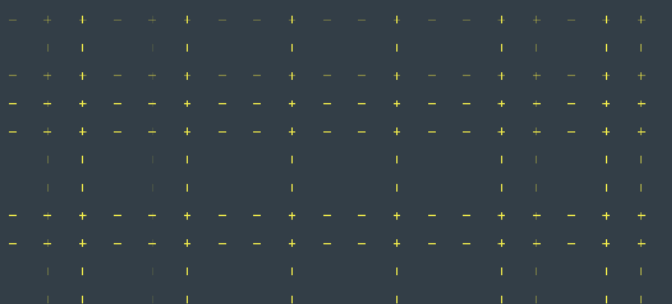




A Digital Tool for Coordination of Care through an Adult Mental Health Centre

Capital Health Network

16 March 2022



Acknowledgement of Country

I would like to acknowledge the Traditional Custodians of the land on which we meet today and pay my respects to their Elders past and present.

I extend that respect to all Aboriginal and Torres Strait Islander people present here today.



"Sunrise to Sunset" by Sarah Richards - Marrawuy Journeys

Background – Head to Health Commissioned Service

CHN

Partnering for better health

- The Australian Government has funded PHNs to undertake a 3-year trial of 8 Adult Mental Health Centres with 1 in each state/territory.
- CHN was chosen to commission this project for ACT.
- The centre was envisioned to provide an entry point for people seeking access to on-the-spot mental health treatment, advice and support without the need for a GP referral.

Canberra
HEAD TO HEALTH

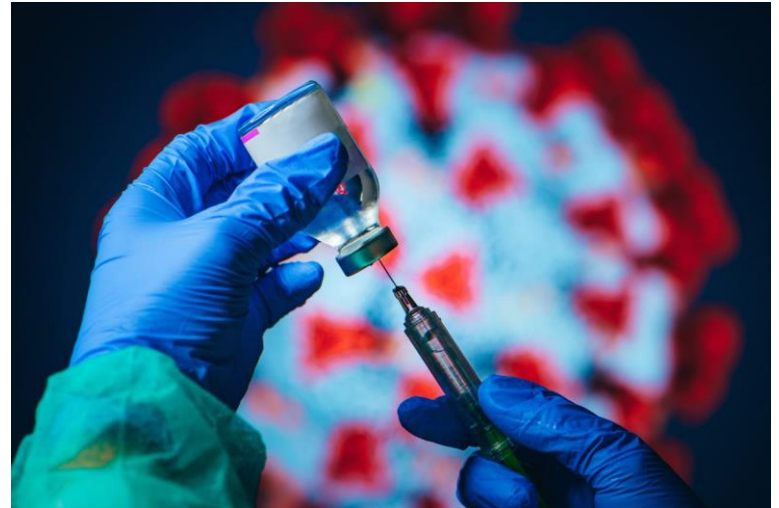
Get it out in the open.
For a clearer tomorrow.

Whether you're trying to improve your own sense of wellbeing, looking for help with something that's bothering you, or helping someone you care about, visiting your nearest Head to Health Centre is a good place to start.

headtohealth.gov.au

The challenge – What needs existed?

- Head to Health hub targeted to open December 2021.
- Impacts of lockdowns associated with COVID-19.
- Head to Health Pop Up Clinic needed to be functional within 4 weeks to respond to the needs of the community.
- Urgent need to identify an innovative digital tool to support coordination of care.



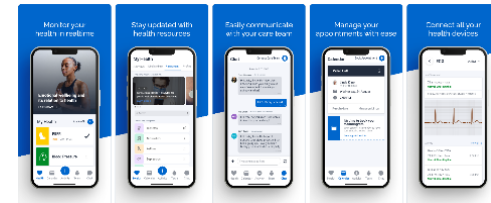
The approach – What did we do?

- Established an internal working group in February 2021.
- A sub-working group was established for the Head to Health Pop Up Clinic.
- Implemented a project management approach.
- Met with several vendors and staff members of other PHNs.
- CHN and Think Mental Health chose CareMonitor as the provider of the remote patient monitoring system and IAR Tool and worked very closely to implement the project.



The impact – What was the impact of the work?

- Implemented a bespoke digital health solution that fulfils the Department of Health's service and reporting requirements, CHN's business strategy and the National Digital Health Strategy.
- Improved service navigation and communication between multidisciplinary care teams.
- Improved internal workflow and clinical delivery. A unique service model in the ACT.
- Improved patient reach, communication, engagement, and health outcomes.
- HTH Provider didn't have to learn the ropes on their own because they partnered with an organisation that has high IT skills and knowledge and had the support of the PHN.



The learnings – What are the learnings for PHNs?

- CHN's project management approach proved beneficial to the success of the project.
- The variety of skills, experience, and knowledge of the internal working group members helped in various decision-making activities.
- CHN's Digital Health Team's market intelligence and scoping provided speedy insights and forecasts to the project.
- Meetings with several stakeholders provided different perspectives which helped CHN solidify its decision to choose a platform that best fits its workflows and requirements.
- The software provider's background, professionalism, and responsiveness is crucial in this digital health undertaking.

The learnings – What are the learnings for PHNs?

- When it comes to Data Management:

Pros	Cons
Flexibility to use a client management system that aligns with broader H2H model and has patient monitoring and care navigation potential.	Innovative approach leads to steep learning curve for data reporting and PMHC-MDS uploads.
Flexibility on data collection.	PHN has less data ownership which could lead to reporting risks.
System is adaptable to longer term service provision.	Using a new system makes it harder to benchmark against other PHNs with Head to Health.
Less time required from PHN to validate data	
Gives provider more ownership and autonomy over their service.	

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you're feeling down.

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HEAD TO HEALTH
Pop Up

phn
NSW and ACT PHNs
An Australian Government Initiative

Acknowledgments

CHN

Partnering for better health

Russelle Trinidad, CHN Digital Health Manager

Stephanie Lentern, CHN Mental Health Planning Manager

Jason McCrae, Think Mental Health Director/Clinical Psychologist

Deepak Biswal, CareMonitor CEO

**IMAGINE
BETTER**

Thank You



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