



# Six Core Strategies<sup>©</sup> service review tool

Strategy 3: Using data to inform practice

New Zealand adaption – 2nd edition

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Published in September 2020 by Te Pou

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ISBN 978-1-98-855151-7

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Recommended citation: Te Pou. (2020). *Six Core Strategies© service review tool: New Zealand adaption (2nd edition) - Strategy 3: Using data to inform practice*. Auckland: Te Pou.

# About the Six Core Strategies<sup>®</sup>

The *Six Core Strategies*<sup>®</sup> is a whole-of-system approach for reducing the use of seclusion and restraint in mental health and addiction services. This evidence-informed framework was originally developed in the US by the National Association of State Mental Health Program Directors in response to people accessing services and other stakeholders saying the experience of seclusion and restraint is traumatising for both people receiving services and staff.

The framework consists of six strategic areas as shown below. This document focuses on the service objectives that sit under **Strategy 3: Using data to inform practice**. For more information, please refer to the full version of the *Six Core Strategies*<sup>®</sup> *service review tool: New Zealand Adaption – 2nd Edition*.



## How to use this document

This document provides examples of what each service objective could look like. Your service can use the ratings below to identify whether you meet the objective and record it in each column. Then use your ratings to identify one or two key priorities for your service to work on over the next 3 to 6 months.

<b>Yes</b>	The objective is <i>fully embedded</i> into everyday working practice, values and culture.
<b>Partly</b>	<i>Part</i> of the objective has been implemented, but <i>not</i> fully embedded into everyday working practice, values and culture.
<b>No</b>	The objective is <i>newly implemented</i> or <i>not present</i> , and <i>not</i> yet embedded into everyday working practice, values and culture.

# 3. Using data to inform practice

**GOAL THREE:** Data is used to support the provision of high-quality services that promote evidence-informed least restrictive practice approaches to improve the outcomes and experiences of people, whānau and staff. Combined with quality improvement methodology, data can be used to support individual staff, team and service practice change.

The purpose of using data includes:

- developing and implementing least restrictive approaches that support equitable outcomes for Māori and Pasifika
- identifying areas for improvement and implementing change as part of quality improvement processes
- recognising individual practice approaches and service delivery models that are effective in restraint reduction.

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<b>Accessibility and sharing of data</b>			
<p>1. Leadership have access to and share data to understand our service’s use of restrictive practices.</p>	<p>Actions include analysis of data to identify or support:</p> <ul style="list-style-type: none"> <li>• individual training and professional development needs and or strengths</li> <li>• workforce training needs</li> <li>• early intervention and prevention approaches</li> <li>• initiatives and approaches to support positive outcomes for Māori and Pasifika peoples</li> <li>• least restrictive practice activities in the community.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>2.</b> Baseline data for seclusion and restraint is visible and easily accessible across our organisation.</p>	<p>Useful baseline data includes:</p> <ul style="list-style-type: none"> <li>• types of restraint (eg personal, physical or seclusion)</li> <li>• frequency of seclusion and restraint events</li> <li>• seclusion events within the first 48 hours of admission</li> <li>• duration of seclusion.</li> </ul> <p>See objective 4 below for related examples.</p>	<p><b>Yes</b></p> <p><b>Partly</b></p> <p><b>No</b></p>	
<p><b>3.</b> Our service has set realistic improvement targets that are shared with staff, people, whānau and other services.</p>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>• encouraging supportive and healthy competition among services by displaying data in general treatment areas, online, and through letters of agreement with external services</li> <li>• ensuring staff and services are informed about identified targets and responsibilities</li> <li>• sharing targets with community-based services that are part of the seclusion and restraint reduction plan</li> <li>• recognising and celebrating staff and service efforts in restraint reduction when targets are met as part of positive initiatives projects.</li> </ul>	<p><b>Yes</b></p> <p><b>Partly</b></p> <p><b>No</b></p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<b>Use of data</b>			
<p>4. A range of measures are used by our service to guide improvement activities.</p>	<p>Potential sources of data include:</p> <ul style="list-style-type: none"> <li>• Programme for the Integration of Mental Health Data (PRIMHD)</li> <li>• Mental Health and Addiction Key Performance Indicator (KPI) programme</li> <li>• Health of the Nation Outcome Scales (HoNOS)</li> <li>• Mārama Real Time Feedback</li> <li>• HQSC data dashboard.</li> </ul> <p>Potential measures can include core and balancing measures to monitor intended and unintended outcomes, such as:</p> <ul style="list-style-type: none"> <li>• seclusion and restraint events and hours by shift, location, time and day</li> <li>• length of stay in the service</li> <li>• screening for and impact of substance use and or withdrawal</li> <li>• re-admission to services within 28 days</li> <li>• outcomes related to substance intoxication or withdrawal</li> <li>• use of involuntary intramuscular medications</li> <li>• environmental restraints</li> <li>• person, whānau and staff related injuries</li> <li>• complaints from people and their whānau</li> <li>• involvement of people, whānau and staff in debriefing</li> <li>• incident reporting of near misses</li> <li>• use of wellbeing plans and advance directives</li> <li>• ethnicity, gender and diagnosis.</li> </ul>	<p>Yes</p> <p>Partly</p> <p>No</p>	

Service objectives	Examples of actions to meet the objectives	Is the objective being met? (Yes/Partly/No)	Next steps
<p><b>5.</b> Systems are in place to recognise, report, record and apply learning from ‘near misses’ to inform best practice approaches.</p>	<p>Actions include:</p> <ul style="list-style-type: none"> <li>ensuring systems are in place to collect information from people, whānau, staff and community-based teams or services involved in ‘near miss’ events</li> <li>encouraging people, whānau, staff and services to report ‘near miss’ events and acknowledging the value of this information</li> <li>supporting analysis of information collected to inform practice</li> <li>enabling people and whānau, staff, and services to apply learning into practice, such as updating care and treatment plans.</li> </ul>	<p><b>Yes</b></p> <p><b>Partly</b></p> <p><b>No</b></p>	



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