



## CASE STUDY

### Northern Adelaide Medicare Local

Delivering better mental health  
outcomes with MasterCare®  
MHAGIC

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*MHAGIC increased  
productivity and  
output by 66%\**

\*Estimated through increased  
client turnover

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## Background

Northern Adelaide Medicare Local (NAML, formerly ANDGP) is located in one of the fastest growing regions in South Australia. The division has a major focus on responding to the increasing prevalence of chronic conditions in the local community. The main areas of focus continue 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.

## The situation

NAML needed a software solution to replace their cumbersome method of data reporting and collection using a system called Nexoz and Microsoft Word.

Nexoz was used to collect client data, minimum dataset requirements and provided clinicians with a basic appointment diary, while Microsoft Word was used to complete case notes. These notes were printed and added to paper files then mailed to general practices. The staff would scan the notes into patient files or put them into a USB to upload into their clinical system.

The administrative component was time consuming, painstaking and often inaccurate. The process involved updating clinical diaries and client information; this was slow and reliant on extensive administrative support. The generation of client lists for individual practices were done manually.

## The solution

MasterCare MHAGIC was chosen as the best system to replace their current process. It was installed and used by one of NAML's team of seven clinicians.

MasterCare MHAGIC is Global Health's mental health clinical system that supports all of NAML's 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 including:

- Patient demographic data
- Clinical notes
- Assessments
- Management & care plans
- MIMS – medication
- ECLIPSE online claiming
- 24 outcome measures
- Appointment book (Microsoft Outlook interface)
- Team-based messaging
- ReferralNet (secure messaging solution)

## The benefits of MasterCare MHAGIC

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

### Comprehensive appointment book system

MHAGIC provides clinicians with the ability to quickly, simply and accurately record 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 Microsoft 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.
- Clinicians can quickly become informed of cancelled appointments even when they're off-site. These can then be back-filled, allowing more productive use of clinical time.
- For new appointments, clinicians can select days and times that they are available to see new clients and administration can fill these accordingly.
- Double bookings are now rare, but if it does happen it can be detected and easily rectified.



*"We have found MasterCare contains everything that we need to ensure that we are able to capture all of our client data accurately. Our large team of clinicians find MasterCare easy to use and operate. Global Health have ensured that any modifications that we need to reflect changing reporting requirements are implemented seamlessly. As our suite of programs grows and our requirements for additional data accordingly, we have been very happy with the way we can integrate all of our client and program information into Mastercare EMR."*

*Deb Lee, CEO  
Northern Adelaide Medicare Local*

#### Referrals processed more efficiently

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

#### Assessments times cut down to a third of the previous method

Assessments via MHAGIC had cut the time taken for clinicians to enter this information to approximately one third of the previous method. This is possible because:

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

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## Remote access to MHAGIC cuts clinician administrative time in half

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### Access to MHAGIC off-site

Clinicians are able to access MHAGIC remotely via practice computers through the NAML website.

Administration time spent by individual clinicians is 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 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 obtain an accurate overview of a particular client history.

### 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 were incorporated into the MHAGIC system. The flexibility of MHAGIC assessments 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 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 also incorporated electronic referral forms that are used 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 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 case study is based on the report prepared by Deb Lee, CEO (previously Mental Health Manager) Northern Adelaide Medicare Local.*