

STONZ and DHBs – Psychiatry Registrar National Orientation Template

Overview

Due to the nature and location of work for Psychiatry Registrars there are specific challenges that can impact this workforce. A project was completed jointly by STONZ and DHBs to better understand these challenges and develop recommendations including mitigations that could be put in place.

One of the challenges identified by Psychiatry Registrars and service leads nationally includes the lack of clarity regarding processes and entitlements. The STONZ National Engagement Forum (SNEF) included the development of a National orientation template for Mental Health services to ensure Registrars are provided with required and relevant information when joining a Mental Health service.

It is recommended that:

1. Services utilise this template to develop an orientation document that is relevant for the services at a local level.
2. Where orientation documents are already available it is recommended that services review their existing documentation to ensure the key elements included within this template are covered or incorporated into existing resources.
3. Services ensure Registrars are provided with this information as part of their orientation process and that the orientation document is stored in a location easily accessible to RMOs.
4. While orientation documentation can act as a useful resource, to ensure RMOs are fully inducted to the service, it is recommended that in-person orientations are scheduled wherever possible/practical with time allocated at the beginning of each rotation to allow for this. It is noted that with COVID-19 restrictions alternate solutions such as on-line orientations may be considered.

It is acknowledged that processes and requirements will vary for each DHB. Therefore, this document has been developed as a template only and provides a minimum standard guideline. It is expected that services will have more specific information relevant to each individual service included within their local orientation documents.

Considerations:

- Implementation of a buddy-system pairing new Registrars with more senior Registrars has been a helpful system for some DHBs. This ‘buddy’ serves as a first point of contact. A buddy system may also include rostering a buddy as support for the first one or two after hours shifts for new Registrars.

Orientation Template

Section	Background on information required	Example of information included within the relevant section
Key Contacts	This section provides an example of key contacts that would be helpful for new Registrars; this can be adjusted as required to add or remove relevant individuals for each service. Contact details including email address and phone number should be provided for each key contact.	<ul style="list-style-type: none"> • Service Manager • Clinical Director • Director of Training • Local Training Facilitator • Training Rep • RMO Support Unit
Travel between sites	This section provides services with a list of important points to cover in relation to parking, mileage, fleet vehicle and taxi chit use for mental health services where Registrars are required to travel as part of their role.	<ul style="list-style-type: none"> • Information on use of fleet vehicles taxis and personal vehicles so RMOs are clear on when use of the above applies. For example; <ul style="list-style-type: none"> ◦ Are staff required to in the first instance book a fleet vehicle and only use a taxi or personal vehicle if no fleet vehicle availability? ◦ Is approval of use of a taxi required before use etc • Links to relevant DHB policies regarding use of personal vehicles, taxis and fleet vehicles. • Information on eligibility for reimbursement of mileage and parking costs in line with the STONZ and NZRDA MECA and local DHB policy. • Link to the STONZ National Manual and examples regarding parking and/or mileage use. • Information on how/where/ timeframes to submit claims for parking and mileage. • Key contacts in relation to queries for travel between sites
Home Based Assessments / Assessments in Police Stations After-hours	<p>Due to the importance of staff safety, when completing home-based assessments after hours' best practice guidelines for home-based assessments have been agreed by DHBs and STONZ and are included in appendix 7 of the STONZ MECA. These guidelines include recommendations on a number of processes, procedures and resources that mental health services should ensure are in place to support RMOs on home-based assessments after hours.</p> <p>It is recommended that services include information on the various safety policies and procedures in place during orientation. A document should be provided to Registrars that outlines the key points and resources available including:</p>	<ul style="list-style-type: none"> • Information and/or links to relevant DHB policies, procedures and resources relating to home based assessments • Information and/or links to mental health service escalation processes relating to home-based assessments • Information and/or links to criteria on when home based assessments should be undertaken. • Information around assessments in police stations after-hours and criteria on how these assessments should be undertaken. • Reference to local DHB guidelines related to SARS-COVID.
Registrar Wellbeing	<p>It is acknowledged that the Psychiatry Registrar role can, at times, be challenging due to the nature of the role and it is important that Registrars are made aware of the resources and contacts available to them.</p> <p>Examples include but not limited to:</p>	<ul style="list-style-type: none"> • Relevant contacts for RMOs to speak with should they need support such as their supervising consultant, training facilitator, chief Registrars, on-call SMO or manager if during on-call. • Royal Australia and New Zealand College of Psychiatrist (RANZCP) useful resources https://www.ranzcp.org/membership/wellbeing-support-for-members/top-5-self-care-tips-for-psychiatrists • All DHBs offer access to three fully funded sessions through an Employee Assistance Provider (EAP). Specific providers may vary between DHBs • Members of the Medical Protection Society (MPS) are entitled to six fully funded counselling/therapy sessions https://www.medicalprotection.org/newzealand/help-advice/counselling-service

		<ul style="list-style-type: none"> • DHB occupational health service
Teaching and academic programmes	It may be helpful for services to include any relevant information regarding the Registrar teaching sessions / academic programme. This may include:	<ul style="list-style-type: none"> • Days, locations and times of teaching sessions • Expectations in regards to teaching. For RANZCP trainees, attendance at the formal education course (FEC) is mandatory and failing to attend 70% means they have to redo elements of their academic program
Leave Applications	It may be helpful for services to include any relevant information regarding any internal leave decision making processes and/or key contacts. Feedback suggests increased transparency with regards to leave processes and decisions results in increased satisfaction for RMOs.	<ul style="list-style-type: none"> • Any relevant leave application processes that RMOs need to be aware of • Service specific parameters and requirements for leave • Escalation process for leave application • Information regarding leave cover i.e. does the service have a reliever for after hours' duties with any absent day duties covered internally within the department? • RANZCP training requirements for leave (i.e. max number of days taken in a rotation for the rotation to count). • Any relevant contacts
After hours information	To ensure clarity regarding the after-hours responsibilities, it is helpful for services to include information on the Registrar role and responsibilities after-hours. This may include:	<ul style="list-style-type: none"> • After hours' expectations including: <ul style="list-style-type: none"> ○ Registrar roles and responsibilities ○ When and how to contact the SMO-on-call and on-call Manager (where applicable). ○ Roles and responsibilities of other groups after hours i.e. nursing staff, SMOs, DAMHS or on-call managers, House Officers etc. ○ Information on the sites that Registrars are required to cover ○ Admissions/referral processes in place after hours ○ Information on assessment of particular groups after hours i.e. youth, older adults ○ Information on handover expectations ○ Who to escalate to if you are unable to reach an on call SMO • Specific processes in place to ensure safety after-hours • Considerations for RMOs to ensure personal safety after hours • Key contacts for the after-hours RMO including relevant phone numbers. • Information regarding the after-hours roster i.e. roster start and end times including clear information regarding handover expectations. • Information on the sick leave process/who to contact if you are sick shortly before or during your after hours shift
Information on protocol, treatments, Mental Health Act etc.	For RMOs new to the DHB and/or to the New Zealand Health system, it may be helpful for services to include links to any relevant information on the DHB sites. This may include:	<ul style="list-style-type: none"> • Information on treatment of patients with different mental health concerns for example health Navigator https://www.healthnavigator.org.nz/ • Information on the NZ Mental Health Act including information on the role of the Director of Area Mental Health Services (DAMHS) • Any policies or protocols regarding specific treatments • Any relevant information regarding Pharmaceuticals including where to find the rapid tranquilisation protocol (or equivalent)

Information on service(s)	For RMOs new to the DHB it may be helpful for services to include an overview of the mental health wards/services within the DHB for example	<ul style="list-style-type: none"> • Ward number or street address of community sites • Bed numbers • Service information i.e. type of patients treated on the ward/community site, any nuances of local community sites • Information on the service key contacts for medical issues and/or level of nursing care available. • Any relevant regional policies in regard to the assessment and treatment of patients outside their home DHB
General Information	For RMOs new to the DHB it may be helpful for services to include any general information to support their induction. This may include:	<ul style="list-style-type: none"> • Maps • Parking information • Staff shuttles • Staff Cafeteria including after hours operation (process for meal allowances for RMO's based off site from main hospital).