would like to thank all clinicians who responded to the survey.

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Version Control

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Enquiries Contact:	Reception, Office of the Chief Psychiatrist Tel: 08 6553 0000		
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Introduction

It is a requirement of the Act 2014 (s.515) for the Chief Psychiatrist to publish standards for the treatment and care to be provided by mental health services and oversee compliance with those standards.

[The Chief Psychiatrist's Standards for Clinical Care](#) were published on the 30th November 2015. They are available on the website of the Office of the Chief Psychiatrist. The purpose of the standards is to be a basic reference point seeking to consistently leverage safe and quality care for the benefit of consumers and carers. It is the responsibility of services to consistently strive to meet or exceed standards.

One aspect of monitoring compliance is to seek an understanding of general awareness of the standards. Knowledge of how they are understood and utilised by services can be used to enhance efforts to improve compliance.

In July/August 2017, the Office of the Chief Psychiatrist undertook a scoping exercise to understand clinician awareness of the Chief Psychiatrist's Standards for Clinical Care (the Standards).

Methodology

A survey was developed using SurveyMonkey. The survey questions were designed to elicit:

- ❖ The extent that clinicians are aware of the Standards.
- ❖ Which methods of promoting the Standards have been most effective.
- ❖ Whether clinicians are accessing the Standards online (to ensure they always refer to the current version).
- ❖ How services are utilising the Standards.

The survey questions were:

1. Are you aware of the Chief Psychiatrist's Standards for Clinical Care?
 - ➔ Respondents who selected "no" for this question were directed to the final page of the survey, which thanked them for participating and provided a link to the standards.
2. How did you hear about the Chief Psychiatrist's standards for Clinical Care?
3. How do you access the Chief Psychiatrist's Standards for Clinical Care?
4. How does your service utilise the Chief Psychiatrist's Standards for Clinical Care?
5. Any further comments?

The survey was distributed via a link in "Health Happenings" (WA Health weekly newsletter) on the 27th July 2017. The brief article deliberately did not name the Chief Psychiatrist's Standards for Clinical Care, in order to encourage clinicians who may not have heard of the standards to respond.

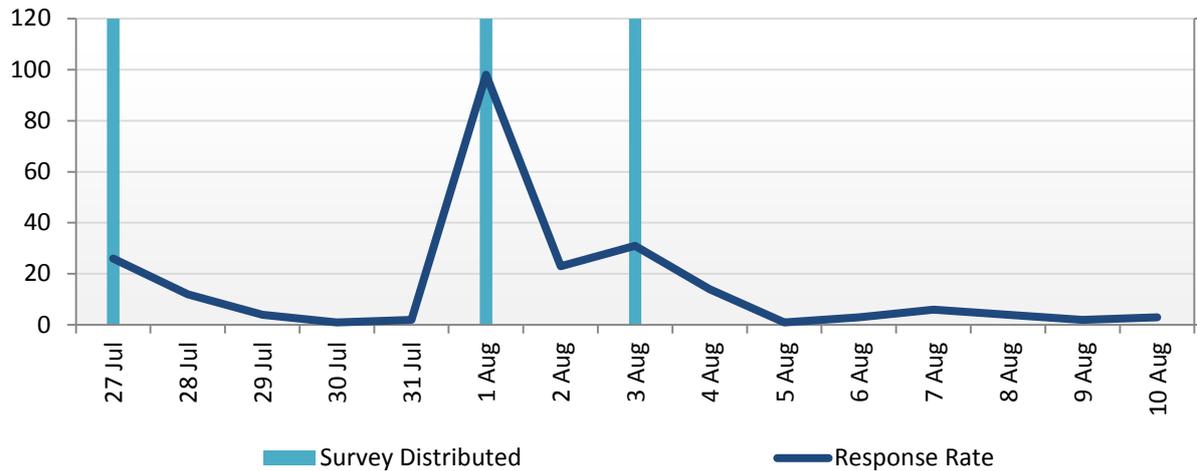
The survey was subsequently distributed to all Authorised Mental Health Practitioners (AMHP), via AMHP email address, on the 1st August 2017.

A reminder to complete the survey was featured in "Health Happenings" on the 3rd August 2017. The survey was closed at 5pm on the 10th August 2017.

Findings

1. Response Rate

The total number of responses was **230**. The largest number of responses occurred on the date which the survey was distributed to AMHPs via email. It can be inferred that the majority of people responding to the survey were AMHPs.

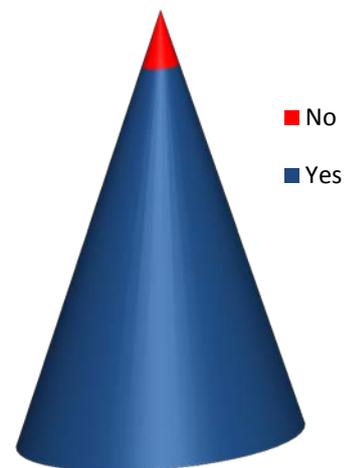


2. Clinician Awareness

The majority of people responding to the survey (87%) indicated that they were aware of the Chief Psychiatrist's Standards for Clinical Care.

However, if only the 45 responses received prior to the AMHP email are considered, the rate changes significantly. Of this group, only **69%** of respondents indicated that they are aware of the Standards.

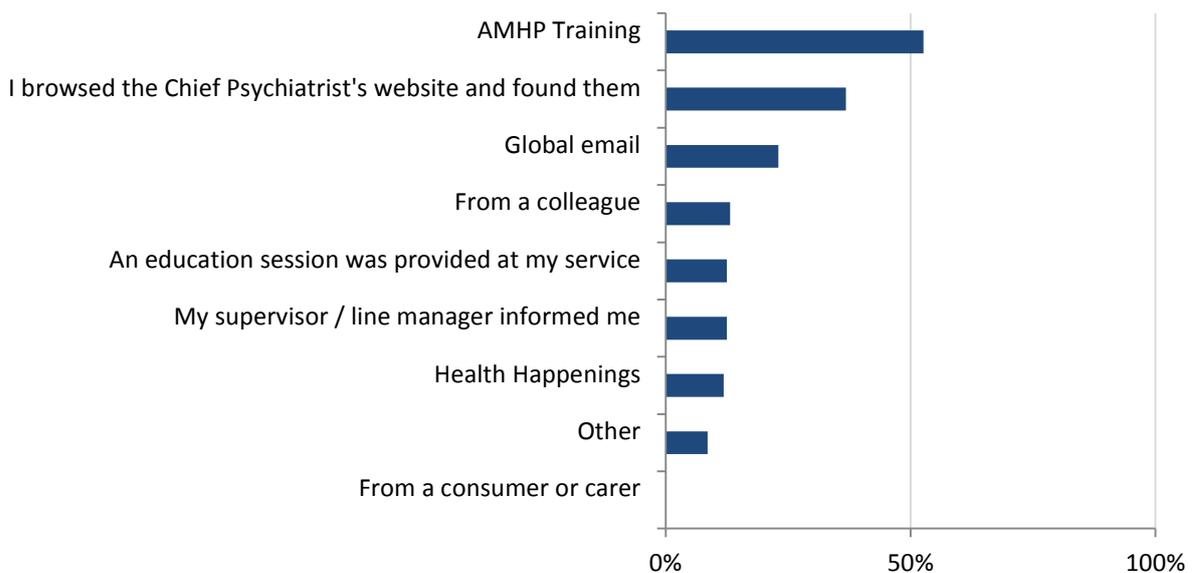
This indicates that there may be a need for further promotion of the Standards amongst clinicians who are not AMHPs.



3 Promoting the Standards

The most common way that people have become aware of the Standards is through AMHP training, with just over half (53%) of respondents indicating that this is how they heard about the standards. The second most common response (37%) was finding them on the Chief Psychiatrist’s website, followed by reading about them in a global email (23%).

Note: When responding to this question, respondents were able to select all response options which applied to them, therefore total percentages are greater than the proportion of respondents. This response may be skewed due to the large proportion of AMHPs amongst the respondents.



Respondents who selected “other” were encouraged to specify where they had heard about the standards. Of the comments made, the most popular themes which arose were:

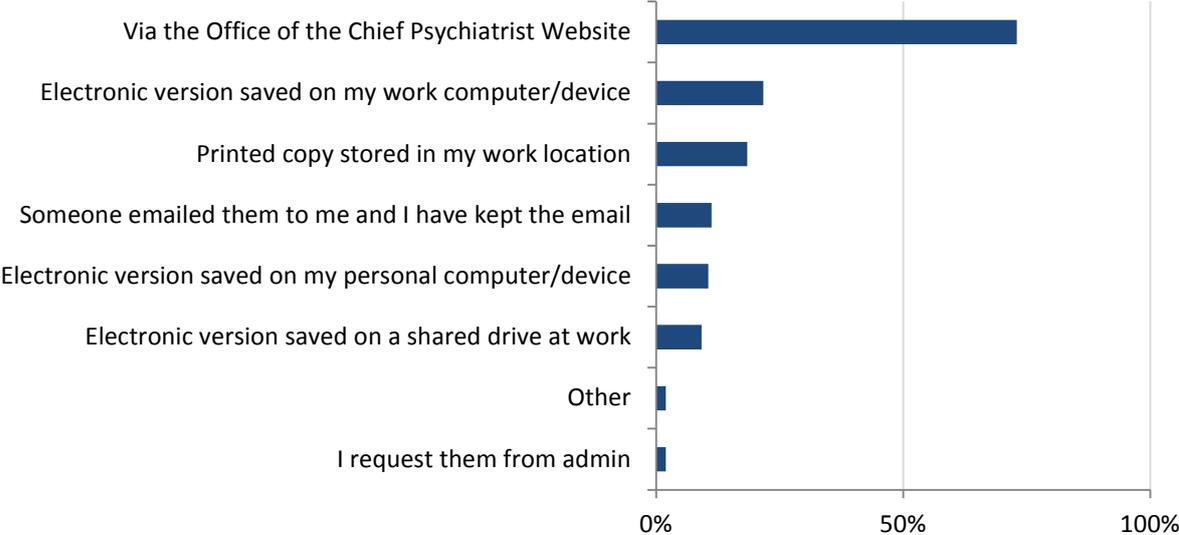
- ◆ Via professional development networks
- ◆ Included with other education topics (eg Mental Health Act 2014 training)
- ◆ Due to involvement with a specific role (eg quality manager, clinical reviewer for the Office of the Chief Psychiatrist)

The results indicate that further direct promotion of the Standards within mental health services is warranted.

4 Accessing the Standards

The results indicate that the majority of respondents (73%) access the Standards via the Office of the Chief Psychiatrist website. This is preferred, as revised versions will be uploaded to the website and therefore if the Standards are consistently accessed in this way, the current version will be utilised.

Note: When responding to this question, respondents were able to select all response options which applied to them, therefore total percentages are greater than the proportion of respondents.



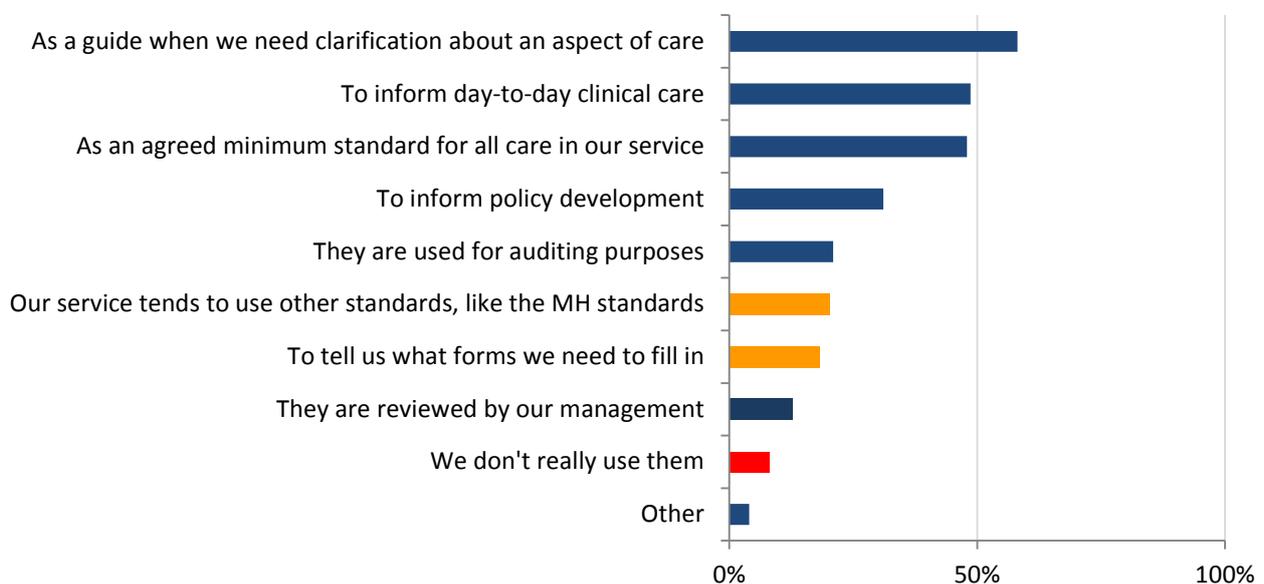
The results indicate that no further action needs to be taken regarding access to the Standards at this stage, however as a proportion of respondents do keep saved copies, it is worthwhile undertaking promotion activities when a revised version of the standards is released.

5 Using the Standards

The majority of respondents (58%) indicated that they use the Standards as a guide when they need clarification about an aspect of care (for example, physical health care, risk assessment, etc). The next most popular response (48%) was to inform day-to-day clinical care, followed by using the Standards as an agreed minimum standard for all care in our service (48%).

Unfortunately, 20% of respondents indicated that their service tends to use other standards, like the National Standards for Mental Health Services and 8% selected “we don’t really use them”.

Note: When responding to this question, respondents were able to select all response options which applied to them, therefore total percentages are greater than the proportion of respondents.



Six comments were made, which give some valuable insights as to how the Standards are perceived and used in services.

“My view is it is an individual thing”

“I work in Staff Development and use them as references to guide education sessions.”

“When completeing[sic] Datix CIMS”

“I am not certain as to how the service utilises these guidelines[sic]”

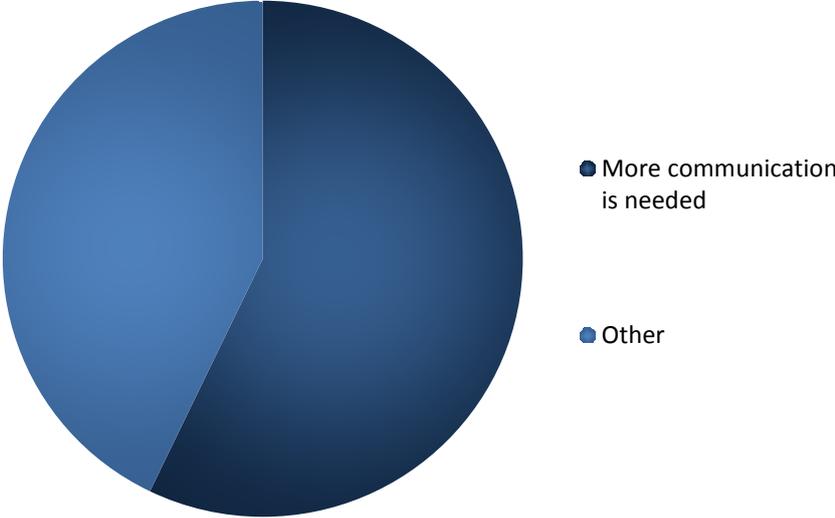
“It was used for last service plan meeting”

“Currently undertaking an exercise[sic] to map these standards to standards already being used”

These results indicate a need for further education about the purpose of the Standards, including how they fit with standards used for accreditation. It would be beneficial to educate managers and key staff (such as staff development educators) to ensure that a consistent message is communicated across services.

6 Other Comments

The final question of the survey was an opportunity for respondents to make any further comments. Seven responses were received. Of these, four included the theme that more communication and guidance about the role and purpose of the Standards is needed.



“Our service found out about these by chance and haven't had any real instruction on where they sit with the NSQHS and National MH Standards”

“I am not aware of an implementation strategy”

Of the remaining comments, one requested a clinician’s guidebook, one indicated that their service’s auditing tools incorporate the Standards and the third simply said “No”.

Action

In light of the findings of this survey, the Office of the Chief Psychiatrist will undertake the following actions to improve awareness of and adherence to the Standards:

- ❖ Provide PowerPoint slides about the standards, including what they are, how they fit with the Mental Health Act 2014 and how they relate to other standards such as the National Standards for Mental Health Services and the National Safety and Quality Health Service Standards. The PowerPoint slides can be used as needed by staff development educators and managers.
- ❖ Meet face-to-face (or via videoconference) with mental health service management and safety and quality staff as requested, to discuss the role and function of the Standards.
- ❖ Request all Health Service Providers to submit an implementation plan, outlining how the Standards will be incorporated into service delivery. Implementation plans will be due within eight weeks of receiving this report.
- ❖ A promotion campaign will accompany the release of the revised version of the standards in 2018.
- ❖ Complete a follow-up survey in May 2018, to evaluate the impact of these actions.

*The Chief Psychiatrist aims to ensure that
Western Australians receive the highest standard
of mental health treatment and care.*

Perth Business Hub
Western Australia 6849
Telephone: 08 6553 0000 Facsimile: 08 6553 0099
Email: reception@ocp.wa.gov.au

www.chiefpsychiatrist.wa.gov.au

