Psychiatric Service Evaluation

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Psychiatric Services Design

- Based on evidence
- Based on Logic
- Based on ideology
- Based on fashion
- Based on budget

Service Evaluation

- Peer (staff) opinion
- Patient or consumer opinion
- Family opinion
- Community opinion
- Analysis of usage data
- Analysis of outcome data

Examination of the Service Structure

- Clarity
- Simplicity
- Evidence basis
- Governance
- Decision making

Service Evaluation

- Input
- Output
- Outcome
- Cost benefit (economic efficiency)

Peer Opinion

- Staff qualitative feedback
- Surveys (quantitative)
- Effectiveness & efficiency
- Staff & governance
- Staff credentialling

Case-mix controlled Benchmarking

Continuous Improvement Commitment and Practice

Service Audits

Of access
- Of protocol compliance
- Of prescribing
- Of case-notes
- Of proceedures
- Of seclusion, etc

Service Visits

- Hospital a) is not performing as well as Hospital b), but do you know??

- The surgeons at Hospital B will not operate on anybody over age 70, or who has diabetes or chronic obstructive airways disease.

- Hospital A operates on a much broader range of people, including the more elderly and the more ill.

So, the mix of cases influences outcomes and the cost of care
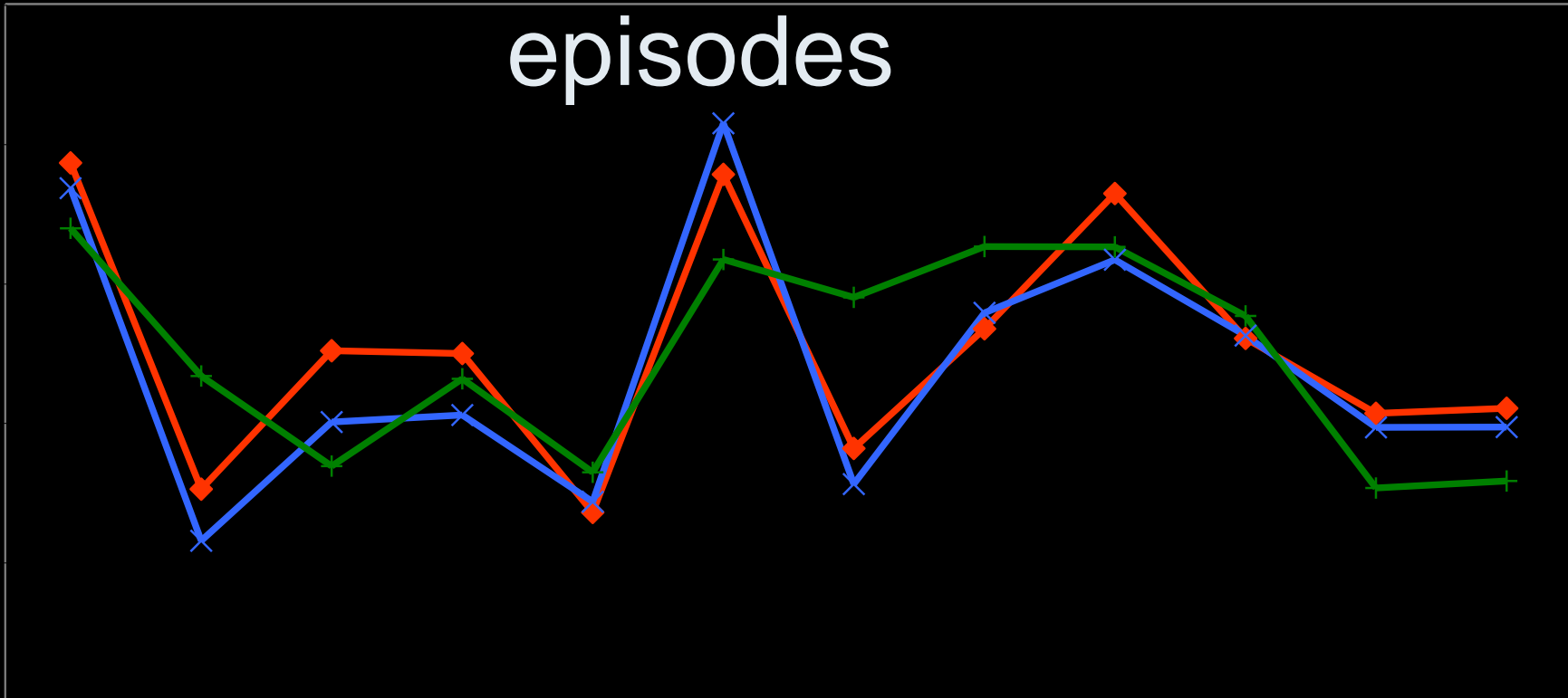
Mix of Cases

Equals

"Casemix"

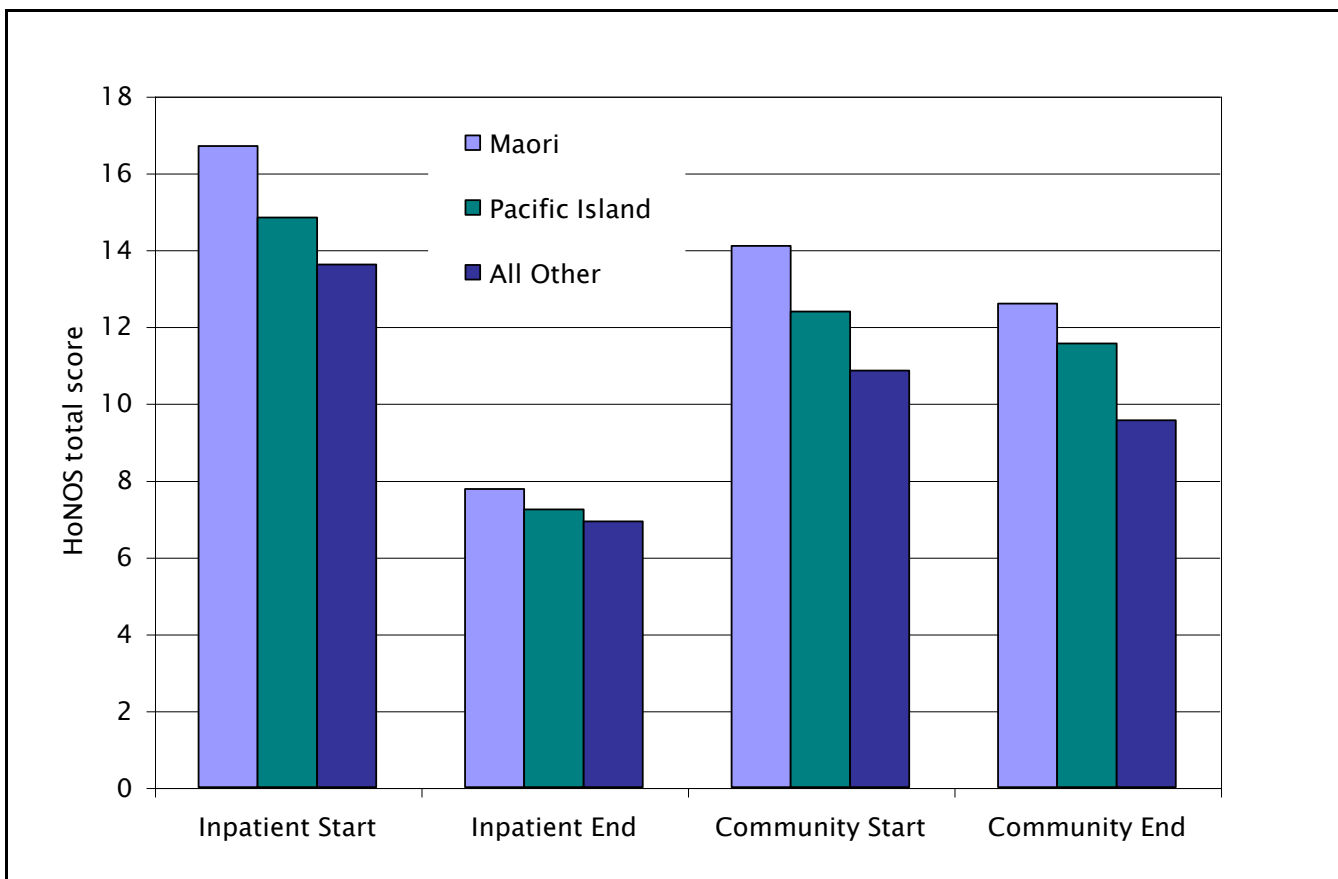- Ideal casemix uses patient characteristics to predict resource use.

- Resource use depends, above all, on clinician decisions and the patient management plans.

Average HoNOS item scores by ethnicity grouping - inpatient episodes
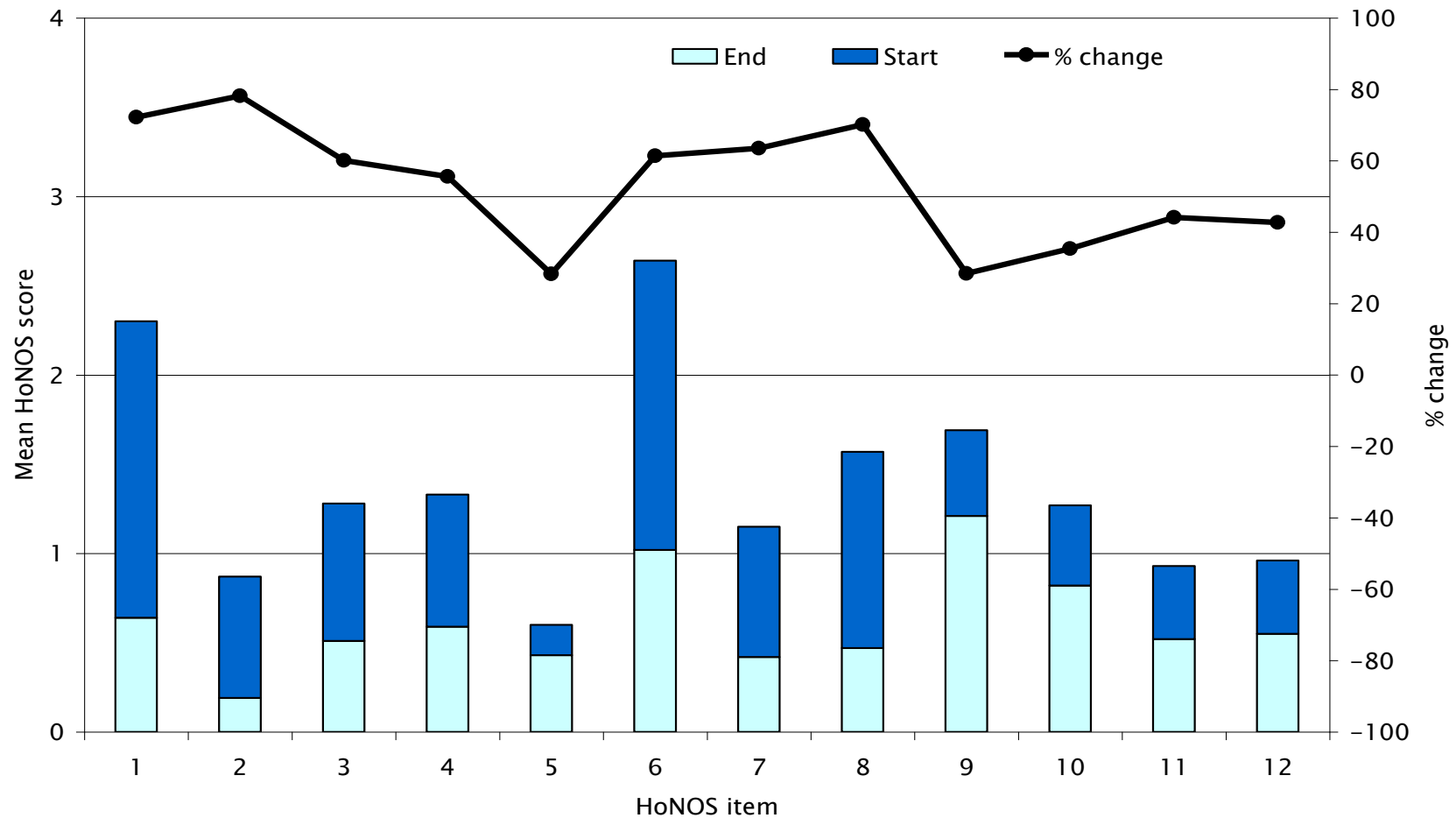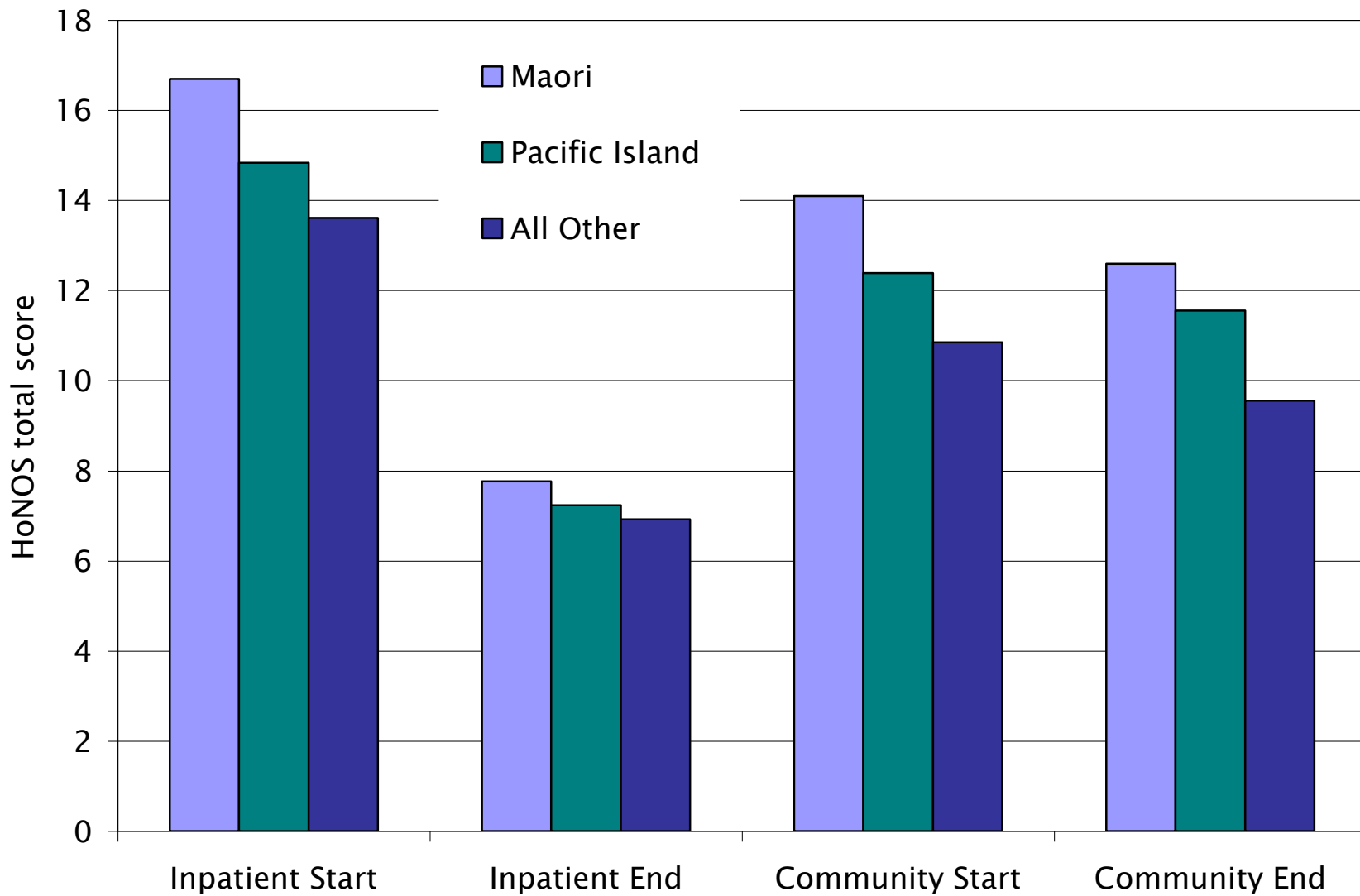
1 Maori   2 Pacific Island   3 European

Figure 27   **Changes in HoNOS total scores between start and end of inpatient and community episodes, by ethnicity grouping**

HoNOS, inpatient, schizophrenia

HoNOS start and end scores

HoNOS CARMI