



Mental Health Nurse Liaison Procedure – Albany Hospital

1. Guiding Principles

The Great Southern Mental Health Service (GSMHS) provides a Mental Health Consultation and Liaison service to the Great Southern Region. This service is provided seven (7) days per week by or via the Clinical Nurse Specialist Mental Health Liaison Nurses (MHLN) based in the Emergency Department (ED) of the Albany Health Campus (AHC) from 08:00 to 22:30 hours daily.

A regional telephone support service is provided by the MHLNs to EDs and General Practitioners (GPs) in the Great Southern Mental Health Service catchment area.

MHLNs are available to undertake assessments and provide management advice to nursing and medical teams throughout the AHC regarding patients receiving medical or surgical care who have a co-morbid mental illness or who are experiencing symptoms of a psychiatric nature. A consultation service is available by telephone during business hours for patients in this cohort admitted to smaller regional hospitals.

It is important to note the MHLN service is a hospital-based service and therefore not a crisis response team, but rather offers expert consultation and advice across the Great Southern region on matters pertaining to the assessment and treatment of mental illness, including advice in relation to the application of the Mental Health Act 2014.

The MHLN service is Activity Based Funded from AHC, and line managed by the Clinical Nurse Manager, Acute Psychiatric Unit (APU).

2. Procedure

08:00 to 22:30

The last referral for in person Albany ED consultation is 2100 to allow finalisation of mandated paperwork. Telephone support is available regionally until 22:30.

The MHLN can be contacted via the AHC reception by dialling “9” if the caller is within the AHC, or phoning 9892 2222 if the caller is from outside the hospital.

The MHLNs attend the daily 8am ED Clinical Handover meeting to monitor after hours mental health admissions and after-hours ED Discharges requiring specialist mental health follow up.

Emergency Department (ED)

The WACHS GS AHC ED Assessment of Psychiatric Presentations ([Appendix 1](#)) and the WACHS GS Multi-Purpose Service (MPS) ED Assessment of Psychiatric Presentations ([Appendix 2](#)) flowcharts provide guidance to ED's of the referral process.

The MHLN service either in person or by telephone:

- provides information about short-term containment of patients who are experiencing psychiatric crisis or are severely psychologically distressed.
- conducts a Mental Health Assessment (in person or via video conference only).
- assesses risk to self and/or others (in person or via video conference only).
- is centrally involved in the initiation of referrals under the *Mental Health Act 2014*, decisions about patient disposition, and coordination of transfers in the Great Southern for patients under the *Mental Health Act 2014*.
- If a metropolitan transfer is required for an inpatient mental health bed, this is negotiated by the MHLN through the state-wide bed management escalation pathway rather than the patient being transferred to Albany for admission to the APU (See [Admission of Mental Health Patients Procedure APU](#)).

If a management plan acceptable to the ED treating doctor cannot be reached after consultation with MHLN the matter is to be escalated to a Consultant Psychiatrist. If requested by the Fellow of the Australasian College for Emergency Medicine (FACEM) on duty, a Consultant Psychiatrist is to attend the AHC ED to assess the patient. This attendance is to be at the earliest possible opportunity. This is to occur regardless of the status of the patient under the *Mental Health Act 2014*.

Patients being held in the AHC Emergency Department on a Form 1A – Referral for Examination by Psychiatrist awaiting assessment in an authorised hospital - are to be seen daily by a Consultant Psychiatrist and the MHLN is to be centrally involved in their ongoing management. If the patient is located in a multi-purpose regional hospital, this assessment must be arranged via the MHLN and can be via video conference if appropriate and/or available, or transfer arranged to AHC for assessment either in ED or the APU.

A comprehensive MHLN assessment requires the use of the following documents:

- an 8-page Mental Health Assessment form (SMHMR902) for all patients admitted to mental health services
- a Mental Health Triage (SMHMR 900) for all patients not being admitted to services.
- Risk Assessment and Management Plan (SMHMR905) (RAMP) of the patient.
- initial management plan or ED discharge plan as appropriate.

Child and Adolescent Mental Health Service (CAMHS) patients

- The MHLN provides a first level response to all ED requests for people of any age group presenting with psychiatric disturbance.
- The MHLN is to liaise with the CAMHS service during business hours when mental health specialist support is required for a child or adolescent. If required at the request of the MHLN the CAMHS team is to provide assessment in the ED at the earliest available opportunity.

- The on-call Consultant Psychiatrist is available to provide specialist advice and assistance after hours.
- Mental Health Emergency Telehealth Service (MH ETS) available 24/7 to MH ETS enabled WACHS sites by calling 1800 422 190 or faxing 1300 711 506

Patients admitted in AHC under the bed card of a Physician / Senior Medical Practitioner (SMP)

A MHLN consultation can be requested for patients of any age. The referring practitioner must discuss any referral with the patient prior to MHLN involvement being requested.

Any MHLN consultation is usually a one-off assessment. The MHLN is to document the assessment of the patient and recommendations for treatment/management in the patient's medical record. The MHLN is required to complete this documentation in both the patient hard copy file and PSOLIS. Recommendations may include regular review and involvement from the Mental Health team.

Patients admitted under a Psychiatrist in a non-Mental Health (outlying) ward

The MHLN is to be actively involved in the development of the nursing management plan and is involved daily in risk assessment and management of patients admitted under a consultant psychiatrist in an outlying bed.

Out of Area Referrals

For any referrals received for APU beds from outside the Great Southern, the following information must be provided by the referring clinician to ensure timely and accurate assessment for admission by the APU admitting Consultant Psychiatrist:

- Adult Mental Health Assessment (SMHMR 902) or Mental Health Triage (SMHMR 900)
- Adult Risk Assessment and Management Plan (SMHMR 905) or CAMHS Risk Assessment and Management Plan (CAMHS002)
- RAT test completed with the last 24 hours
- Physical Assessment (if in the Emergency Department of referring hospital)
- WACHS Adult Observation and Response Chart ([MR140A](#))
- WA Hospital Medication Chart ([MR170A](#))
- Copies of Mental Health Act 2014 forms

Albany Health Campus (AHC) is unable to accept any intubated patients.

Patients being transferred with any level of sedation must be discussed with the ED prior to transfer.

As the Albany Health Campus is a regional centre the timing of any patient transfers must be discussed prior to transfer, due to the limited ED and High Dependency Unit (HDU) beds and limited medical cover after hours.

3. Definitions

Nil

4. Roles and Responsibilities

Regional Director of Medical Services: To develop systems to ensure that all Visiting Medical Practitioner (VMP) GPs and SMPs are provided with an orientation to the mental health MHLN service.

Regional Director of Nursing and Midwifery Services: To assist with the evaluation of the MHLN service and relationships with WACHS GS stakeholders receiving services.

Clinical Director and Manager GS Mental Health: To develop systems to ensure that MHLN and Consultant Psychiatry coverage is maintained, evaluated, governed and compliant with relevant legislation and procedures.

Clinical Director GS Mental Health: To provide overall clinical governance for the clinical services delivered by employees of the Great Southern Mental Health Service.

All Staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

5. Compliance

This procedure includes mandatory requirements under the [Mental Health Act 2014](#).

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Records Management

All WACHS clinical records must be managed in accordance with [Health Record Management Policy](#).

7. Evaluation

Monitoring of compliance with this document is to be carried out by the Clinical Nurse Manager, Authorised Psychiatric Unit, using audit tools developed by the GSMHS Management Committee in consultation with key internal stakeholders.

8. Standards

[National Safety and Quality Health Service Standards](#) – 6.01, 6.08, 8.01, 8.06, 8.07, 8.08

[National Standards for Mental Health Services](#) – 1.9, 1.12, 2.3, 2.9, 2.10, 4.5, 6.8, 7.1, 8.9, 9.1, 9.3, 9.5, 10.2.1, 10.2.3, 10.3.1, 10.3.3, 10.3.4, 10.3.6, 10.3.7

9. Legislation

[Mental Health Act, 2014](#)

10. References

[Clinicians Practice Guide to the MH Act 2014 Edition 3](#)

11. Related Forms

[MR140A WACHS Adult Observation and Response Chart \(A-ORC\)](#)

[MR170A WA Hospital Medication Chart](#)

[Mental Health Act 2014 Forms](#)

[Statewide Standardised Clinical Documentation \(SSCD\) Suite](#)

12. Related Policy Documents

[WACHS Adult Psychiatric Inpatient Services – Referral, Admission, Assessment, Care, Treatment and Discharge Policy](#)

[WACHS Adults with Impaired Decision Making Capacity Procedure](#)

[WACHS Assessment and Management of Interhospital Patient Transfers Policy](#)

[WACHS Child and Adolescent Mental Health Service Access Criteria Policy](#)

[WACHS Medical Practitioners Manual \(2012\)](#)

[WACHS Mental Health Care in Emergency Departments and General Wards Policy](#)

[WACHS Recognising and Responding to Acute Deterioration \(RRAD\) Policy](#)

[WACHS Great Southern Discharge from the Emergency Department of Patients with Mental Health Symptoms Procedure – Albany Health Campus](#)

[WACHS Great Southern Patient Vehicle Access Procedure – Albany Hospital Acute Psychiatric Unit](#)

13. Related WA Health System Policies

MP 0155/21 [State-wide Standardised Clinical Documentation for Mental Health Services](#)

MP 0101/18 [Clinical Care Of People With Mental Health Problems Who May Be At Risk of Becoming Violent or Aggressive Policy](#)

MP0074/17 [Clinical Care of People Who May Be Suicidal Policy](#)

MP 0070/17 [Mental Health Emergency and Follow Up Information on Discharge from Hospital Emergency Dept Policy](#)

MP 0095 [Clinical Handover Policy](#)

14. Policy Framework

[Mental Health Policy Framework](#)

15. Appendices

Appendix 1: [Assessment of Mental Health Presentations to WACHS Great Southern AHC ED](#)

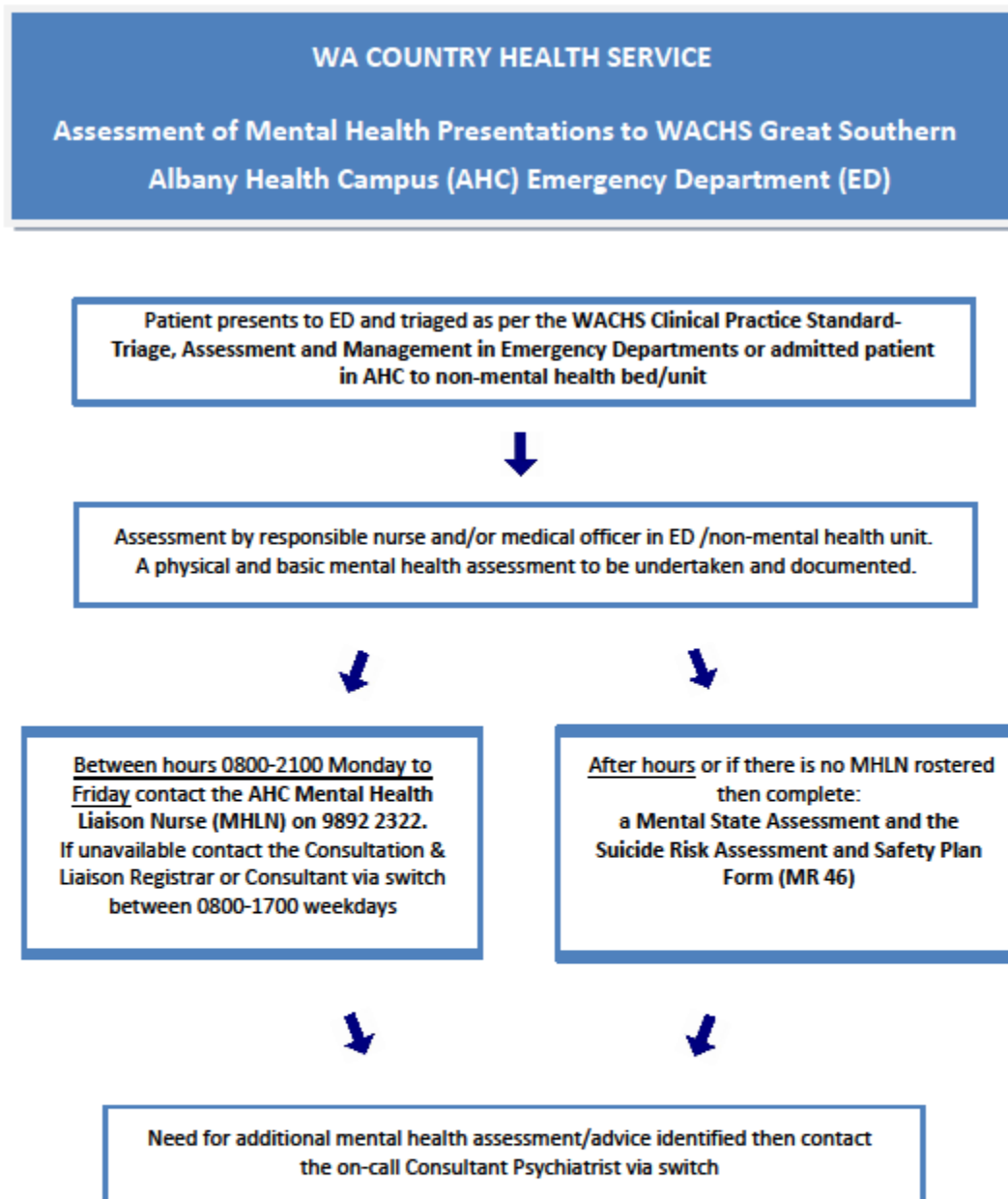
Appendix 2: [Assessment of Mental Health Presentations to WACHS Great Southern MPS EDs](#)

**This document can be made available in alternative formats
on request for a person with a disability**

Contact:	Regional Manager Mental Health Services – Great Southern		
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Appendix 1: Assessment of Mental Health Presentations to WACHS Great Southern AHC ED



References:

WACHS Mental Health Care in Emergency Departments and General Wards Policy
WACHS GS AHC Discharge from the Emergency Department of Patients with Mental Health Symptoms Procedure

Created by:

Regional Manager GSMHS 11/08/2022

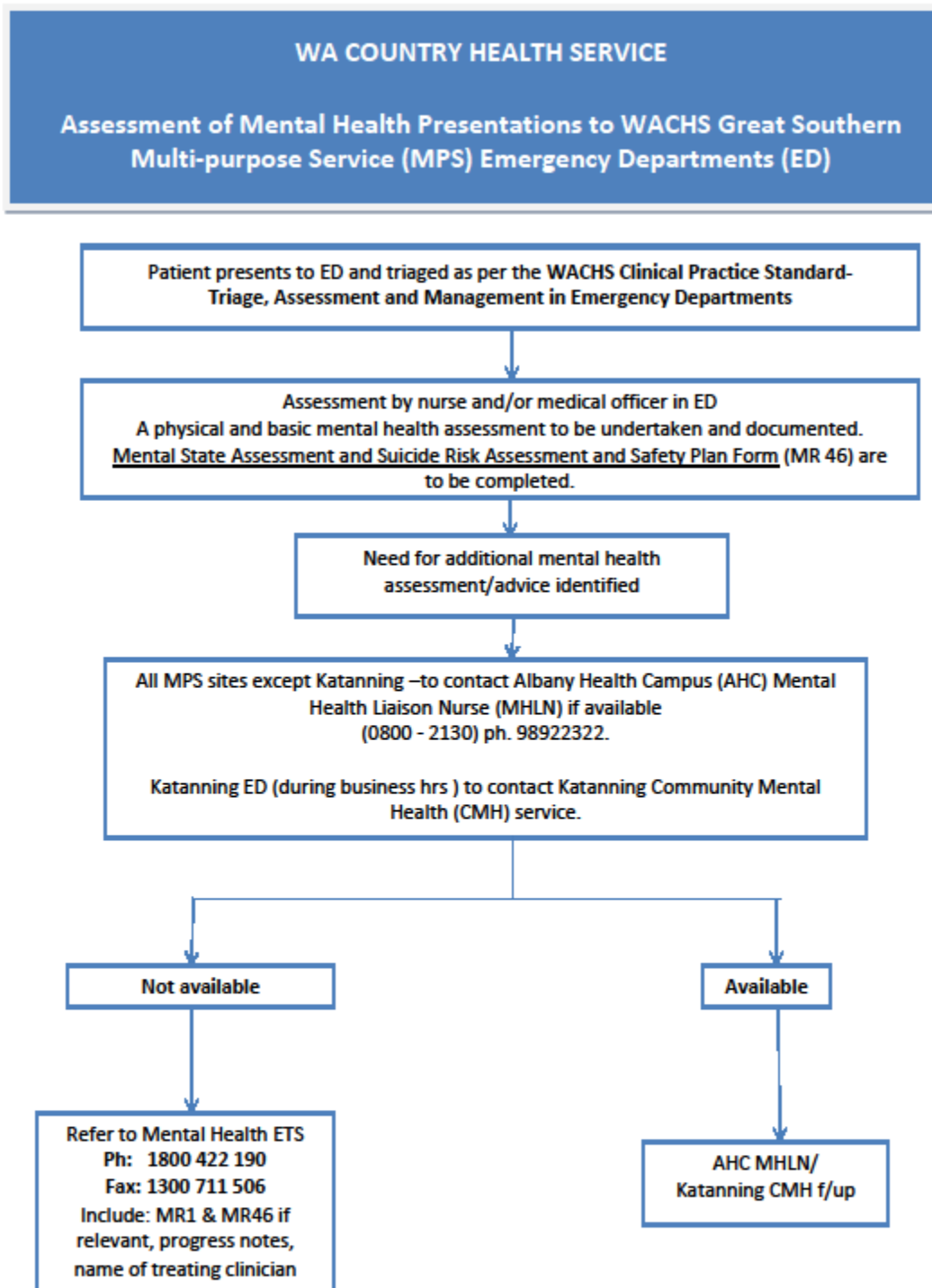
Endorsed:

GSMHS Safety & Quality Governance Committee 11/08/2022

Review Date: 11/08/2024

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Appendix 2: Assessment of Mental Health Presentations to WACHS Great Southern MPS EDs



Created by: M Wells WACHS GS Mental Health Service. Date 13/10/2020
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Review Date: 4/11/2022

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