

# **Social Emergency Team-S.E.T**

**Decreasing Violence: Increasing Communication**

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**On behalf of the SET committee: Maree Glynn, Peter Champ, Jessica Beattie, Christine Lamotte**





# The Northern Hospital Context

- 15 Social workers employed
- Acute hospital on fringe of Metropolitan Melbourne
- Approx 1800 births per year
- Medical & Surgical, Age Care & Specialist inpatient and outpatient units
- At the commencement of initiative the busiest in Metro Melbourne





## BACKGROUND

- Social Work Department was involved in 7 code Blacks in 7 weeks in 2006.
- 5 of the codes involved VCAT or DHS – Child Protection matters.
- The events were extremely anxiety provoking and exposed staff and visitors to both verbal and physical abuse.
- The codes were time consuming, had several hospital staff involved & roles were unclear.





## AIM:

1. Early intervention and multidisciplinary development, of a management plan for social situations involving DHS – Child Protection and VCAT (Victorian Civil and Administrative Tribunal)
2. To decrease violence
3. To increase communication





## METHOD:

- Social Work Managers met with members of the Executive Team to discuss better ways to respond to these situations
- The SET committee was established
- The SET form was created and is completed by all Social Workers for all cases that involve DHS or VCAT.






# The SET Form



FNH030520

 SOCIAL EMERGENCY TEAM (SET) EARLY IDENTIFICATION FORM	AFFIX PATIENT IDENTIFICATION LABEL HERE U.R. NUMBER: SURNAME: GIVEN NAME: DATE OF BIRTH: / /                      SEX:
	SOCIAL EMERGENCY TEAM (SET) EARLY IDENTIFICATION FORM 030520
Date: Dept: Social Worker: Pager No: Executive: <u>Family / Significant others:</u>  <u>Circumstances:</u>  <u>Threats</u> (perceived/actual):  <u>Risk Assessment</u> (individual/organization)  <u>Comments/plans</u>	

HEALTH

NORTHERN

Last updated June 08

Established: May 2006



FNH030520

**COMMUNICATION MATRIX**


Department	Name	Contacted	Outcome
Security			
Patient Advocate			
Social Work			
Aboriginal Liaison Officer			
CAHU			
ANC			
ED			
Medical			
Surgical			
ICU/CCU			
NUM			
DST			
M&WH			
Other			

**External Agencies**

Agency	Name	Phone	Outcome
DHS – CPU			
VCAT			
VACCA			
Police			
Other			

**ONGOING ISSUES/ Follow Up appointment dates:**

Date:  
 Dept:  
 Person seeing:  
 Issues:

**OUTCOMES:**





## Implementation

- SET form is disseminated to the SET committee.
- Scanned into medical record, under the legal section.
- Nurse Unit Managers alerted to the SET form being completed.
- Any member of the SET committee can call for a planning meeting





## Planning Meeting

- Who has a key relationship with the patient?
- Where will the patient be accommodated within the hospital?
- When is the most suitable time to give parents/patients significant news?
- Where will the news be given?
- Who will be present?
- Will some be present and others close by?
- Does a behaviour contract need to be put in place?
- What role will security and/ or police play?



## RESULTS

June 06 – June 08

- 200 SET forms have been completed
- 183 involved DHS – Child Protection Unit
- 16 Different Social Workers involved
- 15 units across the hospital involved
- 100% of cases involved some level of Child Protection follow up
- **No CODE BLACKS**





## OUTCOMES

- Improved communication between disciplines
- Planned/ calmer responses to crisis situations
- Decreased number of professionals involved in responses
- Opportunities for both formal and informal education





## OUTCOMES:

- Hospital staff have indicated that there is an increase in support when managing these complex cases by both line management and the Executive team.
- Regular liaison visits with local Child Protection Unit have been established.
- Earlier intervention with Aboriginal Liaison officer and Police have been established.





## Incidental Outcomes

- Method of data collection established
- Excellent handover tool for weekend Social Worker
- Information presented in an organised fashion
- 200 Social Work Case examples to hospital executive
- Increased Social Work EFT in Women's & Children's Units, from demonstrated need





## REFLECTION

“ 15 of the 16 child death reviews presented communication and collaboration issues at varying levels of significance. Multiple service system involvement in these cases was complicated further by the different layers of information that needed to be communicated within the individual service systems ... ”

Annual report of inquiries into the deaths of children known to Child Protection 2008 – Victorian Child Death Review Committee





THE  
NORTHERN  
HOSPITAL

# CONTACTS

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