



## CASE STUDY

# South West Healthcare Mental Health Services improves patient care by going paperless

A tailored solution for Victorian Area Mental Health Services

## Overview of client need

South West HealthCare Mental Health Service (SWH MHS) services a community of 110,000 people and is located in Warrnambool Victoria. The region consists of the local government area of Warrnambool City and the Shires of Corangamite, Moyne and Southern Grampians.

SWH MHS was largely paper based in its delivery of mental health services to the community. After making a commitment to improve efficiencies, SWH MHS needed to improve the way it recorded, kept and managed client records.

SWH MHS determined that commonly used, in-patient focused, Electronic Medical Records (EMRs) would not suit the needs of a large, community-based Mental Health Service.

After researching its options, SWH MHS decided to procure Global Health's MasterCare MHAGIC, widely regarded as Australia's most comprehensive Mental Health EMR.

It became the first Victorian Mental Health Service to adopt the software.

## Global Health providing the solution

Global Health wanted to ensure that SWH MHS had the best possible experience by proactively incorporating Victorian Mental Health statutory requirements into the solution. A significant investment was required to demonstrate commitment to Victorian Mental Health.

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*Caroline Byrne, Director of Mental Health  
South West Healthcare*



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MasterCare MHAGIC added features including the Victorian Mental Health Screening Register, and interface with CMI, as well as a CMI dashboard. The inclusion of these modules means that the solution is the only ready-to-go EMR solution for Victorian Area Mental Health services. Over 100 forms, from admission check-lists to Mental Health Act forms, were also incorporated.

Director of Mental Health at South West Healthcare, Caroline Byrne:

*"The Global Health team delivered a combined solution of a tailor made mental health program in a responsive and supportive way. They combined superior technical expertise with high level project management skills. Global Health helped us understand our options, with complex technology explained in easy to understand terms."*

## Benefits to South West Healthcare Mental Health Service

MasterCare MHAGIC's team-based solution has transformed the management of patients. Mental health professionals within SWH MHS have immediate access to patient information at any site and at any time.

Director of Mental Health at South West Healthcare, Caroline Byrne:

*"In combination with clever technology, the improved access has significantly improved risk management, reduced the time taken to complete comprehensive assessments and enhanced the quality and standardisation of consumer information. Staff have been freed from the burden of documentation to spend more time with consumers and their families."*

## Implementation and Working with SWH MHS

Global Health trained SWH MHS staff on the intricacies of MasterCare MHAGIC and utilised surveys to measure the success of these sessions, and how the system was being used. Using the survey results, training sessions were adjusted, to increase user knowledge, understanding and capability.

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*...the only ready-to-go EMR solution for  
Victorian Area Mental Health Services*

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Director of Mental Health at South West Healthcare, Caroline Byrne:

*"Training and planned preparation reduced our 'go live' anxiety and helped us achieve a fairly pain free implementation. We really enjoyed the anti-climax of a smooth transition."*

Almost 80% of survey respondents were satisfied with the software, with feedback citing it helped to streamline patient care, fostered information sharing with the centralised system and reduced work while increasing accuracy.

The survey also looked at the software's features. 68% of respondents found the assessment wizards saved the most time, with outcome measures and letter writers popular.

SWH MHS staff member:

*"MasterCare MHAGIC is very user friendly, and the educators were very helpful and informative. This is a great tool."*

## About Global Health Limited

Global Health is a leading provider of e-health solutions to the Australian healthcare industry supporting healthcare delivery in hospitals and community settings.

Global Health supports the business, clinical and operational needs of healthcare providers committed to the effective management of chronic diseases and health promotion programs.

Internet connectivity is embedded in Global Health applications to promote secure information sharing, financial transactions and the use of technology in ways that transform healthcare delivery.

Global Health is listed on the Australian Stock Exchange with its head office in Melbourne.

For further information about Global Health and its products, visit [www.global-health.com](http://www.global-health.com).