

Development & Implementation of an Electronic Client Record for Mental Health (PACT)

May 26, 2011

Arlene MacLennan R.P.N./R.N.

Lisa Rempel



Presentation Overview

- PACT Service
- Problem
- Solution
- Challenges
- Project Approach
- Lessons Learned
- Results
- Opportunity for Mental Health
- Future plans



Program of Assertive Community Treatment (PACT) is:

- PACT has been providing service for over 3 years
- full mental health support model - 24/ 7
- provides treatment, rehabilitation, support & crisis response to people with serious mental illnesses, particularly, psychotic disorders
- by a multi-disciplinary mental health team
- shared caseloads & low staff to client ratio
- participants have long-term continuous involvement
- processes & participant records based on paper documents that have evolved along with PACT



The Problem

- Inefficiencies in service & support inherent in existing paper based processes are compounding as PACT grows
- Lack of off the shelf mental health software tools that can meet the unique needs of PACT
- Requiring the development of a system that will meet broad mental health service needs while addressing the immediate needs of the PACT service



Need for an Electronic Solution

Paper:

- Hard to organize
- Challenged by hand writing
- Inadequate space to record information
- Transcription errors can occur
- Frequently late entries
- Sometimes cannot locate chart
- Limited access to client information by on call staff

Electronic Record:

- Display pertinent information in organized consistent structure
- Promote communication & continuity of care
- Allow for viewing trends in information
- Allow for better time management in office and with clients
- Secure remote access to the full electronic record by on call staff



MH PACT Solution

- Software product selected by WRHA Community Services Information System (CSIS) is the new web based Momentum Healthcare's Convergence .Net product
- Provides a rich architectural framework on which to build custom shareable solutions leveraging reusable software components and data
- PACT is the first WRHA mental health service to utilize the new web based software product
- Planned reuse of components built for PACT in other services that would benefit from their use



PACT Developed Functionality

- Demographics
- Case Activity
- Diagnosis Management
- Medication Management
- Assessments
- Recovery Planning
- Weekly Schedule
- Progress Notes
- Alerts
- Clinical Reports
- Office Personnel Registry
- Office/Organization Management



Participant Search

Participant Search
Participant Overview
Case Activity
Progress Notes
Recovery Plan
Assessments
Medications
Participant Schedule
Alerts

Common Tasks

- Add a New Participant
- Search for a Participant

User Preferences

Last Name	First Name	Provider	Organization
Smith		All	PACT – Leila Office
Identifier	Identifier Value	Date of Birth	Record Status
Pact File No.			Active
Gender	Address		

Search

	Primary ID	Last Name	First Name	Gender	DOB	Address	Status	Organization
	L0093	Larsen	Mawney	Female	1976-03-23	3455 Lafleur St ...	Active	PACT-Leila Office
	L0001	Maclennan	Arlene	Female	1985-02-28	324 South Pard R...	Active	PACT-Leila Office
	L4846	Smith	John	Male	1935-01-08	Apt 3 Lonely Street...	Active	PACT –Leila Office
	L0037	Stewner-...	Christy	Female	1984-11-02	234 Coronation S...	Active	PACT-Leila Office
	L2452	Williamson	Mark	Male	1963/02/12 (est)	234 Oak Street, ...	Active	PACT-Leila Office
	L29875	Young	Clive	Male	1954-08-12	No fixed address	Active	PACT-Leila Office



Participant Overview

- Participant Search
- Overview**
- Case Activity
- Progress Notes
- Recovery Plan
- Assessments
- Medications
- Participant Schedule
- Alerts

- Common Tasks
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics & History
 - Name
 - Identifiers
 - Personal Details
 - Phone Numbers
 - Addresses
 - Additional Information
 - Contacts
 - Providers
 - Photo
 - Diagnoses
 - Admissions
 - Allergies
 - Employment
 - Weight and Vital Signs
- Case Activity
- Progress Notes
- Assessments
- Medications
- Recovery Plan
- Schedule
- ALERTS
- Reports
- User Preferences



Preferred Name				Identifiers	
Smith, John Jr				PHIN: 123456789	
DOB				MB Reg:123456	
Age		Gender	Language		Band/Treaty: SB 9876
1977-08-16		31	Male	English	
DVA: No: 43-0876354				Social Assistance No: X3291-2444	
Primary Address				Primary Contact	
Apt. 3 Lonely Street				Lisa Marie Cage – Family	
Winnipeg				Relationship: MPOA	
Manitoba				3345 Oak Crescent	
Canada				Winnipeg	
R2T 2N2				Manitoba	
Phone Numbers				R2T 2X5	
Home: (204) 555-1111				Work Phone : 204-555-9999	
Mobile: (204) 555-2222				Home Phone: 204-555-8888	
Alternate: (204) 555-3333				Mobile Phone_ 204-555-7777	
				Comments: Do not call at work unless it is and emergency	

Alerts

POTENTIAL EXPOSURE TO H1N1 - Resident of sheltered housing where participant lives has been hospitalized with suspect H1N1 infection. Participant has shown no s/sx of infection to date

Current Diagnoses	Providers
Axis I – Aliquam mollis	Cherry Ames RN – Recovery Team – Primary office: 555-1234
Axis I – Vivamus vulputate	Flo Night RN – Recovery Team pager: 555-2456
Axis II – Curabitur vel libero	Dr. James Peters –Recovery Team pager: 555-2229
Axis III – Nunc elementum	Robert Williams SW – Recovery Team
Axis IV –Vivamus laoreet turpis sit amet felis	Dr. Betty Turpin - Consultant Office:555-8821
Axis IV - Aenean consequat	Date Next Recovery Planning
Axis V – Morbi fringilla	2009/09/26
[Dx Impression]	
[Dx Impression]	

Safety Concerns

Allergies



Diagnosis Management

- The DSM IV coding system is used to document the participant's admitting diagnosis and relevant disease processes.
- Includes the ICD 10 Codes.
- Other pertinent information relevant to the participant's medical condition and to PACT is included in this section of the application specifically hospital admissions



Diagnoses History

PHIN: 123456789
Smith, John Jr. **Date of Birth:** 1935/01/08
Gender: Male

- Participant Search
- Participant Overview
- Case Activity
- Progress Notes
- Recovery Plan
- Assessments
- Medications
- Participant Schedule
- ALERTS

- Common Tasks
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics & History
 - Name
 - Identifiers
 - Personal Details
 - Phone Numbers
 - Addresses
 - Additional Information
 - Contacts
 - Providers
 - Photo
 - Diagnoses
 - Admissions
 - Allergies
 - Employment
 - Weight and Vital Signs
- Case Activity
- Progress Notes
- Assessments
- Medications
- Recovery Plan
- Schedule
- ALERTS
- Reports
- User Preferences

Return

+ Add Diagnosis
 + Add GAF Score
 + Add Impression
 X Error Out
Show Current Only

Type	Axis	DSM IV	ICD-10	Description	Rank	Date Identified	Status	Status Date	PN
Diagnosis	Axis I	29189	F10.8	Alcohol Induced Mood Dis...	Primary	2009-02-11	Active	2009-02-11	
Diagnosis	Axis II	29211	F18.5	Inhalant Induced Psychotic...	Secondary	2008-11-23	Active	2008-11-23	✓
Diagnoses	Axis IV	87656		Financial Stress	Other	2009-04-22	Active	2009-04-22	
GAF Score	Axis V			GAF Score 12		2009-03-12	Active	2009-03-12	
Impression				Peripheral edema to lower ...		2008-12-10	Active	2008-12-10	✓
Impression				Diabetes Type 2		Unknown	Active	2009-03-14	
Diagnosis	Axis II	29384		Anxiety Disorder Due to G...	Secondary	2006-02-01	Inactive	2008-03-22	✓
Diagnosis	Axis III	V623		Academic Problem	Other	2008-02-27	Inactive	2008-11-23	✓
Diagnosis	Axis III	V6289		Phase of Life Problem	Other	2009-03-22	Active	2009-03-22	

Primary Page – Diagnosis Summary Page

Medication Management

- Lists the date the medication was started, prescribed dose, frequency of administration, & relevant comments
- History of discontinued medications & over the counter meds, vitamins and herbs
- Charting of current day to day medication preparation will remain paper based as will orders
- This system presently does not have an ordering capacity.



Medication History

PHIN: 123456789
Smith, John Jr. **Date of Birth:** 1935/01/08
Gender: Male

- Participant Search
- Participant Overview
- Case Activity
- Progress Notes
- Assessments
- Medications**
- Recovery Plan
- Participant Schedule
- Alerts

- Common Tasks**
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics & History**
- Case Activity**
- Progress Notes**
- Assessments**
- Medications**
 - View Medication Summary
 - Enter a new Medication
- Recovery Plan**
- Schedule**
- ALERTS**
- Reports**
- User Preferences**

Type	Medication Name	Dose	Route	Frequency	Start Date	End Date	Obs	Comments
Recurring	Seroquel XR	200 mg	PO	HS	2009-04-28		✓	
Recurring	Risperidone	4 mg	PO	BID	2009-03-12		✓	
Non- Prescription	Life Brand Multivit...	1 caplet	PO	Daily	Unknown			Has been ta...
One Time Only	Vitamin B12	1,000 mcg	IM	One-Time	2009-04-14	2009-04-14		
Non-Prescription	Dr. Yang's Stress Tea	1	PO	Daily	2008-10-22	2008-12-01 (est)		Liked the ta ...
Non-Prescription	St. John's Wort c...	900 mg	PO	BID	Unknown	2008-11-23		
Recurring	Ativan	0.5 mg	Subl...	PRN	2008-01-23			

Medication Summary - Primary Page



Assessments

- Lists comprehensive assessment, routine assessments and special assessments
- Different people can complete sections within an assessment and have separate time, date provider stamps
- Due dates for re-assessment can be flagged
- Areas within the assessment auto-populate ie) diagnosis, meds CAN



Complete a New Assessment

Smith, John Jr.

PHIN: 123456789

Date of Birth: 1935/01/08

Gender: Male

Common Tasks ⌵
<ul style="list-style-type: none">• Add a New Participant• Search for a Participant• Participant Overview
Demographics ⌵
History ⌵
Case Activity ⌵
Progress Notes ⌵
Recovery Plan ⌵
Schedule ⌵
Medications ⌵
Assessments ⌵
<ul style="list-style-type: none">• View a Historical Assessment• View Most Recent Assessment• Complete a New Assessment• Print Assessment• Print Comments
ALERTS ⌵
Reports ⌵
User Preferences ⌵













Select the type of Assessment you wish to complete

Select Assessment	
📁	30 Day ComprehensiveAssessment
📁	Status Review
📁	
📁	
📁	Camberwell Assessment of Need



View a Historical Assessment

Smith, John Jr. PHIN: 123456789
Date of Birth: 1935/01/08
Gender: Male

- Common Tasks 
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics 
- History 
- Case Activity 
- Progress Notes 
- Recovery Plan 
- Schedule 
- Medications 
- Assessments 
 - View a Historical Assessment
 - View Most Recent Assessment
 - Complete a New Assessment
 - Print Assessment
 - Print Comments
- ALERTS 
- Reports 
- User Preferences 

[New Assessment](#) [Delete Assessment](#) [Error Assessment](#)

View	Assessment	Last Modified Date	Status
View	Camberwell Assessment of Needs	2009-09-12	Draft
View	Status Review	2009-09-30	Complete
View	30 Day Comprehensive Summary	2009-03-02	Complete
View	Camberwell Assessment of Needs	2009-02-28	Error



Features of the MH PACT health record

Assessment Tool	Status
Psychiatric Assessment	<input checked="" type="checkbox"/>
Physical Health	<input checked="" type="checkbox"/>
Legal and Regulatory	<input checked="" type="checkbox"/>
Safety & Risk	<input checked="" type="checkbox"/>
Social Development	<input checked="" type="checkbox"/>
Housing	<input checked="" type="checkbox"/>
Vocational & Educational	<input checked="" type="checkbox"/>
Spiritual	<input checked="" type="checkbox"/>



Recovery Plan


Same as current paper based recovery plan but includes:


- Issues List
- Selected Outcomes
- Interventions

The recovery plan allows for continual adjustments



Edit Recovery Plan

 Save

Status	Start Date	End Date	Last Modified	Date Modified	Plan Origin
Draft 			Hinds, Kelly RN	2009-06-28	Recovery Plan Meeting 

Recovery Team	Primary	Area Assigned
Cherry Ames RN	<input type="checkbox"/>	
Flo Night RN	<input checked="" type="checkbox"/>	Housing, Employment
Dr. James Peters	<input type="checkbox"/>	Medications, Anger Management
Roberts Williams BSW	<input type="checkbox"/>	Social Issues

Date Recovery Plan Reviewed:

Participant Attended Recovery Plan Meeting

2009-06-21







No – refused offer to attend

[Add New issue](#)

[Copy Issue](#)

[Delete Issue](#)

	Rank	Issue	Status	Start date	Resolved Date
	1	Housing / Living Situation	Active	2008-02-12	
	2	Employment	Active	2008-09-30	
	3	Social Issues	Active	2009-03-10	
		Hygiene	Resolved	2008-06-03	2009-02-11



Weekly Schedule

- Derived from Participant Recovery Plan includes episodic items, regular appointments
- “To Do” list for the PACT Team to use to assign staff and resources during staff meetings



Participant Weekly Schedule

- Participant Search
- Overview
- Case Activity
- Progress Notes
- Recovery Plan
- Assessments
- Medications
- Participant Schedule
- Alerts

- Common Tasks ⌵
- Add a New Participant
- Search for a Participant
- Participant Overview
- Demographics & History ⌵
- Case Activity ⌵
- Progress Notes ⌵
- Assessments ⌵
- Medications ⌵
- Recovery Plan ⌵
- Schedule ⌶
- View Participant Schedule
- Print Participant Schedule
- Daily Task Note
- ALERTS ⌵
- Reports ⌵
- User Preferences ⌵

Save

Week of

◀ August 17 - 23 , 2009 ▶

Recovery Plan last modified: **2009-01-23**

Schedule last modified: **2009-07-02**

Modified by: Kelly Hinds RN

- + Add Schedule
- ✖ Delete Schedule
- Edit Schedule
- Hide Recovery Plan Tasks

Time	17 Monday	18 Tuesday	19 Wednesday	20 Thursday	21 Friday	22 Saturday	23 Sunday	Source
AM	MEDICATIONS Tobacco	MEDICATIONS Tobacco Cleaning	MEDICATIONS Tobacco	MEDICATIONS Tobacco	MEDICATIONS Tobacco Banking-money	MEDICATIONS Tobacco	MEDICATIONS Tobacco	Recovery Plan
	MEDICATIONS Tobacco	MEDICATIONS Tobacco Cleaning	MEDICATIONS Tobacco Laundry Cleaning - PN	MEDICATIONS Tobacco	MEDICATIONS Tobacco Banking-money 09:30 Groceries	MEDICATIONS Tobacco	MEDICATIONS Tobacco	Schedule
PM	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	Recovery Plan
	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep 14:00 Dental Appointment at HSC Dental Clinic	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep	MEDICATIONS 17:00 Home Care Meal Prep
Other	Laundry 1 Days per week, AM Visit mother 1 day per 2 weeks Groceries 1 day per 2 weeks AM							Recovery Plan



Progress Notes

- One location for all users to document
- Users are able to select a category for individual notes
- Notes can be sorted by author, category, and effective date
- Daily task notes do not require detailed writing



Progress Notes

Smith, John

PACT File No.: P1234567

Date of Birth: 1977/08/16

Gender: Male

Print All Notes

Progress Note History

Authored By	Job Position	Category	Effective Date	Status	Text	Ad
Hinds, Kelly RN	Nursing	Medications	2009-04-25 10:22 AM	Draft	Lorem ipsum dolor sit ameect...	
Anderson, Douglas (Dr)	Psychiatrist	Behaviour	2009-04-15 03:45 PM	Complete	Morbi venenatis lectus vitan...	
Nightingale, Florence BSW	Social Work	Housing	2009-03-19 11:17 AM	Complete	In quis orci at felis feugiat ...	✓
Hinds, Kelly RN	Nursing	Safety	2009-03-16 09:35 AM	Error	Pellentesque habitant morbi...	✓

Progress Note Details

Effective Date: 2009-04-25 10:22 AM | Category: Medications

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris bibendum feugiat dui. Maecenas non libero. Etiam pulvinar. Morbi sed nulla. Nullam dolor. Mauris elit. Quisque sed ipsum. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Donec metus lacus, lobortis ornare, ultricies non, rutrum ut, sem. Vestibulum commodo augue id dolor tincidunt tempor. Sed arcu. Etiam ut tellus in magna dapibus blandit. Morbi lacus ante, luctus aliquet, dictum et, fermentum eu, lectus.

Quisque pellentesque orci vel lacus. Vestibulum ut nibh nec ante adipiscing laoreet. Fusce scelerisque consectetur metus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Aliquam fermentum dolor nec nibh. Ut commodo dui ut nibh. Duis tempor. In viverra eleifend mi. Integer tempor diam nec justo. Morbi ullamcorper, turpis nec auctor facilisis, ligula risus dapibus leo, nec hendrerit quam massa ac nisl. Vestibulum sem. Fusce molestie. Etiam luctus fringilla metus.

Aliquam mollis, tellus ac rhoncus consectetur, nulla ipsum ultricies dui, nec gravida urna dolor in enim. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Nunc at nunc. Suspendisse potenti. Nulla sollicitudin, neque in semper commodo, turpis diam ultrices leo, ac tincidunt erat eros ut purus. Morbi sit amet erat vel dui porttitor luctus. Suspendisse ut mauris sit amet justo scelerisque ornare. Vestibulum dignissim orci et nulla. Donec tincidunt, nulla sed pretium pellentesque, justo quam consequat magna, non fermentum libero lacus vestibulum nibh. Suspendisse ut nunc.

In quis orci at felis feugiat fermentum. Proin a tortor sit amet neque molestie ornare. Proin blandit dictum nisi. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam risus mi, rhoncus eu, interdum congue, lobortis eu, mauris. Vivamus vulputate, dui id fringilla auctor, dui nibh facilisis elit, eu mollis nunc mi id ante. Duis ut nisl condimentum nibh consectetur vehicula. Curabitur vel libero. Suspendisse at quam ac purus laoreet pharetra. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus varius rutrum nisi. Maecenas euismod libero sed diam. Ut at nulla. Suspendisse porta.

Addendum



Daily Task Note

- Participant Search
- Overview
- Case Activity
- Progress Notes
- Recovery Plan
- Assessments
- Medications
- Participant Schedule
- Alerts

Print All Notes

- Common Tasks
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics & History
- Case Activity
- Progress Notes
- Assessments
- Medications
- Recovery Plan
- Schedule
 - View Participant Schedule
 - Print Participant Schedule
 - Daily Task Note
- ALERTS
- Reports
- User Preferences

Daily Task Note History

Authored By	Effective date	Status	Text
Hinds, Kelly RN	2009/08/12 1549	Complete	ADL; Med Drop Am; See IPN; Tobacco

Daily Task Note Details

- + Add New Note
- Copy
- Error Out
- Save & Return
- Save
- Save as Draft
- Return
- Print

Effective Date 2009/08/12 15:49

- 1:1
- ADL
- Med Drop AM
- Med Drop PM
- Money
- See IPN
- Tobacco

- ADL- Med Drop AM- See IPN- Tobacco

Addendums



Reports

- Face sheets
- Participant Schedule
- Recovery Plans
- Alerts Report
- Camberwell Summary



Camberwell Summary Report

PHIN: 123456789
Smith, John Jr. **Date of Birth:** 1935/01/08
Gender: Male

- Common Tasks ⌵
 - Add a New Participant
 - Search for a Participant
 - Participant Overview
- Demographics ⌵
- History ⌵
- Case Activity ⌵
- Progress Notes ⌵
- Recovery Plan ⌵
- Schedule ⌵
- Medications ⌵
- Assessments ⌵
 - View a Historical Assessment
 - View Most Recent Assessment
 - Complete a New Assessment
 - Print Assessment
 - Print Comments
- ALERTS ⌵
- Reports ⌵
- User Preferences ⌵

Return Zoom

1 / 1 81.8%

PACT Leila Office Unit #4 1050 Leila Avenue Winnipeg, Manitoba, Canada R2P 1W6 Business: 204-0938-5440 Fax: 204-938-5660	PARTICIPANT SURNAME: Smith GIVEN NAME: John DATE OF BIRTH: 1977/08/16 GENDER: Male PACT FILE NO.: P987654 MB REG NO.: 123456 PHIN: 123456789
CAMBERWELL ASSESSMENT OF NEED RATING SUMMARY	

Reason for Assessment: Routine assessment **Participant Assessment Performed:** No
Date of Staff Assessment: 2009-08-12 **If Yes, Date of Participant Assessment:**

Rating	a. Need		b. Informal help given		c. Formal Help Given		d. Formal help needed	
	Staff	Participant	Staff	Participant	Staff	Participant	Staff	Participant
1. Accommodation								
2. Food								
3. Looking after home								
4. Self Care								
5. Daytime Activities								
6. Physical health								
7. Psychotic symptoms								
8. Information								
9. Psychological Distress								
10. Safety to Self								
11. Safety to others								
12. Alcohol								
13. Drugs								
14. Company								



<p align="center">PACT Leila Office Unit #4 1050 Leila Avenue Winnipeg, Manitoba, Canada R2P 1W6 Business: 204-938-5440 Fax: 204-938-5660</p>	<p>PARTICIPANT SURNAME: Smith GIVEN NAME: John DATE OF BIRTH: 1977/08/16 GENDER: Male PACT FILE NO.: P987654 MB REG NO.: 123456 PHIN: 123456789</p>
<p align="center">CAMBERWELL ASSESSMENT OF NEED COMMENTS</p>	

Reason for Assessment: Routine assessment **Participant Assessment Performed:** Yes
Date of Staff Assessment: 2009-08-12 **If Yes, Date of Participant Assessment:** 2009-08-16

Staff Assessment

4. Self Care

Cras tristique elit at nisi cursus consequat. Sed suscipit arcu non orci vulputate at vulputate tellus ultrices. Vestibulum et dolor purus, nec suscipit erat. Vivamus ut elementum nunc. Fusce blandit dui ut leo blandit in posuere lorem aliquet. Etiam non libero ac eros posuere venenatis. Mauris rhoncus elementum arcu quis ullamcorper. Vestibulum ultricies augue ac quam varius aliquam. In hac habitasse platea dictumst. Nullam non augue felis. Integer ultrices suscipit libero, in laoreet lectus condimentum ac

Integer nec metus eget dui pharetra consectetur. Nunc hendrerit ultrices mauris eget molestie. Duis faucibus nulla vitae magna laoreet tincidunt. Praesent porta elit ut nisi interdum elementum. Sed luctus elementum adipiscing. Praesent ac elit ante, sed euismod ipsum. Integer pulvinar massa id nunc suscipit dignissim. Phasellus dignissim, orci non tempus ultricies, ante magna faucibus nibh, in feugiat orci eros semper justo. Duis ut bibendum nunc. Maecenas faucibus justo a nibh ultricies at pulvinar libero ullamcorper. Morbi pretium tempor magna quis sagittis. Donec purus justo, rutrum vel imperdiet id, bibendum in ipsum

Hinds, Kelly RN 2009-08-13

6. Physical health

Cras consequat ullamcorper aliquet. Phasellus gravida lobortis est, et porta est vehicula at. Mauris facilisis purus nec est fermentum sed placerat magna mollis. Duis congue tortor sit amet lorem tempor dictum.

Hinds, Kelly RN 2009-08-13



Decision Support

- Only clinical reporting was in scope
- Routine service reports are currently being developed as part of an overall decision support
- There is very strong reporting capacity and in the interim, one time reports can be generated as required



Challenges

Resourcing

Budget

Project Risks

New Team



H1N1

Needs vs. Wants

End User
Acceptance

Sustainability

New Project & Change
Management Methods

Fit within CSIS



Putting it all together takes a team



Lessons Learned

- First to utilize the new Momentum convergence web based platform so there was a learning curve & new partnerships to be forged
- Ongoing communication with all stakeholders was required for effective change management
- Moving from paper to electronic files required new processes & workflows within the service which took time and effort from direct service staff
- Hands on training was instrumental for user acceptance & transitioning into operations
- Project support was required onsite at go-live to troubleshoot & problem solve
- Privacy Impact Assessment ensures that high standards of practice are met
- Processes need to be determined for how to implement changes on a go forward basis as the application operates in a shared platform



Projects Results

- Ease of access to participant record & to specific information within record
- Improved efficiency in exchange of information among team members
- Prevents overlooking key information
- Improved workflow & efficiency
- Increases clinical time & improves overall care
- Access to records off-site through VPN
- Greater security of records
- Improves client outcome measurement & program reporting capacities



Third Party capabilities



Mental Health User Comments

Quotes from the service:

“allows staff to spend more time providing direct service to the participants & less time doing paperwork”

“especially valuable for on-call as it allows staff quick access to the most current information about participants & this helps in the resolution of issues”

“if we need to share info with other agencies, hospital or on-call psychiatry, we can provide it in a timely manner”

Arlene Maclennan, PACT- Leila Team Leader



WRHA Community Services Comments

- “The implement is significant as it represents the establishment of an IT solution & first electronic client record within the Mental Health Program that will serve as a prototype across all of the other service teams in Community Mental Health”

Carolyn Strutt, Program Director, Regional Mental Health

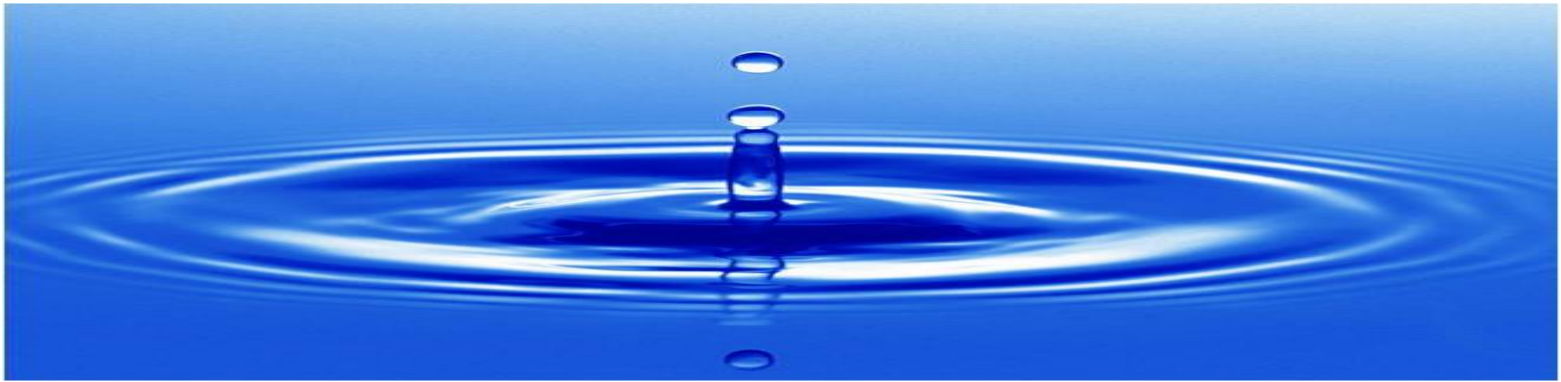
- “The project was a very collaborative effort with the Mental Health Program, Community Services Information System & Manitoba ehealth. It has been a very positive implementation with improved efficiencies in the utilization of the electronic client record”

Pat Younger, WRHA CSIS Lead



Opportunity

- Began as a proof of concept & prototype
- Became a showcase for further automation
- Will be adapted for use across Community Mental Health Services and integrated within WRHA CSIS



Future Plans

- The Mental Health Crisis Response Center is the next large scale project for Mental Health & will look to utilize the learning from PACT



Questions

