

EQiP Member Details

Organisation: Darling Downs - West Moreton Health Service District - Division of Mental Health
Orgcode: 715686

Darling Downs - West Moreton Health Service District - Division of Mental Health

Parent Organisation: -

Address: Toowoomba Hospital PMB 2
Toowoomba QLD 4350
Australia

Survey Date: 12-Sep-2011

Prev. Survey:

Date Established: 01/11/2008

Type: Mental Health

Sector: Public

Number of Beds: 489

Telephone No:

Facsimile No:

E-mail Address:

Website:

Person In Charge : Shirley Wigan

Position held: Ms

Contact Person : Paula van Epenhuysen

Position held: Ms

Role and Function of the Organisation:

The Division of Mental Health

West Moreton Health Service District
Darling Downs Health Service District
(Previously known as: **Darling Downs – West Moreton Health Service District**)

Introduction and Context

Queensland Health, the Darling Downs West Moreton Health Service District and thus the Darling Downs West Moreton Division of Mental Health are undergoing change. In this, reforms within the Queensland Health system respond to its legislative commitments arising from the Council of Australian Government's (COAG) Inter-governmental Agreement (20 April 2010) and COAG Heads of Agreement on National Health Reform (13 Feb 2011). The future establishment of Local Health and Hospitals Networks in this state aims to devolve operational management for public hospitals to the local level (Health and Hospitals Network Bill, 2011. Explanatory Notes <http://www.health.qld.gov.au/health-reform/docs/HHN-bill-exp.pdf>). Within the Darling Downs - West Moreton Health Service District this has meant that on 1 July 2011 the Darling Downs - West Moreton Health Service District will separate to become two distinct entities: the West Moreton Health Service District and the Darling Downs Health Service District. During the transition to the two Districts as new governance structures are being developed, the Division of Mental Health will continue to function as a single entity under the leadership of the Executive Director of Mental Health reporting to the Chief Executive Office West Moreton HSD and the Acting Chief Executive Officer Darling Downs HSD.

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Previously the Darling Downs – West Moreton Health Service District gazetted on 1 November 2008, was intended to reduce the number of Health Service Districts across Queensland from 20 to 15. The Area Health Services were abolished and new District Chief Executive Officers were appointed. At this time the former West Moreton South Burnett Health Service District (WMSBHSD) and the Toowoomba and Darling Downs Health Service District (TDDHSD) were amalgamated to form the new Darling Downs – West Moreton Health Service District (DD-WMHD). The current changes return many of the services to this earlier geographic configuration with some changes. Most notably, South Burnett services will be within the Darling Downs HSD (reflecting a historic link) and Gatton will be within West Moreton. In all, these changes are intended to benefit consumers of health services and as such, service to them should transition smoothly. Importantly, in this process efforts have been directed towards aligning structures, processes and practices wherever appropriate. Its legacy will be the establishment of common ground between the two HSDs that will be enhance in enduring relationships and opportunities to work together on benchmarking and the evolution of knowledge.

The following will describe the DD-WMHD to assist the reader in gaining an impression of the service and its area reflecting its continued governance as a single structure during this transition.

Darling Downs West Moreton Health Service District

The DD-WMHD covers approximately 95,000 km² to the west of Brisbane its eastern boundary, extending from the New South Wales border in the south to Wandoan in the north and Glenmorgan in the west. To the west (now the DDHSD) this incorporates the Regional Council areas of Toowoomba, Goondiwindi, South Burnett, Southern Downs Western Downs and the community of Taroom and the Cherbourg Aboriginal Shire Council and to the east (now WMHSD) incorporates the Regional Council areas of Lockyer, part of Somerset (Esk) and Scenic Rim (Boonah), Ipswich City Council and part of Brisbane City Council (Karana Downs and Lake Manchester) and includes the management of The Park - Centre for Mental Health which lies east of the Ipswich City Council border. The DD-WMHD services a population of around 480,000 people who are demographically diverse living in metropolitan, large rural town and small rural community settings. The DDWM HSD employs approximately 5,700 full time equivalent staff with an annual operating budget of \$693m.

Division of Mental Health

The Mental Health Service provides comprehensive mental health services across the lifespan using multidisciplinary interventions. Its target is focussed on people experiencing mental illness and mental disorders characterised by clinically significant disturbances of thought, mood, perception or memory, for whom other services are either unavailable, clinically inappropriate, or require support from specialist mental health services to respond to their clients' needs. Reflecting the range of services along the health care continuum, services are provided in varied settings such as:

- community outreach
- acute inpatient
- extended inpatient
- secure inpatient
- forensic (including Prison in-reach)
- older persons (inpatient and community)
- child and youth
- evolve (children involved with Child Safety)
- education
- research

The Division of Mental Health employs 1320 full time equivalent staff and is allocated a budget of \$155 million and provides approximately 40% of the State's mental health services, making it the largest

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integrated service in the State. Facilities within the Division are arranged to effectively meet the needs across the treatment spectrum such as Acute Services and Tertiary Residential Treatment (taking clients from other Districts and across the state as well as those from this District). Thus there are two large residential campuses (The Park - Centre for Mental Health at Wacol near Ipswich and Baillie Henderson Hospital in Toowoomba), Community Based Clinics throughout the District and Acute Inpatient Units (Adult and Older Persons) at Ipswich and Toowoomba Hospitals.

Considerable upgrading and development of the Division's facilities is in planning and underway. This includes redevelopment of High Secure Treatment Unit (9 bed) and Barrett Adolescent Unit (relocation to Redlands is currently delayed on environmental grounds) at The Park, the Adolescent Inpatient Unit at Toowoomba Hospital and a Community Care Unit (delayed on environmental grounds) at Goodna. The current Federal Budget has indicated funding for a Community Care Unit at Toowoomba and relocation of psychogeriatric beds from Baillie Henderson Hospital to Mt Lofty Nursing Home. The impact of these developments is the downsizing of Baillie Henderson Hospital and the redevelopment of The Park as primarily a forensic treatment facility as Community Care Units in the South East come into being to provide Extended Rehabilitation.

Please Note:

During the process of amalgamation, all facilities have become known as a part of the Division of Mental Health whereas originally this title was used by Toowoomba & Darling Downs. With no disrespect intended to staff of these services, for clarity, the Division of Mental Health will refer to the whole Division across the District and Toowoomba & Darling Downs will refer to that sector.

Facilities within the Division of Mental Health are:

- Toowoomba Mental Health Service (Toowoomba & Darling Downs)
- Extended Inpatient Service, Baillie Henderson Hospital (Toowoomba & Darling Downs)
- Southern Downs Mental Health Service (Toowoomba & Darling Downs)
- Western Downs Mental Health Service (Toowoomba & Darling Downs)
- South Burnett Community Mental Health Service (Toowoomba & Darling Downs)
- The Park - Centre for Mental Health (West Moreton)
- West Moreton Integrated Mental Health Service

Corporate and Support Services:

In addition, Corporate and Support Services function externally to the Division and support the entire HSD. These are located at Ipswich and Toowoomba Hospitals which include:

- Corporate Services
- People and Culture

A brief description of the roles and functions of each Division of Mental Health facility follows.

Toowoomba and Darling Downs

The service is comprised of four clinical business units - Acute and Community (Toowoomba Hospital), Extended Inpatient Service (Baillie Henderson Hospital), and two rural services based at Dalby (Western Downs Division of Mental Health) and Warwick (Southern Downs Division of Mental Health).

1. The Acute and Community Mental Health Service a service linking inpatient services located at the Toowoomba Hospital with community services for children and young people, adults and older persons. Services offered include Triage and Acute Care, Adult Case Management, Acute Mental Health Inpatient Unit (comprising 51 beds), Older Persons Mental Health Service, and a Child and Youth Mental Health Service, and a Consultation Liaison Service which supports general health treatment at Toowoomba Hospital. In addition, specialist psychiatric consultancy services are provided to South West

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Queensland and to South Burnett.

2. The Extended Inpatient Services (204 beds at Baillie Henderson Hospital) provides services for consumers from the catchment areas of Toowoomba, Darling Downs, South West, Fraser Coast, Wide Bay and Central Queensland. These services are provided in five specialised programme areas:

- Acquired Brain Injury,
- Extended Treatment and Rehabilitation,
- Medium Secure, Dual Disability and Older Persons.
- Vocational and rehabilitation services are provided through the Living Skills Service for clients of the service.

3. Southern Downs Mental Health Service is comprised of an Acute Care Team, a Case Management Team (which includes ATODS and Indigenous Mental Health), Older Person Team and Child and Youth Team. The service is accessible 24 hours/ 7days per week. Multi-disciplinary clinical staff are based at Warwick, Stanthorpe, Millmerran, Inglewood and Goondiwindi. The clinical teams report through Team Leaders to the Manager Southern. A Visiting Medical Officer Psychiatrist provides clinics to the Southern Downs both in person and by video conferencing

4. Western Downs Mental Health Service provides services from Dalby and Chinchilla and provides outreach services to the surrounding areas. The service are available to adults and children and provides assessment and treatment by a multidisciplinary team, information and educations, case management, therapeutic interventions, referral to other services, consultation and liaison with other service providers and case conferencing.

5. South Burnett Community Mental Health Service provides community/ ambulatory services to Kingaroy, Wondai, Nanango Community health facilities and to the surrounding communities of the South Burnett catchment area (Blackbutt/Benarkin, Yarraman and Upper Yarraman, Murgon, Proston, Goomeri and Kilkivan). Two multidisciplinary teams provide Adult, Older Persons and Child and Youth community mental health services incorporating a shared model for continuity of care with relevant stakeholders including government and non-government care agencies and general practitioners. Services provided include: case management, therapeutic interventions, consultation and liaison with local hospitals, case conferencing and referral to other services and information and community education. Medical outreach clinics for Adult, Older Persons and Child and Youth are provided on site by medical staff from Toowoomba and West Moreton Mental Health teams. Cherbourg is an indigenous community in the South Burnett area. The Division funds 3 positions to provide services to this community, one is an indigenous position and the other two are Mental Health clinical positions. Medical outreach to this team and clinical governance is provided by IMHS (outside the scope of this survey but mentioned for contextual reasons).

Service Wide Functions

Across Toowoomba and Darling Downs (MH), Service Wide functions are supported by several teams.

Service Wide Integrated Functions Team (SWIFT) which includes:

- Dual Diagnosis Coordinator,
- District Forensic Liaison Coordinators,
- Indigenous Mental Health Coordinator,
- Clopine Coordinator,
- Service Integration Coordinators,

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- Multicultural Mental Health Coordinator,
- Consumer Consultant, and
- Mental Health Intervention Coordinator.

Clinical Governance which includes:

- Mental Health Integrated Risk Coordinator,
- Quality Facilitator,
- Complaints and Carer Facilitator,
- Mental Health Information Manager,
- Mental Health Act Coordinator,

In addition:

- Budget Management,
- Mental Health Education Unit which provides local education, training, research and evaluation.

All of these functions are aligned with and linked to District-wide processes and requirements.

West Moreton Sector

Two services are located within this sector, these are the Park - Centre for Mental Health and West Moreton Integrated Mental Health.

6. The Park - Centre for Mental Health, Treatment, Research and Education is situated in the West Moreton sector of the District. It provides a diverse range of tertiary mental health services to the people of Queensland, particularly to those in the south-east corner of the state. There are 192 inpatient beds spread across clinical programs which include:

- High Security Clinical Program (61 beds),
- Medium Secure Clinical Program (34 beds)
- Extended Treatment and Rehabilitation (51 beds)
- Dual Diagnosis Clinical Program (31 beds)
- Barrett Adolescent Unit (15 beds).

Target Population

- The clinical programs offer tertiary level services to consumers of the Southside, Princess Alexandra Hospital, QEII Hospital and West Moreton Sector of DDWMHSD.

Statewide Role :

The Adolescent (Rehabilitation) Clinical Program
High Security Clinical Program

Situated on the campus at the Park, there are further Statewide and District treatment, education and research facilities which include:

- Service Evaluation and Research Unit
- Prison Mental Health:
 - provide inreach care to consumers incarcerated in correctional facilities in Queensland

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- provide transition and support services for consumers leaving the correctional environment
- Queensland Centre for Mental Health Research (State),
- Queensland Mental Health Benchmarking Unit (State) and
- District Mental Health Education Service.
- Queensland Centre for Mental Health Learning (State)

West Moreton Integrated Mental Health Services

7. The Integrated Mental Health Services (IMHS) are delivered from sites in Goodna, the Community Health Plaza in Ipswich, and Ipswich Hospital Campus. a clinic for child. Outreach services are delivered to the rural communities of Laidley, Boonah and Esk and Cherbourg. The role is to provide care either in an acute or community setting. IMHS is located at three settings

- Goodna (Community Health)
- Ipswich (Community Health Plaza)
- Ipswich Hospital Campus.

The services IMHS provide are:

- a) Mental Health Unit (Adult) – 28 beds, including 4 HDU beds
 - b) Older Persons Mental Health Unit – 9 beds acute, and 7 beds extended care
 - c) Crisis Assessment and Treatment Team & Consultation Liaison (CATT/CL)
 - d) Continuing Care Team (CCT's) (Ipswich and Goodna)
 - e) Aged Care Mental Health Service (ACMHS)
 - f) Child and Youth Mental Health Service (CYMHS)
 - g) G.P. Clinics (Mental Health Nurses)
 - h) Evolve Therapeutic Services
- Service wide Support functions:
 - Dual Diagnosis Coordinator,
 - District Forensic Liaison Coordinators
 - Quality Facilitator
 - Clopine Coordinator,
 - Service Integration Coordinator
 - Multicultural Mental Health Coordinator
 - Consumer Consultant
 - Mental Health Intervention Coordinator
 - Mental Health Information Manager
 - Mental Health Act Coordinator.

IMHS services are delivered by a multidisciplinary range of health workers from the areas of medical, nursing, social work, psychology, speech pathology, occupational therapy, psychiatry and administrative personnel.

Services provide several options including intake, assessment, case management, psycho education and specific evidence based therapeutic interventions to clients in the community and inpatient settings. A shared care model (General Practitioner, Private psychiatrist, other service providers) is preferred and implemented wherever possible. The service also consults, liaises and conducts assessments for clients admitted to district hospitals.

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Changes or Issues over the Last Two Years:

The process of health reforms has resulted in the reallocation of District boundaries in Queensland. Locally the Darling Downs West Moreton HSD has dissolved to create two Health Service Districts (HSD), West Moreton HSD and Darling Downs HSD on 1 July 2011. This change has occurred within three years of an earlier restructure of Queensland's Health in August 2008 wherein the Darling Downs West Moreton HSD (DDWMHSD) was created. The process is described more detail in the previous section: Role and Function. Importantly, for the purposes of accreditation, the Division of Mental Health will retain the current governance structures that align with DDWMHSD. Within that structure, the Division of Mental Health was established to deliver a comprehensive range of acute inpatient, community and extended inpatient services across the lifespan.

The objectives of the Division are to:

- develop a Division structure within the new DD - WMHSD that provides a framework for resource allocation, accountability and service alignment that is consistent with and incorporates other Divisions within the District.
- ensure communication and consultation with staff, unions, key stakeholders and partners is in accordance with Queensland Health's change management guidelines
- define the organisational structure and governance framework in the Division of Mental Health structure to improve:
 - Clinical governance in the division;
 - Corporate governance in the division;
 - Staff morale and organizational culture;
 - Patient safety and satisfaction; and
 - Consumer and carer participation at all levels.

Outcomes that have been pursued are a Division structure which supports the delivery of:

- Improved strategic and operational effectiveness and efficiency for the health service district;
- A Mental Health Service that is responsive to consumer needs, and emerging practice;
- High level consumer outcomes whilst creating flexible opportunities for care enhancement, innovation and recovery focussed care.
- Consistent standards of care which addresses the geographical challenges of the Division;
- Mental Health Services with a District wide focus approach (not sectorised);
- Mental Health Services where there has been localised differences of service delivery.

In addition to the overarching changes, major organisational change is underway at The Park-Centre for Mental Health and commencing for Baillie Henderson Hospital in line with the Queensland Plan for Mental Health Services 2007 – 2017. This has involved a complex change management process that has included the management of significant infrastructure projects.

Within the West Moreton Sector this includes:

- A new 9 Bed Assessment Unit within the High Secure Inpatient Service (opening late 2011),
- A new 18 Bed Community Care Unit at Gailles (planned for opening late 2012)
- Upgrade of facilities to accommodate a 20 bed Forensic Extended Treatment Unit.

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- Relocation of the Adolescent Extended Treatment Unit (Barrett Adolescent Unit) to the Redlands Hospital campus which has been delayed on environmental grounds.
- Relocation of consumers from existing Extended Treatment and Rehabilitation and Dual Diagnosis program areas at The Park, to Community Care Units planned at Logan, Bayside and Princess Alexandra in the Metro South Health Service District.

Within the Darling Downs Sector this includes:

- A new 8 bed Acute Adolescent Inpatient Unit, with 14 place day program (opening late 2011)
- A new 20 Bed Community Care Unit in Toowoomba (2012 – 2017)
- A new 16 bed Older Persons Extended Treatment Unit in Toowoomba (2012 -2017) – consumers from existing services at Baillie Henderson Hospital will be relocated to this facility.
- Relocation of consumers from existing Extended Treatment and Rehabilitation and Dual Diagnosis program areas at Baillie Henderson Hospital, to Community Care Units planned at Central and Fraser Coast Health Service Districts.
- In addition Baillie Henderson Hospital continues to provides services within two units to consumers with a single diagnosis intellectual disability, ongoing collaborative planning with Disability Services is occurring in relation to the future service model and location of services for this client group.

The diverse geography of the District poses challenges to consumer care and staff support. Videoconferencing throughout the Distirct has allowed for effective communication. Most importantly for example, at Dalby fortnightly videoconference clinics in Northern Downs Mental Health Service with visiting Consultant Psychiatrist have been delivered.

A major challenge to all health services and especially mental health services has been the Natural Disaster and other flood events occuring late in 2010 and in January 2011. This required a disaster response that included importing staff form NSW who complemented staff from the Division to provide services to vicitims of the disaster. The disaster also affected staff of the Division. It would be fair to say that comfort and support offered to staff at this time demonstrated the important caring links between staff and corporately. Notwithstanding, the impact is ongoing as the Division prepares for a sustained recovery effort with the initiation of a team of clinicians who will deliver therapeutic services over the next two years. It is anticipated that this will attract staff from the MHS and it is feared that recruitment of these staff may deplete existng teams.

Security of inpatients is an ongoing and contentious issue at the Park that requires careful attention by the Executive. In addition, the management of the Budget is an issue that has been at the forefront.

Although there will be a separation into two Divisions in line with the organisation changes brought on by health reforms, it is the intention of the Executive that the objectives and proposed outcomes will be sustained and that realationships formed during the time of the current Division will result in opportunities to benchmark the two emerging Divisions. It has been a sign of the resilience of the Division and its management that the benefits of aiming for consistency of care with responsiveness to local settings, although challenging is a desirable goal.

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Demographics:

The Health Service District services a population of around 480,000 people. The District's demographics are diverse and include metropolitan, large rural town and small rural community settings. The Division of Mental Health represents approximately 40% of the State's mental health services, making it the largest integrated service in the State.

The West Moreton District is acknowledged (ABS, accessed 7/7/2011) as the fastest growing region in Queensland. Within this district, Ipswich and Somerset are the areas of most rapid growth at 3.5 and 4.9% p.a. . Across the District, the population predominantly Australian born (362168) followed by those born in the UK (15397), New Zealand (9087), South Africa (1719). Other groups of over 1,000 people include those from the Phillipines, Vietnam, Germany and the Netherlands although many people (26369) did not disclose their country of origin. People who identify as indigenous comprise 10,520 - our third largest population group. Of these, 5553 people are under the age of 19 (presumably they are also Australian Born). Indigenous and migrant groups have enriched the culture of the District over time. Some have arrived in Australia from areas that have a history of war in the more distant past and more recently from areas of conflict, others seek the lifestyle that the District has to offer.

Within the West Moreton District, there are a number of large correctional facilities and there has been a history of institutions for those who are intellectually disabled and those who have had serious mental illnesses. The process of deinstitutionalisation has had an impact on the community and its perceptions of people with these conditions. In the Rural areas, the agricultural economy had been drought affected and, recently flood affected causing financial, social and emotional hardships. The effects of natural disaster in Southern Queensland have been well publicised and the long term impact is yet to be fully understood.

Specialties:

- Mental Health

Contracts/Relationships:

Contracted Services	Provider
Clinical and related waste DDWM	Ace Waste Pty Ltd SEQS00055
Duress Alarm systems maintenance	Integrated Wireless SEQS10117
Fire Alarm, Fire and Smoke doors, Sprinkler System and Emergency lighting maintenance	Wormald
Fire extinguishers, hose reels etc maintenance	A1 Fire Services
Food Service Equipment Preventative Maintenance	Catering Equipment Repairs
Inspection, testing and servicing of Fire Fighting Equipment	Action Fire Extinguishers Pty Ltd SEQS00004
Maintenance agreement of lift to MHU	Schindler Lifts Australia Pty Ltd SEQS10131
Monitoring of electronic security systems	L & M Security SEQS10022
Pest Control service	Amalgamated Pest Control
Plumbing & Gas Fitting	Cox Plumbing WBSC00061
Plumbing and LPG equipment preventative	Aylward Plumbing Services

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Maintenance

Preventative and Corrective maintenance to patient lifting devices Medtech

Education Services	Provider
Development and team building program	Queensland University of Technology
Joint appointment - Nursing	University of Southern Queensland
Joint appointment, Clinical Psychologist	University of Southern Queensland
Medical Student Teaching	UQ Rural Clinical School
Student Placement Deed (Corporate arrangements)	QH and Tertiary Facility arrangement, list available

DRGs:

DRG	Cases	Description
U61A	438	Schizophrenia Disorders with MH legal status
U63B	267	Â Â Major Affective Disorders
U67Z	262	Â Â Â Â Personality Disorders and
U40Z	248	Mentla HealthTreatment
U61B	120	Â Schizophrenia Disorders w
U63A	104	Â Â Â Â Major Affective Disorders
U60Z	68	Mentl Health Treatment
U64Z	40	Â Other Affective and Somat
U62A	26	Â Â Â Â Paranoia & Acute Psych Disorder
U65Z	18	Â Â Â Â Anxiety Disorders
U62B	11	Â Â Â Â Paranoia & Acute Psych Di
U68Z	7	Â Childhood Mental Disorder
U66Z	5	Â Â Â Â Eating and Obsessive-Comp

Clinical Indicators:

- 28 Day Readmission rate
- Average cost per 3 month community care period
- Average cost per acute inpatient episode
- Average lenght of acute inpatient stay
- Average treatment days per 3 month community care period
- Comparative area resources
- Consumer outcomes participation
- Local access to acute inpatient care
- Mental Health - Depression Long stay VLAD
- Mental Health - Depression Readmission VLAD
- Mental Health - Schizophrenia Long Stay VLAD
- Mental Health - Schizophrenia Readmission VLAD
- National Service Standards Compliance

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- New client index
- Population under care
- Post discharge community care
- Preadmission community care
- Rate of seclusion
- Schizophrenia 7 Day follow up

Statistical Data:

Inpatient Services	2009	2010	2011
Bed Days (incl. same day)		133605	104823
Same Day separations		185	342
Total Separations (incl. same day)		3035	2142

Non-Inpatient Services	2009	2010	2011
Community Health		98378	

Staff	2009	2010	2011
Full Time Equivalents		1320	

Inspections / Reviews:

1. **Inspection or Review Undertaken:**
 Qld Fire & Rescue Service Maintenance Inspection, Ipswich Health Plaza

Date of Inspection or Review : 05/10/2009
Date Report Received : 5/10/2009
Award Status Achieved :
Number of Recommendations : 0
Recommendations Implemented : 0

2. **Inspection or Review Undertaken:**
 QLD Fire & Rescue Service Building Inspection, Fountian House

Date of Inspection or Review : 30/06/2008
Date Report Received :
Award Status Achieved : Compliant
Number of Recommendations : 3
Recommendations Implemented : 3

3. **Inspection or Review Undertaken:**
 QLD Fire & Rescue Service Building Inspection, Acute Mental Health Unit

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Date of Inspection or Review : 18/05/2008
Date Report Received : 05/11/2008
Award Status Achieved : Compliant
Number of Recommendations : 3
Recommendations Implemented : 3

4. Inspection or Review Undertaken:

QLD Fire & Rescue Service Building Inspection, The Park

Date of Inspection or Review : 29/05/2008
Date Report Received : 04/06/2008
Award Status Achieved :
Number of Recommendations : 7
Recommendations Implemented :

Acronyms:

A&C	Acute and Community Mental Health Service (Toowoomba)
ACAT	Aged Care Assessment Team
ACT	Acute Care Team (formerly Crisis Assessment and Treatment Team)
ADR	Adverse Drug Reaction
AHPRA	Australian Health Practitioner Regulation Agency
AMHP	Authorised Mental Health Practitioner
AMHU	Adult Mental Health Unit
ARP	Acute Resuscitation Plan
ATODS	Alcohol Tobacco and Other Drugs Service
BEMS	Building, Engineering & Maintenance Services
BHH	Baillie Henderson Hospital
BMI	Body Mass Index
CAG	Consumer Advisory Group
CALD	Culturally & Linguistically Diverse
CCPRG	Consumer and Carer Participation Reference Group
CDES	Clinician development Education Service
CFOC	Clinical Forms On-line Catalogue
CHRISP	Centre for Healthcare Related Infection Surveillance and Prevention
CIMHA	Consumer Integrated Mental Health Application
CIMIS	Clinical Incident Management Implementation Standard
CKN	Clinicians' Knowledge Network
CMMS	Computerised Maintenance Management System
COAG	Council of Australian Governments
CPIP	Clinical Practice Improvement Payment
CPoC	Consumer Perceptions of Care Survey
CRM	Clinical risk Management
CSD	Central Sterilising Department
CYMHS	Child and Youth Mental Health Services

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CYMHS	Child and Youth Mental Health Service
DD	Darling Downs
DDWM	Darling Downs West Moreton
DDWMHS	Darling Downs West Moreton Health Service
DEM	Department of Emergency (see also ED)
DFLO	District Forensic Liaison Officer
DMH	Division of Mental Health
DRG	Diagnostic Related Groups
EAS	Employee Assistance Scheme
ECT	Electro Convulsive Therapy
ED	Emergency Department
EDIS	Emergency Department Information System
EDS	Enterprise Discharge Summary
EEG	ELECTROENCEPHALOGRAPH
EEO	Emergency Examination Orders
EIS	Extended Inpatient Service
EIS	Ensuring Intended Surgery
ETR	Extended Treatment and Rehabilitation
FOI	Fredom Of Information
FURAT	Facility/Unit Risk Assessment Tool
HACC	Home and Community Care
HASP	Housing And Support Program
HBCIS	Hospital Based Corporate Information System
HDU	High Dependency Unit
HEAPS	Human Error and Patient Safety
HIS	Health Information Service
HONOS	Health of the Nation Outcome Scale
HQCC	Health Quality and Complaints Commission
HREC	Human Research Ethics Committee
HSD	Health Service District
HSIS	High Secure Inpatient Service
ICT	Information and Communication Technology
IGH	IPSWICH GENERAL HOSPITAL
IMHS	Integrated Mental Health Service
KR1	Key Recommendation One (Achieving Balance, rev of sentinel events report)
MHA	Mental Health Act 2000
MHAODD	Mental Health Alcohol and other Drugs Directorate
MHB	Mental Health Branch
MHRT	Mental Health Review Tribunal
MHU	Mental Health Unit
MIFQ	Mental Illness Fellowship Queensland
MO's	Medical Officers
MOU	Memorandum of Understanding
MSDS	Material Safety Data Sheet
MSQ	Medication Safety Queensland
NGO	Non-government organisation

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NSMHS	National Standards for Mental Health Services
NUM	Nurse Unit Manager
OIS	Outcome Information System
OPMHU	Older Persons Mental Health Unit
ORMIS	Operating Room Management Information System
OVRAT	Occupational Violence Risk Assessment Tool
PAD	Performance Appraisal & Development
PMHS	Prison Mental Health Service
PPE	Personal Protective Equipment
PSO	Patient Safety Officer
PSQ	Patient Safety & Quality
QAS	Queensland Ambulance Service
QCMHL	Queensland Center for Mental Health Learning
QCMHR	Queensland Centre for Mental Health Research
QFRS	Queensland Fire & Rescue Service
QH	Queensland Health
QHEPS	Queensland Health Electronic Publishing Service
QHERS	Queensland Health Electronic Reporting Service
QNC	Queensland Nursing Council
QPS	Queensland Police Service
RCA	Root Cause Analysis
RMO	Resident Medical Officer
RTO	Registered Training Organisation
SAC	Severity Assessment Category
SB	South Burnett Community Mental Health Service
SD	Southern Downs Mental Health Service
SIC	Service Integration Coordinator
SOMH	School of Mental Health
SWIFT	Service Wide Integrated Functions Team
TACT	Triage Acute Care Team / Mental Health
TP	The Park Centre for Mental Health
VLAD	Variable Life Adjusted Display
VTE	Venous Thrombo-embolism
WD	Western Downs Mental Health Service
WM	West Moreton
WMSB	West Moreton South Burnett

Sites for Survey:

#1

Site under membership	Acute and Community Mental Health Services
Street	Toowoomba Hospital, Pechey St
City / Suburb	Toowoomba
State	Qld
Postcode	4350

EQiP Member Details

Organisation: Darling Downs - West Moreton Health Service District - Division of Mental Health
 Orgcode: 715686

Country Austr
Visited No

#2

Site under membership Baillie Henderson Hospital
Street Cnr Hogg & Tor Sts
City / Suburb Toowoomba
State Qld
Postcode 4350
Country Australia
Visited No

#3

Site under membership South Burnett Community Mental Health Service
Street Kingaroy Hospital, 166 Youngman Street
City / Suburb Kingaroy
State Qld
Postcode 4610
Country Aust
Visited No

#4

Site under membership Southern Downs Mental Health Service
Street Warwick Hospital, 56 Locke Street
City / Suburb Warwick
State Qld
Postcode 4370
Country Aust
Visited No

#5

Site under membership The Park "Centre for Mental Health
Street Cnr Ellerton Drive & Wolston Park Road
City / Suburb Wacol
State Qld
Postcode 4076
Country Aust
Visited No

#6

Site under membership West Moreton Integrated Mental Health
Street Ipswich Helath Plaza, 21 Bell St

EQUIP Member Details

Organisation: Darling Downs - West Moreton Health Service District - Division of Mental Health
Orgcode: 715686

City / Suburb Ipswich
State Qld
Postcode 4305
Country Aust
Visited No

#7

Site under membership Western Downs Mental Health Service
Street Hospital Road
City / Suburb Dalby
State Qld
Postcode 4405
Country Aust
Visited No