National Safety and Quality Digital Mental Health Standards

Webinar presentation
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Dr Peggy Brown
Senior Clinical Advisor

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE
Background

- Department of Health has contracted the Australian Commission on Safety and Quality in Health Care to develop National Safety and Quality Digital Mental Health Standards (NSQDMH standards)
- Aim is to provide a quality assurance framework for DMHS
  - Support the safety and quality of DMHS
  - Build public trust in DMHS
  - Increase clinician confidence in referring patients to DMHS
  - Enhance consumer and carer empowerment and choice
  - Increase adoption rates
- Voluntary standards
Definition of a digital mental health service

• A mental health, suicide prevention or alcohol and other drug service that uses technology to facilitate engagement and the delivery of care

• Excludes: electronic health/medical records
decision support tools for clinicians
analytic services
services to provide support and education to health professional
clinical practice management software for patient administration
clinical workflows and communication software
Scope of digital mental health services

• 3 sectors
  • Mental health
  • Suicide prevention
  • Alcohol and other drugs

• 4 service categories
  • Information
  • Digital counselling
  • Treatment
  • Peer support

• 5 digital media
  • Telephone
  • Videoconferencing
  • Web based incl. web chat
  • SMS
  • Mobile health applications (apps)

Aim to future proof for emerging technologies:

• Sensors and wearables
• Virtual reality
• Augmented reality
• Chatbots
• Artificial intelligence
• Machine learning
• Digital phenotyping.
Development process

- Phase 1: Consultation and report on options to Department of Health
  - Digital Mental Health Advisory Group
  - Literature scan
  - Targeted interviews with national and international leaders and experts
  - Consultation with stakeholders including in-person, webinars and online survey
  - Legal opinion

- Phase 2a: Design and development of NSQDMH Standards
  - Digital Mental Health Advisory Group
  - Technical Working Group
  - Internal consultation within ACSQHC
  - Consultation with stakeholders including in-person, webinars and on-line survey
  - Pilot testing of NSQDMH Standards
  - Development of associated tools and resources
NSQDMH Standards

• Based on National Safety and Quality Health Services (NSQHS) Standards which provide a nationally consistent statement of the level of care consumers can expect from health service organisations
• Will form a part of the suite of standards developed by the Commission
• 3 standards, 12 criteria and 59 actions
• Apply at the service provider level (not individual DMHS or developer)
• Integrate clinical and technical components
• State what is required but not how it must be done
• Apply across the range of services within the defined scope (may seek an exemption if an action does not apply)
Regulatory Matrix

• A broad regulatory framework applies to digital mental health services
• Includes:
  • TGA (*Therapeutics Goods Act 1989*)
  • OAIC (*Privacy Act 1988*)
  • ACCC (*Australian Consumer Law*)
  • AHPRA (*Health Practitioner Regulation National Law Act 2009*)
• NSQDMH Standards aim to complement existing legislation/regulations and not to re-state unless additional emphasis is thought to be necessary.
• Interface with TGA review of regulation for software as a medical device.
NSQDMH Standards

Clinical and Technical Governance Standard

Partnering with Consumers Standard

Model of Care Standard
Each standard contains:

- A description of the standard
- A statement of intent
- A list of criteria that describe the key areas covered by the standard
- Explanatory notes on the content of the standard
- Item headings for groups of actions in each criterion
- Actions that describe what is required to meet the standard
Tools and resources

- Self-assessment tool
- Product information template
- Guidance material
Self-assessment tool

### Clinical and Technical Governance Standard

<table>
<thead>
<tr>
<th>No.</th>
<th>Actions</th>
<th>Reflective questions</th>
<th>Examples of evidence: select only evidence that are currently in use</th>
<th>How do you rate your performance?</th>
<th>Link to evidence of complete action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>The governing body</td>
<td>HOW does the governing body understand and promote safety and quality?</td>
<td>- Policy documents that describe the role and responsibilities of the governing body and ethical principles they observe</td>
<td>Click here to navigate to the list of evidence for Action 1.1</td>
<td>Click here to navigate to the list of evidence for Action 1.1</td>
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<tr>
<td></td>
<td></td>
<td>HOW does the governing body obtain ethical standards in the delivery of services?</td>
<td>- The service provider’s clinical and technical governance frameworks</td>
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<td></td>
<td></td>
<td>HOW does the governing body use strategic direction and allocate safety and quality roles and responsibilities?</td>
<td>- The model of governance and ethical principles that describes the priorities and strategic directions for safe and high-quality health services that are embedded by the governing body</td>
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<tr>
<td></td>
<td></td>
<td>HOW do these strategies reinforce, or conflict with other actions?</td>
<td>- Clinical and technical governance frameworks that are embedded by the governing body</td>
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<tr>
<td></td>
<td></td>
<td>HOW do these strategies improve safety and quality?</td>
<td>- Clinical and technical governance frameworks</td>
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<td></td>
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<tr>
<td>1.2</td>
<td>Organisational leadership</td>
<td>DOES the service provider have documented clinical and technical governance frameworks?</td>
<td>- Documented clinical and technical governance frameworks</td>
<td>Click here to navigate to the list of evidence for Action 1.2</td>
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<td></td>
<td></td>
<td>HOW is the effectiveness of the clinical and technical governance frameworks assessed?</td>
<td>- Documented safety and quality goals and performance and effectiveness indicators for the services provided by the service provider</td>
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<td>WHAT strategies are used to improve outcomes for diverse population groups, including Aboriginal and Torres Strait Islander peoples</td>
<td>- Documented organisational and committee structures that are aligned with the clinical and technical governance frameworks</td>
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<td></td>
<td></td>
<td>HOW are these strategies reinforced, evaluated and monitored?</td>
<td>- Audit results of compliance with the service provider’s clinical and technical governance frameworks, and management of safety and quality risks</td>
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</tr>
<tr>
<td>1.3</td>
<td>Peer and staff involvement in business decision-making</td>
<td>HOW does the service provide consider the safety and quality of healthcare services?</td>
<td>- Commitment and meeting minutes that describe the safety and quality priorities and strategies for diverse population groups, including Aboriginal and Torres Strait Islander peoples</td>
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<td></td>
<td></td>
<td>HOW are safety and quality issues considered when making business decisions?</td>
<td>- Committee and meeting minutes, such as for finance and audit committees, and strategic planning committees, that show that the safety and quality of digital market health care is considered at business decision-making</td>
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Product information template

• Template developed - includes a minimum level of information on specified elements including:
  1. **What does this service offer me?** Characteristics of this service
  2. **Who will have access to my data?** Privacy, security, transparency
  3. **What is the likelihood of benefit or harm** if used as recommended?
  4. **Is the service easy to use** and am I likely to keep using it?
  5. **How is the service funded** and what is their business model?
  6. **Who can I contact with questions or concerns about this service?**

• Guide for Providers to accompany the template
Consultation

• 11 location-based online forums
• 4 webinars
• Online survey: safetyandquality.gov.au/dmhs
  • Language and terminology
  • Structure
  • Gaps or duplication
  • Introduction
  • Standards – intent/language/terminology/actions/application/other comments
  • Glossary
  • Resources
• Pilot testing
Next steps

• Consultation concludes on 8 May 2020
• NSQDMH Standards to be provided to the Department of Health by 30 June 2020
• Next steps under active consideration including development of an independent assessment scheme and a register of DMHS and governance and monitoring
• Communication strategy – website/conference presentations promoting the NSQDMH Standards
Questions?
<table>
<thead>
<tr>
<th>Governance, leadership and culture</th>
<th>Safety and quality systems</th>
<th>Workforce qualifications and skills</th>
<th>Safe environment for the delivery of care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance, leadership and culture</td>
<td>Legislation, regulations, policies and procedures</td>
<td>Safety and quality training</td>
<td>Safe environment</td>
</tr>
<tr>
<td>Organisational leadership</td>
<td>Measurement and quality improvement</td>
<td>Performance management</td>
<td>Privacy</td>
</tr>
<tr>
<td>Clinical and technical leadership</td>
<td>Risk management</td>
<td>Qualified workforce</td>
<td>Transparency</td>
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<td></td>
<td>Incident management systems and open disclosure</td>
<td>Safety and quality roles and responsibilities</td>
<td>Costs and advertising</td>
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<td>Feedback and complaints management</td>
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<td>Security and stability</td>
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<td>Diversity and high-risk groups</td>
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<td>Continuity and updates</td>
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<td>Healthcare records</td>
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Clinical and Technical Governance Standard

Actions of particular note:

- Clinical and technical governance frameworks
- Ethics in setting priorities
- My Health Record
- Terms and conditions
- Minimise abuse and exploitation and protect dignity; minimise risk to children and young people
- Privacy policy and privacy impact assessment for each DMHS
- Transparent use of data - consent to data use, opt out, access, amend and delete data
- Direct costs and estimated data usage and in-product sales or advertising
- Information security management system
- Updates and patches
- Continuity, backup and recovery
- Changes or interruptions
# Partnering with Consumers Standard

<table>
<thead>
<tr>
<th>Partnering with service users in their own care</th>
<th>Health and digital literacy</th>
<th>Partnering with service users in design and governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare rights and informed consent</td>
<td>Communication that supports effective partnerships</td>
<td>Partnerships in governance, planning, design, measurement and evaluation</td>
</tr>
<tr>
<td>Planning care</td>
<td></td>
<td>Usability</td>
</tr>
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<td></td>
<td></td>
<td>Accessibility</td>
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</tbody>
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Partnering with Consumers Standard

Actions of particular note:

• Charter of Healthcare Rights
• Informed consent and substitute decision making
• Communication tailored to diversity
• Partnerships with consumers and carers and service users
• Optimise usability – function; cultural safety; user feedback, experience and satisfaction; user outcomes
• Minimise barriers to use
• Compatible with assistive technologies and meet standards for web applications
## Model of Care Standard

<table>
<thead>
<tr>
<th>Establishing the model of care</th>
<th>Delivering the model of care</th>
<th>Minimising harm</th>
<th>Effective communication</th>
<th>Recognising and responding to acute deterioration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designing the model of care</td>
<td>Delivering the model of care</td>
<td>Screening of risk</td>
<td>Correct identification</td>
<td>Recognising acute deterioration</td>
</tr>
<tr>
<td>Evidence based model of care</td>
<td></td>
<td>Preventing and managing self-harm and suicide</td>
<td>Communication of critical information</td>
<td>Escalating care</td>
</tr>
<tr>
<td>Information for service users</td>
<td></td>
<td></td>
<td>Transfer of care</td>
<td>Responding to acute deterioration</td>
</tr>
</tbody>
</table>
Model of Care Standard

Actions of particular note:

• Clear purpose and intended target users
• Monitor performance and effectiveness
• Accountability for model of care
• Best available evidence
• Product information
• Overall accountability for care of service users
• Goals of care and actions for treatment
• Transfer of care consistent with the model of care
• Indigenous identification
• Authentication
• Anonymity
What are the key issues for you today?

• Take a few minutes to reflect on the presentation and the key issues you want to discuss today
• Enter these into Slido if you haven’t already

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Discussion of key topics
Final comments

• Enter other feedback into Slido – open for 48 hrs
• Complete the survey at www.safetyandquality.gov.au/dmhs
• Contact the project team at dmhs@safetyandquality.gov.au
• Share the details with your networks and colleagues

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