**Priority 5**

*Workforce, information, quality and safety*

*Enhance and strengthen the capacity of services to provide high quality, safe and evidence-based mental health care*

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**Key actions**

- Increase availability of a skilled mental health workforce
- Improve access to mental health service information, including information on consumer perceptions of care, to inform service evaluation and planning
- Improve delivery of safe, high quality care through effective quality improvement processes
- Increase access to evidence from research to inform mental health service delivery and development

The capacity to provide high quality services is essential to the delivery of a contemporary mental health care system, and relies on the use of evidence-based care to produce measurable improvements for consumers, carers and families. The quality agenda focuses on workforce development, information management, quality and safety initiatives, and research development. These are essential to the delivery of high quality care into the future.

**Actions for 2007-11**

An additional $70.82 million will be provided over four years to expand and develop the mental health workforce to ensure the provision of high quality, safe public mental health services, and to continue developing mental health research and information management capacity. This funding includes $43 million from the Queensland Government to replace Commonwealth funded projects expiring in 2007-08.

**Workforce development**

The Queensland Government will implement initiatives focused on developing workforce capacity to deliver mental health programs. This includes:

- $2.41 million to develop and implement a range of strategies to recruit mental health staff. These include undergraduate marketing initiatives, targeted scholarships and incentives for people to enter the mental health workforce.
- $3.06 million to provide a range of ongoing support to assist with retaining mental health staff. This includes orientation programs and supervision models for allied health and nursing.
- $0.69 million to improve workplace culture and leadership, including programs to provide support to professional supervisors and team leaders.
- $0.67 million to provide staff training and education through the Queensland Centre for Mental Health Learning including implementation of recovery training for mental health staff.
- $0.46 million to provide support to develop the non-government sector workforce.
- Additional positions in the Queensland Centre for Mental Health Learning to improve risk assessment and management skills as part of the implementation of the recommendations from the Review of the Mental Health Act 2000.
• Enhancing the statewide role of the Queensland Centre for Mental Health Learning in the provision of mental health training initiatives for staff, consumers, family, and carers across public, private and community sectors.
• Developing a Workforce Development and Innovation Plan, which is consistent with the National Practice Standards for the Mental Health Workforce, including:
  - development of Clinical Practice Guidelines
  - development of standardised multidisciplinary training and education curriculum and modules based on the National Practice Standards for the Mental Health Workforce, for delivery by specialist educational units.

Information management
The Queensland Government will support the further development of Queensland Health information management systems to support quality mental health service delivery and reform. This includes:
  - $16.4 million to establish the Consumer Integrated Mental Health Application (CIMHA), which will enhance access to clinical and service information needed to support service delivery and evaluation
  - $2.16 million to more effectively utilise information in clinical practice, service planning and policy development
  - $1.2 million to establish and maintain a data reporting repository
  - developing and implementing strategies to improve access to mental health information

• implementing routine reporting of key performance indicators to guide service improvement activities and facilitate performance monitoring
• building infrastructure to enable the linking of mental health data sets at the client and service levels to better inform planning, funding, evaluation and development of models of best practice
• developing a health planning model for mental health based on prevalence and service utilisation data.

Quality and safety
The Queensland Government will continue to develop and improve quality and safety systems in collaboration with consumers, carers and families, government and non-government service providers. This work will include:
  - the development and implementation of a comprehensive Quality and Safety Plan which is aligned to National Standards for Mental Health Services and is consistent with the National Safety Priorities in Mental Health: the National Plan for Reducing Harm
  - establishment of a system of clinical audit that engages services in ongoing review and quality improvement
  - finalisation of implementation of the key recommendations in:
Mental health research
The Queensland Government will continue to support mental health research and particularly, the application of research to clinical practice. This includes:

- $0.77 million to develop a statewide framework for mental health research which supports the translation of evidence and innovation into improved day-to-day services for consumers, their families and carers
- collaborating with appropriate research bodies
- exploring increased funding for scholarships that promote the translation of evidence into practice.

Outcomes by 2011
Investment of funds to support workforce development and the provision of quality and safe mental health services will improve services for consumers, carers and their families. By 2011, the Queensland Government will have delivered the following outcomes:

- developed sustainable mechanisms to recruit and retain an adequate mental health workforce
- improved workforce development and support to ensure ongoing capability of mental health staff to deliver services
- developed and maintained effective leadership support for professional supervisors and operational leaders
- improved the use of information by clinicians and organisations in day-to-day clinical practice and service improvement initiatives
- developed and maintained the appropriate technology, infrastructure and resources to support mental health information management
- implemented and maintained effective quality and safety systems to ensure proactive identification of safety risks
- developed strategic links between the mental health workforce in public mental health services and the non-government sector workforce.

Outcomes by 2017
By 2017, the Queensland Government will have:

Workforce development
- developed and implemented a range of innovative recruitment and retention strategies for public mental health services
- developed and implemented new roles and new ways of using the skills and expertise of the mental health workforce
- engaged key stakeholders in mental health workforce planning and development.

Information management
- provided relevant and timely information to consumers, carers, mental health service providers and the community
- provided appropriate information and support to inform quality mental health service delivery and reform
- provided the technology, infrastructure, and resources that meet Queensland’s mental health information needs
- established a quality and safety governance structure for mental health care across Queensland
- enhanced safety and minimised harm to consumers, the mental health workforce and the broader community
- engaged mental health stakeholders in quality and safety systems.

Research
- established statewide mechanisms to ensure that all key stakeholders contribute to, and benefit from mental health research.
Like a copy of the Plan?

Copies of the Queensland Plan for Mental Health 2007–2017 are available:

- electronically from Queensland Health’s website
- or you can order hard copies online from the
  Queensland Government Bookshop at
  www.bookshop.qld.gov.au