

Tier 4 Child and Adolescent Mental Health Service (CAMHs) (General Adolescent Service) Quality Dashboard 2019/20

Indicator Reference Number	Domain	Theme	Measure	Rationale	Name of Indicator / Description	Numerator	Denominator	Period Type	Frequency	Data Source Numerator	Data Source Denominator	Target / Threshold	Interpretation Guidance	Notes	Reporting Periods			
															Q1	Q2	Q3	Q4
MHC01	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Pre-admission		Proportion of patients where the crisis intervention service or home treatment team is involved in assessment/decision prior to admission	Of those patients in the denominator, the number where the crisis intervention service or home treatment team is involved in assessment/decision prior to admission	The total number of patients admitted in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC02	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical outcome	Emergency referrals		Proportion of emergency referrals that were reviewed and responded to by a senior clinician within 4 hours	Of those referrals in the denominator, the number reviewed and responded to by a senior clinician within 4 hours	The total number of emergency referrals received in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	100%	Higher is better	Senior Clinician: Tier 3 CAMHS Consultant Child and Adolescent Psychiatrist or Child and Adolescent Psychiatry Specialty Trainee ST4-6, senior nurse, or a senior psychologist	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC03	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical outcome	Emergency referrals		Proportion of emergency referrals admitted within 24 hours of the initial referral	Of those patients in the denominator, the number admitted within 24 hours	The total number of patients admitted following an emergency referral in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC04	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical outcome	Urgent referrals		Proportion of urgent referrals admitted within 48 hours of the initial referral	Of those patients in the denominator, the number admitted within 48 hours	The total number of patients admitted following an urgent referral in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC05	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Timeliness of assessment		Proportion of people with learning disabilities and/or autism receiving a Care, Education and Treatment Review (CETR) prior to or within 2 weeks of admission	Of those patients in the denominator, the number receiving a CETR prior to or within 2 weeks of admission	The total number of patients with learning disabilities and/or autism admitted in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	100%	Higher is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC06	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical process	Discharge plan		Proportion of patients who have a discharge plan agreed prior to or within 48 hours of admission	Of those patients in the denominator, the number who have a discharge plan agreed prior to or within 48 hours of admission	The total number of patients discharged in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better	Please note: this is goals set, not a full plan and a timescale, though desirable is not compulsory	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC07	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical process	Timeliness of assessment	The HoNOSCA outcome measuring tool is designed to determine health and social functioning. GBOs are a way of evaluating progress towards a goal set by themselves.	Proportion of patients assessed within 7 days of admission using HoNOSCA and GBO to determine their health and social functioning	Of those patients in the denominator, the number assessed within 7 days of admission using HoNOSCA or GBO	The total number of patients admitted in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	100%	Higher is better	The HoNOSCA review includes the patient, family/carer and clinician rated versions. HoNOSCA: Health of the Nation Outcome Scales Child and Adolescent Mental Health GBO: Goal Based Outcomes	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC08	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical outcome	HoNOSCA outcome		Mean HoNOSCA change score for patients discharged during the quarter	Of those patients in the denominator, the sum total of their HoNOSCA change scores	The total number of patients discharged in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better	HoNOSCA: Health of the Nation Outcome Scales Child and Adolescent Mental Health	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC09	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Care plan		Proportion of patients who receive their initial care plan within 5 working days	Of those patients in the denominator, the number who received their initial care plan within 5 working days	The total number of patients admitted in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	100%	Higher is better	Including Care Programme Approach (CPA)	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC10	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Clinical supervision		Proportion of eligible staff who have received clinical supervision as per trust / organisation policy	Of those staff in the denominator, the number who received clinical supervision as per trust / organisation policy	The total number of staff eligible for clinical supervision	Quarterly	Quarterly	Provider submitted data	Provider submitted data	80%	Higher is better	Eligible: all staff with a responsibility to provide care; this includes professionally qualified or unqualified staff	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC11	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Safeguarding		Proportion of staff requiring training, who have received level 3 safeguarding children training	Of those staff in the denominator, the number of staff receiving level 3 safeguarding children training	The total number of staff eligible for level 3 safeguarding children training	Quarterly	Quarterly	Provider submitted data	Provider submitted data	80%	Higher is better	Eligible: all staff with a responsibility to provide care; this includes professionally qualified or unqualified staff	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC12	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical outcome	Length of stay		Mean length of stay for patients discharged in the reporting period	For those patients in the denominator, the sum total of length of stay in days for those patients	The total number of patients discharged in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	100%	Lower is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC13	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Staffing levels	The general consensus is that more than 25% bank or agency in any shift is undesirable. Be aware many units may have difficulty given lack of staffing available and take supportive approach; need to also consider how many are agency staff booked for long periods or internal bank staff trained by the	Ratio of substantive staff to agency staff or bank staff used in the reporting period	The total number of substantive staff used in the reporting period	The total number of agency or bank staff used in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	75%	Lower is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC14a	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Care hours per patient day		Number of care hours from registered nurses per patient day	The sum total of hours of registered nurses during reporting period	The sum total of patient days in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better	Patient day = count of patients at midnight	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHC14b	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Care hours per patient day		Number of care hours from healthcare support workers per patient day	The sum total of hours of healthcare support workers during reporting period	The sum total of patient days in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better	Patient day = count of patients at midnight	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20

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MHC14c	Domain 5: Treating and caring for people in a safe environment; and protecting them from avoidable harm	Clinical process	Care hours per patient day		Number of care hours from all nursing staff per patient day	The sum total of hours of registered nurses and healthcare support workers during reporting period	The sum total of patient days in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data	N/A - to collect baseline data in 2019/20	Higher is better	Patient day = count of patients at midnight	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
Data collection has been approved by the Review of Central Returns - ROCR ROCR/OR/2230/001MAND																		