

# The 7 Helpful Habits Assessment Tool

[7-HAT]

Complete the assessment tool, preferably with your own team, and decide which items you do well and which would you like to improve or implement.

		No	Sometimes	Often	Yes
		No	Partial	Mostly	Yes
<b>Handle Demand</b>					
1	<b>Eligibility Criteria</b> A defined set of criteria that state what conditions are eligible for the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<b>Diversion Criteria</b> Agreements with other agencies to accept problems not eligible for CAMHS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<b>2 Levels of priority</b> Referrals are either treated as routine or priority and Have a published set of criteria that define-priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<b>SLA</b> Service Level Agreement for activity targets with commissioners or sub-groups of commissioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<b>Strategy</b> An agreed and published strategy for CAMHS developments and priorities over the next 2 – 5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<b>Partial booking</b> Giving families the opportunity to book into a first appointment from at least two alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<b>Full Booking</b> Giving families the opportunity to book into a first appointment on receipt of referral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<b>Screen referrals directly.</b> Make direct clinical assessments of referrals to determine appropriateness and priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<b>Flex capacity</b> Vary your number of first appointments and intervention appointments in line with yearly variation in referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Extend Capacity</b>					
10	<b>Know capacity</b> Have calculated your team's capacity in terms of assessments and treatments that can be provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	<b>Follow-up focus</b> Have a clear system in the team to focus on appropriate and relevant follow-up: "follow-up with a purpose"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	<b>Use meetings effectively</b> Ensure the right people are at the right meetings and there is a clear focus for each meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	<b>Extend clinical roles</b> Widen each clinician's skill base e.g. non medics doing ADHD and overdose assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	<b>Activity standards</b> Have team and individual standards for the expected number of new assessments and follow-up appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	<b>Monitor activity</b> Have an IT system that collects activity, reports it to clinical managers and is used in supervision and job planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	<b>Demand &amp; Capacity recruitment</b> Recruited staff based on a demand and capacity analysis including process mapping and bottlenecks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Let Go of Families</b>					
17	<b>Closing case variation</b> A process that reviews appropriateness and effectiveness of ongoing work e.g. annual or six monthly review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	<b>Care plans</b> Have clear care plans that include defined treatment goals (agreed with family) and not just a therapy type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	<b>Plans for long-term conditions</b> For long term conditions have systematic and agreed multi-agency approach to their care e.g. ADHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Process Map and Redesign</b>					
20	<b>Process map</b> Have mapped and understood the patient journey identifying bottlenecks, multiple handoffs etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	<b>CAMHS communication</b> Communicate with other CAMHS to find out what works.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	<b>Patient process from user viewpoint</b> Regularly discuss in the team the patient process from the view point of a user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	<b>Users in Process mapping</b> Consult with, and get feedback from users on the process map of the service e.g. pin on to the waiting room wall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Flow Management</b>					
24	<b>Bottleneck analysis</b> Identify bottlenecks and have a plan arising from demand and capacity analysis...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	<b>Screen referrals daily</b> Reduce time in the patients' journey by doing today's work today.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	<b>Generic clinics</b> Reduce the number of queues by having generic clinics that see and treat, initially, most clinical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	<b>Segmented Clinics</b> Smoothing the clinical flow by having clinics that deliver the same service for similar needs (not by diagnosis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	<b>Administration time</b> Clinical work requires an amount of supporting administration time. Built it into job plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	<b>No internal waits</b> Ensure partial / full booking to all assessments and internal treatments. No waiting lists for specialist work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	<b>Something to do</b> Give families something to do whilst waiting for the next step; books, handouts, community resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Use Care Bundles</b>					
31	Know current best practice guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Local agreement of Care bundles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Implement and monitor Care Bundle usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Look After Staff</b>					
34	<b>Team away days</b> Have days that are facilitative of staff, team building and service development. Off site and informal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	<b>Value staff</b> Consult and involve staff on service and policy changes, support training and figure the rest out!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	<b>Job plans and annual appraisal</b> Have clear job plans for members of staff including activity and attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	<b>Encourage team relationships</b> Facilitate positive personal relationships in the team e.g. have lunch together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Count per column</b>					
<b>Points multiplier</b>			x 1	x 2	x 3
<b>Total per column</b>					
<b>Total Score</b>					