

Mental health service contacts

Data definitions

Contact type

Specification													
Definition	The type of contact between the health care professional or mental health agency and the client.												
Reported for	All registered and unregistered clients having contact with a mental health agency.												
CMI function	Contact forms data entry												
	<table border="1"><thead><tr><th>Code</th><th>Descriptor</th></tr></thead><tbody><tr><td>A</td><td>Registered client contact</td></tr><tr><td>B</td><td>Unregistered client contact</td></tr><tr><td>C</td><td>Community contact</td></tr><tr><td>D</td><td>Non-reportable contact</td></tr><tr><td>E</td><td>Case contact</td></tr></tbody></table>	Code	Descriptor	A	Registered client contact	B	Unregistered client contact	C	Community contact	D	Non-reportable contact	E	Case contact
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B	Unregistered client contact												
C	Community contact												
D	Non-reportable contact												
E	Case contact												
Reporting guide													
A - Registered client contact	<p>Registered client service contact occurs when clients are formally registered at the mental health service and allocated a mental health statewide unit record (UR) number.</p> <p>Includes:</p> <ul style="list-style-type: none">• patients or clients previously registered with the mental health service.												
B - Unregistered client contact	<p>Unregistered client service contact occurs when services are provided to people who are not registered with the local area mental health service.</p> <p>A client can be a registered client at one service and (concurrently) an unregistered client at another service if the person has failed to satisfy the criteria for registration at the subsequent area mental health service.</p>												
C - Community	<p>Community-centred contact occurs when a service is provided by the mental health service to a community organisation or service provider working in a non-mental health specific setting. The focus of a community-centred contact is the other service provider, group or organisation rather than the individual client or client group.</p> <p>Includes:</p> <ul style="list-style-type: none">• primary, secondary and tertiary consultation services• community development activities• community education and social action. <p>Excludes:</p> <ul style="list-style-type: none">• individual patients or clients with a mental health condition.												

D – Non-reportable contact	<p>This data is not sent to the Operational Data Store and is reserved for local purposes only. Services may determine what activity they need to record that does not meet the definition of a contact.</p> <p>Includes:</p> <ul style="list-style-type: none"> • allocation meetings • answering machine messages, either incoming or outgoing • appointment scheduling • administrative tasks • case conferences • clinically-related administrative work (such as reading or researching patient notes for any purpose) • clinical services provided in an admitted or residential setting • clinical supervision • Coronial Services liaison (statutory and non-statutory tasks) • correspondence, either incoming or outgoing (hard copy and electronic) • electronic contact (answering machine, email, SMS, text messaging, voicemail and similar forms of communication) with any person or organisation on any subject • email to (or from) any person or organisation on any subject • escort time • evidentiary depositions and compliance with subpoenas • intake meetings • intra-agency liaison • intra-agency meetings • intra-agency training • post mortem clinical tasks • post mortem liaison with police or members of the judiciary • professional conferences, seminars or similar (internal and external) • record keeping • report writing or reviewing • research on any topic for any purpose • SMS to (or from) any person or organisation on any subject • team meetings • text messaging to (or from) any person or organisation on any subject • travel time • voicemail communication to (or from) any person or organisation on any subject.
E – Case contact (automatically derived)	<p>Case contacts are a subset of registered contacts. When a registered client is 'within a case' or period of case management the CMI/ODS will record a registered contact (as above) as a case contact. This circumstance is identified by the CMI/ODS at the time of data entry and does not require additional input by clinical or data entry staff.</p>

Business rules	<p>A service contact must meet all of the following criteria:</p> <ul style="list-style-type: none"> • clinically significant in nature • provided by specialised mental health service provider(s) • for a patient or client • require a dated entry in the clinical record of the patient/client (or would have required a dated entry in the clinical record of the patient/client had that patient/client already been registered) and either: <ul style="list-style-type: none"> • have the patient/client directly participating (in real time and either face –to face, by telephone or by videolink) OR • have a patient/client’s family member, carer or other external health care professional directly participating (in real time and either face–to–face, by telephone or by videolink). <p>Excludes:</p> <ul style="list-style-type: none"> • allocation meetings • answering machine messages, either incoming or outgoing • appointment scheduling • administrative tasks • case conferences • clinically-related administrative work (such as reading or researching patient notes for any purpose) • clinical services provided in an admitted or residential setting • clinical supervision • Coronial Services liaison; statutory and non-statutory tasks • correspondence, either incoming or outgoing (hard copy and electronic) • electronic contact (answering machine, email, SMS, text messaging, voicemail and similar forms of communication) with any person or organisation on any subject • email to (or from) any person or organisation on any subject • escort time • evidentiary depositions and compliance with subpoenas • intake meetings • intra-agency liaison • intra-agency meetings • intra-agency training • post mortem clinical tasks • post mortem liaison with police or members of the judiciary • professional conferences, seminars or similar (internal and external) • record keeping • report writing or reviewing • research on any topic for any purpose • SMS to (or from) any person or organisation on any subject • team meetings • text messaging to (or from) any person or organisation on any subject • travel time • voicemail communication to (or from) any person or organisation on any subject.
Administration	
Purpose	Identifies the service profile of patients or clients provided by the agency.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

Community contact type

Specification													
Definition	<p>Contacts provided by mental health services to community organisations or service providers working in non-psychiatric settings. The focus of the service is the other service provider, group or organisation rather than the individual client or client group.</p> <p>Includes primary, secondary and tertiary consultation services where advice is provided to a clinician or agency regarding a particular client. Community development activities and community education are also considered a community contact type. Each of these terms is defined in the following sections.</p>												
Reported for	<p>All registered and unregistered clients provided with Type C contacts.</p> <p>Refer to contact type.</p>												
CMI function	Contact forms data entry												
Code set	<table border="1"> <thead> <tr> <th>Code</th> <th>Descriptor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Primary consultation</td> </tr> <tr> <td>2</td> <td>Secondary consultation</td> </tr> <tr> <td>3</td> <td>Tertiary consultation</td> </tr> <tr> <td>4</td> <td>Community development</td> </tr> <tr> <td>5</td> <td>Community education</td> </tr> </tbody> </table>	Code	Descriptor	1	Primary consultation	2	Secondary consultation	3	Tertiary consultation	4	Community development	5	Community education
Code	Descriptor												
1	Primary consultation												
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5	Community education												
Reporting guide	<p>Client Type C contacts must be recorded in terms of the definitions outlined below. In determining the appropriate code for a contact, the definition that best describes the contact should be used. As most community-centred services have multiple elements and objectives, the principal or major function of the contact must be used as the basis for recording contacts.</p>												
1 Primary consultation	<p>Refers to a service provided to another agency or service provider where a client of that agency or provider is seen on behalf of, or in conjunction with, a professional from that agency. In general, the purpose of primary consultation is to provide specialist advice to another agency on diagnosis or management issues.</p> <p>In those instances where, following a primary consultation, it is determined that the client is most appropriately treated by the mental health agency, the client would be registered and contacts recorded as a registered client.</p>												
2 Secondary consultation	<p>A service delivered to a professional from another agency or service provider about a specific client of that other agency. In contrast to primary consultation, in secondary consultation the client is not present during the consultation.</p> <p>A secondary consultation may involve discussion about a number of clients of the other agency or service provider. When this occurs one contact is recorded for each client discussed.</p> <p>Note: The contact may occur with an external service provider about a registered client during which the principal purpose is to provide secondary consultation, but which also involves a degree of interagency case liaison with two agencies coordinating a joint approach to the client. When this occurs, and the client is still receiving care from the mental health agency, the contact must be coded as an interagency case liaison contact.</p>												
3 Tertiary consultation	<p>Refers to a service to another agency about aspects of the program or service provided by the agency. This may involve developing the skills of professionals in the agency or work on another mental health issue. There is usually no reference to treatment of specific clients.</p>												
4 Community development	<p>Refers to activities directed at developing and promoting community action relating to mental health issues. Interagency liaison between a mental health agency and an external agency for the purpose of improving services for a specific group or within an area must be coded as community development. Note that this is not to be recorded as Interagency Case Liaison. Interagency Case Liaison refers to contacts between agencies about a specific registered or unregistered client in which the purpose of the contact is to coordinate the activities of the two agencies in regard to that specific client.</p>												
5 Community education	<p>Refers to direct provision of services targeted to educate the general community about the subject of mental health and mental health issues.</p>												
Business rules	To be advised.												

Administration	
Purpose	To: <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

Contact date

Specification									
Definition	The date the service was provided to the client.								
Reported for	All registered and unregistered clients having some form of contact with a mental health agency.								
CMI function	Contact forms data entry								
Code set	<table border="1"> <tr> <td>Valid date</td> <td>DDMMYY format</td> </tr> <tr> <td>Valid time (optional)</td> <td>24 hour clock format</td> </tr> </table>	Valid date	DDMMYY format	Valid time (optional)	24 hour clock format				
Valid date	DDMMYY format								
Valid time (optional)	24 hour clock format								
Reporting guide	<p>The date format must be DDMMYY.</p> <p>Day Month Year</p> <table border="1"> <tr> <td>0</td><td>9</td><td>1</td><td>0</td><td>0</td><td>6</td><td></td><td></td> </tr> </table>	0	9	1	0	0	6		
0	9	1	0	0	6				
Business rules	<p>Date must be the date of the contact, not the date the contact was recorded or the data entered.</p> <p>The time of the contact may be recorded, but is optional.</p>								
Administration									
Purpose	To: <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset. 								
Principal data users	Mental health agencies Mental Health Branch								
Definition source	Department of Human Services								

Contact duration

Specification	
Definition	The duration of time in minutes, spent by the client (or by a family member, carer or external health care provider on behalf of the client) in direct participation with the health care professional providing the service.
Reported for	All registered and unregistered clients receiving a clinically significant service contact from a mental health agency.
CMI function	Contact forms data entry
Code set	NNN Numeric, whole integers only
Reporting guide	Hours or part thereof must be converted to minutes. Example: 1.5 hours = 90 minutes
Business rules	<ul style="list-style-type: none"> • For group sessions, the time the patient/client attends the session is recorded for each patient/client, irrespective of the number of patients/clients or third parties participating or the number of service providers providing the service. • Recording or documenting details of service contacts must not be reported as part of the duration, except if it is contiguous with the period of patient/client or third party participation. • Travel to or from the location at which the service is provided must not be reported as part of the duration of the service contact. • Duration is from the perspective of the client, not the service provider. • Contacts of less than five minutes duration are not generally considered to be clinically significant. • Contacts in excess of 300 minutes duration must be audited and verified against the documentation in the medical record.
Administration	
Purpose	To: <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

Service medium

Specification											
Definition	How a contact was provided.										
Reported for	This item can be used to describe the way in which a contact was made with an agency at any time.										
CMI function	Contact forms data entry										
Code set	<table border="1"> <thead> <tr> <th>Code</th> <th>Descriptor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Direct</td> </tr> <tr> <td>2</td> <td>Telephone</td> </tr> <tr> <td>3</td> <td>Videoconference or teleconference</td> </tr> <tr> <td>4</td> <td>Other</td> </tr> </tbody> </table>	Code	Descriptor	1	Direct	2	Telephone	3	Videoconference or teleconference	4	Other
	Code	Descriptor									
	1	Direct									
	2	Telephone									
3	Videoconference or teleconference										
4	Other										
Reporting guide											
1 Direct	A service provided face to face in the same room as the client.										
2 Telephone	A service provided to the client on the telephone.										
3 Videoconference or teleconference	A service provided to the client by videoconference or teleconference.										
4 Other	Recorded with non-reportable contacts only.										
Business rules	To be advised.										
Administration											
Purpose	<p>To:</p> <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset. 										
Principal data users	<p>Mental health agencies</p> <p>Mental Health Branch</p>										
Definition source	Department of Human Services										

Service location

Specification		
Definition	Specifies where the service was provided in terms of the location of the clinical worker providing the service. In the case of contacts provided by telephone, this will usually differ from the location of the client at the time the service is received.	
Reported for	All registered/unregistered clients having contact with a mental health agency.	
CMI function	Contact form data entry	
Code set	Code	Descriptor
	2	Community based mental health services
	3	Mental health inpatient service
	4	Client's own environment
	5	Non-psychiatric health or welfare service
	7	Emergency department
	8	Public hospital – excl MH ward
	9	Private psychiatric hospital
	10	Private practitioner's rooms
	11	Psychiatric disability rehabilitation support service (PDRSS)
	12	Community care unit (CCU)
	13	Aged persons mental health residential service
	14	Generic aged care residential service
	15	Alcohol and drug treatment service
	16	Prevention and recovery centre (PARC)
	17	Early years setting
	18	Educational institutions
	19	Child first/family services
	20	Out of home care
	21	Youth specific service setting
22	Housing and/or support agency	
23	Police facilities	
99	Other	
Reporting guide	<p>2 Community based mental health services The contact occurred in the offices or rooms of a community-based Mental Health Service.</p> <p>3 Mental Health Inpatient Service The contact occurred at an inpatient mental health service.</p> <p>4 Client's own environment The contact was made in the client's own environment, which may include their home, usual living environment or workplace. Excludes: • Supported residential service • Homeless services</p> <p>5 Non-psychiatric health or welfare service The contact occurred in an agency other than a public sector mental health service. Includes: • Community managed organisations • Non-government managed organisations Excludes: • Homeless shelter • Psychiatric disability rehabilitation support service (PDRSS) • Public sector mental health service within a public hospital or health centre</p>	

Reporting guide	<p>7 Emergency Department The contact occurred at a public hospital emergency department.</p> <p>8 Public Hospital – excl MH ward The contact occurred at a public hospital. Excludes: • Public mental health ward • Emergency department of a public hospital</p> <p>9 Private psychiatric hospital The contact occurred at a private psychiatric hospital.</p> <p>10 Private practitioner’s rooms The contact occurred at a private practitioner’s practice. Includes: • general practitioner • specialist physician • psychiatrist • psychologist</p> <p>11 Psychiatric disability rehabilitation support service (PDRSS) The contact occurred at a psychiatric disability rehabilitation support service.</p> <p>12 Community care unit (CCU) The contact occurred at a community care unit.</p> <p>13 Aged persons mental health residential service The contact occurred at an aged persons’ mental health residential service.</p> <p>14 Generic aged care residential service The contact occurred at a generic aged persons’ residential service. Excludes: • mental health aged care residential service</p> <p>15 Alcohol and drug treatment service The contact occurred at an alcohol and drug treatment service</p> <p>16 Prevention and recovery centre (PARC) The contact occurred at a prevention and recovery centre (PARC)</p> <p>17 Early years setting The contact occurred at an early years setting. Includes: • Maternal and child health • Preschool/kindergarten • Early childhood intervention service</p> <p>18 Educational institution The contact occurred at an educational setting. Includes: • Primary school • Secondary school • Special school • Tertiary institution (university or TAFE)</p> <p>19 Child first/family services The contact occurred at a child first program or family services</p> <p>20 Out of home care The contact occurred at an ‘out of home care’ setting. Includes: • Foster care • Secure welfare</p> <p>21 Youth specific service setting The contact occurred at a youth specific program, e.g. Headspace.</p> <p>22 Housing and/or support agency The contact occurred at a housing or support agency. Includes: • Homeless shelter • Refuge</p> <p>23 Police facilities The contact occurred at a police station, police vehicle or other police environment (e.g. holding cell).</p> <p>99 Other Excludes: • Locations specified above</p>
Business rules	To be advised

Administration	
Purpose	To: <ul style="list-style-type: none"> • Present a profile of the mental health services provided to clients by the mental health agency. • Identify the service profile of the agency to inform future service requirements and funding considerations. • Comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

Number of HCPs

Specification	
Definition	The number of staff involved in delivering a contact to the client.
Reported for	All registered and unregistered clients having contact with a mental health agency.
CMI function	Contact forms data entry
Code set	Numeric Whole integers
Reporting guide	<p>There are a variety of situations when more than one staff member is involved in providing a service or contact, including community assessment and treatment teams, psychogeriatric assessment Teams, day programs and family liaison.</p> <p>The number of staff providing a service refers to the number of professional staff employed or supervised by the mental health service who are directly involved in providing the contact.</p> <p>Includes:</p> <ul style="list-style-type: none"> • professional staff employed by the mental health service • supervised employees of the mental health service. <p>Excludes:</p> <ul style="list-style-type: none"> • interpreters facilitating service delivery • staff of the mental health service observing or being trained • students on professional placement • supervisory staff not directly involved in service provision.
Business rules	<ul style="list-style-type: none"> • Where more than one staff member participates in a group activity, the service contact is recorded by only one nominated staff member. Other staff participation is noted in the number of service providers.
Administration	
Purpose	To: <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

Service recipient

Specification		
Definition	The person(s) receiving the service contact.	
Reported for	All registered and unregistered clients having contact with a mental health agency.	
CMI function	Contact form data entry	
Code set	Code	Descriptor
	1	Client only
	2	Client group
	3	Client and family
	4	Client and others
	5	Client, family and others
	6	Family only
	7	Others
	8	Family and others
	9	Parent/Family/Carer group
	10	Interagency case planning
	11	General practitioner
	12	Private psychiatrist
	13	Other health practitioners (private)
	14	PDRSS
	15	Ambulance
	16	Police
	17	Correctional
	18	Child Protection
	19	Community health services
	20	Acute health
21	Child and family support	

	22	Counselling
	23	Crisis services
	24	Domestic violence
	25	Drug and alcohol
	26	Educational
	27	Employment
	28	Financial
	29	Accommodation
	30	Home support services
	31	Aged care assessment services
	32	Indigenous persons support services
	33	Intellectual disability services
	34	Migrant resource services
	35	Sexual assault services
	36	Youth services
Reporting guide		
1 Client only	Service provided to the client alone.	
2 Client group	<p>Service provided to the client in the context of a client group activity.</p> <p>Includes:</p> <ul style="list-style-type: none"> • day programs at a supported residential service • group programs at a supported residential service. <p>Excludes:</p> <ul style="list-style-type: none"> • family groups • client and others. 	
3 Client and family	Service provided when the client is seen in the company of one or more members of their family.	
4 Client and other(s)	<p>Service provided to the client in the company of another individual who is not family.</p> <p>Includes:</p> <ul style="list-style-type: none"> • employer • friend • neighbour. <p>Excludes:</p> <ul style="list-style-type: none"> • family. 	
5 Client, family and others	Service provided when the client is seen in the company of one or more members of their family together with one or more other significant individuals (such as a friend, employer or neighbour).	
6 Family only	Service provided to client family member(s) when the client is not present.	
7 Others	Service provided when the above codes 1-6 are not able to adequately describe the particular group of service recipients.	
8 Family and others	Service provided to family and others without the client present.	
9 Parent, family, carer	Service provided to the parent's, family or carer group without the client present.	
10 Interagency case planning	Service provided at another agency specifically to co-ordinate services for a particular client.	

11 General practitioner	Service provided to the client's general practitioner. Excludes: • community health centres.
12 Private psychiatrist	Service provided to the client's private psychiatrist. Excludes: • community health centres • general practitioners.
13 Other health practitioners (private)	Service provided to other private health practitioners. Includes: • allied health professionals. Excludes: • community health centres.
14 Psychiatric disability and rehabilitation support services (PDRSS)	Service provided to psychiatric disability and rehabilitation support services (PDRSS).
15 Ambulance	Service provided to ambulance services.
16 Police	Service provided to police services.
17 Correctional	Service provided to correctional facilities. Includes: • Juvenile Justice.
18 Child Protection	Service provided to the Department of Human Services Child Protection Unit.
19 Community health services	Service provided to a health professional from a community health service.
20 Acute health	Service provided to any department within a general hospital excluding mental health services.
21 Child and family support	Service provided to child and family support services, such as Anglicare, Good Shepherd or the Copeland Centre.
22 Counselling	Service provided to public or private counselling services.
23 Crisis services	Service provided to crisis services such as crisis assessment and treatment (CATT) teams and short-term shelters.
24 Domestic violence	Service provided to domestic violence services.
25 Drug and alcohol	Service provided to drug and alcohol services.
26 Educational	Service provided to educational services such as schools, TAFEs and universities.
27 Employment	Service provided to the client's employer or Centrelink.
28 Financial	Service provided to financial services such as the Victorian Civil and Administrative Tribunal.
29 Accommodation	Service provided to long-term accommodation services such as lodges, hostels and boarding houses. Refer to Victoria's mental health service resources for case managers – Meeting consumer needs for housing and accommodation.
30 Home support services	Service provided to home support services such as Meals on Wheels, the Royal District Nursing Service (RDNS) and Home Help.
31 Aged care assessment services	Service provided to aged care assessment services.

32 Indigenous persons support services	Service provided to indigenous persons support services.
33 Intellectual disability services	Service provided to intellectual disability services.
34 Migrant resource services	Service provided to migrant resource services.
35 Sexual assault services	Service provided to sexual assault services.
36 Youth services	Service provided to youth services.
Business rules	-
Administration	
Purpose	To: <ul style="list-style-type: none"> • present a profile of the mental health services provided to clients by the mental health agency • identify the service profile of the agency to inform future service requirements and funding considerations • comply with Victoria's reporting obligations under the Australian Health Care Agreement and National Minimum Dataset.
Principal data users	Mental health agencies Mental Health Branch
Definition source	Department of Human Services

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