



Adelaide Health Service

**The Evolution of a
Bed Allocation System within
Mental Health Services**

The Consumer Journey Team
Patient Flow

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Government
of South Australia

SA Health

Basil the Echidna!





Why did we need a Bed Allocation System?



In The Beginning...

- > Regionalized Bed Management.
- > Practice underpinned by the EDM Policy Series 2002 -2005.
- > 2006 SA Winter Bed Strategies.
- > Mental Health Consumers in ED



2006 - The Beginning Continues

- > Southern Health – Victoria
- > Regional trials at a local level
East and West
- > Queuing System
- > Waiting Times

December 2007 A Puggle is Born...



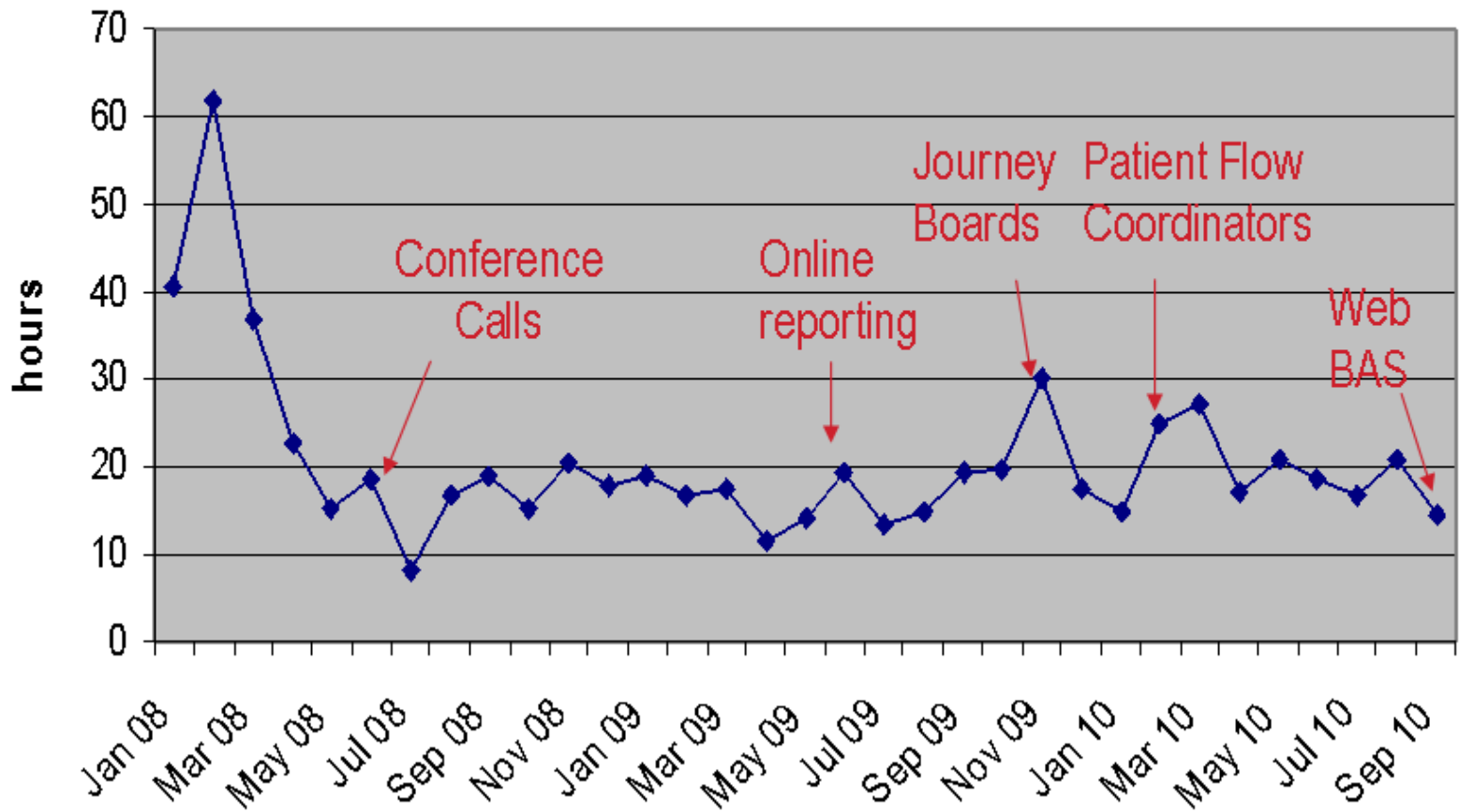
- > Bed Allocation System in Mental Health Triage.
- > A phone in service to the BAS Coordinators.
- > Waiting list sent out twice a day to key people
- > Discrepancies with capacity vs. demand.



July 2008 – November 2009 The Teenage Years...

- > Conference calls with inpatient units
1010hrs and 1410hrs
- > July 2009 - Conference calls online
- > Nov 2009 - Electronic Journey Board

Average Wait Times Jan 08 - Sept 10



November 2009 – February 2010

The Coming of Age..

- > Further development of the Electronic Journey Board.
- > Transitional Care Coordinators and Hospital Substitution
- > Patient Flow Coordinators Feb 2010



The Electronic Journey Board

Bed Allocation System Inpatient Unit List

[Print List](#) [Print List with Notes](#)

MH - Woodleigh House

Region	Transfer Date	Estimated Discharge Date	Confirmed Date	Discharge Time	Current LOS	Days Until Discharge	Consultant	Registrar	Key Worker	Discharge Date	Discharge Time	
North	14/10/2010	2/12/2010			15	34	Dr Singh	Dr Kanodie				Update
North	22/10/2010	29/10/2010	29/10/2010	14:00	7	0	Dr Barbato	Dr Mohan				Update
East	9/10/2010	25/11/2010			20	27	Dr Singh	Dr Mohan	NMAC			Update
East	12/10/2010	6/11/2010			17	8	Dr Singh	Dr Mohan				Update
North	27/10/2010	10/11/2010			2	12	Dr Barbato	Dr Mohan				Update
North	23/10/2010	3/11/2010			6	5	Dr Singh	Dr Mohan				Update
West	24/10/2010	11/11/2010			5	13	Dr Barbato	DR Szabo				Update
North	13/10/2010	4/11/2010			16	6	Dr Singh	Dr Kanodie				Update
North	14/09/2010	30/11/2010			45	32	Dr Singh	Dr Mohan				Update
West	20/10/2010	6/12/2010			9	38	Dr Singh	Dr Kanodie				Update
North	10/10/2010	4/11/2010			19	6	Dr Singh	Dr Kanodie				Update
Interstate	23/10/2010	4/11/2010			6	6	Dr Barbato	Sr Szabo				Update
North	15/09/2010	3/11/2010			44	5	Dr Barbato	Dr Szabo	NMAC			Update
East	28/10/2010	4/11/2010			1	6	Dr Barbato	Dr Szabo				Update
North	22/10/2010	8/11/2010			7	10	Dr Barbato	DrSzabo				Update
North	27/10/2010	10/11/2010			2	12	Dr. Singe	Dr. Mohan				Update
North	21/10/2010	9/11/2010	29/10/2010	17:00	8	11	Dr Barbato	Dr Szabo				Update
North	26/10/2010	5/11/2010			3	7	Dr Barbato	Dr Szabo				Update
North	13/10/2010	30/10/2010			16	1	Dr Barbato	Dr Kanodie				Update
North	30/09/2010	4/11/2010			29	6	Dr Singh	Dr Mohan				Update

February – August 2010

Adulthood and Beyond...

- > Consumer Journey Team Road Shows
- > Web BAS and the introduction of Basil
- > What now?



Bed Allocation List

Adult Bed Allocation List

Central Remote Bed Allocation List

Patient:	DOB:	Gender:	Region:	Location:	Bed Type Requested	Detention Status	Provisional Diagnosis	ED Time Waiting	BAS Time Waiting	Allocated / Date
		1 Female	North	Home	Acute	Voluntary	Borderline personality disorder		21.77 hrs	
		9 Female	Rural and Remote	RAH ED	Acute	DTO Level 1	Bipolar disorder (Manic without psychotic symptoms)	13.60	8.43 hrs	
		2 Male	Rural and Remote	LMH ED	Acute	Voluntary			5.43 hrs	
		6 Female	Rural and Remote	RAH ED	Acute	Voluntary	Avoidant personality disorder	9.43	4.43 hrs	
		0 Female	North	RHS ED	IPC	DTO Level 1	Borderline personality disorder		4.02 hrs	LMH IG PICU
		2 Male	North East	Mod ED	Acute	Voluntary	Psychosis (Unspecified non organic)	2.93	1.98 hrs	
		Female	East	Cramond Acute	Acute	DTO Level 1	Psychosis (Unspecified non organic)		1.00 hrs	
		4 Male	West	TQEH ED	Acute	Voluntary	Schizophrenia (paranoid)	1.93	1.25 hrs	
		0 Male	East	Other (Please Comment)	IPC	DTO Level 1	Schizophrenia (paranoid)		hrs	
		1 Male	East	Community Team	Acute	DTO Level 2	Schizoaffective disorder (Mixed type)		hrs	Cedars North West 3/11/2010 12:00:00 AM
		0 Male	East	Home	IPC	Voluntary	Schizoaffective disorder (Depressed type)		hrs	

Total Clients on List: 11

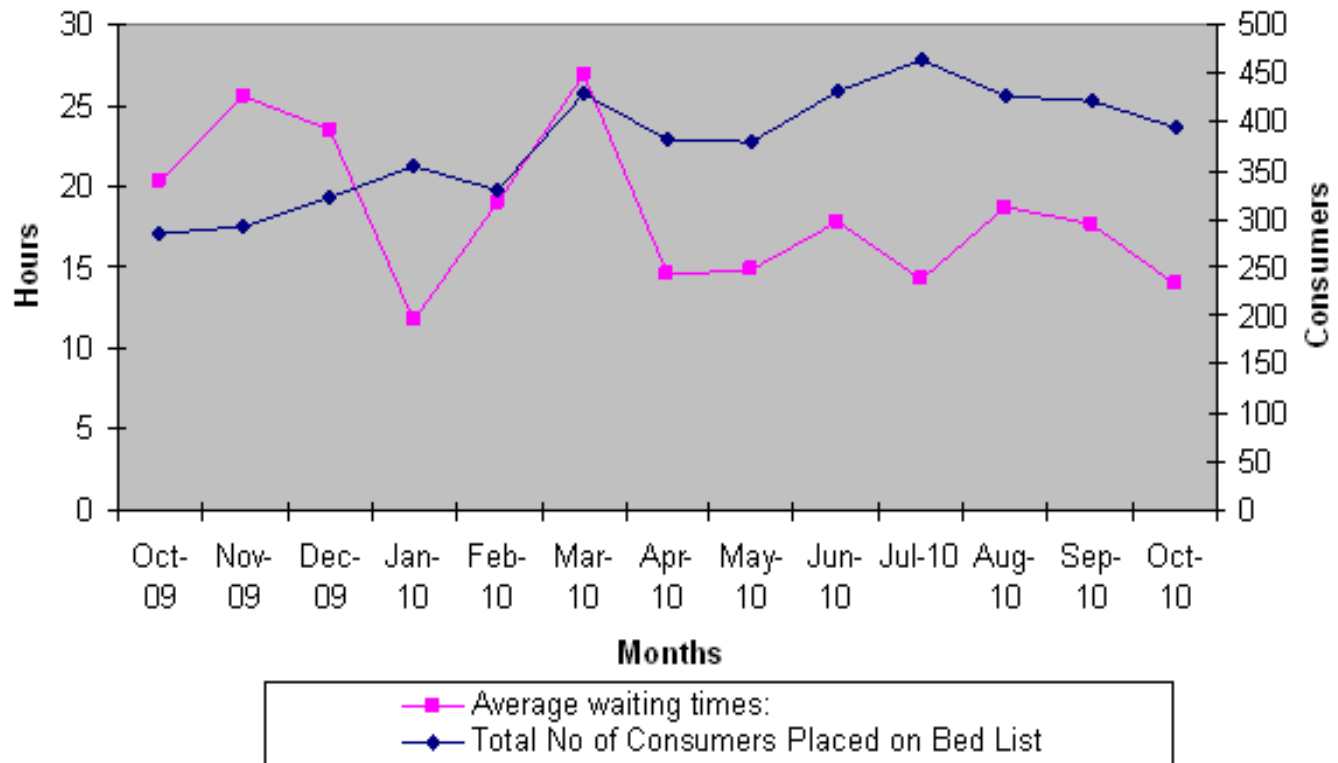
Average Wait Time: 6.03875 hrs

Rural and Remote Bed Allocation List

Patient:	DOB:	Gender:	Region:	Location:	Bed Type Requested	Detention Status	Provisional Diagnosis	ED Time Waiting	Bas Time Waiting	Allocated / Date
		0 Male	Rural and Remote	Home	R&R Acute	Voluntary	Schizophrenia (unspecified)		334.60 hrs	
		9 Female	Rural and Remote	Home	R&R Acute	Voluntary			264.43 hrs	
		2 Male	Rural and Remote	Home	R&R Acute	Voluntary			169.43 hrs	
		9 Male	Rural and Remote	Home	R&R Acute	Voluntary			120.43 hrs	
		6 Female	Rural and Remote	Cedars PICU	R&R Acute	DTO Level 2	Schizophrenia (unspecified)		4.43 hrs	Rural and Remote 2/11/2010 12:00:00 AM
		1 Female	Rural and Remote	Cedars PICU	R&R Acute	DTO Level 2	Schizoaffective disorder (Manic)		4.40 hrs	

Demand & Waiting times

Number of Consumers placed on CNAHS BAS
and The Average Wait Time for a Bed or taken off the Bed List
Aug 2009 - 2010





What has changed?

- > Decreased waiting times
- > Inpatient unit efficacy
- > Concepts of 'flow'

Championing Change

> Have we arrived?





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