

National Mental Health Benchmarking Project

An Australian Government funded initiative



"WHERE DID MY DAY GO?" SURVEY 2 - 2007 Summary Results

Child & Adolescent Mental Health Services
Forum

Version 1.0

Australian Mental Health Outcomes and Classification Network
Draft March 2007



AMHOCN

"Sharing Information to
Improve Outcomes"

**“Where did my day go?”
Survey 2 – 2007
Summary results**

The “Where did my day go?” survey was initiated by the Child and Adolescent Mental Health Services (CAMHS) Forum of the National Mental Health Benchmarking Project. This document summarizes the key results and findings from a survey of 196 clinicians representing 6 Child and Adolescent Mental Health Services (CAMHS) around Australia.

In reviewing the 13 National Key Performance indicators the CAMHS Forum spent considerable time examining KPI #5 (Average treatment days per 3 month period of care). This KPI relates to efficiency in resource utilisation. It appeared that CAMHS clinicians were not using the majority of their day to perform direct clinical intervention with clients. After much discussion and because the CAMHS forum wanted to better understand the activities that occupied a clinician’s day it was decided to develop a survey which all clinical staff could complete. This survey examined activity profiles, non-clinical activities, indirect clinical activities and caseloads which are difficult to measure within existing health information systems.

The first survey was fairly broad and was completed for 1 week in October 2006. Following the scoring and mapping of the results of this survey, a second one was developed which refined the criteria. This time clinicians from participating services were surveyed in August / September, 2007 for a 2 week period.

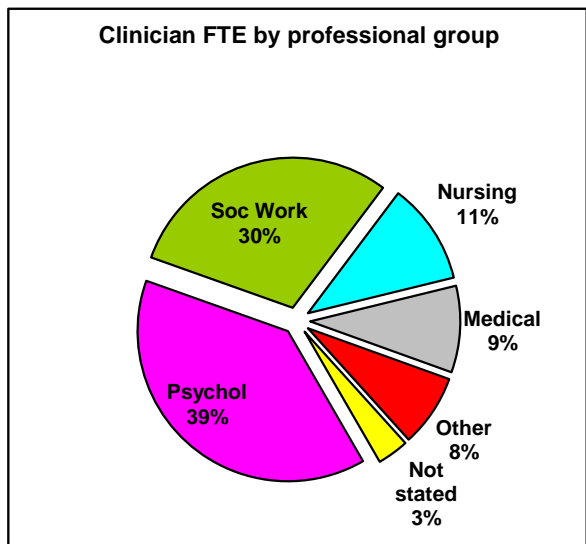
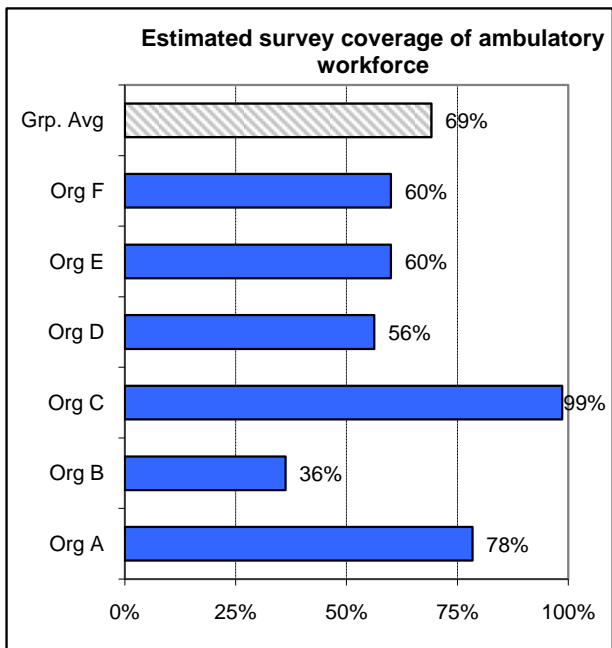
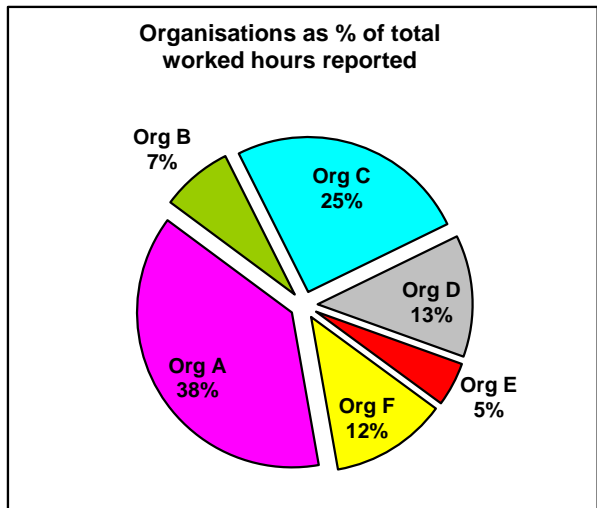
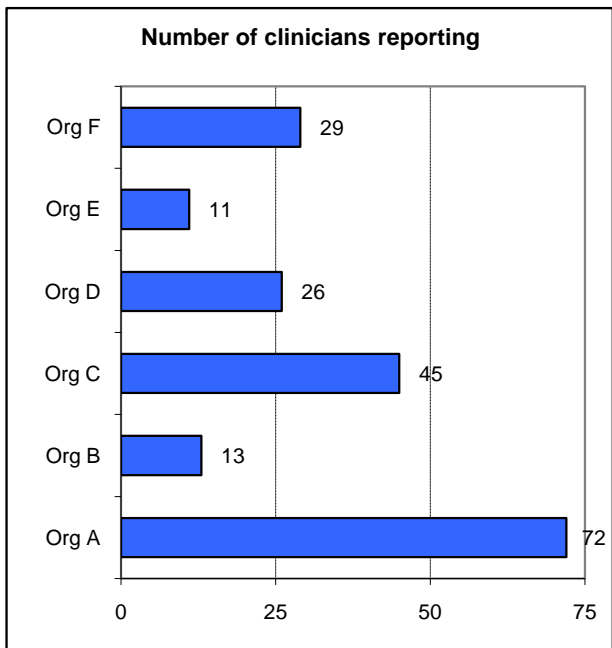
The aggregated results of the second survey are based on averages and no weightings have been assigned in the analysis.

The following document provides summary charts, source data tables and a copy of the survey completed by clinicians. The CAMHS Forum has agreed to expand this document into a full report that will become a final product of the broader National Mental Health Benchmarking Project.

PART A

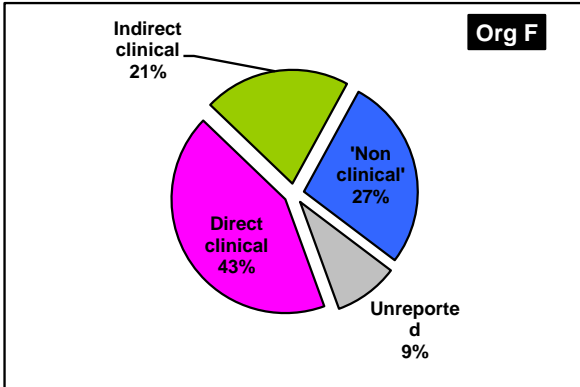
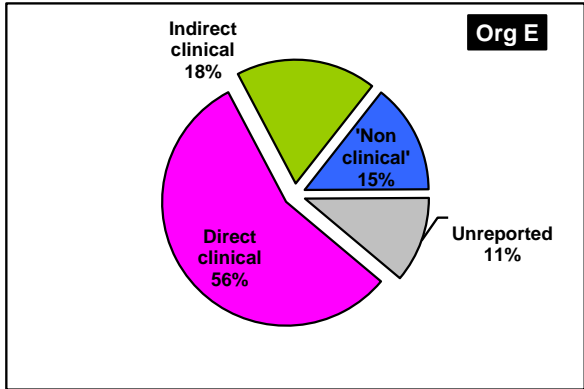
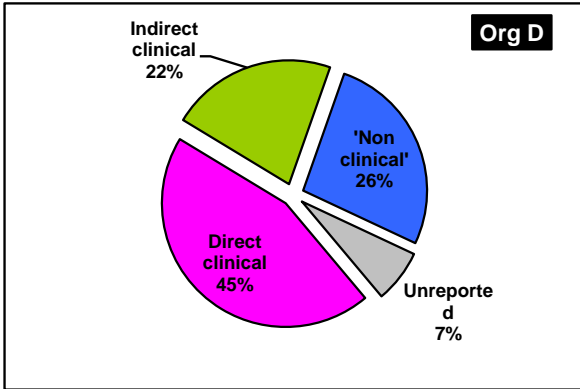
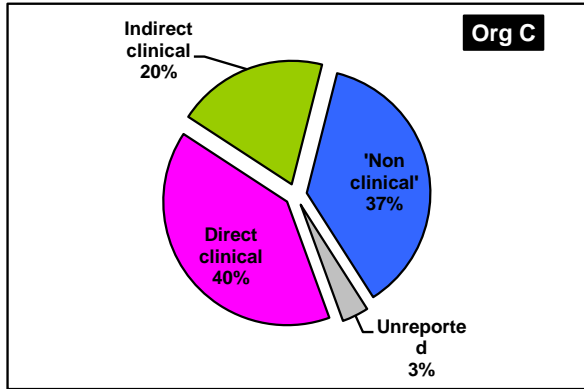
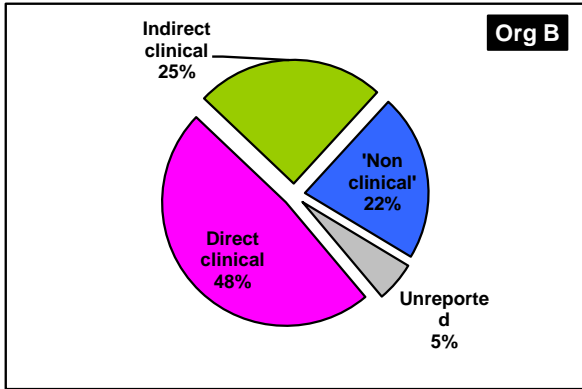
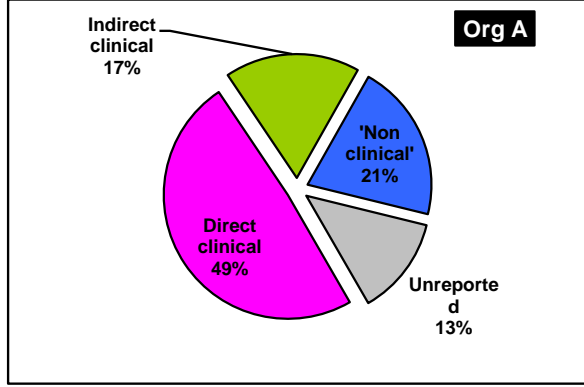
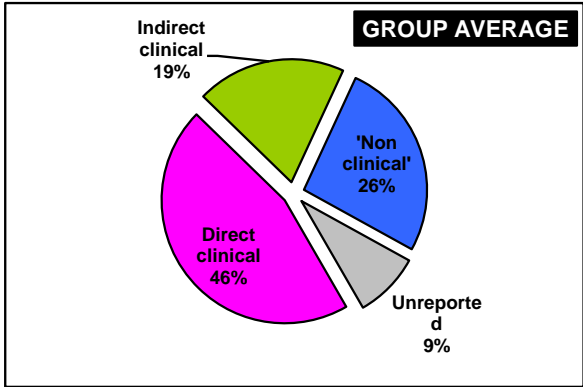
Summary Charts

COVERAGE OF THE 'WHERE DID MY DAY GO' SURVEY



Summary Charts

ACTIVITY PROFILES FOR THE SURVEY (Source data: Table 4)



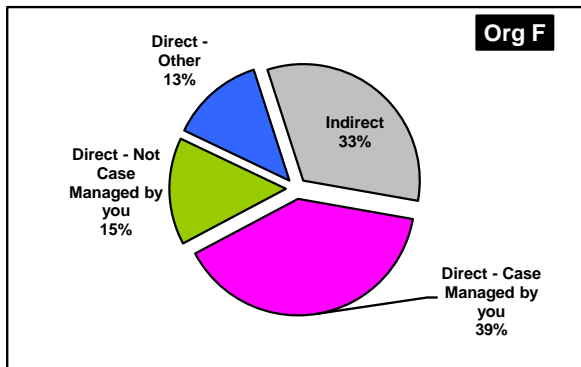
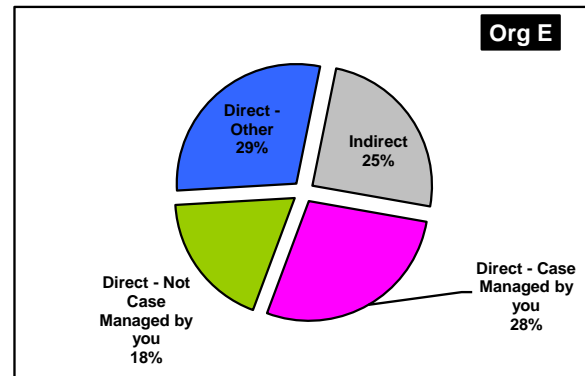
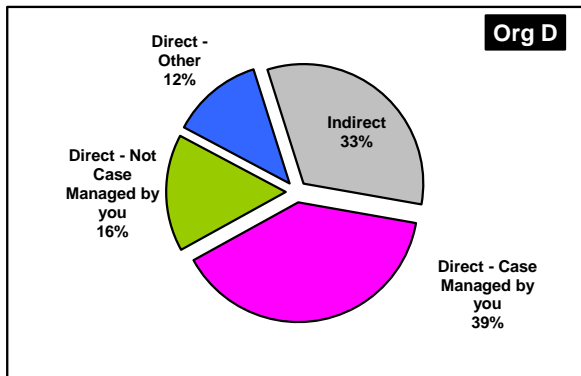
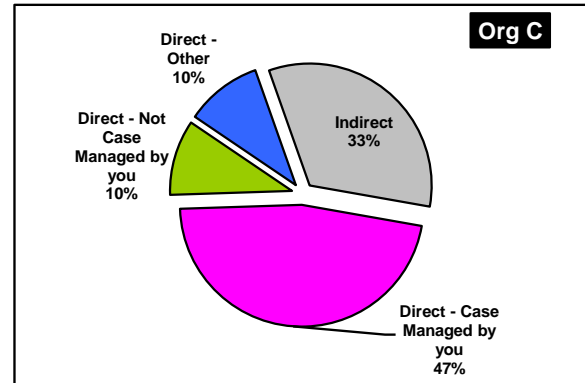
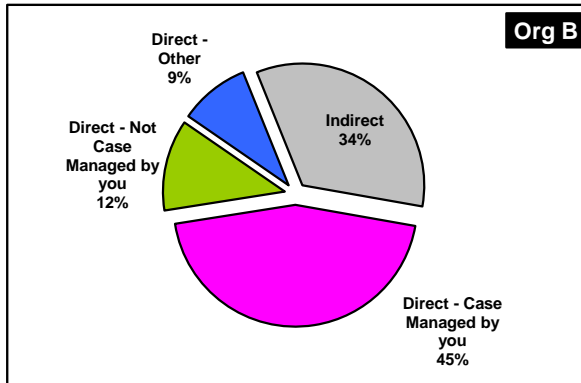
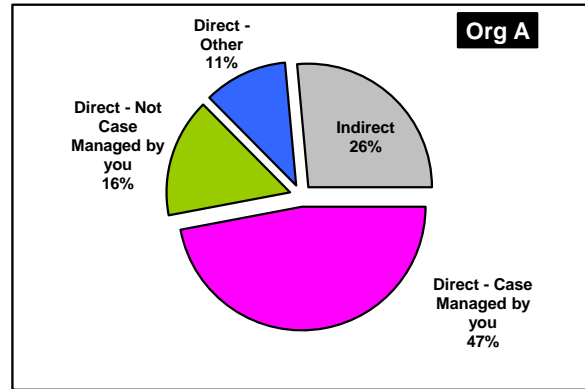
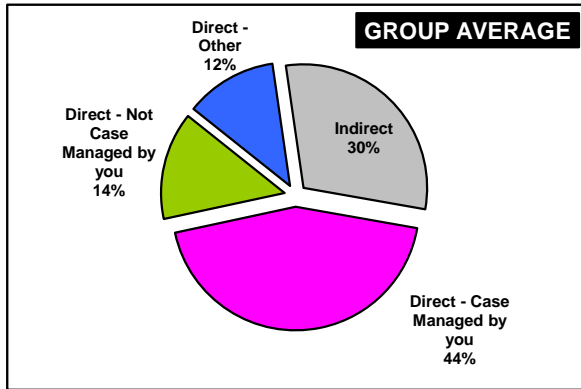
NOTES

'Non clinical time' refers to time spent on the 6 specific activities collected in the Survey - i.e. Prof Devt, Service Devt, Unreg Consumers; Teaching/Training, MH Promotion, Research, Travel.

'Other' is a derived category and is calculated as the balance of worked time not reported in any of the surveyed activity categories.

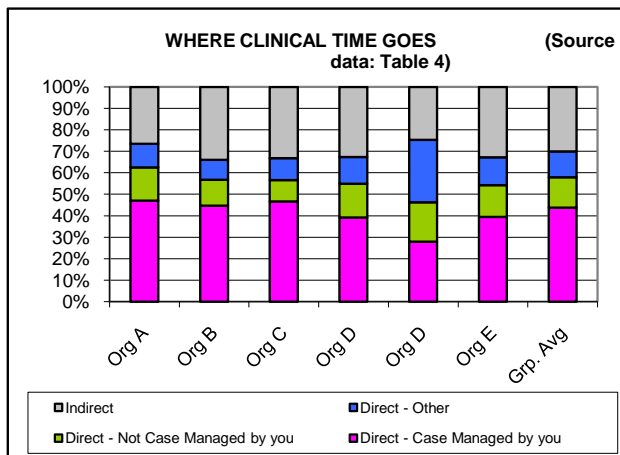
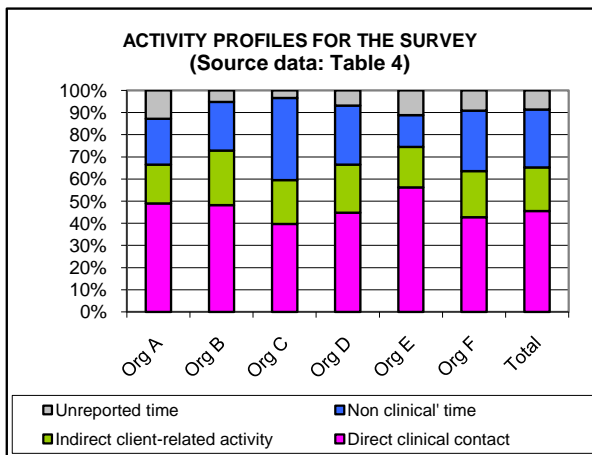
Summary Charts

WHERE CLINICAL TIME GOES (Source data: Table 4)



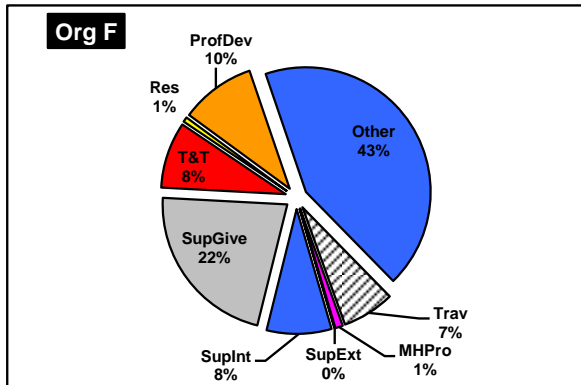
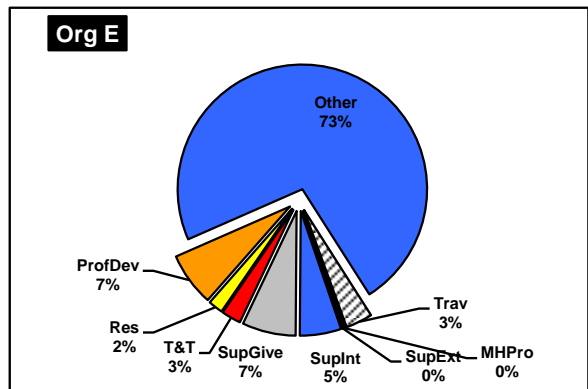
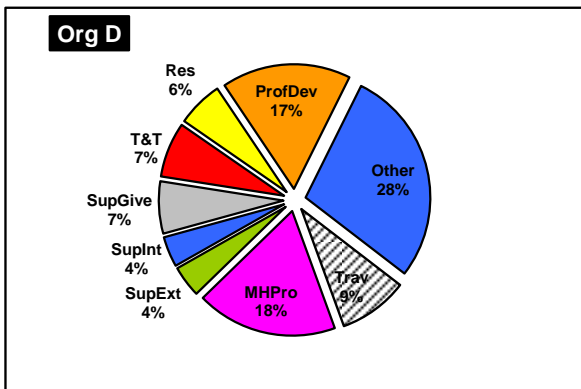
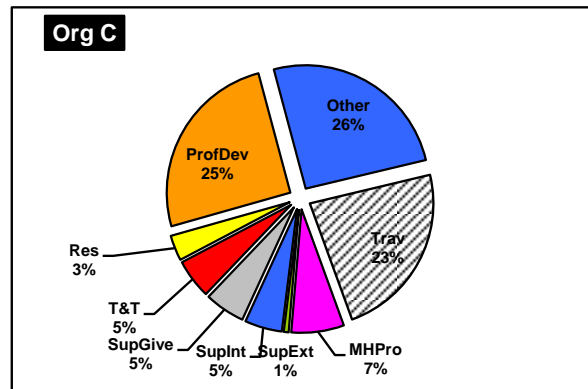
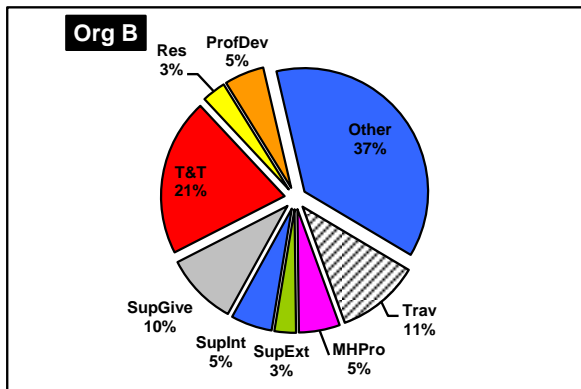
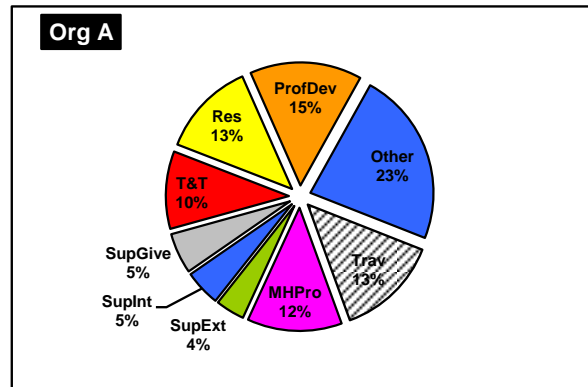
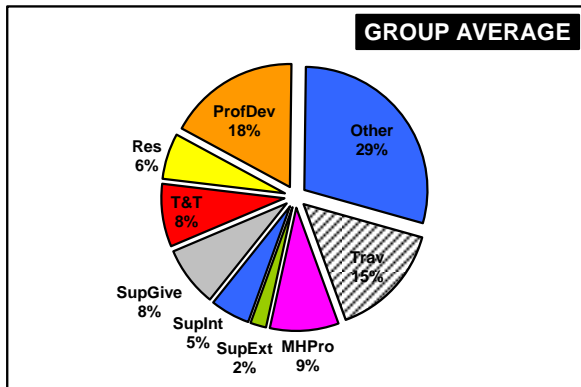
Summary Charts

WHERE CLINICAL TIME GOES



Summary Charts

WHERE 'NON CLINICAL' TIME GOES (Source data: Table 6)

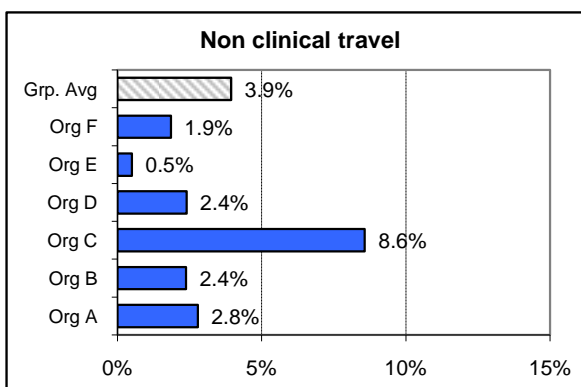
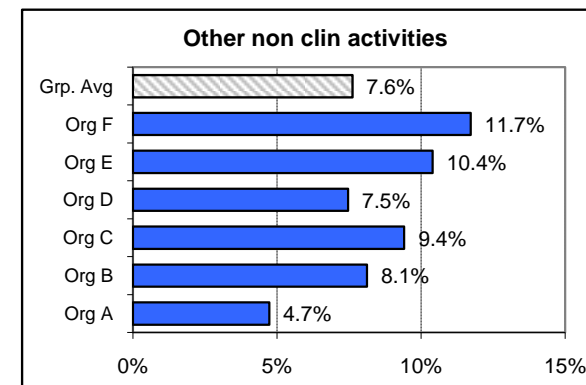
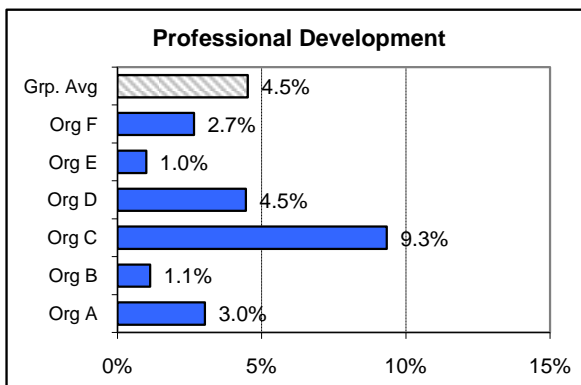
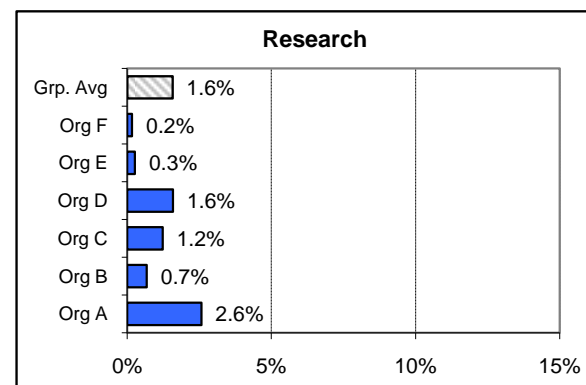
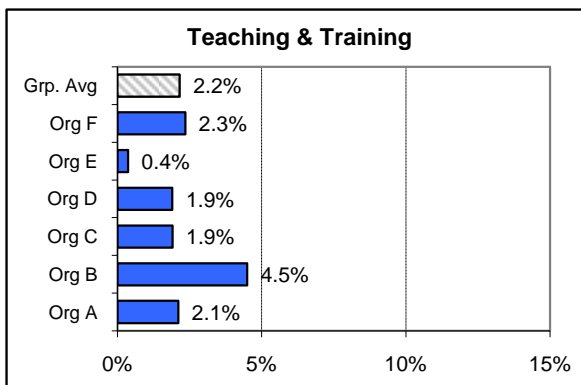
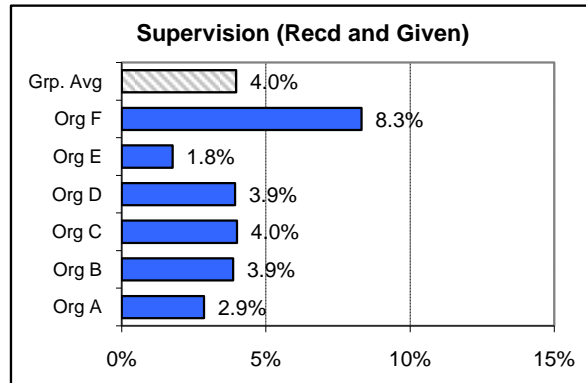
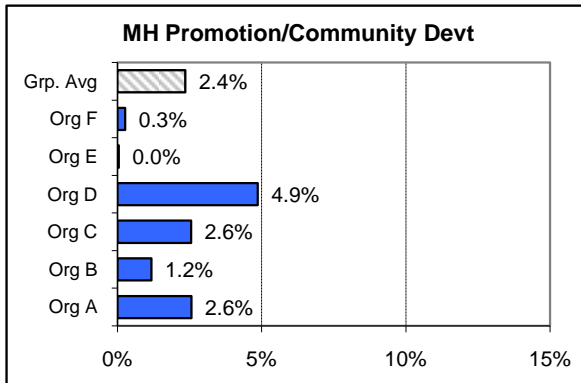


LEGEND

- ProfDev = Professional Development
- Res = Research
- T&T = Teaching & Training
- SupGive = Supervision given
- SupInt = Supervision received (Internal)
- SupExt = Supervision received (External)
- MHPPro = Mental Health Promotion/Community Devt
- Trav = Non clinical travel time
- Other = Other

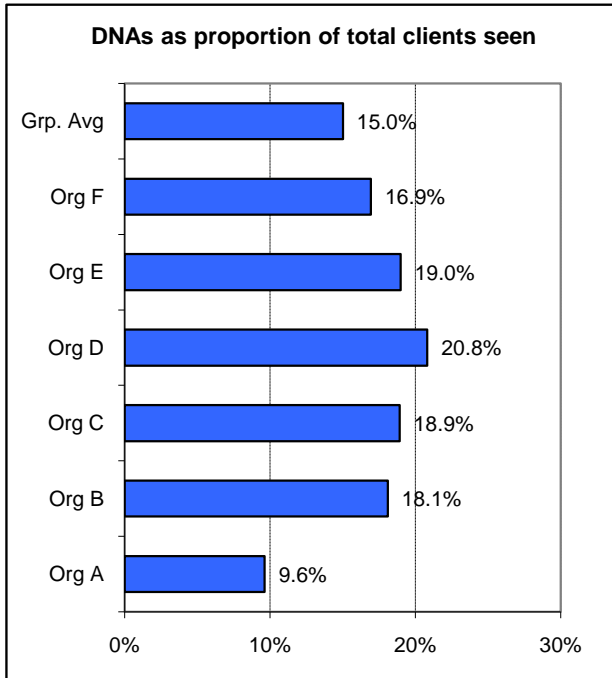
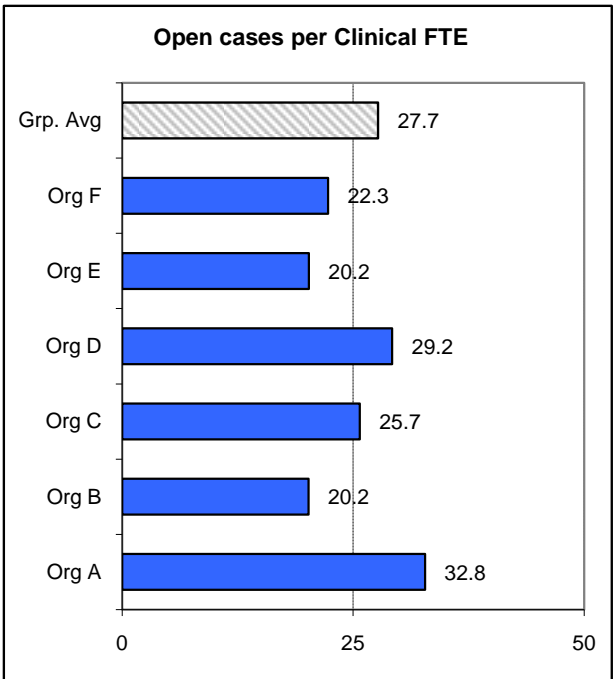
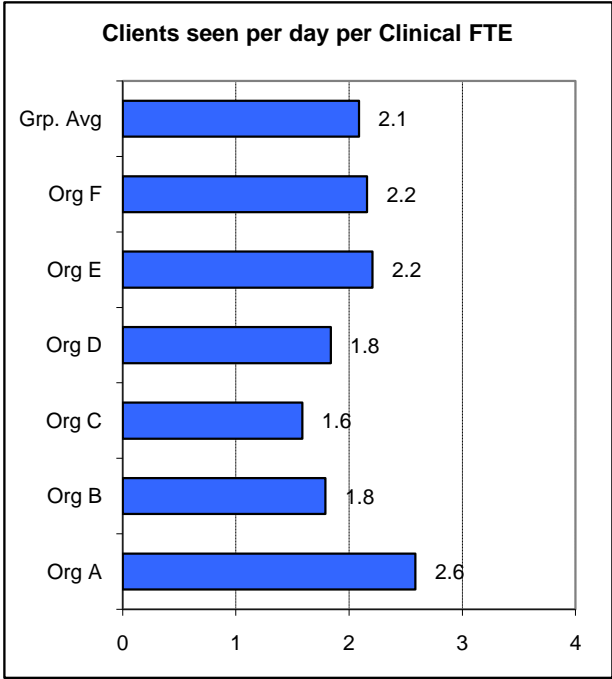
Summary Charts

NON CLINICAL' ACTIVITIES AS PERCENTAGE OF TOTAL TIME (Source data: Tables 2 and 6)



Summary Charts

CASELOADS AND REGISTERED CLIENTS SEEN
(Source data: Tables 7 and 8)



PART B

Source Data Tables

Source Tables

Table 1: Survey fortnight - commencing date

	Org A	Org B	Org C	Org D	Org E	Org F
Date	29-Oct-07	27-Aug-07	29-Oct-07	20-Aug-07	3-Sep-07	4-Jun-07

Table 2: Number of staff reporting by Organisation

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Number of clinicians reporting (Headcount, students excluded)	72	13	45	26	11	29	196
Clinician reported FTE (A)	58.0	11.6	42.4	21.9	7.2	19.2	160.3
Total reported worked hours	4,565	896	3,029	1,530	553	1,461	12,034
Derived FTE based on reported worked hours (B)	60.1	11.8	39.9	20.1	7.3	19.2	158.3
Ambu in scope FTE reported for 2006-07 (C)	74	32	43	39	12	32	232
Derived estimated FTE coverage (D)	78%	36%	99%	56%	60%	60%	69%

Notes

A - 'Clinician reported FTE' is the sum of the FTE reported by all clinicians. Excludes students.

B - 'Derived FTE based on week worked hours' is calculated from the number of hours reported as worked in the survey fortnight by all staff who submitted data, and assumes a 38 hour week per FTE. The calculation is used simply to check on validity of reported FTE and extent to which reported hours are consistent.

C - 'Ambu in scope FTE reported for 2006-07' is as reported in KPI Workbooks and is presented for comparison purposes only and for estimating survey coverage rates. The figure includes productive and unproductive FTE and allows for comparison with the 2006 survey.

D - 'Derived estimated FTE coverage' is calculated as A divided by C. The derived figure shows the percent of total FTE in scope that is covered by the survey. It is NOT equivalent to the percentage response/completion rates.

Table 3: Number of staff FTE reporting by Organisation, by Labour Category

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Psychology	29.7	8.8	7.4	9.7	1.4	5.2	62.2
Social Work	12.6	2.8	19.0	5.9	2.5	5.0	47.8
Nursing	8.0	-	7.5	1.0	1.0	-	17.5
Occupational Therapy	-	-	4.5	1.0	0.6	2.6	8.7
Psychiatrist	1.1	-	2.0	1.3	1.1	2.1	7.6
Not reported	4.4	-	1.0	-	-	-	5.4
Other Medical Officer	1.8	-	-	1.5	-	0.6	3.9
Psychiatry Registrar	-	-	1.0	-	-	2.5	3.5
Speech Pathology	-	-	-	1.6	0.6	1.2	3.4
Other Therapy	0.4	-	-	-	-	-	0.4
Total	58.0	11.6	42.4	21.9	7.2	19.2	160.3

Source Tables

Table 4: Time spent on direct and indirect clinical activities and 'non-clinical' work

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Direct clinical contact	2,233.3	432.0	1,204.4	684.9	310.6	624.3	5,489.5
Indirect client-related activity	803.2	221.4	598.0	332.1	101.3	303.8	2,359.7
Non clinical' time	942.6	195.7	1,121.1	406.8	79.3	399.4	3,144.9
Unreported time	585.9	47.2	105.3	105.8	61.9	133.7	1,039.7
Total	4,565.0	896.3	3,028.8		553.0	1,461.2	12,033.8

Notes

1. 'Non clinical' time refers to time spent on the 9 specific activities collected in the Survey.
2. 'Other' is a derived category and is calculated as the balance of worked time not reported in any of the surveyed activity categories

Table 5: Clinical worked hours in the fortnight by activity type

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Direct Clin - Case Managed by you							
Individual work	552.7	162.3	258.9	208.3	34.1	167.5	1,383.8
Parent work	264.5	36.8	135.0	68.8	22.7	68.0	595.9
Family work	314.8	31.2	229.7	25.5	33.7	36.0	670.8
School visit	114.1	11.7	53.6	11.5	6.3	24.3	221.4
Consultation (internal)	112.8	32.2	84.8	53.3	8.8	37.0	328.8
Consultation (external)	69.0	18.1	79.8	31.1	9.3	33.4	240.8
subtotal	1,427.9	292.3	841.8	398.5	114.9	366.1	3,441.5
Direct Clin - Not Case Managed by you							
Individual work	90.8	13.8	24.4	26.5	22.2	25.5	203.3
Parent work	58.3	8.7	17.7	17.0	6.4	22.2	130.2
Family work	47.3	22.8	18.8	4.5	13.9	17.8	125.0
School visit	30.8	1.0	4.2	1.0	4.3	7.8	49.0
Consultation (internal)	180.9	29.2	77.1	82.8	16.7	44.8	431.4
Consultation (external)	64.5	3.6	38.0	29.0	12.3	19.8	167.2
subtotal	472.5	79.0	180.1	160.8	75.8	137.8	1,106.0
Direct Clin - Other							
Group work	96.7	13.5	28.2	21.5	1.0	17.8	178.6
Primary consultation	29.4	2.0	11.5	1.5	0.1	4.8	49.3
Secondary consultation	23.5	8.3	69.5	3.0	2.5	3.2	109.9
Discipline specific work	15.8	0.5	25.0	11.8	4.2	14.1	71.3
Other	51.0	7.8	21.8	32.8	12.9	34.6	160.9
subtotal	332.9	60.8	182.5	125.6	119.9	120.3	942.0
total Direct Clinical	2,233.3	432.0	1,204.4	684.9	310.6	624.3	5,489.5
Indirect clinical							
File notes	415.3	144.9	293.0	142.8	23.4	120.8	1,140.2
Report/Letter writing	148.9	25.3	90.4	113.3	29.2	115.8	522.9
Outcome measures	125.3	15.7	150.0	29.0	11.0	13.2	344.2
Other	113.7	35.5	64.6	47.0	37.7	54.0	352.4
subtotal Indirect Clinical	803.2	221.4	598.0	332.1	101.3	303.8	2,359.7
Total Clinical	3,036.5	653.4	1,802.4	1,017.0	411.8	928.1	7,849.2

Source Tables

Table 6: 'Non clinical' worked hours in the fortnight by activity type

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Mental health promotion and community development	117.0	10.5	77.3	74.3	0.3	3.9	283.3
Supervision received (external)	35.8	5.5	7.2	16.6	-	0.3	65.3
Supervision received (internal)	44.4	10.6	54.7	16.0	4.3	33.5	163.4
Supervision given	50.2	18.5	59.2	27.5	5.5	87.8	248.6
Teaching and training	96.1	40.3	57.8	29.1	2.0	34.3	259.6
Research	117.7	6.1	37.3	24.3	1.5	2.5	189.3
Professional development	138.6	10.2	282.8	68.1	5.5	38.8	543.9
Other	215.8	72.8	285.2	114.3	57.5	171.3	916.9
Non clinical travel time	127.0	21.3	259.8	36.7	2.8	27.1	474.6
Total	599.8	101.6	576.2	255.9	19.0	201.0	1,753.5

Table 7: Number of registered clients seen and DNAs

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Number of registered clients seen in the survey fortnight	1,323	181	617	365	128	392	3,006
Number of FTE clinicians reporting valid data	51	10	39	20	6	18	144
Estimated number of registered clients seen per week per FTE	12.9	9.0	7.9	9.2	11.0	10.8	10.4
Estimated number of registered clients seen per day per FTE	2.6	1.8	1.6	1.8	2.2	2.2	2.1
Number of DNAs reported for the survey fortnight	141.0	40.0	144.0	96.0	30.0	80.0	531.0
DNAs as percentage of total clients seen	9.6%	18.1%	18.9%	20.8%	19.0%	16.9%	15.0%

Notes

1. Number of registered clients is the sum of clients seen reported for each day of the survey. It may overstate the actual number of unique clients seen in the week because (a) individuals clients may be counted more than once where they were seen by multiple staff members and (b) some clients may have been seen more than once in the fortnight.
2. 'Number of FTE clinicians reporting valid data' excludes clinicians who reported inconsistent data. This group was defined as clinicians who reported zero clients seen for each week but who reported > 0 time spent on direct clinical activity.
3. 'Estimated number of registered clients seen per week per FTE' is calculated as total registered clients seen in the fortnight divided by two (to convert to weeks), divided by the number of FTE reporting valid 'cases seen' data.
4. 'DNAs as percentage of total clients seen' is calculated as the number of DNAs reported in the survey period divided by the sum of the number of DNAs and number of clients seen reported in the survey period. The estimate is an approximation only because DNAs and clients seen may include double counts where more than one staff member was involved.

Source Tables

Table 8: Number of open cases

	Org A	Org B	Org C	Org D	Org E	Org F	Total
Number of open cases reported	1,419	133	802	472	93	401	3,320
Number of staff reporting open cases data (headcount)	54.0	8.0	33.0	18.0	8.0	26.0	147.0
FTE staff reporting open cases data	43.3	6.6	31.2	16.2	4.6	18.0	119.9
Staff reporting open cases as % of FTE responding to survey	75%	57%	74%	74%	64%	94%	75%
Estimated open cases per FTE	32.8	20.2	25.7	29.2	20.2	22.3	27.7

Notes

1. 'Estimated open cases per FTE' is calculated as total open cases reported divided by the number of FTE reporting valid (non missing) data.
2. The row 'Staff reporting open cases as % of FTE responding to survey' shows the % of staff FTE responding to the survey who provided data on open cases. The extent to which these staff are a representative sample of all staff in the organisation appears to be variable across organisations.