



Ballarat Health Services
Putting your health first

02 February 2021

Alice Wickett
Coroner's Registrar
65 Kavanagh Street
SOUTHBANK VIC 3006

cpresponses@coronerscourts.vic.gov.au

Dear Alice

Re: Investigation into the death of Jack Watson. COR Ref: COR 2016 003591

As recommended by the Coroner I can advise that the recommendation has been implemented following the receipt of your letter.

The full recommendation has been added to the patient transfer protocol in the section "Transfer between another Area Mental Health Service – Community Services". This has become "Live" in the Gov Docs on the 1st February 2021.

Attached is a copy of the updated Clinical Practice Protocol "Patient Transfer – Mental Health Services".



GDCPP0406--25785_
.pdf

Yours Sincerely

Dr Anoop Raveendran Nair Lalitha
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Mental Health Services
Ballarat Health Services

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BHS Logo

CLINICAL PRACTICE PROTOCOL

| |
|---|
| Patient Transfer - Mental Health Services |
| SCOPE (Area): Mental Health |
| SCOPE (Staff): Mental Health Services |

Printed versions of this document SHOULD NOT be considered up to date / current

Rationale

BHS – Mental Health Services (MHS) values and supports continuity of treatment to its patients and families and/or Carer(s). Continuity of care is achieved through the allocation of a Treating Clinician and Treating Psychiatrist who will be involved in the treatment from the time of intake to the time of closure.

BHS MHS uses Identify, Situation, Background, Assessment and Request (ISBAR) handover methodology between all service elements and to and from other services.

Expected Objectives / Outcome

This protocol details the required practice and documentation for the transfer of care between:

- Internal service elements
- Transfer to and from another Area Mental Health Services Inpatient Unit
- Transfer to and from another Area Mental Health Services Community Team.

Detailed Steps, Procedures and Actions

Internal transfer between program areas and/or teams

Procedure

Current Treating Psychiatrist to receiving Treating Psychiatrist discussion regarding transfer including reasons for transfer and anticipated time frames.
Treating Psychiatrist to discuss with General Practitioner as relevant.

Prior to transfer the following must occur and be documented in the clinical file:

- Mental State Examination (MSE)
- Risk Assessment
- Clinical Treatment Plan

Responsibility

Current
Treating
Psychiatrist
Current
Treating
Clinician

- Psycho-social treatments and progress.

Current Treating Clinician to Receiving Treating Clinician discussion transfer including

- progress in relation to the Clinical Treatment Plan,
- all risk related matters,
- family and/or Carer(s) involvement, and
- anticipated time frames.

Current
Treating
Clinician

Receiving
Clinician

Entry in the medical record outlining the above discussions and with whom all discussions took place.

Current
Treating
Clinician

Documentation in the file of Multi-disciplinary team discussion and preliminary discussions with the current Treating Clinician.

Receiving
Treating
Clinician

PR 1 update at first face to face review by the receiving Treating Clinician.

Patient and family to be informed about proposed transfer and reasons.

Transferring
Treating
Clinician

Transfer between another Area Mental Health Services Community Services

Procedure

Responsibility

Current Treating Psychiatrist to receiving Treating Psychiatrist referral discussion outlining:

- clinical picture
- treatment to date
- progress
- outstanding issues, and
- reasons for transfer.
- Discuss the recommended time frame for the receiving service to see the patient including the relative urgency of face to face interview as opposed to telephone contact (Coroners recommendation Dec 2020).

Treating
Psychiatrist

Documentation of the outcome of discussion and planned actions in relation to the transfer must occur.

Documentation should also include discussions with the:

- patient
- family and/or Carer(s)
- General Practitioner
- Other service providers regarding the transfer

- Prior to transfer the following must occur and be documented in the clinical file: Treating Clinician
- Mental State Examination
 - Risk Assessment
 - psychosocial treatments and progress

Transfer To another Area Public Mental Health Services Inpatient Services

Individual patients may need to be transferred to another Area Mental Health Service inpatient unit. If this occurs the following must take place:

Procedure

| | Responsibility |
|---|-------------------------------|
| Check Area Mental Health Service for bed availability once bed confirmed. | ANUM |
| Consultant to consultant referral discussion where applicable. | Treating Psychiatrist |
| Clinical documentation - discuss with receiving Area Mental Health Service their requirements. Copy all relevant clinical documentation. | ANUM |
| Complete the <i>Request for Ambulance Transport Form</i> and notify ambulance Victoria. | ANUM |
| Complete MHA123 Transfer of Compulsory Patient | Treating or Duty Psychiatrist |
| Discuss and document the proposed transfer with the | |
| <ul style="list-style-type: none"> • Patient • Family and/or Carer(s) • Receiving service • General Practitioner • Other service providers | Contact Nurse |

Related Documents

- [CPP0571 - Clinical Handover Protocol](#)
- [SOP0001 - Principles Of Clinical Care](#)

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| Reg Authority: Clinical Online Ratification Group | Date Effective: 01/02/2021 |
| Review Responsibility: Manager Grampian Region Mental Health & Aged Portf | Date for Review: 22/06/2023 |