



Supporting Integrated Mental Health Service Delivery – CCMS and CRM-CCMS

PRIMHD Vendor Presentation

18 August 2010

Agenda

- Collaborative Care Specialists
- Current and future information context
- CCMS
- CRM-CCMS
- Discussion and Q&A

Collaborative Care Specialists



About HSAGlobal

HSAGlobal Limited is a specialty solution provider supporting health service transformation along the Integrated Healthcare Continuum.

Our Focus Areas

- Shared care management along the continuum of care
- Enrolling the client in their own care
- Case management and supported self-management
- Multi-disciplinary team view, plan and recording
- Prospective care planning
- Mobile – Information view and record at point and time of care

Helping Healthcare Organisations deliver “Care without walls”



Queensland Government
Queensland Health



ACTI-MENU



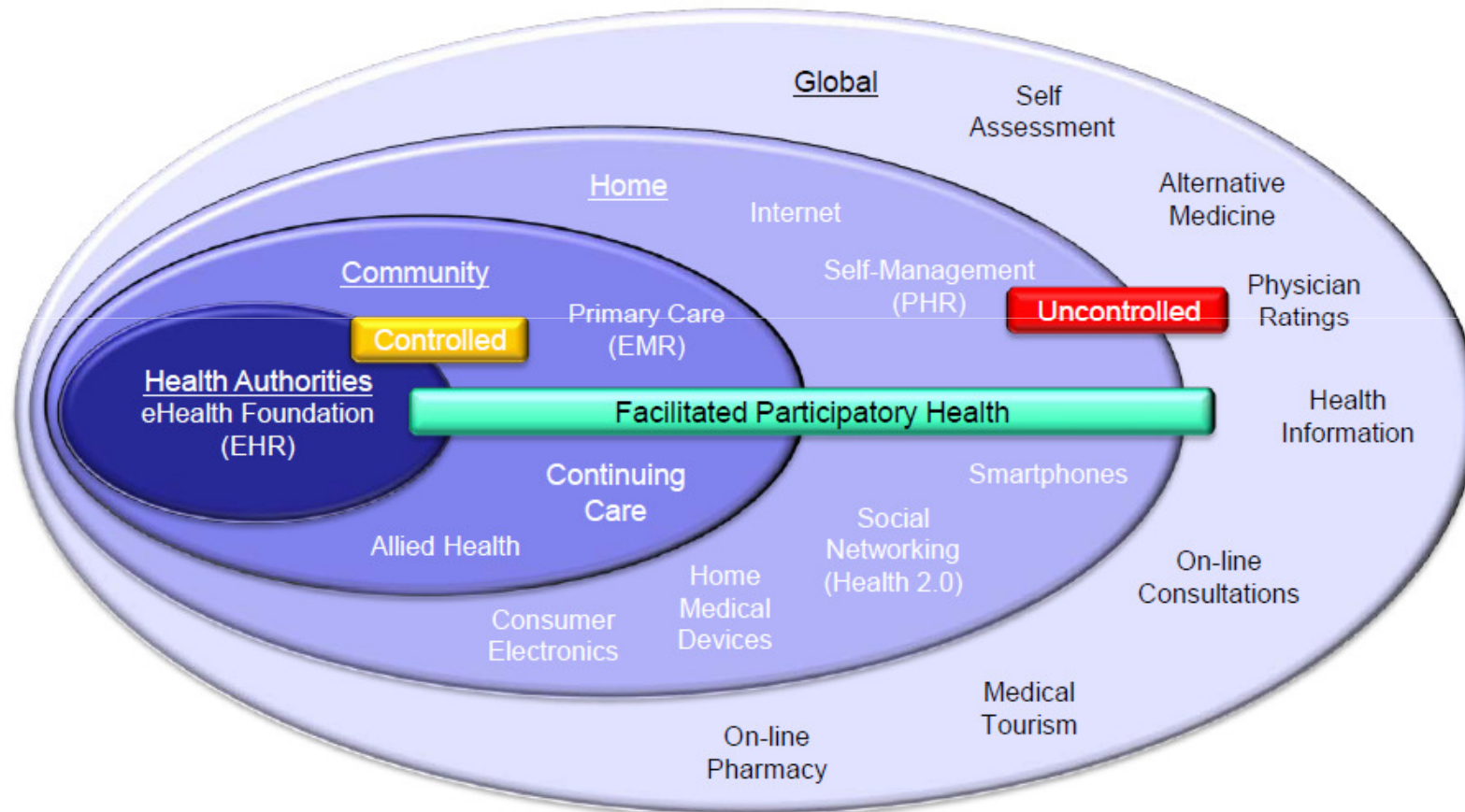
COMMUNITY
HEALTH NETWORK
OF WASHINGTON



Singapore
General Hospital
SingHealth



The “Lifecare” Continuum



In Mental Health,

- *“Sharing information in a safe and appropriate way across different care delivery settings is critical to the effective delivery of an integrated continuum of care for consumers.*
- *Innovation and excellence in isolation will not produce the benefits required across the sector.*
- *Mental health providers need to operate as part of an interactive sector with their sole focus being the seamless delivery of care to consumers to produce the best possible outcomes.*
- *This means developing IT systems that, at the very least, conform to national standards that permit the easy transfer of information.”*

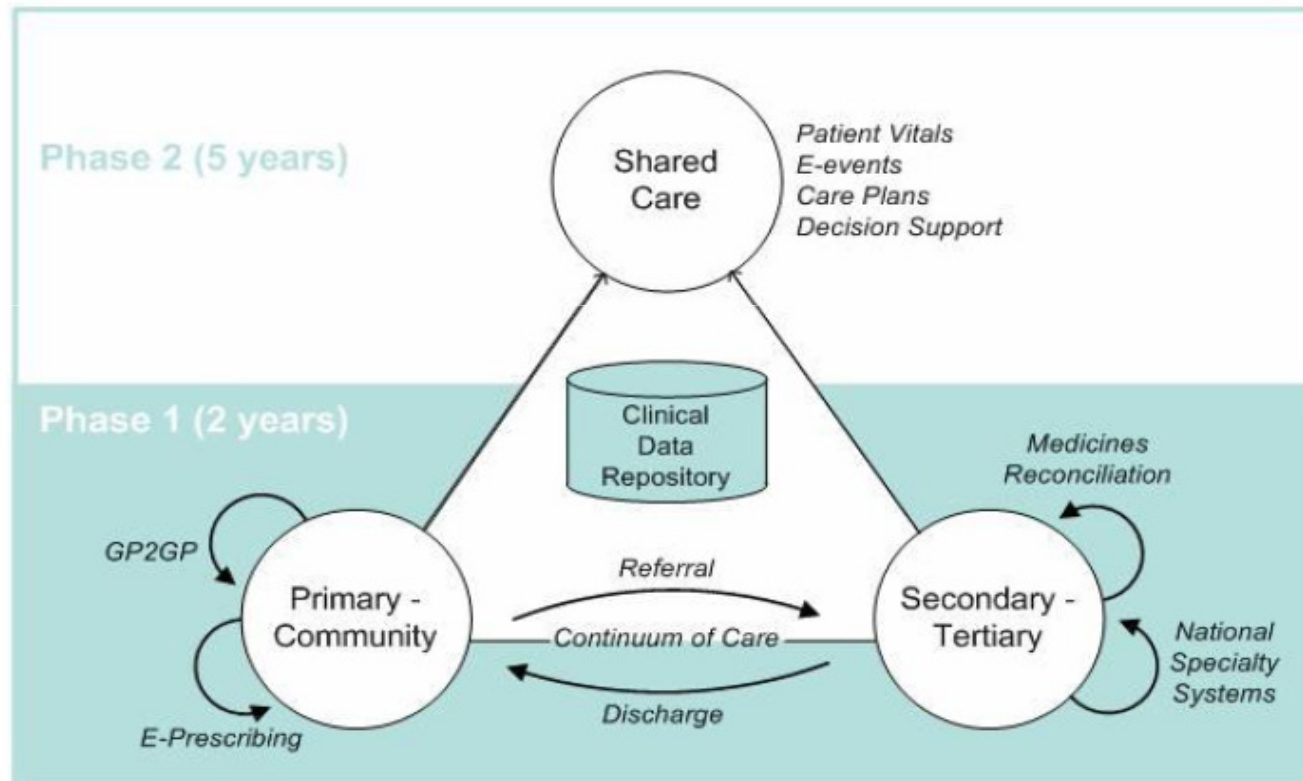
National Mental Health Information Strategy – June 2005

“every door is the right door”...

- Providing integrated Mental Health and Addiction Services
- Integrating primary, community and secondary providers
- Focusing on the client journey/ pathway – “seamless delivery of services between providers and across boundaries”
- Consumer participation
- Delivering value for the money spent

...in a new national IT context...

Enabling an integrated healthcare model



so your IT investment needs...

to deliver on today's "givens":

- Client management and documentation
- Compliance – PRIMHD et al
- Supports a mobile/ community-based workforce (off-line)
- Practice administration
- Sophisticated reporting and analysis capability

and provide the platform for the future:

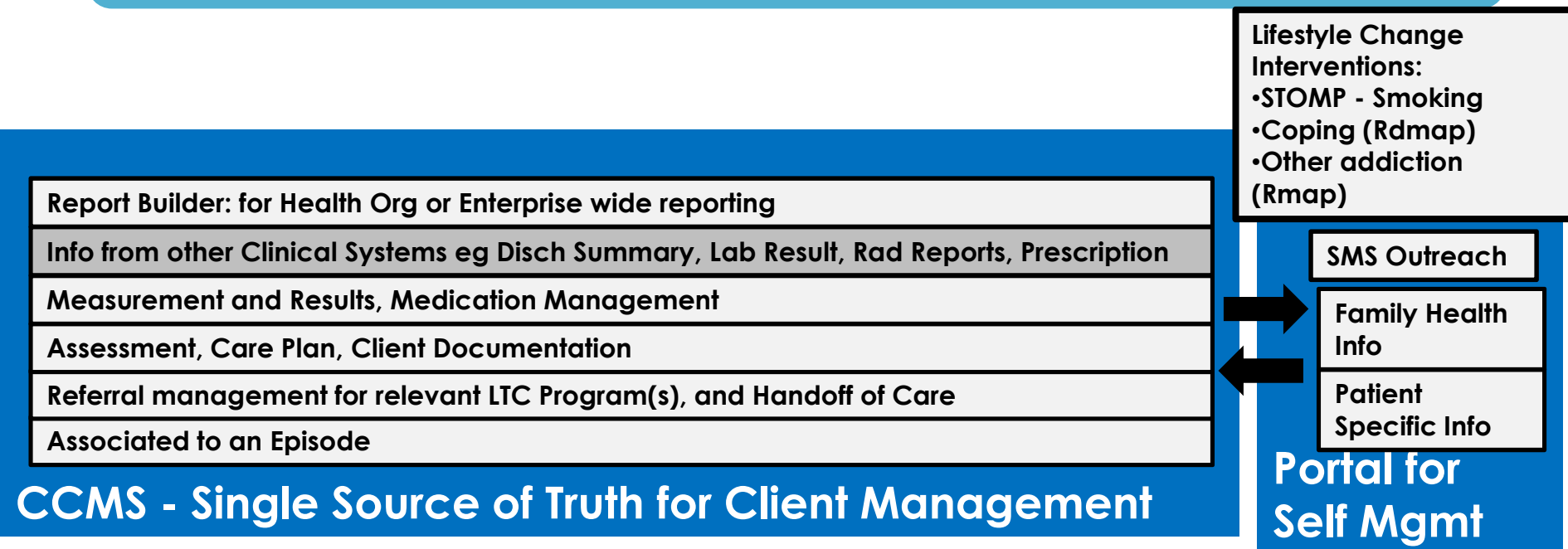
- Highly configurable and flexible – can evolve as you do
- Designed to support seamless care delivery/ new models of care and inter-organisation collaboration (secure information flow across care settings)
- Engages the consumer and whanau in their care; supports behaviour change interventions
- Integrates with primary and secondary providers
- Enables new funding / contracting models and outcome-based measurement.

CCMS – NGO Platform

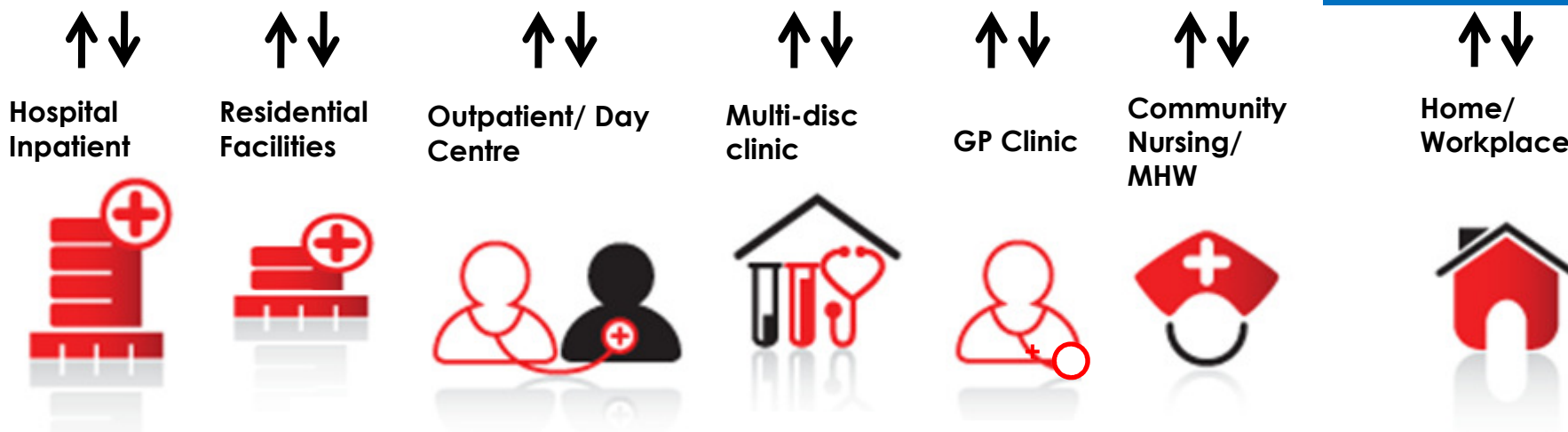
CCMS can meet today's "givens" AND

- Is flexible and highly configurable
- Can run multiple programmes/ services from same platform
- Is scale-able, secure and works across locations
- Has strong reporting capability
- Involves the consumer as part of the team
- Supports behaviour change interventions
- Is involved in the National Shared Care System selection process

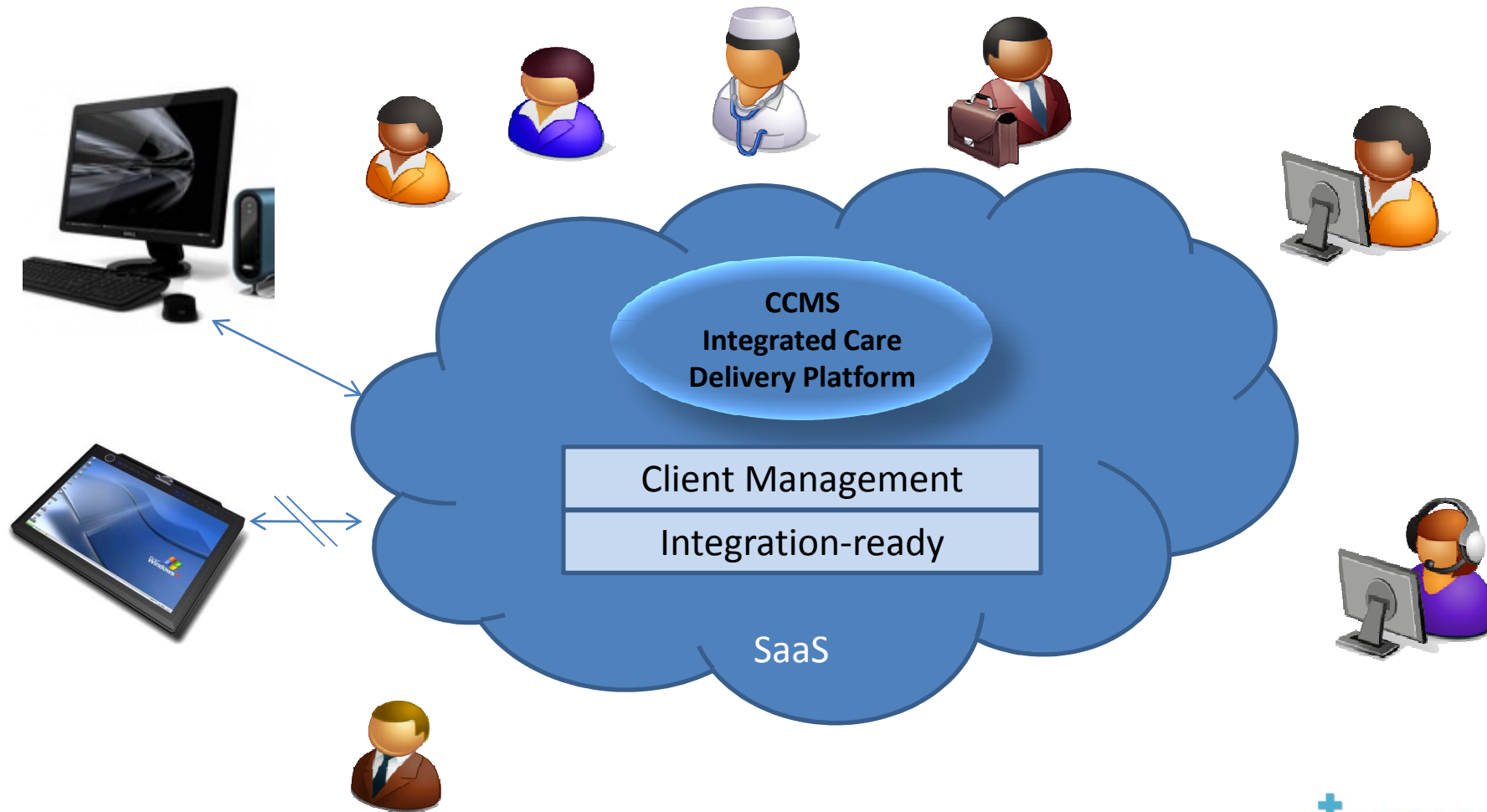
CCMS – Client management platform



CCMS - Single Source of Truth for Client Management



Delivered “stand-alone” ...



over the web,...



default.admin [Logout](#)

Home Client List **Client - Info** Client - Clinical Client - Docs RADT Management Reports Configuration Help Add-Ins

Overview Contact Details Client Details Contact Persons Referrals Episode Info

SMITH, Jack (Mast) *Born 12-Mar-2008 (2y 3m) Sex Male Primary Identifier NHI1234*

Address Phone and email [Switch Patient](#) **Known allergies or alerts**

Client Overview

Recent Notes

Note Type	Created Date	Created By	Note (Text)
First Visit	07 Jul 2010	default.admin	Jack referred for gastric reflux, mother stressed and requiring support

Current Problems

Problem	Date Identified	Problem Type	Priority	Onset Date
Gastric Reflux	05 Jul 2010	Presenting	Primary	05 Jul 2010

Current Medications

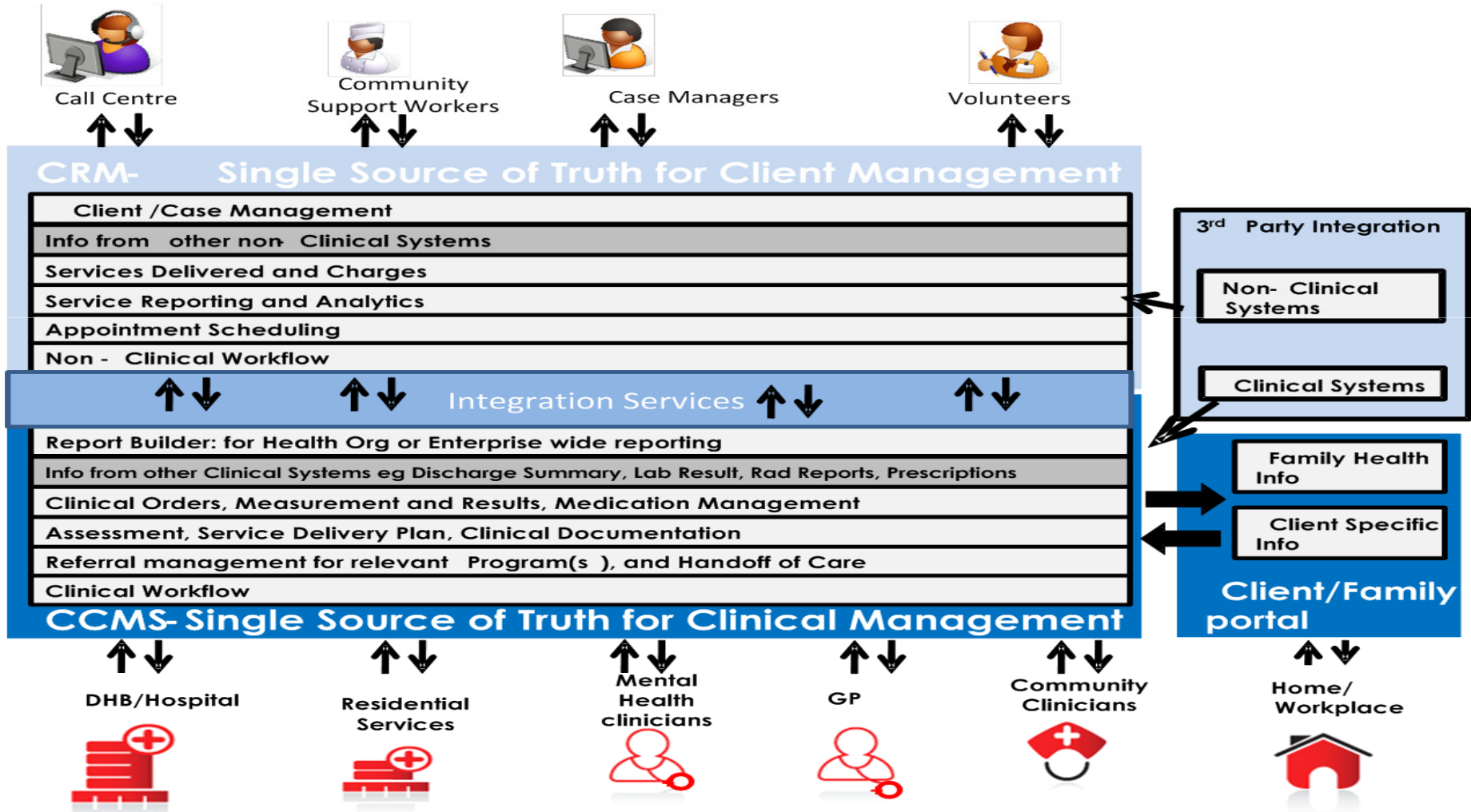
Medication	Date Prescribed	Prescribed by	Medication Notes
Pamol	01 Jul 2010	Marshall, John	Use for fever of 38 and above

Active Tasks

Due Date	Task	Assigned To	Source	Status
No records to display.				



or in an “Integrated CRM Package*” ...



* Due Q1 2011

...that is seamless for NGO users...

The screenshot displays the Microsoft Dynamics CRM interface within a Microsoft Outlook window. The browser address bar shows the URL <http://crm/IntegralTechnologyGroup/loader.aspx>. The CRM interface is titled "Microsoft Dynamics CRM" and features a navigation menu with options like Home, Client List, Client - Info, Client - Clinical, Client - Docs, RADT Management, Reports, Configuration, Help, and Add-Ins. The main content area displays the profile of "SMITH, Jack (Mast)", born 12-Mar-2008, with a primary identifier of NHI1234. Below the profile, there are sections for "Client Overview", "Recent Notes", "Current Medications", and "Current Problems".

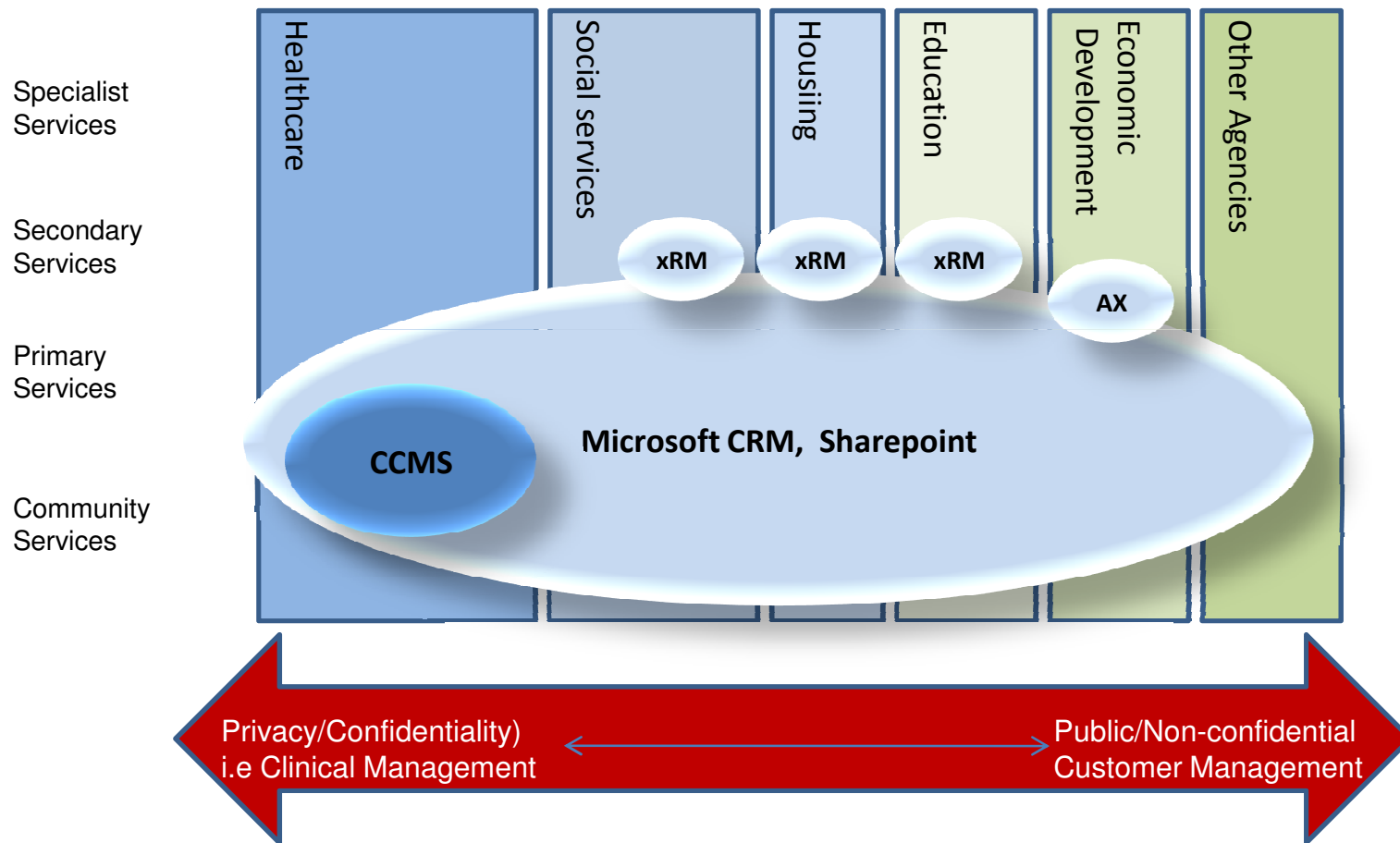
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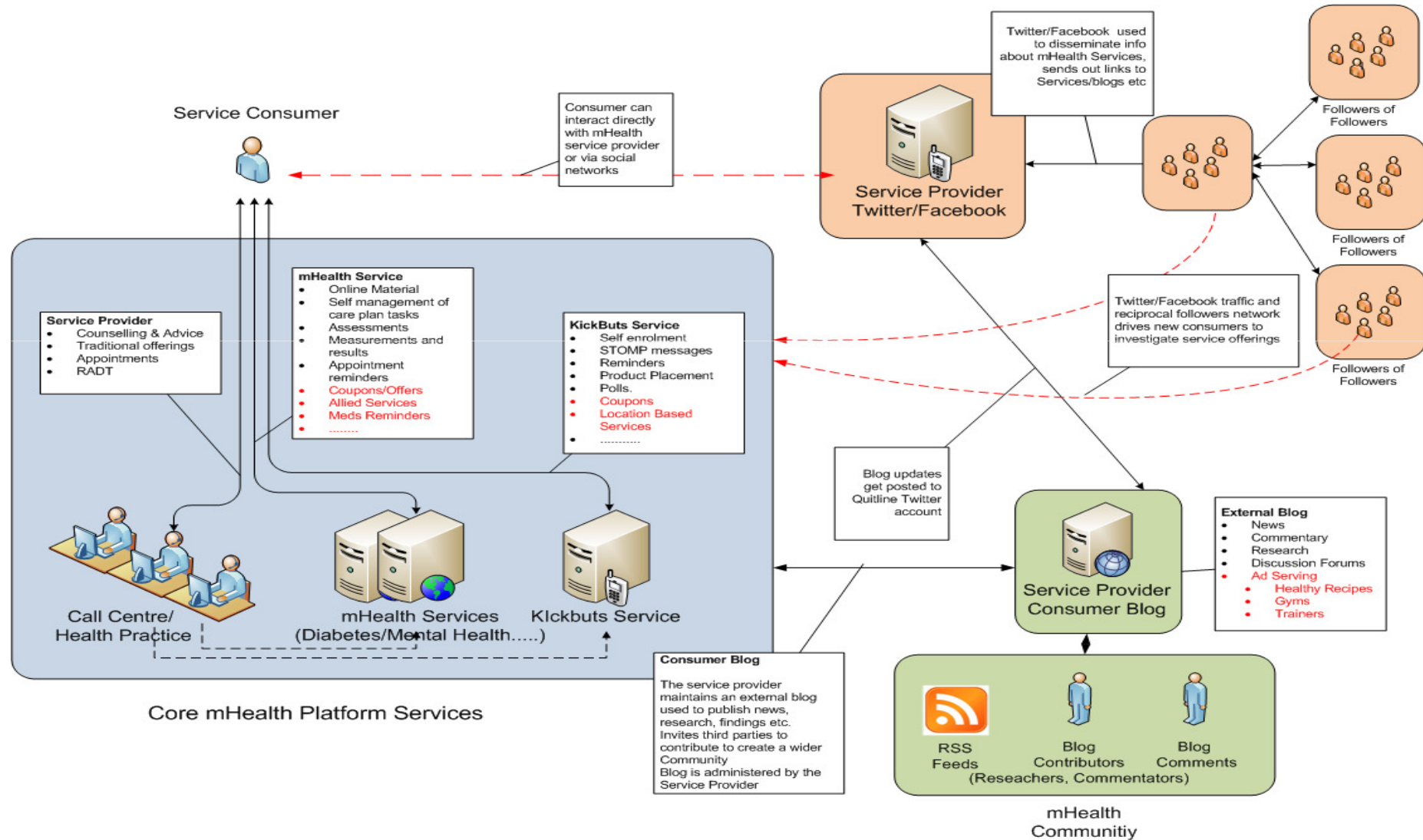
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The Outlook interface includes a "Mail" pane on the left with folders like "Inbox (10)", "Junk E-mail (2)", and "Outbox". A "To-Do Bar" on the right shows a calendar for July 2010 and a list of tasks, including "CRM Planning" and "CRM Catch Up".

...or ready for inter-agency approaches.



and can leverage Social Networking!



For you to consider

- Strategy, process and people will make your information systems work for you
- You can get the technology you need today and for the future now
- Pick a partner you can work with, who can add value to the way you do things over time
- Sustainable change is a journey
- Start in a focused way and extend over time

Q & A and Contact

Questions and Answers Session

For more information or a software demonstration:

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Email -

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mark.smith@hsaglobal.net

Or visit – www.hsaglobal.net