Mental Health Access Improvement Collaborative Measurement Plan

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Team name	NHS Fife CAMHS	**Updated on:**	9 November 2018
Project Aim	Offer access to the most appropriate emotional support for all referrals screened and accepted onto the routine wait list in West CAMHS through the introduction of rapid assessment clinics by December 2018.		

Outcome measures

No	Name of measure	Purpose of measure	Operational Definition	Data Collection Guidance
1	% of referrals screened and accepted as suitable to West wait list and offered RAC appointment	To determine % of the referrals screened and accepted to the West waiting list to identify if every appropriate referral was given a RAC appointment.	Numerator = number of referrals screened and accepted as suitable for wait list Denominator = number of RAC appointments	Collect number of referrals per week screened and accepted to the West waiting list during the RAC test period Collect number of RAC appointments offered per week (note A/L)
2	Length of wait from referral to RAC appointment	Determine how quickly families are seen following referral	Date of RAC appointment minus date of referral	Write appointment date/time on outcome tool in top right corner then enter into RAC database (this is not a box on the form)
3	% DNA at RAC appointment	Identify the % of RAC appointments not attended	Numerator = total number of RAC appointments offered Denominator = number of DNA RAC appointments	Record DNA appointments in the database with all demographic info from outcome tool

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Process measures

No	Name of measure	Purpose of measure	Operational Definition	Data Collection Guidance
1	% accepted for waiting list as standard	Identify the % of children/young people added to the CAMHS waiting list following formulation	Numerator = total number of RAC appointments offered Denominator = number of children/young people added to the CAMHS waiting list following formulation	Enter information from bottom section of outcome tool into database
2	% discharged with treatment	Identify the % of children/young people needing discharged after receiving treatment needed as part of the formulation	Numerator = total number of RAC appointments offered Denominator = number of children/young people needing discharged after receiving treatment needed as part of the formulation	Enter information from bottom section of outcome tool into database
3	% referred on to another service following treatment	Identify the % of children/young people referred on to another service following treatment needed as part of the formulation	Numerator = total number of RAC appointments offered Denominator = number of children/young people referred on to another service following treatment needed as part of the formulation	Enter information from bottom section of outcome tool into database

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Process measures

4	% discharged with no treatment required	Identify the % of children/young people discharged with no treatment required i.e. was an inappropriate referral for CAMHS or things had significantly improved in the time between referral and RAC appointment	Numerator = total number of RAC appointments offered Denominator = number of children/young people discharged with no treatment required	Enter information from bottom section of outcome tool into database
5	Patient experience	Gauge satisfaction of children, young people and their families coming through the RAC process	Short anonymous satisfaction questionnaire given to each family attending RAC appointments	Enter into patient satisfaction tab in database
6	Clinician experience	Semi-structured interview with Psychologist who has run the RAC test to get a clinical perspective on how the clinics have worked in practice	Semi-structured interview questions scripted with prompts noted	Transcribe interview and perform thematic analysis

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Balancing measures

No	Name of measure	Purpose of measure	Operational Definition	Data Collection Guidance
1	% DNA at first CAMHS appointment	Following formulation, for those added to the CAMHS wait list, identify the % of DNAs for CAMHS appointments offered	Numerator = total number of first CAMHS appointments offered following RAC formulation Denominator = number of DNA first CAMHS appointments following RAC formulation	Cross check monthly activity report with RAC database to identify first CAMHS appointments offered to children/young people who had attended a RAC appointment and note outcome in CAMHS column in database
2	Length of wait from RAC to CAMHS appointment	Determine how quickly families are seen by CAMHS following RAC appointment	Date of CAMHS appointment minus date of RAC appointment	Cross check monthly activity report with RAC database to identify first CAMHS appointments offered to children/young people who had attended a RAC appointment and note outcome in CAMHS column in database
3	% accepted for a priority appointment	Identify the % of children/young people needing priority appointment	Numerator = total number of RAC appointments offered Denominator = number of children/young people needing priority appointment	Enter information from bottom section of outcome tool into database
4	Days from MDT screening meeting to RAC appointment	To identify referrals that needed a priority appointment	Count the number of days from the screening meeting to the RAC appointment	Compare Screening tool with RAC formulation to establish if presenting difficulties matched referrals (avoidable delay if had been offered priority appointment at screening) or if supplementary information identified in RAC formulation (unavoidable delay)