# Patient involvement in improving the evidence base on inpatient care: changing service configuration - the 'triage' model

Submission date Recruitment status [X] Prospectively registered 10/06/2008 No longer recruiting [ ] Protocol [ ] Statistical analysis plan Registration date Overall study status 24/07/2008 Completed [X] Results [ ] Individual participant data Last Edited Condition category 19/06/2017 Mental and Behavioural Disorders

# Plain English summary of protocol

Not provided at time of registration

# Contact information

## Type(s)

Scientific

#### Contact name

Prof Til Wykes

#### Contact details

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# Additional identifiers

**Protocol serial number** N/A

# Study information

Scientific Title

Patient involvement in improving the evidence base on inpatient care: changing service configuration - the 'triage' model

#### **Study objectives**

The aims of this study are to:

- 1. Explore the effects of different models of triage in terms of their effects on bed use and costs
- 2. Explore the perceived benefits and costs viewed by service users and staff
- 3. Identify factors that might guide the development of the most effective and sustainable triage model

#### Ethics approval required

Old ethics approval format

#### Ethics approval(s)

Bexley and Greenwich NHS Research Ethics Committee, 27/11/2007, ref: 07/H0809/49

#### Study design

Multicentre comparison of two psychiatric inpatient models

#### Primary study design

Interventional

#### Study type(s)

**Treatment** 

## Health condition(s) or problem(s) studied

Acutely mentally ill patients

#### **Interventions**

A comparison of outcomes for staff/patients in these two models of inpatient 'triage':

#### Model 1:

It is a separate ward accepting all inpatient admissions for a maximum of seven days. Stabilisation takes place over three days, the home treatment team is consulted at days three and four and a decision to admit to longer term care or home treatment is made with a resulting discharge or transfer by day seven. This service has a dedicated 'triage' consultant.

#### Model 2:

This consists of a triage system in every ward involving a management round with senior medical input on a daily basis. The home treatment team is managed separately but will liaise with teams in each ward.

#### **Intervention Type**

Other

#### Phase

**Not Specified** 

## Primary outcome(s)

- 1. User perceptions of inpatient services (currently being developed)
- 2. Staff perceptions of inpatient services (currently being developed)

- 3. Clinical service outcomes:
- 3.1. Readmission rates
- 3.2. Length of stay and mental health act detention

To be assessed at baseline, month 6, month 12 and month 18.

#### Key secondary outcome(s))

- 1. Client Service Receipt Inventory for Inpatient Care (CSRI-I): to provide details of services which will be linked to costs
- 2. Nursing care data: frequency of 1:1 nursing, use of agency staff
- 3. Ward Atmosphere Scale
- 4. Maslach Burnout Inventory to measure burn out and positive attributes of the work place
- 5. Routine incident reporting from electronic records
- 6. Service level data: number of admissions, length of stay, bed occupancy etc.
- 7. Staff movement: measured as length of stay, number of new staff and their ward origin

To be assessed at baseline, month 6, month 12 and month 18.

#### Completion date

31/10/2012

# **Eligibility**

#### Kev inclusion criteria

All adult psychiatric inpatients aged between 18 and 65 years, either sex

#### Participant type(s)

**Patient** 

#### Healthy volunteers allowed

No

#### Age group

Adult

#### Lower age limit

18 years

#### Sex

All

#### Kev exclusion criteria

No exclusion criteria

#### Date of first enrolment

01/11/2008

#### Date of final enrolment

31/10/2012

# **Locations**

#### Countries of recruitment

United Kingdom

England

Study participating centre Institute of Psychiatry, King's College London London United Kingdom SE5 8AF

# Sponsor information

#### Organisation

Institute of Psychiatry, King's College London (UK)

#### **ROR**

https://ror.org/0220mzb33

# Funder(s)

# Funder type

Government

#### **Funder Name**

Programme Grants for Applied Research (ref: RP-PG-0606-1050)

## Alternative Name(s)

NIHR Programme Grants for Applied Research, PGfAR

## **Funding Body Type**

Government organisation

### **Funding Body Subtype**

National government

#### Location

**United Kingdom** 

# **Results and Publications**

# Individual participant data (IPD) sharing plan

# IPD sharing plan summary

Not provided at time of registration

# **Study outputs**

Output type	Details	Date created Date added	Peer reviewed?	Patient-facing?
Results article	results	01/06/2014	Yes	No
Participant information sheet	Participant information sheet	11/11/2025 11/11/2025	No	Yes