

## Delivering Better Outcomes in Mental Health with MHAGIC

### The Solution Overview

#### ANDGP Profile

The Adelaide Northern Division of General Practice (ANDGP) is located in one of the fastest growing regions in South Australia. It has a population of approximately 205,000 and is characterised by a lower than average socio-economic status. The division has a major focus on responding to the increasing prevalence of chronic conditions in the local community. The main area of focus continues to be in responding to mental health disorders, additional areas of high activity in diabetes, cardiovascular disease, respiratory diseases and cancer.

There are currently 62 Practices and 192 GPs working within the division

#### Business Situation

- The division needed a solution to replace the current cumbersome method of data reporting and collection which uses Nexoz and Microsoft Word.

#### Benefits

- Time savings
- Accuracy in reporting
- Increased productivity and output
- Increased client turnover
- Reduced administration time

#### Global Health Solution

- MHAGIC (Mental Health Assessment Generation and Information Collection) Mental Health Clinical System
- ReferralNet Secure Messaging Solution

### The Situation

Prior to MHAGIC, the Adelaide Northern Division of General Practice used a combined, somewhat cumbersome method of data reporting and collection:

- Nexoz was used to collect client data, minimum dataset requirements and provided each clinician with a basic appointment diary.
- Microsoft Word was used to complete case or progress notes.

These were printed and added to paper files and mailed to General Practices for their staff to scan into patient files, or downloaded to USB and uploaded into Medical Director by the clinician.

The administrative component was time-consuming and painstaking – updating of clinical diaries and client information was slow and reliant on extensive administrative support. The generation of client lists for individual practices was done manually and was time consuming and often inaccurate.

### The Solution

MHAGIC was installed and ready for use by the ANDGP's team of 7 clinicians in Northern Wellbeing (NWB) from January 2007.

MHAGIC is Global Health's mental health clinical system. It supports all of the current clinical needs for the management, assessment and risk evaluation of mental health clients. Using a "tick and click system", it enables accurate and high quality assessments to be produced in minutes rather than hours.

MHAGIC provides a broad set of features for the administrative

and clinical needs for management of referrals, assessment, evaluation and record keeping requirements of mental health clients:

- Patient Demographic Data
- Clinical Notes
- Assessments
- Management & Care Plans
- MIMS – medication
- Eclipse online claiming
- 24 Outcome Measures
- Appointment Book (Outlook interface)
- Team-based messaging
- ReferralNet (secure messaging solution)

## The Benefits

Management, administration staff and clinicians were trained in the capabilities and flexibility of the MHAGIC system. Clinicians, whilst initially a little overwhelmed by the comprehensive capabilities of MHAGIC were quickly reassured by the time saving benefits.

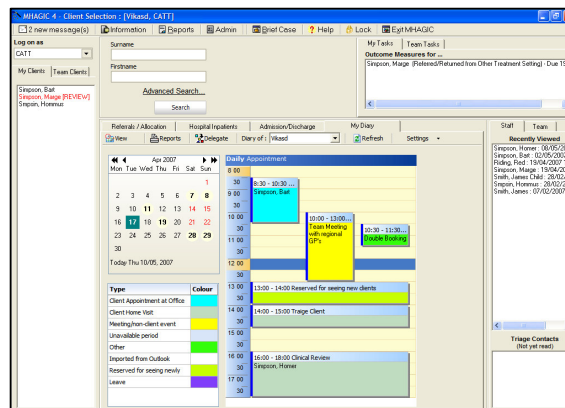
### Comprehensive Appointment Book System

MHAGIC provides clinicians with quick, simple and accurate recording of client information and sessions. Each clinician has a comprehensive diary page, which displays current appointments, their status, (booked, or confirmed), meetings, other non-client events, unavailable periods, leave etc. Information and appointments can be directly imported from Outlook calendars into MHAGIC – providing an up-to-date, flexible and all encompassing diary system for the division.

### Appointments managed more efficiently

Client attendance, cancellation or non-attendance can be quickly and easily updated by the clinician – providing the GP division with accurate and up-to-date clinical records.

Cancelled appointments can be advised to clinicians quickly, even when off site. These can then be back-filled, allowing more productive use of clinical time.



MHAGIC Appointment Book System

For new appointments, clinicians can select days and times that they are available to see new clients and administration can fill these accordingly.

There are now very few double bookings by clinicians and administration and when it does occur, it is detected and easily rectified.

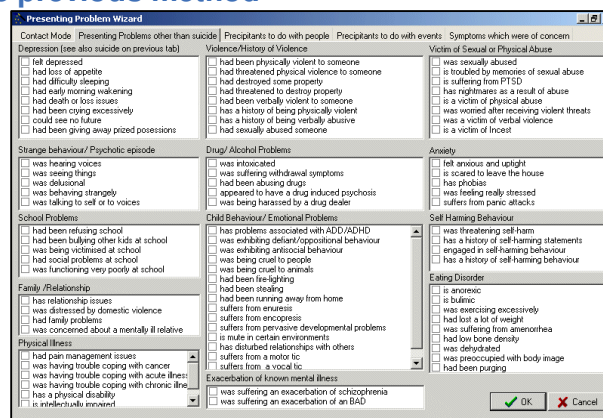
### Referrals processed more efficiently

Referrals are processed quickly by administrative staff who record the minimum dataset, client demographics, GP's details, medications, DASS outcomes etc. Appointment letters are automatically generated with minimum input. Clinicians are then able to add session notes, assessments and file notes – quickly and easily.

### Assessments times cut down to 1/3 of the previous method

Assessments via MHAGIC have now cut the time taken for clinicians to enter this information to approximately one third of the previous method.

- Assessments are standardised and incorporate wizards for presentation and mental state assessment.
- Risk assessments for suicide and violence are standardised and calculated as information is entered, alerting the clinician to the need for management plans etc.
- Assessment information is collected and entered within a recognised standardised format fulfilling the legal requirements.
- Assessments are locked after 3 days of initiating and information and dates cannot be changed. Once information is entered, saved and recorded as complete – it cannot be edited.



MHAGIC wizards use tick-box reporting

- Access to client information is restricted to assigned clinicians and management, adding to privacy and confidentiality.

Generating assessments in MHAGIC

## Access to MHAGIC off-site

Clinicians are able to access MHAGIC offsite, remotely via practice computers through the ANDGP website. Diaries can now be updated in real time and clinicians are able to productively use "down" time when they have cancellations or "Do-Not-Attends" (DNA's).

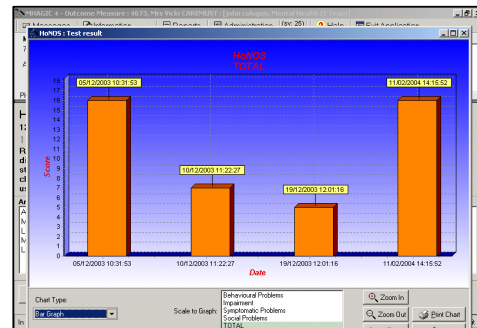
- Productivity and output increased by 1/3 – estimated, as reflected in increased client turnover.
- Administration time spent by individual clinicians are halved - normally clinicians need to do their administrative work (e.g. input client notes) at the head office or during their administration day. With remote access, clinicians can do this task during their "down" time from cancelled appointments.

## Easy to generate management reports

From a management perspective, MHAGIC has made it much easier, simpler and quicker to:

- Extract any combination of information to formulate graphs, tables and reports of individual or combined data.
- Generate reports about DNA's, cancellations, closures, outcomes, rate of referral per practice, GP, client load per clinician, number of sessions, gender, age, education levels etc.
- Generate reports that highlight which clients are on a particular session and need to be recalled by the practice for review, which clients the team has received review outcomes for and which are outstanding.
- Access assessments and progress reports, and be able to obtain an instant and accurate overview of a particular client history if required.

OUTCOME MEASURES	
HoNOS	SDQ – Yr1a (11-17)
LSP16	HoNOS-LD
MMSE	Comprehensive ADLs
HoNOSCA	SDQ – Yr2 (11-17FU)
HoNOS 65+	SDQ – PY1a (11-17)
BPRS	SDQ – PY2 (11-17 FU)
Zung Depression Scale	SDQ – PC1a (4-10)
Edinburgh Post-Natal Depression Scale	SDQ – PC2 (4-10) FU)
RUGADL	Focus of Care
FIHS	DASS 21
CGAS	K10
BASIS – 32	BDI - II



Sample outcome measures

## Flexibility in incorporating additional datasets

In August 2007 the GP division incorporated Northern Headspace and Shared Care teams into their MHAGIC database. Their individual reporting requirement minimum datasets have been incorporated and the flexibility of MHAGIC assessments has enabled the capture of this additional information for young and tier 3 Shared Care mental health clients.

## Useful and accurate operational reports

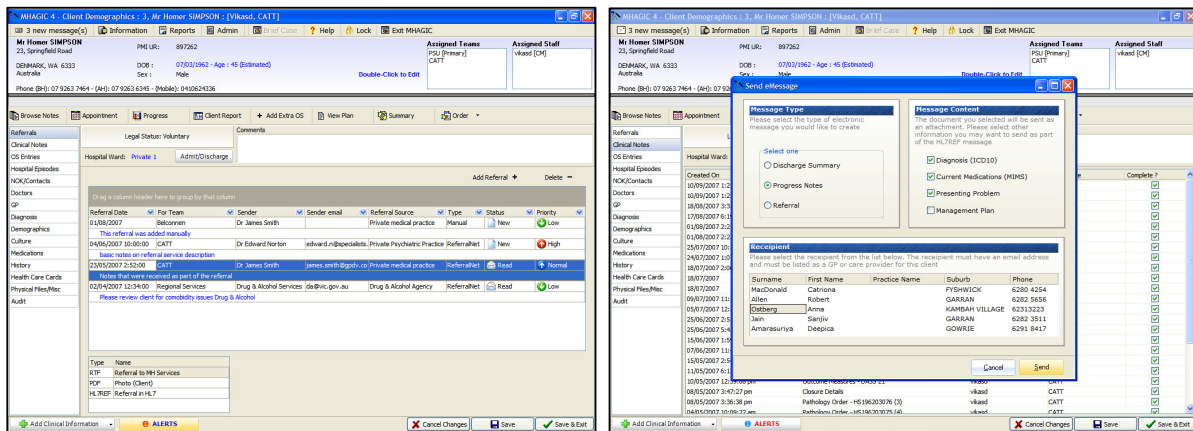
Individual clinician client lists and whole team lists can be reviewed. The division can see at a glance how clinical time is being spent each day and across a reporting period. Summary reports for individual clients can be generated and additional information can be included – such as consulting doctors, hospital episodes, medications and diagnosis – initial, additional and final. The GP Division can also review outcomes and instantly view graphs of initial, interim and final outcome measures.

## Referrals generated electronically and sent securely online

MHAGIC has recently incorporated electronic referral forms that are now in use by practices across the division. This has led to the discontinuation of paper files and the decrease in amount of administration time spent by clinicians and administrative support.

Referrals are now received electronically using Global Health's secure messaging service, ReferralNet. Practices are able to receive assessments, session notes and closures by secure email or by electronic transfer directly into their clinical system.

This adds to the privacy and confidentiality dimension provided by the division, whilst eliminating the duplication of information in several formats.



Generating referrals in MHAGIC

## No other mental health clinical system works like MHAGIC!

This case study is based on the report prepared by Deb Lee, Mental Health Manger for the Adelaide Northern Division of General Practice.

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