Appendix 11:
Selected resources for further reading

Following are some selected resources relevant to safety and quality issues in mental health. Preference has been provided to accessible resources relevant to the priorities identified in this Plan. The lists are by no means exhaustive.

Website links and phone lines were accurate at the time of printing. Responsibility for the content of the listed resources rests with the respective authors.

Safety and quality in general

Australasian Cochrane Centre
http://www.cochrane.org.au

Australian Council for Safety and Quality in Health Care
http://www.safetyandquality.org

Australian Council on Healthcare Standards
http://www.achs.org.au

Australian Patient Safety Foundation.
http://www.apsf.net.au

Australian Resource Centre for Healthcare Innovations (ARCHI)
http://www.archi.net.au

Doing Less Harm: Improving the safety and quality of care through reporting, analysing and learning from adverse incidents involving NHS patients – Key requirements for health care providers (UK publication).

Guidelines for Determining Benefits for Health Insurance Purposes for Private Patient Hospital-Based Mental Health Care.

Institute for Health Care Improvement.
http://www.ihi.org/resources/btsguides/

International Society for Quality in Health Care Inc.

Joint Commission on Accreditation of Healthcare Organizations, USA.
http://www.jcaho.org

Key Performance Indicators for Australian Public Mental Health Services

Mental Health National Outcomes and Casemix Classification.
http://www.mhnocc.org
National Centre for Patient Safety, US National Veterans Administration Health. 
http://www.patientsafety.gov/matrix.html

National Mental Health Strategy publications.

National Practice Standards for the Mental Health Workforce

National Standards for Mental Health Services

National Triage Scale, ACEM. 

Quality Improvement Council
http://www.qic.org.au


Safer Health Care (International site).
http://www.saferhealthcare.org.uk/ihi

To Err is Human: Building a Safer Health System. 
http://books.nap.edu/books/0309068371/html/index.html

UK National Institute of Clinical Excellence (NICE).
http://www.nice.org.uk

United Nations Principles for the Protection of Persons with Mental Illness and the Improvement of 
Mental Health Care

Victorian Department of Human Services, Clinical Risk Management.

Victorian Department of Human Services, Sentinel Event Annual Report.

Victorian Department of Human Services – Strategy for safety and quality in public mental 
health services.

Victorian Quality Council publications.

WA Office of Safety and Quality in Health Care (OSQH).

WA Office of Safety and Quality in Health Care publications include:

Clinical Risk Management
• Clinical Risk Management Guidelines for the WA Health System
• Pocket Guide to Clinical Risk Management
• Desktop Guide to Clinical Risk Management
Complaints Management
- Premier’s Circular 2004/04 – Whole of Government Complaint Management Strategy
- Department of Health (2005). Complaint Management at the Department of Health
- Metropolitan Hospital and Health Service Annual Complaints Report 2002 – 2003
- Metropolitan Hospital and Health Service Annual Complaints Report 2003-2004
- WA Country Health Service Annual Complaints Report 2003-2004
- Department of Health Annual Complaint Report 2003-2004
- Informed Consent
- Procedure Specific Consent Forms
- Guidelines for Health Practitioners: Patient Consent to Treatment and Disclosure of Material Risks (Oct 2000)
- Questions to Ask Your Doctor About Proposed Tests, Treatment or Procedures (See Appendix A)

Credentialing
- Credentialing an Introduction

Incident Reporting and Management
- Incident Reporting and Management Policy

Sentinel Events
- Statewide Sentinel Events Reporting Policy
- Sentinel Event Report Form
- Clinical Incident and Root Cause Analysis (RCA) Forms

Qualified Privilege
- Qualified Privilege Guidelines

WHO World Alliance for Patient Safety.
http://www.who.int/patientsafety/en/

Clinical resources


Clinical Governance, Western Australia
http://www.clinicalgovernance.health.wa.gov.au

Documents on this site include:
- Introduction to Clinical Governance: A Background paper
- Clinical Governance: Reference by Topics
- Clinical Governance: A Framework of Assurance and Review for Clinical Responsibility and Accountability in Western Australian Health Services
- Clinical Governance Framework
• Western Australian Clinical Governance Guidelines
• Setting Standards for Making Health Care Better: Implementing Clinical Governance in WA Health Services
• Clinical Governance Standard

Clinical Governance Guidelines (Mental Health) – Western Australia.

National Institute of Clinical Studies.

National Institute for Clinical Excellence – UK
http://www.nice.org.uk/

Royal Australian and New Zealand College of Psychiatrists (RANZCP), Clinical Practice Guidelines.
http://www.ranzcp.org/publicarea/cpg.asp

http://www.nice.org.uk/page.aspx?o=213665

Standards in Care Outcomes in Licensed Psychiatric Hostel for People with a Psychiatric Disability,
Office of the Chief Psychiatrist Western Australia, May 2003

Victorian Department of Human Services, Chief Psychiatrist’s Guidelines.

http://www.nice.org.uk/page.aspx?o=244477

WA Centre for Clinical Interventions (CCI).
http://www.cci.health.wa.gov.au

WA Framework for Clinical Risk Assessment and Management of Harm

Suicide prevention

Auseinet – Australian Network for Promotion, Prevention & Early Intervention for Mental Health
http://www.auseinet.com


Community Life-Building Community Capacity for Suicide Prevention
http://www.community-life.org.au

National Suicide Prevention Strategy
http://www.livingisforeveryone.com.au

NSW Government Response to the Tracking Tragedy Report


http://pb.rcpsych.org/cgi/content/full/25/2/53.

http://www.rcpsych.ac.uk

http://www.nice.org.uk/page.aspx?o=213665

WA Framework for Clinical Risk Assessment and Management of Harm

Seclusion and restraint

http://www.nursingworld.org/readroom/position/ethics/etrestrnt.htm

http://www.psych.org/psych_pract.

http://www.naphs.org/News/guidingprinc.html


http://nzhta.chmeds.ac.nz/publications/nzhtav4n1.pdf


Michael S Pollanen, PhD; David A. Chiasson, MD, Unexpected death related to restraint for excited delirium: a retrospective study of deaths in policy custody and in the community, Canadian Medical Association Journal 158:1603-7, 1998. http://www.cmaj.ca/cgi/content/abstract/158/12/1603


Nurses Board of Western Australia, Guidelines for the use of restraint in Western Australia, August 2002. http://www.nbwa.org/au/

Nursing Board of Tasmania Standards for the use of restraint as a nursing intervention http://www.nursingboardtas.org.au/


Standards (includes standards related to use of restraint and seclusion). http://www.jcaho.org


WA Mental Health Act (1996): Regulations on the authorisation, observation and recording of seclusion in Western Australia.


**Adverse drug events**

ADRAC’s, Australian Adverse Drug Reaction Bulletin.  

Australian Prescriber newsletter –  
www.australianprescriber.com

Better Health Channel, Consumer Medicines Guide.  
http://www.betterhealth.vic.gov.au (click on Library, then Medicines Guide)

Clinical guidance on the use of antidepressant medication in children and adolescents. Joint statement about use of SSRIs in the treatment of psychiatric and developmental disorders in children and adolescents  
http://www.ranzcp.org

Consumer Medicine Information (CMI).  

What is CMI? (brochure)  
http://www.nps.org.au/resources/content/cmi бrochure.pdf

CMI (poster).  
http://www.nps.org.au/resources/content/cmi_poster.pdf


HealthConnect.  

MedicinesTalk – produced by consumers, for consumers to encourage and promote Quality Use of Medicines (QUM).  
http://www.nps.org.au/site.php?content=/resources/content/cons_medtalk.html

Medication Safety Breakthrough Collaborative  

MedWatch: The United States Food and Drug Safety Information and Adverse Event Reporting Program.  
www.fda.gov/medwatch

Medimate  
http://www.nps.org.au/site.php?content=/resources/content/cons_medimate.html

Brochure on Medimate –  
http://www.nps.org.au/site.php?page=2&content=/resources/content/medimate_brochure.html

National Medicines Policy, Policy on Quality Use of Medicines

National Prescribing Service
www.nps.org.au


Quality Use of Medicines (QUM) Map
http://www.qummap.health.gov.au

RANZCP Position Statement on the Safe Use of Clozapine
http://www.ranzcp.org/

Victorian Mental Health Branch of the Department of Human Services. Brochures on psychotropic medication.

Western Australian Medication Notifications.

Western Australian Medication Review.
http://www.chiefpsychiatrist.health.wa.gov.au

Western Australian Psychotropic Drug Committee (WAPDC)

Guidelines and Information available on the above site:
Antidepressants (January 2005)
Antidepressants – Therapeutic algorithm Part 1
Antidepressants – Therapeutic algorithm Part 2
Includes sections on:
• Guidelines for the drug treatment of depression
• Algorithm for pharmacotherapy of depression
• Clinical conditions influencing selection of antidepressants
• Switching antidepressant agents
• Adverse effects that influence selection of antidepressants
• Clinically relevant drug interactions with newer antidepressants
• Printed copies are also available by contacting WATAG.

Antipsychotic Drug Guidelines (July 2003)
Includes Therapeutic Algorithms for:
• Early Episodes
• Relapse and Exacerbation
• Acute Arousal
• Antipsychotic Induced Cardiac Arrhythmia
• Key Points for Antipsychotic therapy in clinical practice
Other Information

- Guidelines for the use of psychotropic drugs
- Prescription and supply of risperidone long acting depot injection
- Risk of hyperglycaemia and diabetes mellitus associated with use of antipsychotic drugs
- Use of SSRI and SNRI antidepressants in children and adolescents

Advisory Notes

- Caution required with olanzapine intramuscular
- Olanzapine intramuscular injection
- New Anticonvulsants as Mood Stabilisers
- Metabolic disturbances with antipsychotics
- Lithium revisited – frequently asked questions
- Clozapine & gastrointestinal adverse effects
- Atomoxetine – how useful for ADHD?
- Clozapine augmentation
- Aripiprazole – a new class of antipsychotic
- Lithium induced hypothyroidism. When to treat
- Risperdal Consta
- Combining antidepressants
- Reboxetine – a‘NaRI’
- Profile of amisulpride

Medicines phone help lines

National Prescribing Service:

- Medicines Line – 1300 888 763
  http://www.nps.org.au/site.php?page=2&content=/resources/content/cons_ml_about.html
- Therapeutic Advice and Information Service (TAIS) – 1300 138 677
  TAIS online enquiry form for health professionals -
  http://www.nps.org.au/site.php?page=1&content=/resources/content/tais.php

Consumer Adverse Medication Events Line: Ph 1300 134 237

Safe transport

Emergency Demand Policy P7-02 Emergency Transport of Mental Health Consumers from Country Locations, South Australian Department of Human Services 2002

Police Protocol between the Western Australian Police Service and Mental Health Services of the Health Department of Western Australia

Towards a national approach to information sharing in mental health crisis situations (2000)

