

NOCC Rater and Clinical Utility Training

Older Person Services

Acknowledgment of Country

I begin today by acknowledging the Traditional Custodians of the land on which we all gather today and the Aboriginal and Torres Strait Islander people participating in this meeting. I pay my respects to Elders past, present and emerging and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of Australia.

Acknowledgment of Lived Experience

We would like to recognise those with lived experience of mental health conditions in Australia. We acknowledge that we can only provide quality care through valuing, respecting and drawing upon the lived experience and expert knowledge of consumers, their families, carers and friends, staff and the local communities.

Objectives of the workshop

- Provide an opportunity for clarification of the rating rules of the measures which make up the National Outcomes and Casemix Collection (NOCC).
- Provide an opportunity to explore the clinical utility of the measures which make up NOCC including;
 - Using the consumer self assessment to support the assessment process, the process of engagement with the consumer, along with consumer empowerment.
 - Using the clinician rated measures and the consumer self assessment measure to support clinical practice.
- Provide an opportunity to explore and discuss the clinical reference material produced by AMHOCN.
- Provide an opportunity to explore the use of NOCC and additional information collected in mental health to better understand variation between service providers.

HoNOS65+ revision

- Key measure of severity
- Brief; 5 minutes to rate
- Acceptable and useful to clinicians
- Specifically broad spectrum
- Satisfactory inter-rater reliability
- Change in scores correlate with independent clinical ratings of change
- Training required



The HoNOS65+ 12 Scales

Clinician Rated from “0” No Problem to “4” Severe Problem within the last two weeks

1. Overactive, aggressive, disruptive, agitated, uncooperative, resistive behaviour
2. Non-accidental self-injury
3. Problem drinking or drug-taking



4. Cognitive problems
5. Physical illness or disability problems



6. Hallucinations/delusions
7. Problems with depressed symptoms
8. Other mental and behavioural problem



9. Problems with relationships
10. Problems with activities of daily living
11. Problems with living conditions
12. Problems with occupation and activities



Rating the HoNOS65+

				Monitor ?	Active treatment or management plan ?
Clinically Significant	4	Severe to very severe problem	Most severe category for patient's with this problem. Warrants recording in clinical file. Should be incorporated in care plan. <i>Note – patient can get worse.</i>	✓	✓
	3	Moderate problem	Warrants recording in clinical file. Should be incorporated in care plan.	✓	✓
	2	Mild problem	Warrants recording in clinical notes. May or not be incorporated in care plan.	✓	✓
Not Clinically Significant	1	Minor problem	Requires no formal action. May or may not be recorded in clinical file.	Maybe	✗
	0	No problem	Problem not present.	✗	✗

Sources of Information



- The measures are not clinical interviews. Information should be gathered from:
 - The consumer
 - Direct observation
 - Information in the medical record
 - Information provided by other staff
 - Information provided by family and friends
 - Information provided by other agencies including general practitioner, housing, police and ambulance staff

HoNOS65+ rating rules

- Rate each item in order from 1 to 12
- Do not include information rated in an earlier item, i.e. minimal item overlap
- Rate the most severe problem that has occurred over the previous two weeks
- Consider both the **impact on behaviour** and/or the **degree of distress** it causes
- When in doubt read the glossary

Activity - Rate the HoNOS65+

- Read the vignette
- Watch video
- Rate HoNOS65+ - refer to the glossary!

Feedback on rating

- Have the group share their HoNOS65+ ratings
- Why are there differences in ratings?

LSP-16 Rating Rules

- Use all available information, from any source
- The LSP-16 is not a clinical interview
- Rate **the general level of functioning** over the last 3 months
- Four Subscales
 - Withdrawal;
 - Antisocial behaviour;
 - Self-care; and
 - Compliance.



Mental Health Phase of Care

Acute

The primary goals of care are intended to reduce high levels of distress, manage complex symptoms, contain and reduce immediate risk.

Functional Gain

The primary goal of care is to improve personal, social or occupational functioning or promote psychosocial adaptation in a patient with impairment arising from a psychiatric disorder.

Intensive Extended

The primary goal of care is prevention or minimisation of further deterioration, and reduction of risk of harm in a patient who has a stable pattern of severe symptoms, frequent relapses or severe inability to function independently and is judged to require care over an indefinite period.

Consolidating Gain

The primary goal of care is to maintain the level of functioning, or improving functioning during a period of recovery, minimise deterioration or prevent relapse where the patient has stabilised and functions relatively independently. Consolidating gain may also be known as maintenance.

Assessment Only

Assessment Only is used when the review outcome does not lead to the consumer being placed in one of the four mental health phases of care immediately after. If the assessment outcome leads to the Acute, Functional Gain, Intensive Extended or a Consolidating Gain phase being selected, then the assessment is included as part of the phase chosen.

Note: Assessment only has been removed as a *mental health phase of care* and redefined as an administrative data item. How this is captured within information systems will vary across states and territories.

Diagnosis

- Principal Diagnosis

The Principal Diagnosis is the diagnosis established after study to be chiefly responsible for occasioning the consumer's care during the preceding *Period of Care*.

- Additional Diagnoses

Identify main secondary diagnoses that affected the consumer's care during the period in terms of requiring therapeutic intervention, clinical evaluation, extended management, or increased care or monitoring. Up to two *Additional Diagnoses* may be recorded.

Mental Health Legal Status

- Was the person treated on an involuntary basis (under the relevant mental health legislation) at some point during the preceding *Period of Care*?

Resource Utilisation Groups – Activities of Daily Living

- Used to measure physical dependency in the aged - only used for those over 65 years
- 4 items only:
 - bed mobility
 - toileting
 - transfer
 - eating
- Record what the person actually does, not what they are capable of doing i.e. record the poorest performance of the assessment period.
- Do not leave any spaces blank.
- It is essential that the rater knows what behaviours and/or tasks are contained within each scale and has a 'working knowledge' of the scale.

Consumer Self Assessment Measure



The consumer self assessment measure:

- supports the process of assessment;
- encourages dialogue between clinicians and consumers;
- demonstrates a genuine interest in the consumers point of view;
- highlights discrepancies between the consumer's and clinician's perceptions; and
- involves the consumer in the process of care planning.

The Consumer Self Assessment Measure – Consumer Questions



- Why is it important to complete a consumer self assessment measure?
- What happens if the consumer refuses to complete the measure, will it effect their treatment?
- Who is going to use the information?
- What is the information going to be used for?
- Assure the consumer of privacy and confidentiality.

When Not to Offer the Consumer Self Assessment



- The consumer is too unwell or distressed to complete the measure
 - Psychotic or mood disturbance prevents the consumer from understanding the measure or alternatively, completing the measure would increase their level of distress
- The consumer is unable to understand the measure
 - As a result of an organic mental disorder or a developmental disability to consumer
- Cultural or language issues make the self assessment measure inappropriate

Consumer Self Assessment Measure

- Activity

- Part One
 - Offering the consumer self assessment.
- Part Two
 - Providing feedback on the consumer self assessment.

Making Sense of the Numbers

- Compare and contrast the consumer's presentation with available reference material

Care / Treatment Planning

- What would you do before seeing the consumer and/or carer again?
- During your next session, what would you do?
- What would you expect as the outcome of this next session? How would you know if it was a success?

Understanding variation in teams

- Which unit provides services to consumers with more severe psychotic phenomena?
- Which unit provides services to consumers with less severe problems in relation to self harm?
- How might this data be used by Team 1 to plan programs or improvements?
- How might this data be used by Team 3 to plan programs or improvements?
- What additional information is required to better understand variation between service units?

- For information and other resources, go to the AMHOCN website at:
<https://www.amhocn.org/>
- For online training, go to the AMHOCN online training website at:
<https://learning.amhocn.org/>