

## Director on Call Roster – Mental Health Justice Health Alcohol and Drug Service (MHJHADS)

It is proposed that the existing arrangements requiring a dedicated Director On Call Roster for the division of MHJHADS be absorbed into the existing functions which support the rest of Canberra Health Services (CHS) out of hours.

### Background

The Division of MHJHADS has historically managed a “Director on Call” Roster to manage out of hours issues as outlined in the related procedure. The functions relate to:

1. Incident reporting
2. Bed management issues
3. Overtime and additional staffing approvals
4. Financial approvals
5. Oversight and reporting of AWOL and absconding patient protocols
6. Liaison with the AFP and ACTAS and
7. End of shift safety checks – this is the process for staff working in the community out of hours to call in and advise that they are safe at the end of shift.

All of these functions currently sit with either an After Hours Hospital Manager (AHHM) or the Executive on Call for the rest of Canberra Health Services. It is unclear why this Division has its own established roster.

The roster is filled on a rotational basis by the Operational and Clinical Directors across the division, with most but not all participating.

### Nature of calls

A recent survey was undertaken of current participants in the on-call roster, to identify the volume and nature of the calls received on any given week night or over the weekend. This survey was based on the current procedure.

The responses to the survey indicated that the majority of calls during the week related to end of shift checks and staffing approvals. On the weekend this was similar with the addition of a number of calls related to bed management and flow issues. This is consistent with the nature of Executive on Call with the exception of the end of shift safety checks. The average number of call per on call shift per category ranged between 0-3.

It is of note that since the inception of this roster, the service has introduced a 24/7 Access Mental Health Telephone line and in 2019 introduced a dedicated patient flow role Monday to Friday which as of December 2020 will be expanded to seven days.

## Proposal

It is proposed that the Director On Call Roster be ceased as of 1 February 2021 with responsibility for calls to be directed to the After-Hours Hospital Manager with the Executive on Call as the escalation point as per all other Divisions. The end of Shift Safety checks which average 3 per shift will be managed through the Access Mental Health team.

The Clinical Directors who currently participate in the roster and are paid the on call allowance as per the ACTPS Medical Practitioners Enterprise Agreement 2013-17 will participate in the Psychiatric consultant on call roster instead. This will increase the number of consultants available for this roster thereby reducing the demand on the rest of the consultant body without increasing their individual on-call burden.

The Operational Directors will no longer be required to be on call, however they will be provided the opportunity to participate in the CHS Executive on Call roster if they so wish. This roster is currently covered by the Clinical Executive Directors and the Directors of Nursing (with the exception of MHJHADS DON) on a rotational basis.

## Consultation

The consultation period for this proposal will be from Tuesday, 8 December until COB Monday 21 December 2020. Feedback is welcomed and will inform the final decision.

If it is decided to progress as outlined it is anticipated that the new arrangements will be in place as of Monday 1 February 2021.

Please provide your feedback to Karen Grace, Executive Director, MHJHADS via email to [CHS.EDMHJHADS@act.gov.au](mailto:CHS.EDMHJHADS@act.gov.au) or you can contact Brittany Kent on 5124 1577 to arrange a time to discuss the proposal.