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 procedures
- 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
Figure 27 Changes in HoNOS total scores between start and end of inpatient and community episodes, by ethnicity grouping.
HoNOS, inpatient, schizophrenia

Mean HoNOS score

-100
-80
-60
-40
-20
0
20
40
60
80
100

% change

End Start % change

HoNOS item

1 2 3 4 5 6 7 8 9 10 11 12

% change

0
1
2
3
4
1 2 3 4 5 6 7 8 9 10 11 12
HoNOS start and end scores

- Inpatient Start
- Inpatient End
- Community Start
- Community End

HoNOS total score

- Maori
- Pacific Island
- All Other