

An Egalitarian Model of Psychiatric Care

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Learning Objectives

- ❖ To discuss the design of an egalitarian acute care psychiatric unit
- ❖ To describe the process of implementation, evaluation, and sustainability of an egalitarian acute care psychiatric unit
- ❖ To discuss staff and family outcomes

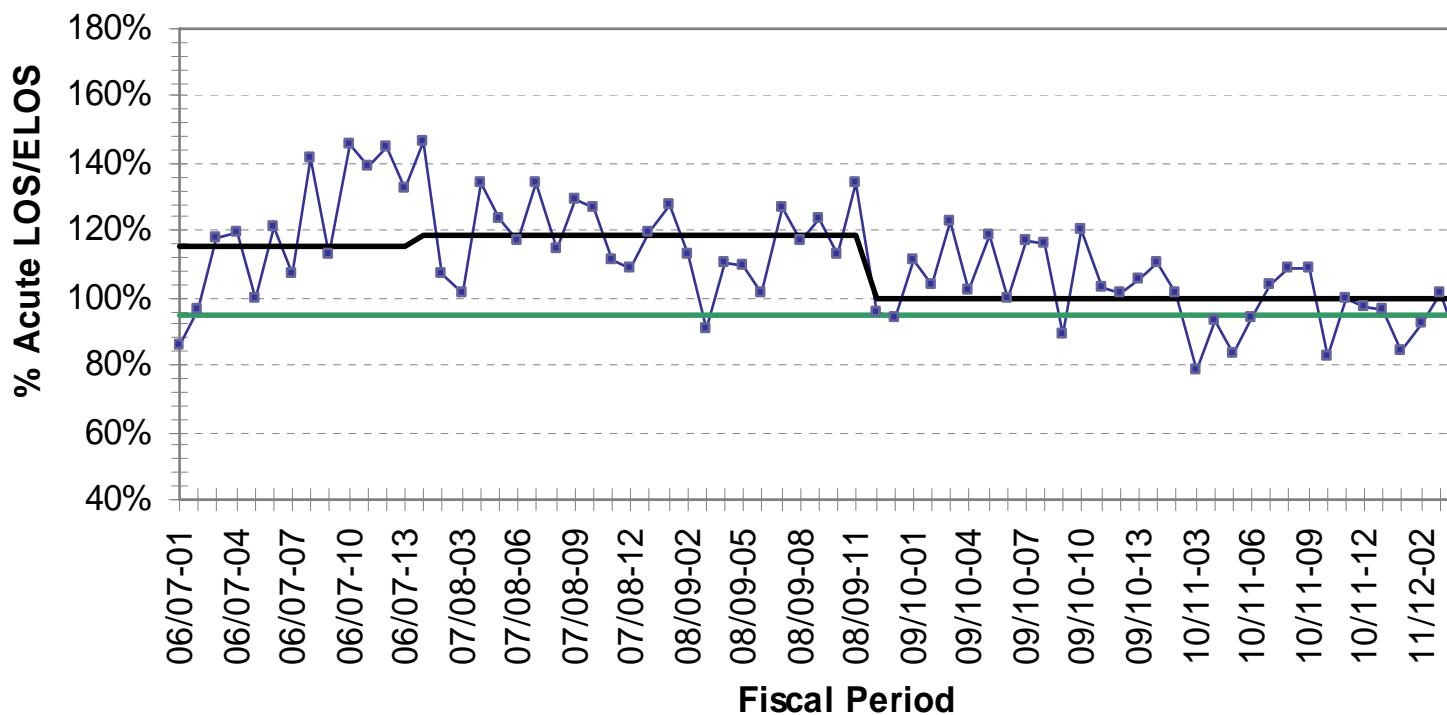




Why a new mental health unit?

- ❖ Length of stay issues (LOS)
- ❖ A new 12 bed unit
- ❖ Work reconfiguration on one of our of other units
- ❖ Acute LOS/Estimated LOS for the Mental Health Program for fiscal period June 24 – July 21, 2011 was 85.7% (the target is 95%)

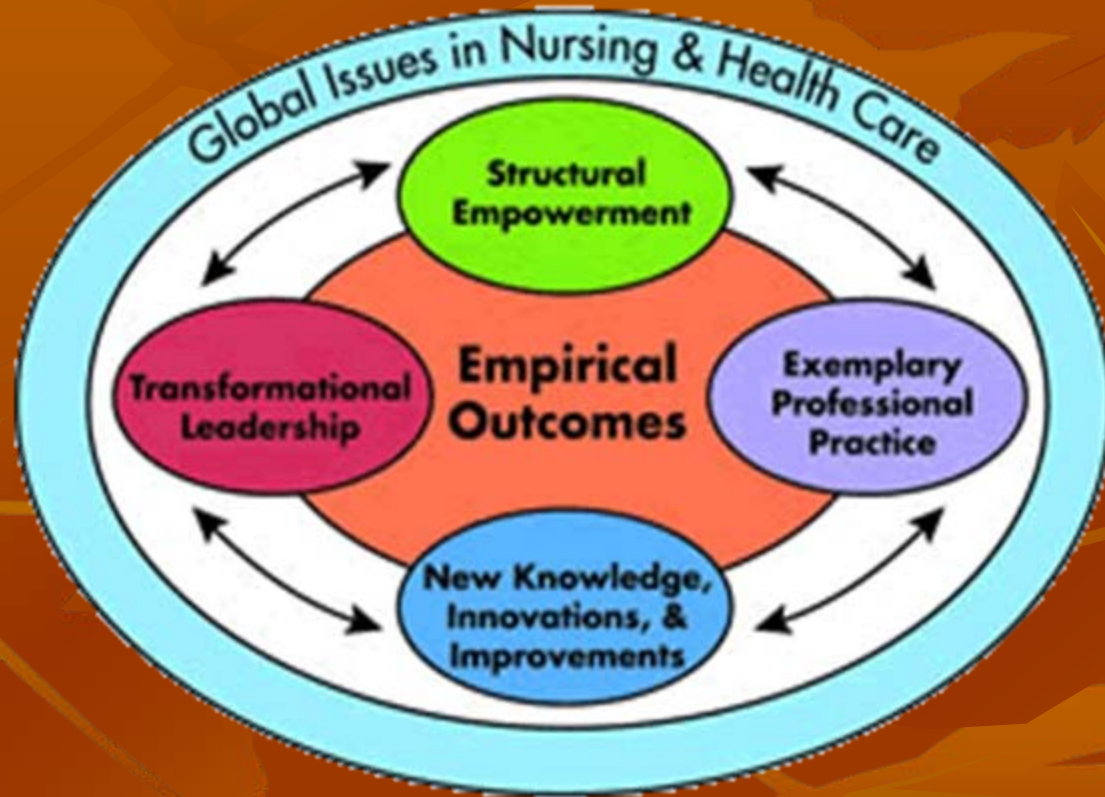
1.21 %acute LOS (length of stay) compared to ELOS (expected length of stay) [PHC] MENTAL HEALTH



Data Source:
HRS

Value Avg Target

But, more than just to meet LOS issues...



Nursing Health Services Research Unit (2006). Grant, Colello, Riehle, & Dende (2010).

Focus of the New Unit

... is to assess, treat, and monitor individuals with mental illness and addictions in a way that promotes maximum recovery by:

- ❖ Involving the patient and family in all aspects of the care process
- ❖ Having clinically trained staff facilitate therapeutic groups
- ❖ Engaging the patient in therapeutic programming that is available 7 days a week

Getting started...

- ❖ 3 weeks of interdisciplinary staff education, orientation, and engagement
- ❖ Expectations of the staff: evidence informed practice, family nursing, group therapy
- ❖ Experience of the patient & family: presentations by consumers and families

Characteristics of the Unit

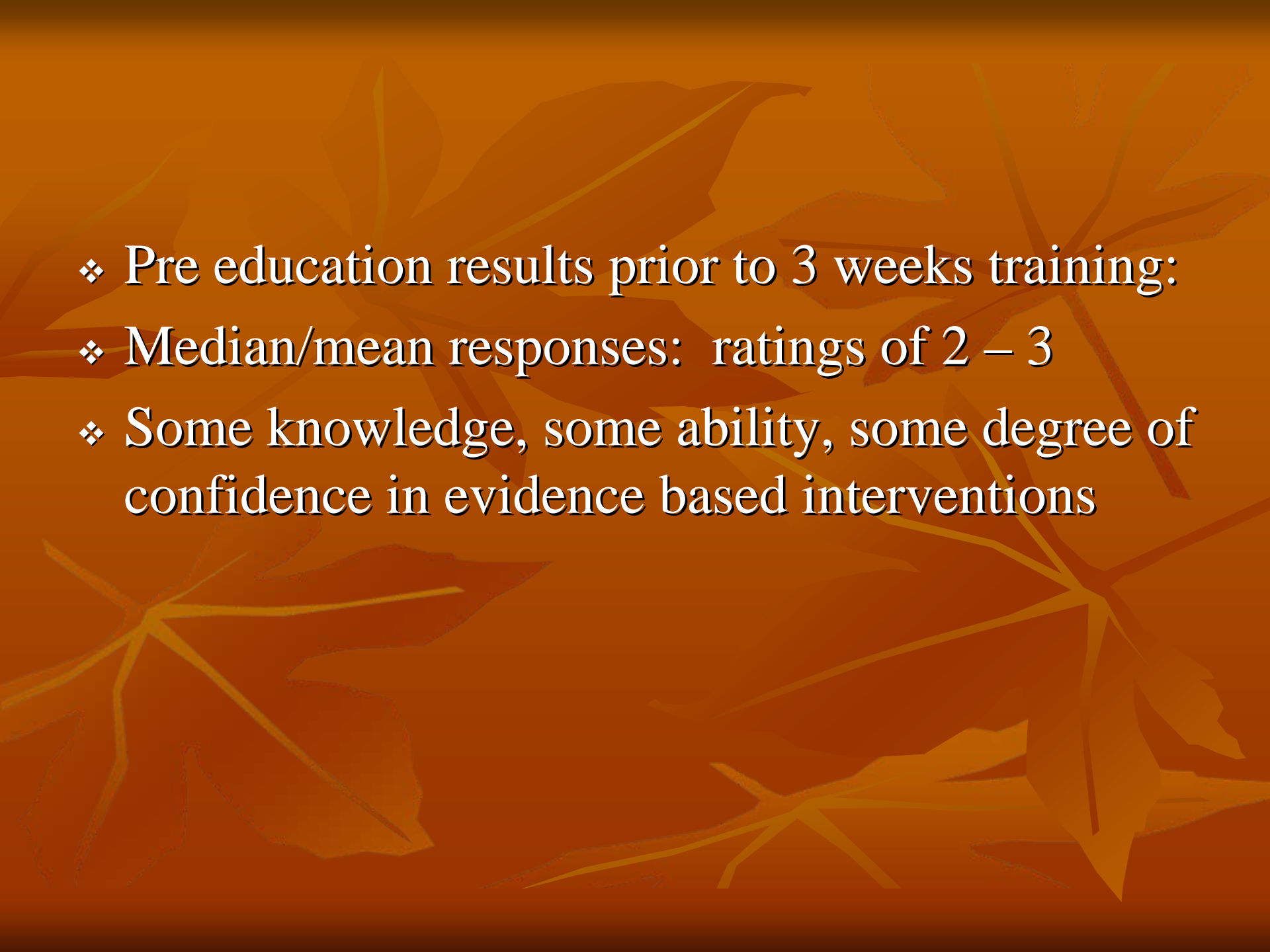
- ❖ 5 commitment statements generated
- ❖ Communication: Our communication ensures our continued journey of excellence. We actively promote an environment of safety that fosters positivity, compassion, collaboration, and encourages constructive feedback. We openly recognize strengths in each other and view “mistakes” as opportunities for growth and learning.

How is it happening?

- ❖ New unit opened on September 22, 2010
- ❖ 8 Team Sustainment Sessions
- ❖ 1 Group Simulation Session
- ❖ Family Nursing
- ❖ Group Therapy
- ❖ Daily Nursing Rounds

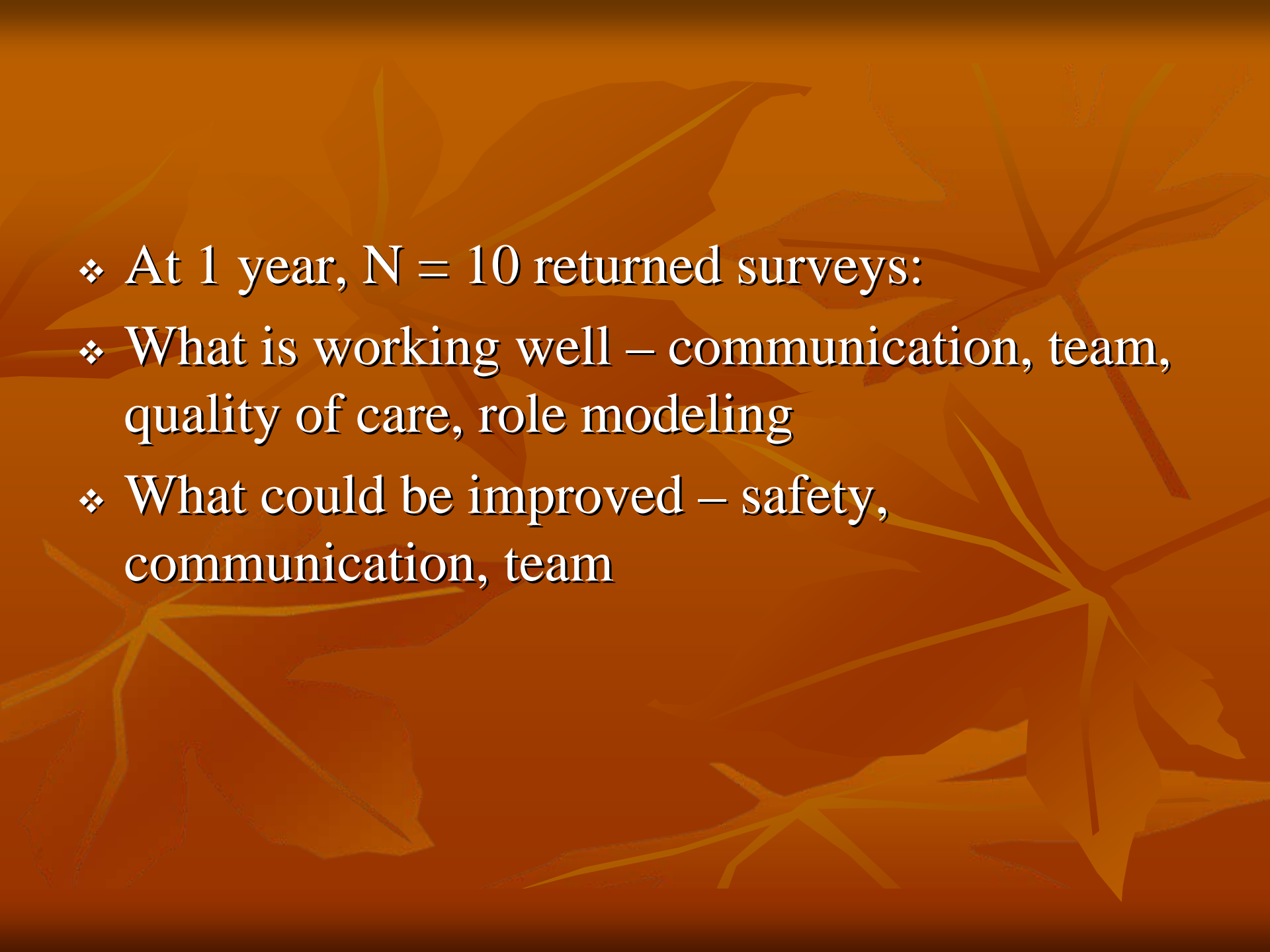
How are we doing?

- ❖ Methodology: non standardized 35 item questionnaire of knowledge, skill, confidence in evidence informed practices
- ❖ Likert scale 1 – 5 (no knowledge, skill, confidence – can teach/proficient/highly confident)
- ❖ N = 11 staff completed pre & post education questionnaire (matched pairs)

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- ❖ Pre education results prior to 3 weeks training:
 - ❖ Median/mean responses: ratings of 2 – 3
 - ❖ Some knowledge, some ability, some degree of confidence in evidence based interventions

- ❖ Post education results 1 year later:
- ❖ Median/mean responses: 50% of these domains of knowledge, skill, confidence was rated as unchanged
- ❖ Median/mean responses: 33% of these domains of knowledge, skill, confidence was rated as improved

- ❖ Methodology: staff survey asking 3 things that are working well/3 things that could be improved
- ❖ At 6 months, N = 11 returned surveys:
- ❖ What's working well - environment, team, communication, groups, family, quality of care, resources
- ❖ What could be improved – groups, communication, team, nursing

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- ❖ At 1 year, N = 10 returned surveys:
 - ❖ What is working well – communication, team, quality of care, role modeling
 - ❖ What could be improved – safety, communication, team

Gallup Q 12 Survey

- ❖ Survey of all staff on 12 items that consistently measure different aspects of employee engagement that are linked to business outcomes

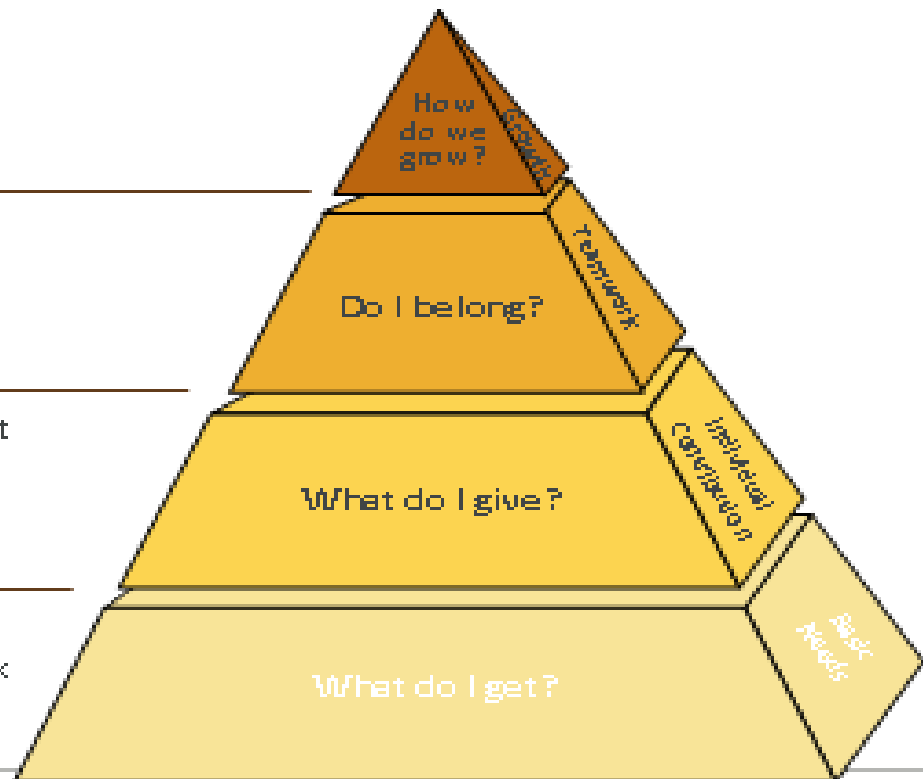
A Structured Approach to Management

Q12. Opportunities to learn and grow
Q11. Progress in last six months

Q10. I have a best friend at work
Q09. Coworkers committed to quality
Q08. Mission/Purpose of company
Q07. At work, my opinions seem to count

Q06. Someone encourages my development
Q05. Supervisor/Someone at work cares
Q04. Recognition last seven days
Q03. Do what I do best every day

Q02. I have materials and equipment
Q01. I know what is expected of me at work



Gallup Q 12 Survey Results

Unit 1

- ❖ Grand mean: 3.30
- ❖ Overall satisfaction: 33%

Unit 2

- ❖ Grand mean: 3.70
- ❖ Overall satisfaction: 13%

Unit 3

- ❖ Grand mean: 3.53
- ❖ Overall satisfaction: 27%

Unit 4

- ❖ Grand mean: 4.47
- ❖ Overall satisfaction: 75%

From the Staff...

- ❖ Flexible rules, challenge status quo, ask lots of questions, non-punitive attitude
- ❖ We make a point of mixing more with patients, up to date mental status exams, include family, use interpersonal skills, relational nursing
- ❖ Nurses actively participate in research and quality improvement activities

From Patients & Families...

- ❖ Community meeting and incorporate patient feedback
- ❖ Spend time with families (in person, on phone)

Conclusion

- ❖ Still lots of work to be done on the new unit
- ❖ The culture of an inpatient mental health unit can be developed, nurtured, and sustained
- ❖ Relational nursing: between colleagues and with patients/families
- ❖ Reflective nursing: within oneself

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