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The Development of Clinical Care Standards for drug and alcohol services and implementation considerations.

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Introduction / Issues: Clinical care standards can play an important role in delivering appropriate care (Australian Commission on Safety and Quality in Healthcare). NSW Health drug and alcohol services have implemented an electronic medical record (eMR). This provided an opportunity to identify core treatment processes on which to base clinical care standards for quality indicators.

Method / Approach: A series of workshops with Subject Matter Experts (SME) were held to identify the core treatment processes, develop standards for those processes and to identify the system enablers and barriers for services to implement and achieve these standards. Clinical leaders from each Local Health District were also invited to provide written consultation feedback on the standards and systems considerations.

Key Findings: The SME workshops identified the core treatment processes and developed care standards for: 1) Intake; 2) Comprehensive assessment; 3) Care planning; 4) Identifying, addressing and monitoring risk; 5) Monitoring treatment progress and outcome; and 6) Transfer of care and discharge. Key themes emerged throughout the consultation process highlighting the need for workforce development; service level access to data in eMR; efforts to leverage eMR to support the quality of care; and utilising a change management approach to implementation.

Discussions and Conclusions: The standardisation of core clinical process in the eMR for services has provided a foundation for clinical care standards development. Consultation with the sector provided support for the development of standards. Significant implementation success factors, barriers and challenges have also been identified and will need to be considered during implementation planning.

Implications for Practice or Policy (optional): The development of quality indicators as part of a performance framework provides the basis for ongoing quality improvement through the development of standardised clinical auditing practices and analytics solutions for clinical information systems.

Implications for Translational Research (optional):

Disclosure of Interest Statement:

The Australasian Professional Society for Alcohol and other Drugs (APSAD) recognises the considerable contribution that industry partners make to professional and research activities. We also recognise the need for transparency of disclosure of potential conflicts of interest by acknowledging these relationships in all written publications.

ORAL/POSTER/WORKSHOP ABSTRACT TEMPLATE

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