



**Service Priorities and Programmes  
Electronic Presentations**

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**Review of Crisis Interventions provided by Community Psychiatric Service**

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**Introduction**

Mental health crisis refers to a person's thoughts and feelings beyond their control with risk of physical and/or psychological harm to self or others. Crisis intervention (CI) of Community Psychiatric Service (CPS) was defined as providing urgent assessment and management to clients within 2 working days through home visit, which aimed at reducing immediate danger, and ensuring safety of client, carer, staff and the public.

**Objectives**

1) To review crisis interventions provided in 2013; 2) to identify potential risk factors of crisis intervention; and 3) to find out learning points for future service improvement.

**Methodology**

Data of CI provided by CPS, Shatin Hospital (SH) in 2013 was collected from CI reports, case notes, CBNS and electronic patient records (ePR).

**Result**

Clients with diagnosis of SMI, non-compliance to treatment, suicidal and violence risk were identified as high risk of crisis. High referral rate from office phone line was probably resulted by adequate education on help seeking behaviour and contingency plan provided to clients and relatives by CM. Also, timely response to CI and satisfactory cover of service hour were shown in this review. CI was provided and in-patient treatment was arranged for stabilization of client's mental condition in in-patient settings.