

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

<b>Submission date</b> 10/06/2008	<b>Recruitment status</b> No longer recruiting	<input checked="" type="checkbox"/> Prospectively registered
<b>Registration date</b> 24/07/2008	<b>Overall study status</b> Completed	<input type="checkbox"/> Protocol
<b>Last Edited</b> 19/06/2017	<b>Condition category</b> Mental and Behavioural Disorders	<input type="checkbox"/> Statistical analysis plan
		<input checked="" type="checkbox"/> Results
		<input type="checkbox"/> Individual participant data

**Plain English summary of protocol**  
Not provided at time of registration

## Contact information

**Type(s)**  
Scientific

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## Additional identifiers

## 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**

### **Key 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

### **Key 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?
<a href="#">Results article</a>	results	01/06/2014		Yes	No