



PCMHIS HE Mental Health Case Management System

Case Study: The University of York Open Door Team

Background

The Open Door Team at the University of York provides psychological and mental health support to students through services such as counselling, cognitive behavioural therapy and workshops.

The team is led by Anne Haversham, who has many years' experience as a Senior Clinician. Anne had become frustrated that her team was unable to effectively monitor and analyse student mental health, meaning that trends could not be identified and risks could not be effectively managed.

To resolve these issues and to improve and expand their ability to provide mental health care to students, the Open Door Team implemented a new PCMHIS case management system.

The transition to PCMHIS HE was completed without interruption to the Open Door Service, in August 2013.

The PCMHIS HE Solution

Easy collection of high quality data

The PCMHIS HE system allows easy collection, monitoring and analysis of mental health data. Team members are able to identify trends and respond quickly to any risks that arise. Using the PCMHIS HE system has given the team much greater flexibility and transparency in reporting and data analysis, and a more meaningful insight into student wellbeing.

Flexibility

The Open Door Team uses PCMHIS HE as a triage tool and a gateway to treatment. A wide range of team members access PCMHIS and all report finding it easy to use. The system has also allowed the team to give insight to academic colleagues on the mental health of their students, leading to greater awareness of student mental health amongst academic staff.

Client Portal

The PCMHIS HE Client Portal allows students to interact remotely with the Open Door Team.

They are able to confidentially complete questionnaires in advance, allowing the team to focus on face-to-face care and support in appointments, while still gathering important outcome measures data.

Improved efficiency, reduced costs


PCMHIS HE has reduced paperwork, lowering costs and saving time which can now be focused on contact time with students. Student data is readily available to all relevant staff, without the necessity of a paper-trail. Provision of the most appropriate care and support has become easier and quicker, which in turn supports faster recovery.

Security

Security, data protection and patient confidentiality are all fundamentally important. PCMHIS HE allows discrete permissions to be managed for different levels of user access, ensuring compliance with all legal requirements and data management best practice.

Improving student wellbeing

The ultimate goal of PCMHIS HE is to improve student wellbeing. After implementing the system, the Open Door Team is delighted with how it is helping to improve the level of care it is able to provide.



"It has revolutionised what we do!"

**Contact us to find out how
PCMHIS HE could help your team:**

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Case Study: Heriot Watt University Counselling and Support Service

Background

The Counselling and Support service at Heriot Watt University is a free service offered to students who are suffering from any kind of emotional distress. The team, led by the Counselling and Support Service Manager, consists of trained counsellors who help students explore and resolve a whole range of issues such as anxiety, depression, homesickness and relationship difficulties.

Prior to contacting PCMIS, the team was using a paper-based system to manage its client and service data. While their system provided reports and captured all necessary information, its paper-based nature meant that it wasn't as efficient or streamlined as the team would have liked.

The Counselling and Support team moved to the PCMIS HE system in 2015.

"Great initial contacts, and all direct training and communications very friendly and effective. Ongoing support is excellent"

Improved reporting

The team is now able to produce reports at the 'push of a button', which has saved time and improved accuracy, as well as improving the reputation of the service.

"The staff team love it!"

"We have the opportunity to be reporting more efficiently and accurately. We are generally smarter in our approach because everything is in one place."

Online referral

The service also benefits from the PCMIS eReferral and Client Portal options which allow students to refer themselves online, and complete assessments prior to appointments. This helps staff with screening and prioritising appointment allocations, to ensure the highest risk students are given priority. Online referral has also helped to reduce the possibility of administrative errors and made it much easier for staff to complete client records and notes.

Increased security and reduced paperwork

All client and service data is now stored electronically in PCMIS rather than on paper, giving much higher levels of security and making the client referral and treatment process much smoother, with less margin for error.

The PCMIS HE Solution

Increased efficiency

The PCMIS system has streamlined the referral, data collection and evaluation process within the Counselling and Support service.

"We have found PCMIS to be an efficient and effective way of managing all data and information relating to counselling clients and our service."

Contact us to find out how PCMIS HE could help your team: