Journey to a Clinically Led Code Grey & the improved Management of Clinical Aggression (MOCA)

DATE: 18/10/16
Presenters:
Alisha Bedggood
Marcus Hovey
Acknowledgements

• Melbourne Health

• Vikki Dearie and Nigel Toomey

• Grampians Health Region

• DHHS
Overview

• Partnering with Melbourne Health
• Developing a clinically led code grey
• Integrated MOCA training and affecting cultural change
• Connecting MOCA with regional health services
• Our successes and barriers
• Future plans
Why choose MOCA Training?

• Flexibility in training delivery

• Combination of theory and workshop

• Evidence based and proven approach

• Ongoing sustainability

10/10/2016
Partnering with Melbourne Health

• OHS network engagement

• Initial discussion with MH MOCA Team

• Proposal developed

10/10/2016
Clinically Led Code Grey

• Previously security led

• DHHS code grey principles released 2014

• BHS protocol updated 2015

• MOCA training commenced 2015
Integrated Training

• All BHS staff attend MOCA training

• Mental Health continues with PART training

• 5 programs in total - integrated training

• Emergency Department staff and security training together – Full Day

10/10/2016
Affecting Cultural Change

• Existing culture

• Targeted higher risk areas first

• Informal change agents
Affecting Cultural Change

• Follow up workshops

• MOCA Coordinator

• Innovation Project link in
Change of Reporting Culture

Total V&A incidents reported

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Incidents Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12 FY</td>
<td>498</td>
</tr>
<tr>
<td>12/13 FY</td>
<td>611</td>
</tr>
<tr>
<td>13/14 FY</td>
<td>739</td>
</tr>
<tr>
<td>14/15 FY</td>
<td>840</td>
</tr>
<tr>
<td>15/16 FY</td>
<td>1589</td>
</tr>
</tbody>
</table>

10/10/2016
Change of Reporting Culture

Total incidents and emergency code response

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Grey</th>
<th>Planned</th>
<th>Black</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12 FY</td>
<td>498</td>
<td>210</td>
<td>30</td>
<td>3</td>
</tr>
<tr>
<td>12/13 FY</td>
<td>611</td>
<td>207</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>13/14 FY</td>
<td>739</td>
<td>287</td>
<td>32</td>
<td>6</td>
</tr>
<tr>
<td>14/15 FY</td>
<td>840</td>
<td>358</td>
<td>40</td>
<td>3</td>
</tr>
<tr>
<td>15/16 FY</td>
<td>1589</td>
<td>402</td>
<td>654</td>
<td>4</td>
</tr>
</tbody>
</table>
Code Grey Response BHS
Grampians Regional Approach

- DHHS partnered with BHS
- Regional Health Networks
- Engagement with Melbourne Health
- MOCA Coordinator role expansion
Grampians Regional Approach

- Regional MOCA Trainers in place
- BHS Master MOCA Trainer support
- Current progress
- Quarterly consultative committee

10/10/2016
Successes

• Clinically led code grey in place
• MOCA training implemented
• Fully supported code grey for our subacute site
MOCA Evaluation Data

[Bar chart showing evaluation data for various categories such as Venue, Style of presentation, Clarity of information provided, Resource notes, Your level of interest, Presenters' knowledge of the topic, Presenters' understanding of your needs, The opportunity for you to contribute and ask questions, Your increase in knowledge, Relevance to your practice area, Increase in confidence.]

10/10/2016

Ballarat Health Services
Putting your health first
Barriers

• Cost of sustainable program

• Old culture still exists

• Staff attitudes and resilience

• Staff confidence
Future Plans

• Developing Code Grey response offsite
• Mental Health First Aid
• Communication style mapping workshops
• Simulation training for code grey
• Formalising RPL for MOCA Training across region

10/10/2016
Questions?
Thank you