

# Complex Behaviours in Acute Care

*The balance between  
Cost & Care*



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# Complex Behaviours





# Organisational Concerns

The care approach with use of bank and agency staff

- Costly
- Lacking continuity
- Lacking in specialist skill
- No clear care goals



## Care outcomes

- Overuse of restraint
- Over prescribing of psychotropic medications & associated side effects
- Increased time requiring 1:1
- Contributing to Functional decline



“Fix It!”





# Concept

- Develop a team dedicated to delivering increased supervision and supportive care to patients who are identified to be at risk or who place others at risk due to their memory or thinking difficulties.



# Cognition Care Support Team (CCST)

Incorporating Div 2 Nurses & PCA's  
the team provide;

- 1:1 support and care
- Behaviour assessment, monitoring and observation
- Care planning, diversional therapy & positive engagement



# CCST Aim

- Reduce further risk of complications as a result of behaviours of concern
- Reduce length of time of individualised 1:1 care and impact on length of stay
- Support staff in ongoing care of the patient through care planning and education
- Support & liaise with family/carer
- Increase safety as trained staff will recognise and report behavioural changes early



## Team development

- Team of 5x Div 2 and 3x PCA were recruited
- 1 Week of training
- Team member is allocated by Nursing allocations as per formal request from a specific ward
- The cost would be allocated to that ward

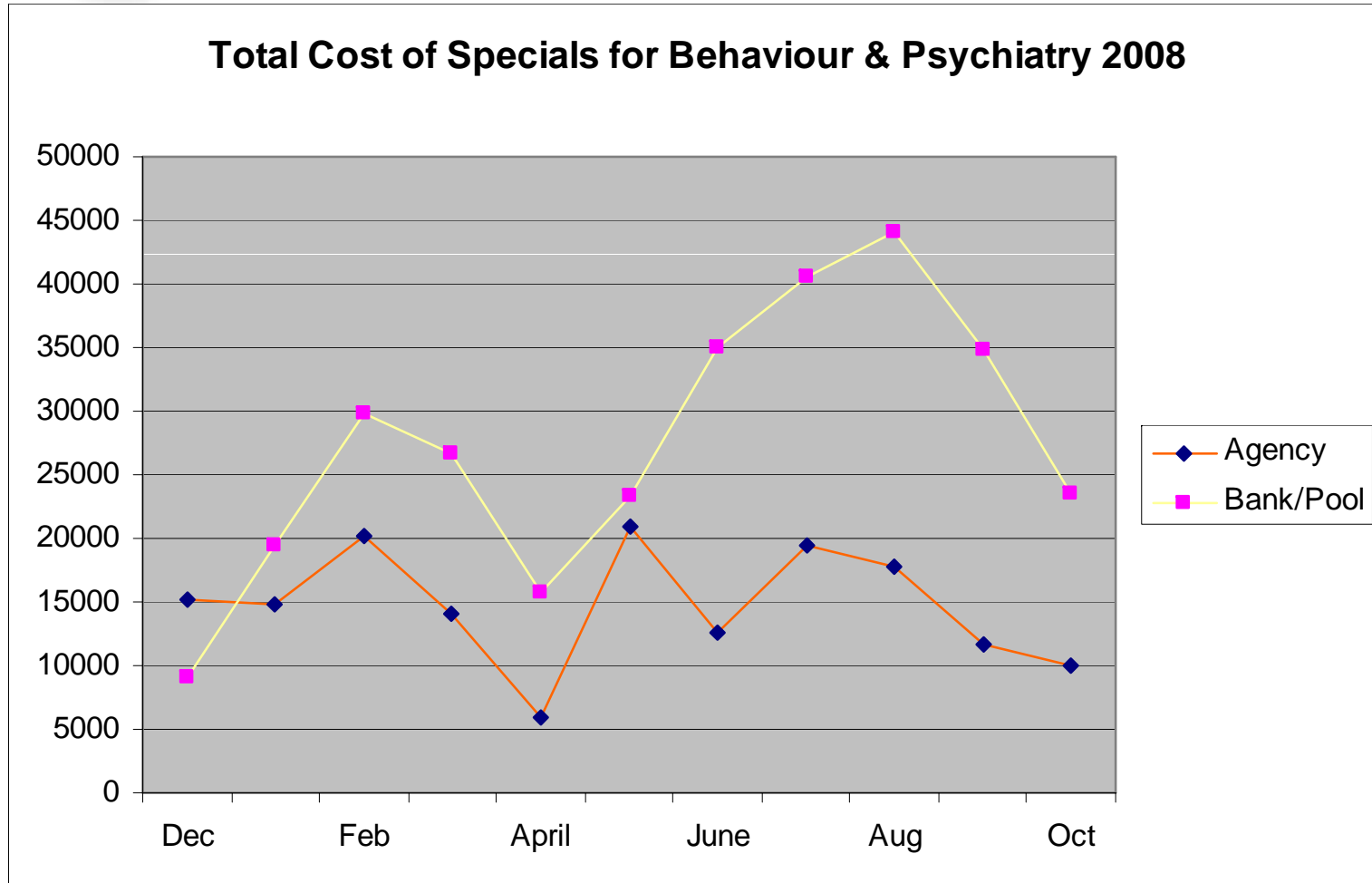


# Data Collection

- Health e workforce
- Riskman
- Staff survey
- Team data collection
- Family Comments & feedback



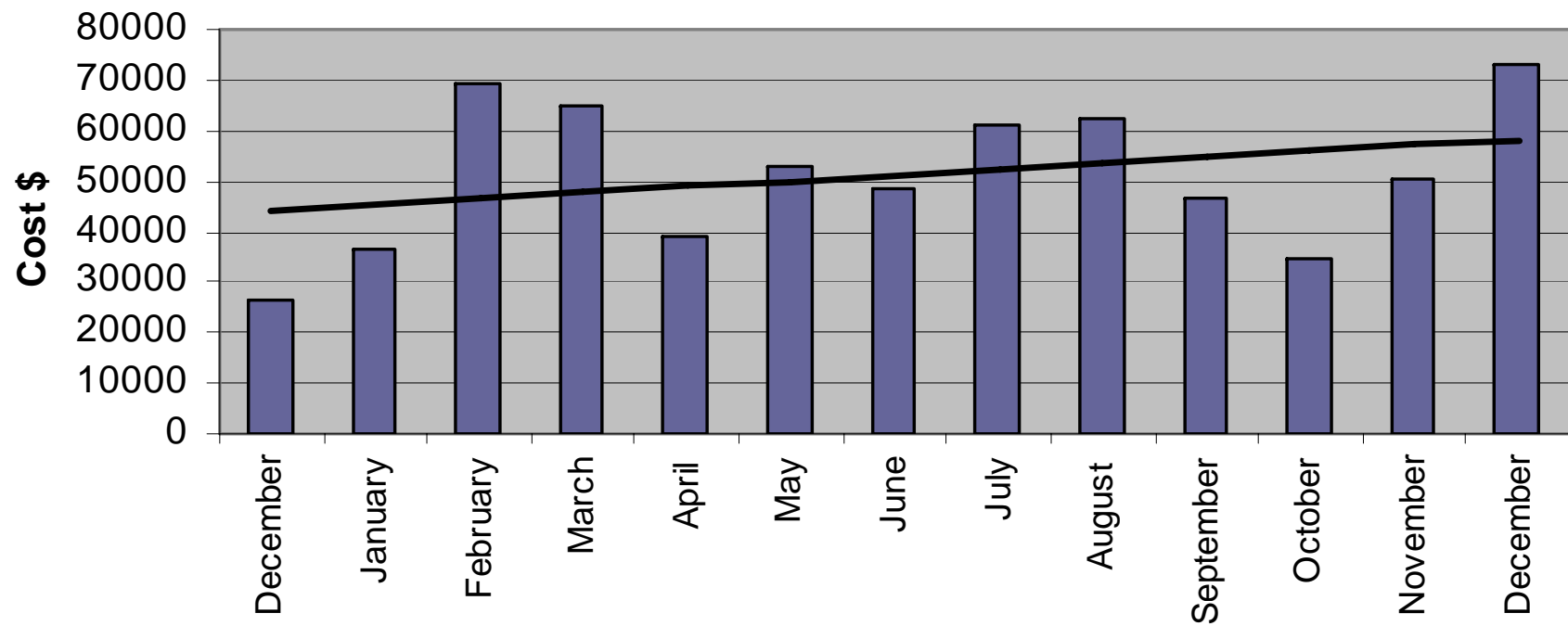
# Outcomes





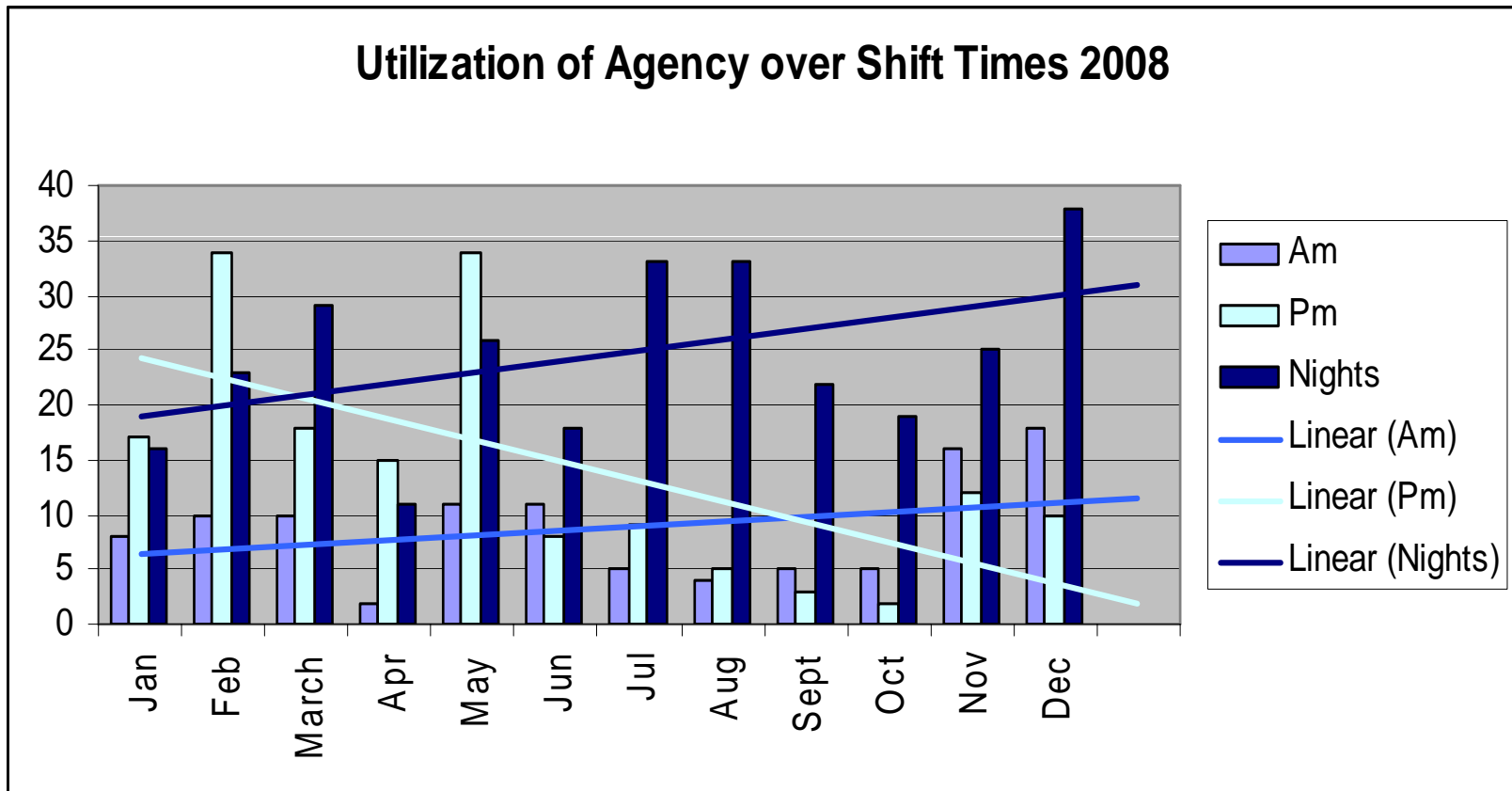
# Outcomes

Extra resource cost for behaviour & Psychiatry 2008





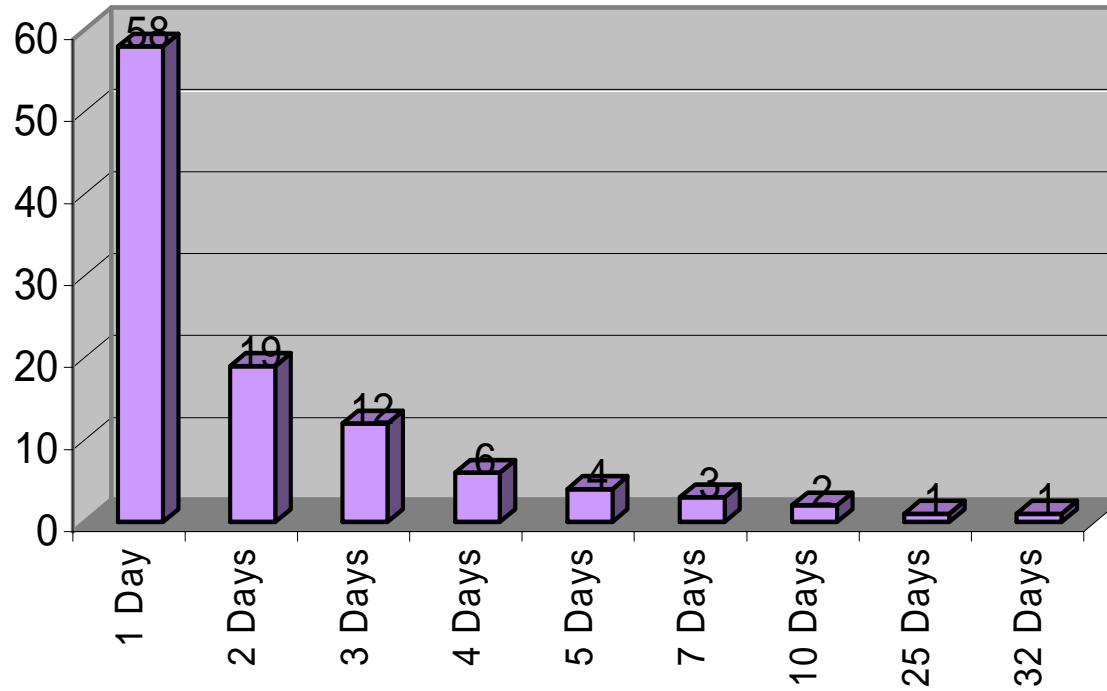
# Outcomes





# Outcomes

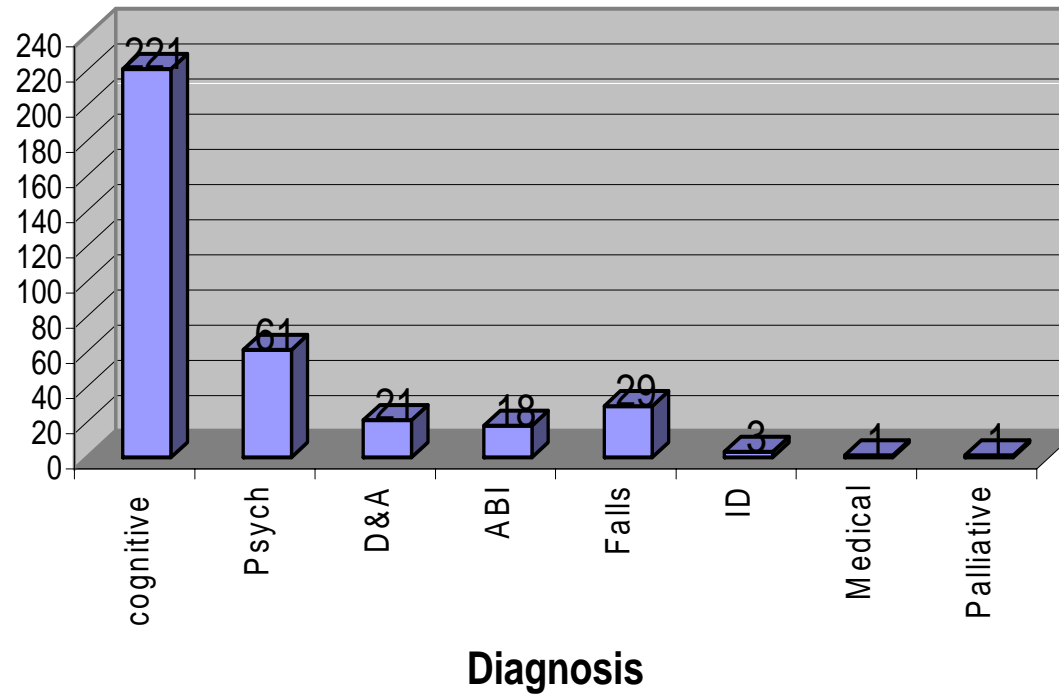
**Number of days Patients required CCST Care**





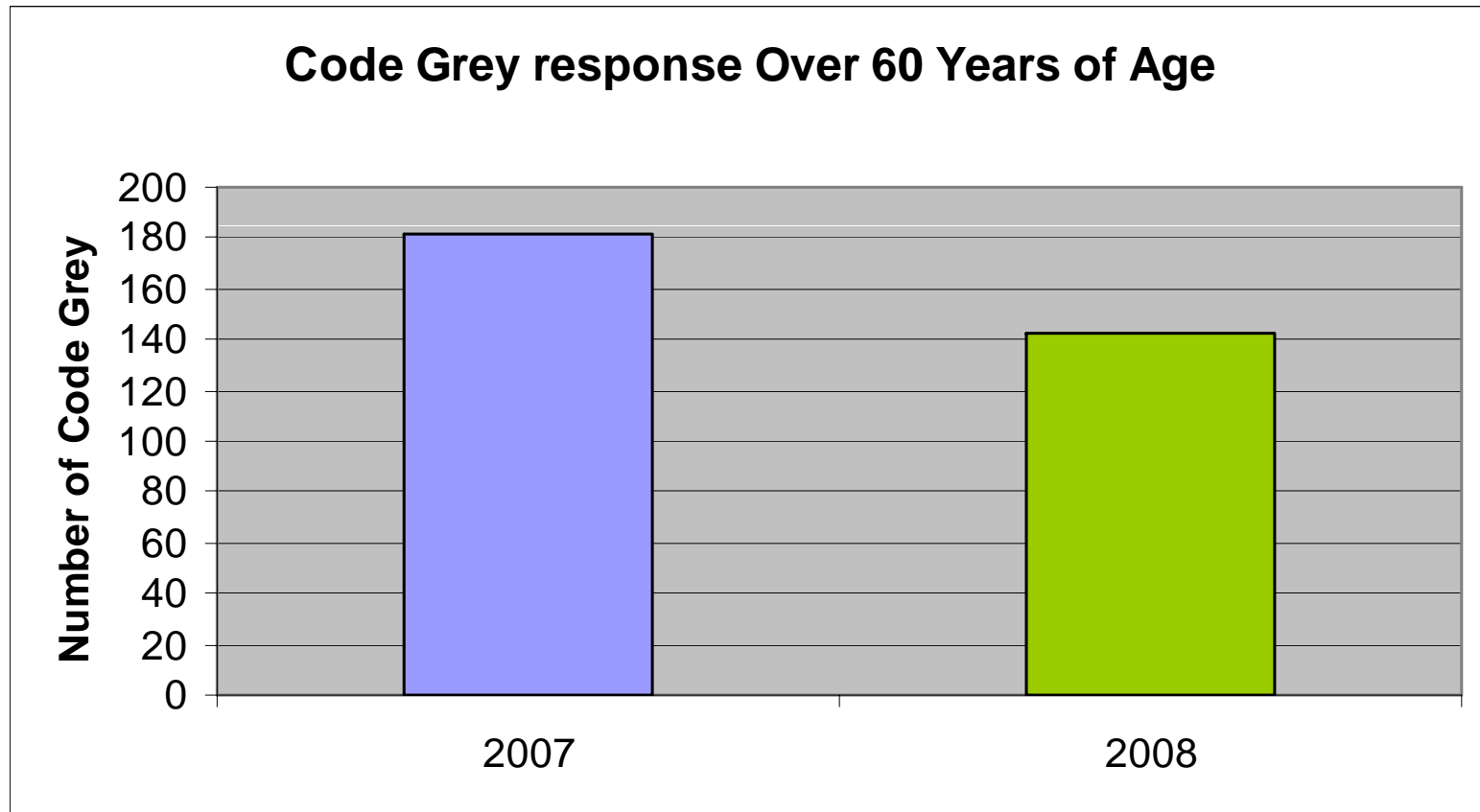
# Outcomes

CCST Requests / diagnosis





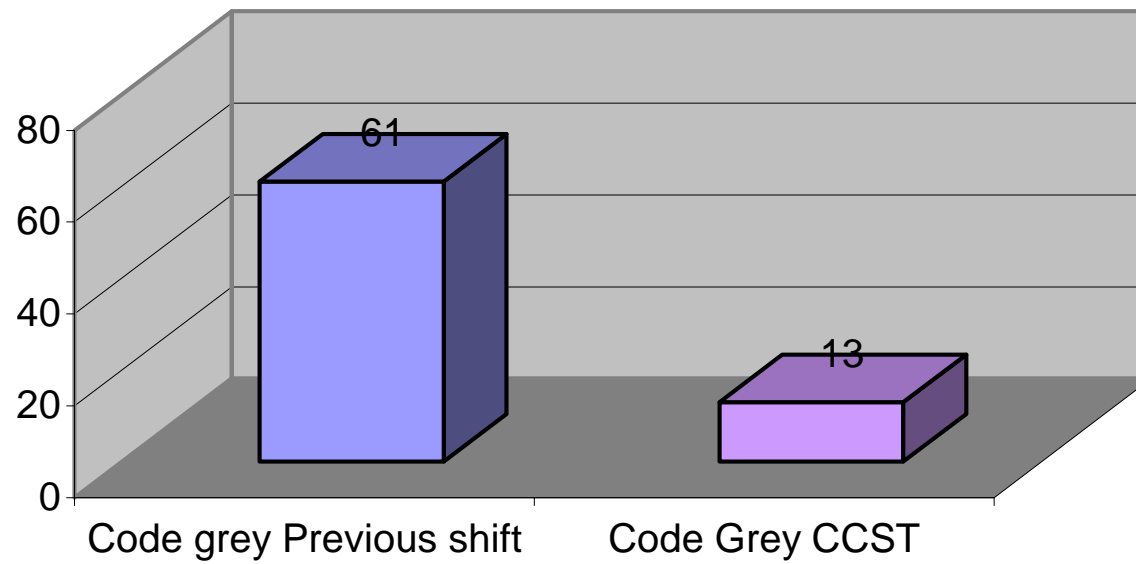
# Outcomes





# Outcomes

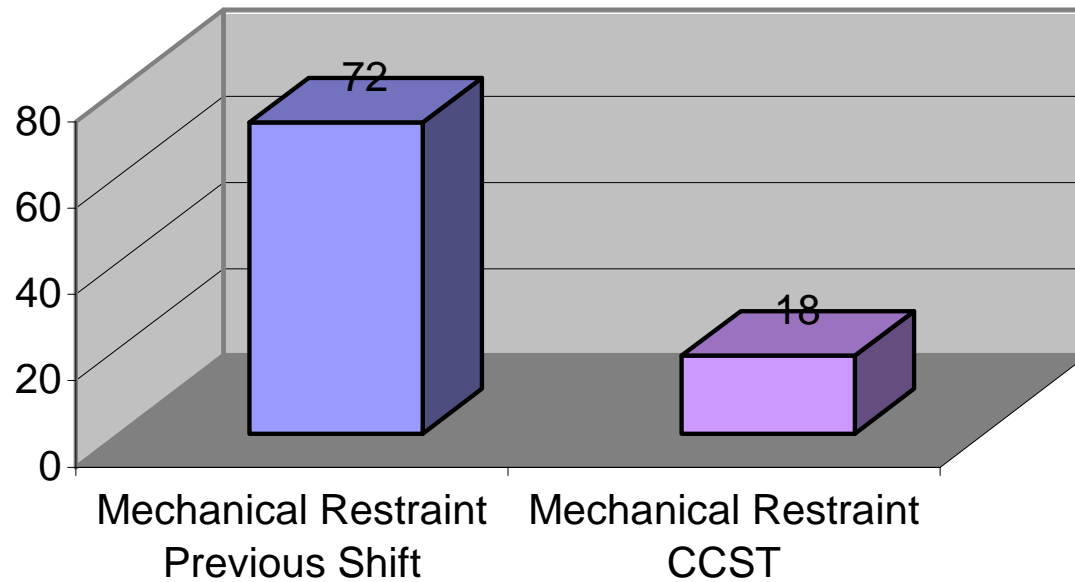
**Comparison of Shift Outcomes CCST vs Previous Shift**





# Outcomes

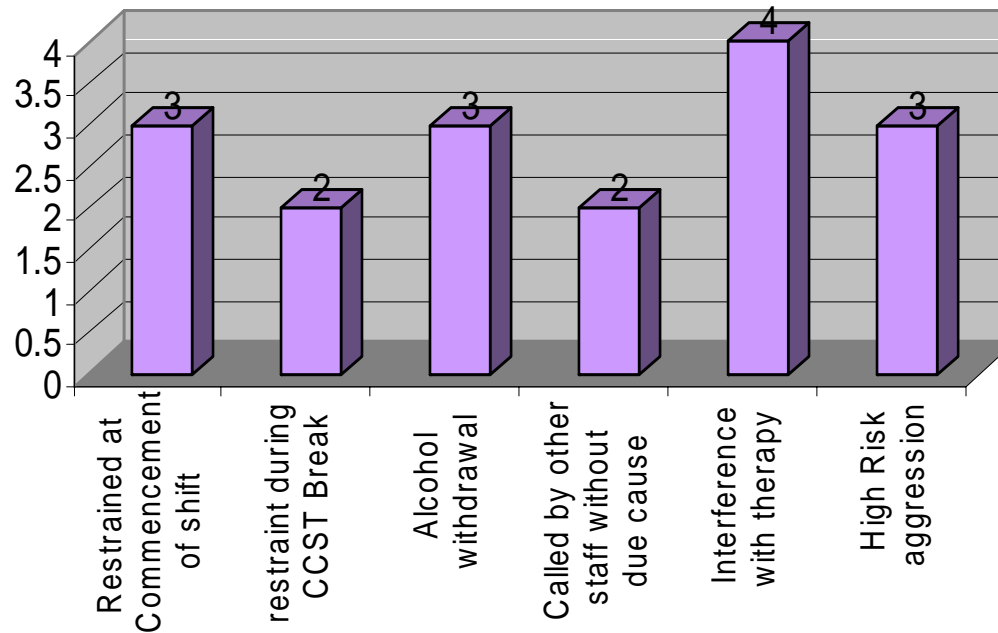
**Comparison of shift outcomes CCST vs Previous Shift**





# Outcomes

**Reason for Use of Mechanical Restraint During CCST Shift**







# Outcomes







# New model

