

Mental Health Crisis Care Concordat – Update from Devon and Plymouth

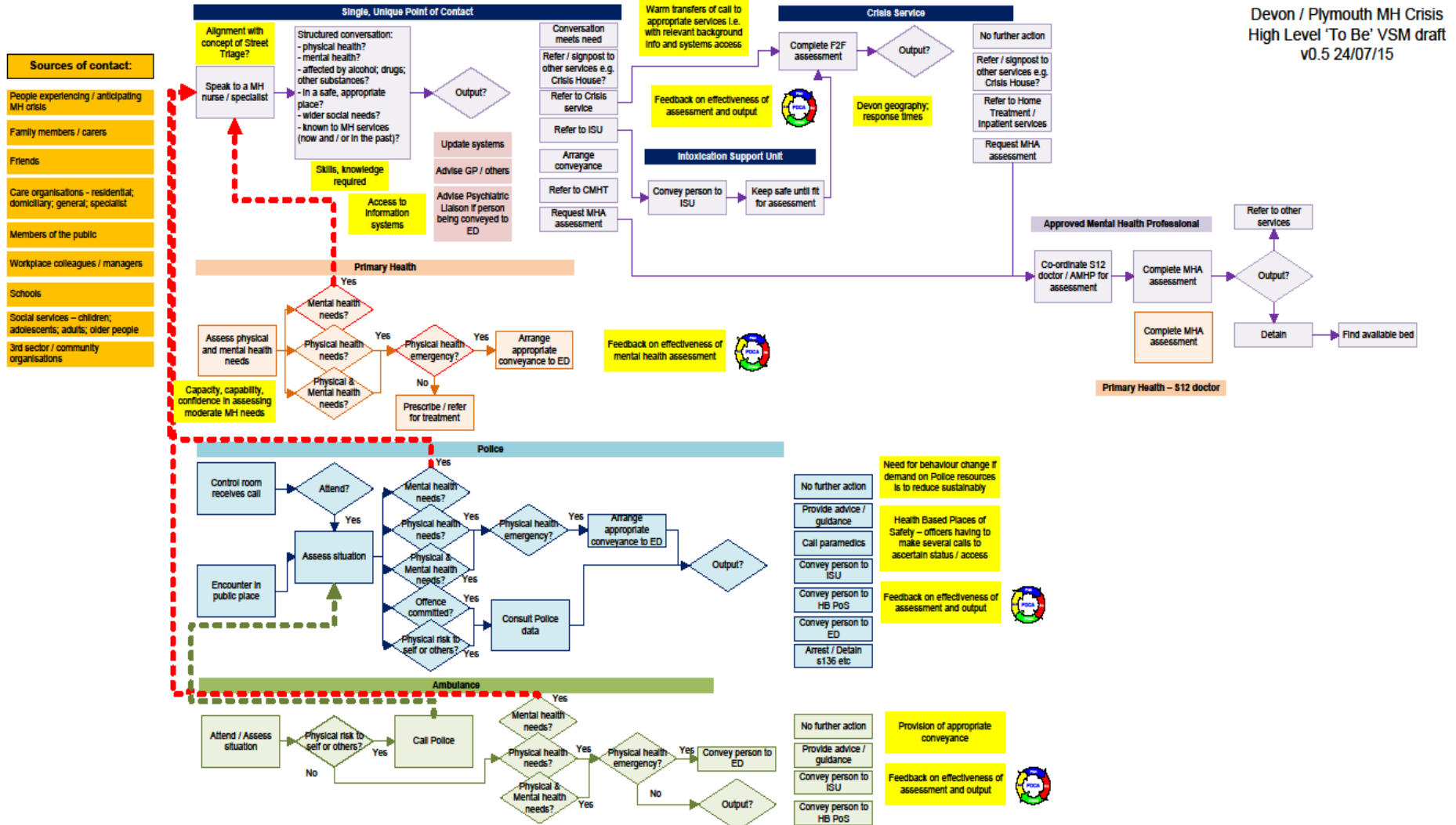
Update

- Investment
 - Liaison/Safe Places
 - Street Triage/Places of Safety
- Planning
 - Value Stream Maps and Engagement of partners
- Analysis
 - “To Be”
 - User driven
- Testing
 - User led
- Pilot

System Redesign

- The map of the current crisis care pathway demonstrated the challenges for all stakeholders.
- This chaos represents waste, failure demand and very poor patient experience.
- Proposed model is a serious attempt to rationalise the system and prioritise swift access and a coherent response

“To-be” Map



Devon / Plymouth MH Crisis
 High Level 'To Be' VSM draft
 v0.5 24/07/15

Next Steps

- Pilot
 - Pathway
 - System
- Sustaining system integration
 - One entry point and shared responsibility
- PICU development
- Partnerships
- Planning for delivery of targets for Liaison and Concordat