



## THE ORGANISATION

### EAST METROPOLITAN HEALTH SERVICE (EMHS)

East Metropolitan Health Service (EMHS) comprises an extensive hospital and health service network that aims to maintain and improve the health and wellbeing of more than 725,500 Western Australians in its catchment area. Our hospital network works together to provide a combination of tertiary, secondary and specialist health care services.

We offer health care services at:

- Royal Perth Hospital
- Armadale Health Service
- St John of God Midland Public Hospital
- Bentley Health Service
- Kalamunda Hospital

### ROYAL PERTH BENTLEY GROUP (RPG)

In June 2016 Royal Perth Hospital and Bentley Health Service began an integration process to formally align the two hospitals governance structure and become one as the Royal Perth Bentley Group. At RPG we are focused on delivering services that ensure our staff and community receive the care and support they need. This includes an ongoing focus on working with our consumers to transform their healthcare in an environment that supports diversity and ensuring the wellbeing of our staff; with staff safety remaining one of our highest priorities. Our organisation's vision is to become Australia's safest health care group and we strive for excellence in all that we do.

As part of our organisation's commitment to safety and quality our Safest Care Challenge aligns our key priorities under four strategic pillars, this includes to;

- Have a culture of continuous improvement for our staff
- Ensure no patient harm
- Deliver consistent high-quality care; and
- Deliver what matters most to our patients and their loved ones.

## Our Hospitals

### Royal Perth Hospital

Royal Perth Hospital (RPH) is a 450-bed tertiary hospital with a dedicated team of health care professionals and patient support staff who are committed to providing safe, high-quality and efficient services.

Established in 1855, RPH is Western Australia's longest-serving hospital and renowned for contributing to innovation and excellence in medical research and patient care.

The hospital provides an extensive range of services, including adult major trauma, emergency, complex and elective surgery, highly specialised surgical services, tertiary mental health, specialist medical services and a range of same-day clinical support services.



As a premier teaching hospital, RPH has a number of joint appointments with the universities and built a global reputation in research and innovation. We have hosted many significant medical breakthroughs and have an enviable global reputation that includes Nobel Prize-winning discoveries.

Our dedicated team of health care professionals and patient support staff provide exceptional care and are committed to providing safe, high-quality and efficient services to our patients. Together with our 500 volunteers, we provide Western Australians with a supportive and compassionate service.





## Bentley Health Service

Bentley Health Service (BHS) is a 199-bed specialist public hospital located 10 kilometres from the Perth Central Business District.

It includes 100 mental health beds across 6 inpatient wards that accommodate youth, adult and older patients along with a rehabilitation unit and Electroconvulsive Therapy {ECT} service.

Specialist care includes rehabilitation, elective and same-day surgery, aged care and inpatient and community mental health services.

The hospital operates in a dynamic, integrated, multidisciplinary environment to provide superior services to the community.



## ARMADALE KALAMUNDA GROUP (AKG)

Armadale Health Service's (AHS) original hospital building was first opened in 1963, with major refurbishment and new facilities constructed in 2001, including on site mental health services.

In June 2016, following the reconfiguration of the WA Health system under the Health Services Act 2016 (WA), Armadale Health Service and Kalamunda Hospital commenced the alignment of governance structures to form the Armadale Kalamunda Group.

Armadale Health Service has a capacity for up to 290 beds, an Emergency Department and Intensive Care Unit. The health service organisation delivers a range of quality health care services including:

- Aged care
- General medicine
- General surgery
- Obstetrics and gynaecology (including Midwifery Group Practice)
- Mental health (adult and older adult)
- Paediatrics and neonates
- Renal dialysis
- Rehabilitation and subacute care (including community rehabilitation).

Kalamunda Hospital is a 33-bed hospital providing palliative care and endoscopy surgery services.

In accordance with population growth, the south-east corridor within EMHS is the fastest growing area. This includes, Midland, Armadale and Byford suburbs.

## Our Hospitals

### Armadale Health Service

Armadale Health Service has the capacity for up to 290-beds and has an Emergency Department and Intensive Care Unit which delivers a range of quality health care services. This includes sub-acute services (rehabilitation and aged care), general medicine and surgery, maternity, paediatric and neonate, mental health services (inpatient adult, older adult and community), renal medicine and dialysis and ambulatory care.





## Kalamunda Hospital

Kalamunda Hospital is a 49-bed hospital that provides palliative care, geriatric medicine and endoscopic surgery services. The hospital has been providing health care services to the Kalamunda and Perth Hills area since 1973.



## Our Vision

*To be Australia's safest health care group.*

Being Australia's safest healthcare group refers to our commitment to delivering care in a safe, compassionate and sustainable way. This sentiment is reflected through feedback provided to us that our community trusts in our ability to provide multidisciplinary care with the individual's needs at the centre of what we do.

Our commitment extends to our staff and our focus on being responsive to the safety, wellbeing and contemporary workforce needs of our staff.

## Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

**Kindness** - kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.

**Excellence** - excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.

**Respect**- we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect. Integrity- integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.

**Collaboration** - collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.

**Accountability** - together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.







## RPBG Mental Health Division

The Mental Health Division provides a wide range of specialist mental health services across a large geographical area, covering the City East, Bentley and Midland catchments along with services across Western Australia and metropolitan Perth. The Mental Health Division comprises the following key program areas:

### Inpatient Services

Mental Health Inpatient Wards are located at Bentley Health Service, Royal Perth Hospital and St James.

#### Bentley Health Service (BHS)

- BHS Adult Inpatient Wards 6, 7 and 8 are intensive care mental health units where patients receive treatment, care and support in a safe environment. Ward 6 is a locked ward facility which provides care for patients admitted on an involuntary basis under Mental Health Act 2014. Patients are allocated to open ward areas (Wards 7 and 8) based on catchment area address.
- Electroconvulsive Therapy (ECT) is a medical treatment for numerous psychiatric conditions. The treatment consists of the administration of a muscle relaxant and general anaesthesia prior to the patient receiving an electrical stimulus, which is applied trans-dermally to the scalp in order to induce a grand-ma I seizure.

#### Royal Perth Hospital (RPH)

- The Consultation Liaison (CL) team is a Consultant Psychiatrist led multidisciplinary team of registrars, nurses and clinical psychologists, who provide assessment, diagnosis and management of patients who suffer from co-morbid medical and mental illness. This service is provided through e-referrals (Psychiatry Adult) for inpatient or outpatient.
- Royal Perth Hospital Ward 2K is a 20-bed general adult open unit that provides care for voluntary acute patients between the ages of 18 to 65 that require specialist mental health care.
- The Mental Health Emergency Centre (MHEC) is a discrete, purpose built, short stay unit located adjacent to the RPH Emergency Department (ED). The new MHEC has eight treatment spaces - six beds and two chairs. Patients presenting to the ED with acute mental health issues will be assessed in the ED and streamed through to the MHEC according to set inclusion and exclusion criteria.
- Dabakarn Mental Health Unit is a 12 bed purpose-built facility providing a specialised psychiatric inpatient care environment, that is designed to provide treatment to voluntary and involuntary mental health consumers with acute and complex mental illness needs.
- Safe Haven is a calm, gentle, quiet space where people can receive early intervention distress management and problem-solving support from both peer and clinical support staff. The Safe Haven space and staff will provide:
  - A less formal, listening ear from peer workers
  - mental health and/or AOD clinical guidance and direction if needed
  - personalised 1-1 or group peer/clinical staff to consumer/carer approaches
  - a place that is calming and can provide you with options to help you manage day to day life better.





### Bidi Wungen Kaat Centre Transitional Care Unit

- The Transitional Care Unit (TCU) is an evidence-based, innovative approach to mental health care delivered by the East Metropolitan Health Service (EMHS) in St James, within the Town of Victoria Park. The 40-person residential service provides contemporary staged recovery support for people experiencing mental health issues - offering transitional care between the hospital setting and community living.
  - The Prevention and Recovery Unit (PRU) is a 20-bed short-term sub-acute service for consumers (18-64 years) with severe high-prevalence mental health issues who require additional clinical support and life skills to successfully transition from an acute inpatient unit, or who require additional support in the community to avoid an emergency department and acute inpatient admission.
  - The Rehabilitation and Recovery Unit (RRU) is a 20-bed medium- to long-stay sub-acute inpatient service for consumers (aged 18-64 years) with chronic and enduring severe mental illness and psychosocial disability who no longer require an acute hospital admission but do require additional support and life skills to successfully transition from hospital and to strengthen and consolidate gains from the inpatient setting.



#### **Mental Health Emergency Centre**

In October 2019 RPH opened the \$1.15 million MHEC, which is a discrete, purpose built, short stay unit with eight treatment spaces for the care







## Community Services

Community Mental Health Services are provided at City East, Bentley and Midland.

- The Assessment and Treatment team (ATT) is the first point of contact for all referrals to adult community mental health services.
- The multi-disciplinary team includes psychiatrists, nurses and allied health staff who help to provide triage, assessment and short-term care and treatment options for consumers up to 10 weeks (maximum).
- The Clinical Treatment Team (CTT) receives all referrals via the ATT and offers multi-disciplinary mental health assessment and care coordination for consumers who require care and specialist care and treatment options for more than 10 weeks.

### City East Community Mental Health Service

The City East Community Mental Health Service provides access to adult community mental health services, including treatment, urgent assessment and intervention.

Services include:

- Assessment Treatment Team
- Clinical Treatment Team
- The Mobile Clinical Outreach Team (MCOT) provides services through clinical assessment, community triage, and treatment for rough sleepers. The team is street present and works closely with specialist homeless service, mainstream mental health services, drug and alcohol services and primary care services to deliver a coordinated model of care.



### Bentley Community Mental Health Services

The Bentley Community Mental Health Service provides outpatient services for adults (aged 18+) with a wide range of psychiatric and psychological disorders.

Services include:

- Assessment Treatment Team
- Clinical Treatment Team
- The Active Recovery Team (ART) provides an intensive, recovery focused 12-week care coordination for consumers with co-occurring mental health and alcohol and other drug issues, that have frequent Emergency Department attendance or inpatient admissions. This service comprises of a partnership model with Midland, Bentley, City East Community Mental Health Clinics and NGO organisations Holyoake and MIFWA.

### Midland Community Mental Health Services

The Midland Community Mental Health service provides specialist clinical mental health services to individuals aged 18-65.

Services include:

- Assessment Treatment Team
- Clinical Treatment Team
- Intensive Clinical Outreach Team (ICOT) help with improving the management of mental health and well-being by focusing on individual needs which may include symptom control, medication, physical health care, improving relationships and managing finances. The ICOT case manager will visit consumers in their home or other places in the community where appropriate.





## Specialist Services

The Royal Perth Bentley Group (RPBG) Mental Health Division provide a range of targeted statewide and specialist services.

### Youth Stream

- The East Metropolitan Youth Unit (EMyU) is a 12-bed inpatient service which provides mental health inpatient care for young people aged 16 to 24 presenting with complex and acute mental health issues. The service has a focus on early episode interventions.
- The Youth Community Assessment and Treatment Team (YCATT) provides a brief, targeted, evidence-based assessment and intervention service to young people aged 16-24 years and their carers. Intervention is recovery focussed, traumas sensitive and individualised based on the Clinical Staging Framework.
- Momentum QP In-Reach is a Youth Mental Health and Alcohol and Other Drug Homelessness Service in Queens Park which aims to enhance individual wellbeing and improve quality of life for young people to transition from homelessness and move towards independent living. Recovery programs are provided in a residential setting and delivered using a recovery focussed, culturally informed and person-centred approach. Residents are supported in this program for a period of up to 12 months.



### Older Adult Stream

- The Older Adult Mental Health Inpatient service is a 26-bed unit located at Bentley Health Service that caters for the differing needs of those patients who require admission. This unit is an authorised facility which is able to provide care for patients admitted on an involuntary basis under Mental Health Act 2014 as well as voluntary patients who require 24-hour support due to dementia or mental health difficulties.
- RPBG provides a multidisciplinary, acute and recovery orientated community mental health service for older adults at three health campuses, City East (Murray Street), Bentley Health Service and Midland Community Mental Health Centre.
- The services provide an assessment and/or case management service to consumers aged 65 or over (45 for Aboriginal and Torres Strait Islander consumers) who have mental health issues, or who are experiencing severe behavioural and psychological problems associated with dementia. The team consists of psychiatrists, community nurses, social workers, occupational therapists and psychologists.

### Statewide and Metropolitan Services

- Wungen Kartup Specialist Aboriginal Mental Health Service supports Aboriginal consumers and carers in accessing mainstream mental health services throughout Western Australia. Wungen Kartup provides clinically safe culturally supportive care to Aboriginal individuals and their families. This includes comprehensive multidisciplinary mental health joint triage, brief intervention and care coordination services.
- The Mental Health Emergency Response Line (MHERL) is a 24-hour telephone service for people in the Perth metropolitan area experiencing a mental health crisis. MHERL provides contact with a trained mental health clinician who can provide:
  - mental health assessment
  - crisis support, crisis planning and brief intervention
  - mental health system navigation
  - mental health information and advice
  - referral to a mental health or emergency service when more than telephone support is required.
- The Mental Health Co-Response (MHCR) Program is a joint initiative between WA Police Force (WA Police), the Mental Health Commission (MHC) and Health Service Providers (HSPs). WA Police and mental health clinicians formally share information and jointly attend crisis situations where mental illness is identified as a likely factor. East Metropolitan Health Service (as the lead HSP), has continued to deliver MHCR across the metropolitan area including the Police Operations Centre, Perth Watchhouse and Mobile Teams.







## Armadale Mental Health Service

- The Armadale Mental Health Service provides inpatient, hospital-in-the-home and community services for adults and older adults predominantly from the Armadale, Gosnells and Serpentine-Jarrahdale local government areas.
- Our comprehensive range of services includes:
  - Consultation liaison, assessment, care and treatment for moderate to severe mental health disorders
  - Individual, group and family therapy
  - Diversional activities
  - Education on mental health conditions and prescribed medication
  - Mental health recovery programs and life skills development.

### Consultation Liaison Services:

- The Consultation Liaison Team comprise of two teams: one team services the Emergency Department with a psychiatric liaison nurse and duty medical officer, and the other is a multidisciplinary team providing in-reach into the general health, maternity and surgical wards. The team also caters for peri-natal, and alcohol and other drugs referrals.



### Inpatient Services

- The AHS Mental Health inpatient service is an authorised unit for persons generally between 18-65 years and 65 years and older within the Armadale, Gosnells and Serpentine-Jarrahdale local government areas.
- The inpatient services comprise of 33 adult inpatient beds (open and secure), and 8 older adult beds (secure).
- The high dependency unit provides a higher level of safety and security to provide intensive care for patients under the Mental Health Act 2014.
- Our staff are skilled and experienced clinicians, working collaboratively within a multidisciplinary team structure to provide patient centred and trauma informed care within a recovery-oriented approach.
- The service also consists of a day therapy area, sensory modulation, chill out zones to aid in recovery.

### Electroconvulsive Therapy (ECT)

- ECT is a medical treatment consisting of the administration of a muscle relaxant and general anaesthesia prior to the patient receiving an electrical stimulus. This treatment is used for a variety of mental health conditions and performed within the Same Day Unit on AHS site for inpatients and outpatients.

### Community Residential

- Jacaranda House is a low to medium supported accommodation facility for 5 residents aged between 50 to 65 years with enduring mental illness.







## Hospital-in-the-Home

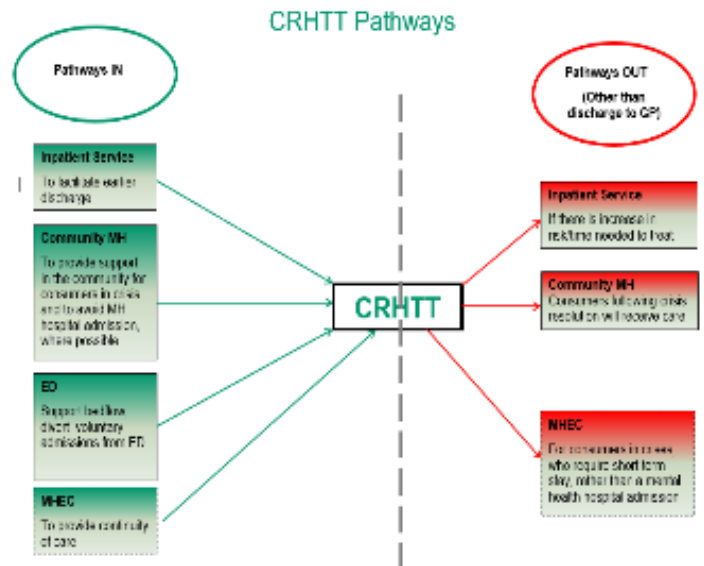
### Crisis Resolution Home Treatment Team

Named Kadadjiny Marr Koodjal Mia, or 'thinking, listening and learning with both hands at home' in the Noongar language, CRHTT provides intensive contemporary mental health care in the home for people who would otherwise need a voluntary stay in hospital. People referred to CRHTT should have stable accommodation.

The important new service gives people a person centred, recovery-oriented alternative to hospitalisation and is another way of easing pressure on our mental health inpatient services and Emergency Departments.

AHS Mental Health won the WA Health Excellence in Mental Health Award in December 2023 for this innovative initiative.

The CRHTT team includes medical, nursing and allied health staff inclusive of Peer Support Worker and an Aboriginal Health Liaison Officer.



## Community Services

### Assessment Treatment Team

- The ATT functions as the first point of access to mental health services for individuals living in the Armadale catchment areas, aged 18-65 providing triage and assessment. The ATT provides brief intervention and treatment for up to a maximum of 10- 15 weeks, commencing upon the allocation of a Care Coordinator and activation of referral. This may include, but is not limited to the following:
  - Linking the consumer in with the most appropriate service provider if determined that care will not be provided by the ATT.
  - Referrals to external organisations or other relevant services are to be followed up within seven days, by the Care Coordinator and or allocated clinician to ensure referral has been actioned and accepted by identified organisation and consumer is made aware of outcome.
  - Brief psychosocial intervention
  - Crisis resolution
  - Commencement of medication
  - Medication review
  - Admission diversion.

### Older Adult Community Mental Health

- The Older Adult Community Mental Health Service provides specialist mental health services to individuals or a group who are 65 years or older (45 years for indigenous consumers), who are experiencing a mental illness and individuals whose mental disorder is complicated by physical and cognitive conditions associated with ageing.
- The service is a multi-disciplinary team providing community-based assessment and treatment, advocacy, discharge planning and planning for residential care. The service utilizes the Care Coordination Framework.





### Clinical Treatment Team

The CTT provides medium to long term recovery focussed, specialist community mental health care services for individuals living in the Armadale catchment area aged 18-65 years. The CTT provides recovery focussed intervention and treatment exceeding ten weeks. This may include, but is not limited to the following:

- Management of consumers on a Community Treatment Order
- Psychosocial and clinical psychology interventions
- Education, e.g. relapse prevention, medication, diagnosis
- Linkages with primary providers and non-government organisations
- Monitoring mental state
- Medication management
- Supportive counselling
- Discharge planning.



### Early Episode Psychosis Team

The Armadale EEPT is designed to provide comprehensive treatment for a targeted population of adults between the ages of 18-35 years who are, or who may be, experiencing their first episode of psychosis.

### Transition Team

The TT (otherwise known as Active Recovery Team) provides integrated cross sector support and coordination between mental health, primary care, drug and alcohol, and psychosocial services when consumers are at their most vulnerable and need support to remain in the community setting. Armadale Health service recognises the increasing capacity issues in public health care, and the inherent risks of multiple presentations to emergency departments and admissions to mental health facilities.

