

Developing your project aim

Overall problem/area issue:	We lack an agreed system approach to identifying, assessing and treating urgent mental health needs, alongside physical and social needs, either prior to or on presentation at Emergency Departments. This means that patients often experience long-waits in environments not well suited to their needs, multiple assessments and delayed transfers to appropriate care settings. From a system perspective this leads to inefficient use of resources, poor patient outcomes and pressures on our services and pathways.
Your purpose in wanting to improve this (WHY):	Ambulance – increase in MH demand in pathway, 25% increase, 50-60% of ambulances conveying to ambulances, 9hrs to see a MH specialist, compounded by police response. Off loading demand into ED. ED – better environment but not appropriate. Attendances and admissions from ED higher than national and system averages. MH – impact on liaison team is significant increase in activity levels. 50% more contacts. More centralized OOH offer. Front loading activity at start of day.
Your proposed SMART aim statement:	Improve joint Physical/Mental Health assessments and interventions at the ED interface to decrease the number of MH admissions from 6% of attendances (105 per month) to the BSW average (2.88% / 50 people) within 12 months and the national average (1.75% / 30 people) within 18 months.
What further scoping or tools will you use to understand the problem further:	See Fishbone Analysis: https://app.mural.co/t/bswmhedinterface1310/m/bswmhedinterface1310/1752681363284/4150a44873064964fb08d9318492e088672a283d?sender=ucd10e5b10d5ff04e0729393
What scale are you operating at within the system? (micro,	Micro – relationships, interactions, and behaviours at ED interface. Meso – structures and processes to support joint

Project Charter

A simple one pager to help define your project

Problem Statement (what is the current problem & why does it need to be improved?) We lack an agreed system approach to identifying, assessing and treating urgent mental health needs, alongside physical and social needs, either prior to or on presentation at Emergency Departments. This means that patients often experience long-waits in environments not well suited to their needs, multiple assessments and delayed transfers to appropriate care settings. From a system perspective this leads to inefficient use of resources, poor patient outcomes and pressures on our services and pathways.		Outcomes (what do you intend to achieve from this project, what are the outcomes? What will it improve? How will things be better? Evidence your outcomes Improve joint Physical/Mental Health assessments and interventions at the ED interface to decrease the number of MH admissions from 6% of attendances (105 per month) to the BSW average (2.88% / 50 people) within 12 months and the national average (1.75% / 30 people) within 18 months.	
In Scope (what will be covered by the project) - GWH ED Team - AWP Liaison Team - OH CAMHS Liaison Team - Ambulance Conveyance - Physical and Mental Health assessment processes - Alternative interventions / offer to ED / Admissions - Staff training and support	Out of Scope (what will not be covered by the project) TBC		
Quality Impact (How will the project improve patient: experience, safety, outcomes, care, services or reduce risk/harm to patients?)		Measurements (What data both qualitative and quantitative can you collect to show an improvement has been made?)	
		Description of Measure	Baselines (what are they currently at prior to the project?)
			Target (Where do you want them to be?)
Team (Who is your project team involved in the project?)		What are your key milestones	