

An Attempt to Improve Admission Clerking with Audit: Experience from Milton Keynes

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AIM and HYPOTHESIS

To ensure an admission clerking includes important information for the management of mental health and physical health issues and also the administrative purpose.

BACKGROUND

- Given the COVID-19 pandemic has changed the inpatient psychiatric practice significantly, this audit was undertaken to establish if the admission clerking includes the important information necessary for the management of mental and physical health of patients admitted to the Campbell Centre.
- This is the first audit that looks into mental health, physical health, and administrative aspect of clerking documentation in the Campbell Centre.
- The aim is to develop a template that facilitates junior doctors' admission clerking process to improve patients' care, consistent with the vision of "CNWL Physical Health Strategy Year 2 2020-21".

METHODS

- This audit was conducted in the Campbell Centre in Milton Keynes of the Central and North West London NHS Foundation Trust (CNWL), involving all 37 inpatients registered on the Campbell Centre on 9th July 2020 and a re-audit on all 34 inpatients was conducted on 19th August 2020 to complete the audit loop.
- The admission clerking was reviewed for documentation of predefined components of mental health and physical health assessment within 24 hours based on three selected standard guidelines based on the Royal College of Psychiatrist Core Training Curriculum and CNWL guidelines.
- Good compliance is defined as 80% or more of the clerking consists of the mentioned components. Upon completion of the first audit, a clerking template was created as part of the interventional quality improvement initiative for the use of junior doctors during admission.

RESULTS

- Generally, the admission clerking consists of the essential information, including legal status, chief complaint, history of present illness, past psychiatric history, past medical history, treatment history, personal and social history, mental state examination, physical examination, mental capacity assessment, electrocardiography, and essential blood investigations.
- Nevertheless, certain important information was not routinely documented, which included: family history, substance use history, allergic history, risk assessment, forensic history, and anthropometric information.
- Despite effort of intervening through the creation of new clerking template, only the screening of blood borne viruses showed improvement.

Table 1: Finding of Audits			
Components	Percentage of Compliance on 9 th July 2020	Percentage of Compliance on 19 th August 2020	Improvement
History and Examination			
Legal Status	97.3	97.1	-0.2
Reason of Admission/Chief Complaint	94.6	97.1	2.5
History of Present Illness	100.0	100.0	0
Smoking	48.6	64.7	16.1
Alcohol	70.3	73.5	3.2
Drug Use	67.6	73.5	5.9
Past Psychiatric History	94.6	94.1	-0.5
Past Medical History	86.5	88.2	1.7
Treatment/Medication History	89.2	94.1	4.9
Side Effect of Treatment	18.9	11.8	-7.1
Allergy History	78.4	79.4	1
Family History of Mental Health	43.2	52.9	9.7
Family History of Physical Health	5.4	20.6	15.2
Personal and Social History	86.5	91.2	4.7
Forensic History	56.8	58.8	2
Sexual and Reproductive Health	8.1	20.6	12.5
Dental Health	8.1	23.5	15.4
Risk Assessment	64.9	79.4	14.5
Mental State Examination	97.3	100.0	2.7
Blood Pressure & Other Vital Signs	40.5	41.2	0.7
Weight	24.3	20.6	-3.7
Height	21.6	20.6	-1
Body Mass Index	27.0	20.6	-6.4
Waist Circumference	24.3	17.6	-6.7
Nutrition Tool	13.5	11.8	-1.7
Mobility	13.5	14.7	1.2
Other Physical Examination	86.5	91.2	4.7
Mental Capacity Act Assessment	91.9	70.6	-21.3
Venous Thromboembolism Risk Assessment	83.8	88.2	4.4
Formulation / Summary	29.7	41.2	11.5
Diagnosis	35.1	38.2	3.1
Investigation			
Electrocardiography	97.3	91.1	-6.2
Full Blood Count	100.0	97.1	-2.9
Liver Function Test	100.0	97.1	-2.9
Renal Profile	97.3	97.1	-0.2
Thyroid Function Test	94.6	97.1	2.5
Creatine Phosphokinase	67.6	61.8	-5.8
Prolactin	56.8	58.8	2
Vitamin D	67.6	73.5	5.9
Folate & Vitamin B	91.9	94.1	2.2
HbA1c	86.5	88.2	1.7
Glucose	73.0	64.7	-11.7
Lipid profile	94.6	91.1	-3.5
COVID-19	100.0	88.2	-11.8
Human Immunodeficiency Virus	78.4	82.4	4
Hepatitis B and C Virus Screening	75.7	82.4	6.7

CONCLUSION

The minimal improvement might be attributed to the fact that locum doctors are not aware of the new clerking template. More focused intervention is required to ensure further improvement on the clerking documentation, which has been planned as the second part of the quality improvement project

REFERENCES

- Royal College of Psychiatry, 2019. The intended Learning Outcomes of Core Training in Psychiatry CT1-CT3 ;Page 28
- CNWL NHS Guideline on Summary of Physical Health Monitoring with Mood Stabilisers & Antipsychotics; [Page 3
- CNWL NHS Guideline on Minimum standards for physical health monitoring in mental health services Sep 2018; Chapter 3 Adult and Older Adult Mental Health Inpatient Services; Page 5-7