Bridging the gap across regional and rural Mental Health care through digital transformation

Community Psychiatry Digital Medical Record

Bendigo Health Psychiatric Services

A major obstacle faced by regional mental health care providers and those accessing services is geographical distance, often with a direct impact on timely access to treatment and support, particularly for individuals, families and carers living rurally. Optimising the use of current technology in a clinical environment assists organisations and staff to effectively bridge the gap that distance creates. In doing so, services ensure the delivery of recovery based patient care and support, that is not only timely, but that remains responsive to the context of a persons' life, their community as well as their individual and often changing needs, despite location.

In line with this, our service has undertaken a project to transition from a paper based clinical record to a bespoke digital platform across the region (covering 37,036 km2). The platform has been designed to capture an accurate and comprehensive clinical account of a person's engagement with the service from point of entry right through to discharge. The transition to the electronic environment has further strengthened the flow of clinical information across service settings and regional teams, with essential information now available at the point of care in real time.

DC2Vue® DATA CAPTURE EXPERTS — Functionality

Developed and deployed on Microsoft Azure platform;
- 53 e-Forms with instant PDF generation output
- Co-Sign and Authorisation Signing
- Patient Mode Signing
- Administration, Mental Health Act and Clinical Dashboards
- Clinical Dashboard View with Tasks and email notification
- KOFAX Scanning solution: using a decentralised model
- Interactive Patient Banner

- Patient Profile; Demographics and Mental Health
- Triage screening and assessment application
- Interoperability via HL7 messaging with iPM and DMR
- Device agnostic technology
- Community Episode Management Tool
- Alerts and Allergies Profile, including updates from Acute Medical DMR via HL7 messaging
- system security with multifactor authentication from non-Bendigo Health locations, system time-out and full audit log functionality

- Patient demographic updates via HL7
- Letter writing module
- Talk to text functionality
- Forms Management module
- In context link with Acute DMR
- Interactive online Help module for both the clinical and scanning applications
- Business Continuity across Triage Dashboards and full suite of patient documentation
- User management
- Export functionality
- Medication Profile

Clinical Benefits

Staff have real time access across the region to all relevant clinical documentation to enhance clinical decision making and enable proactive service responses

High level information is 'pushed' to clinicians in real time to flag the presence of potentially relevant clinical information

Supports and protects a patient's right to be involved in decision making and treatment planning according to their needs in a digital environment

Allows the use of portable devices appropriate for the setting, allowing user friendly interaction with the system on the patient level in all environments including their own home

Provides secure and restricted access by the patient and/or carer to the system in order to:
- review and complete treatment planning documents with the level of staff support that the patient requires at the time
- provide or decline consent to treatment or the sharing of clinical information between third parties

Dashboards manage critical workflows on a regional, team and individual level allowing work to be communicated in real time across all teams, prioritised and actioned

Streamlined workflows and real time notifications supports clear communication, allocation of tasks and real time support across teams

DATA CAPTURE EXPERTS — BENDIGO HEALTH

CP-DMR Project
Bendigo Health in partnership with Data Capture Experts (DCE)

Excellent Care. Every Person. Every time.