Tomorrow's mental healthcare

The opportunities and challenges for IT

Chris May, Mayden

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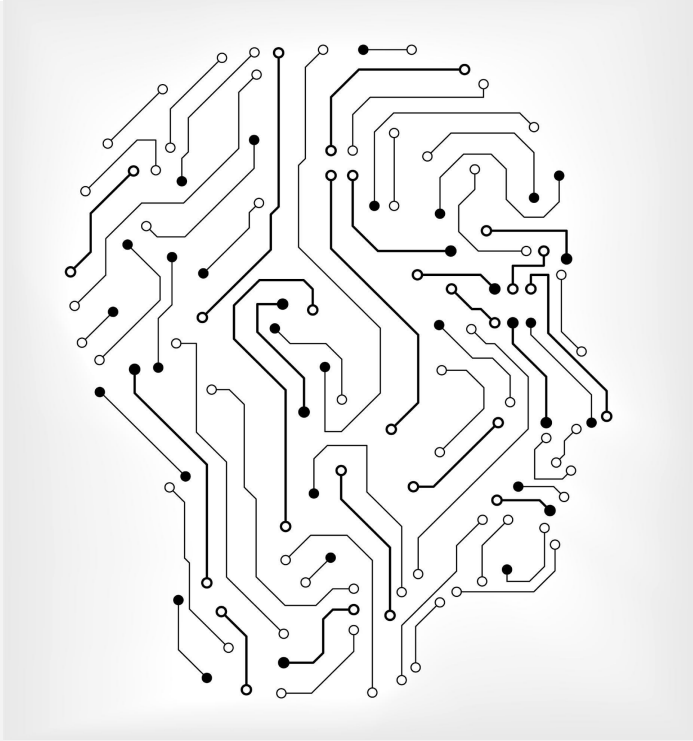
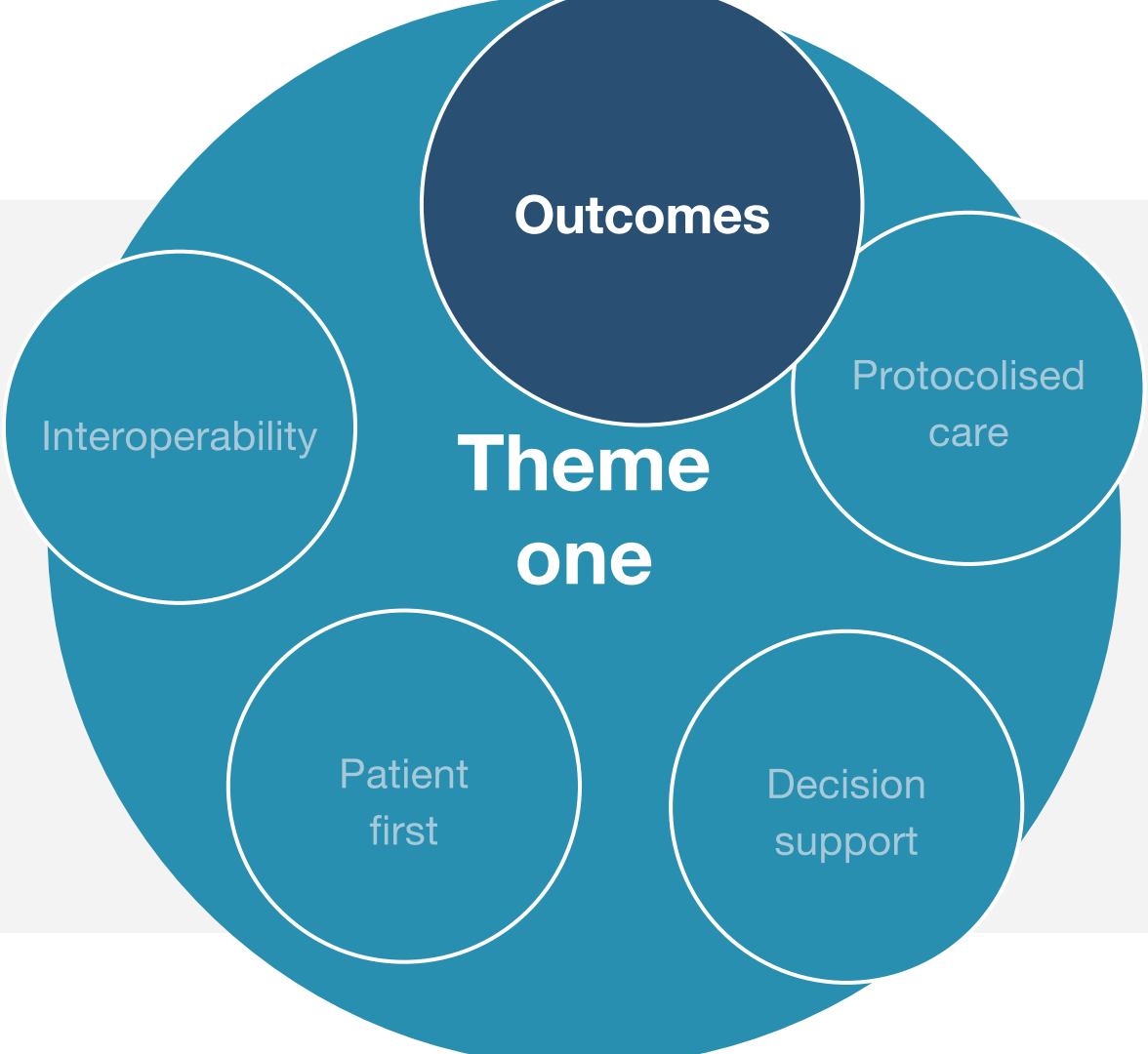
The next 10 years… through a digital lens



- Mental health services lead the way in digital healthcare
- Efficient, evidenced-based pathways
- IT ***really*** supports clinicians
  - Outcomes based
  - Better analytics
  - Greater productivity
  - Smarter decisions
- Third generation digital therapy
- More patient interaction and involvement
- Collaboration will be key…
- … world class mental healthcare is the goal

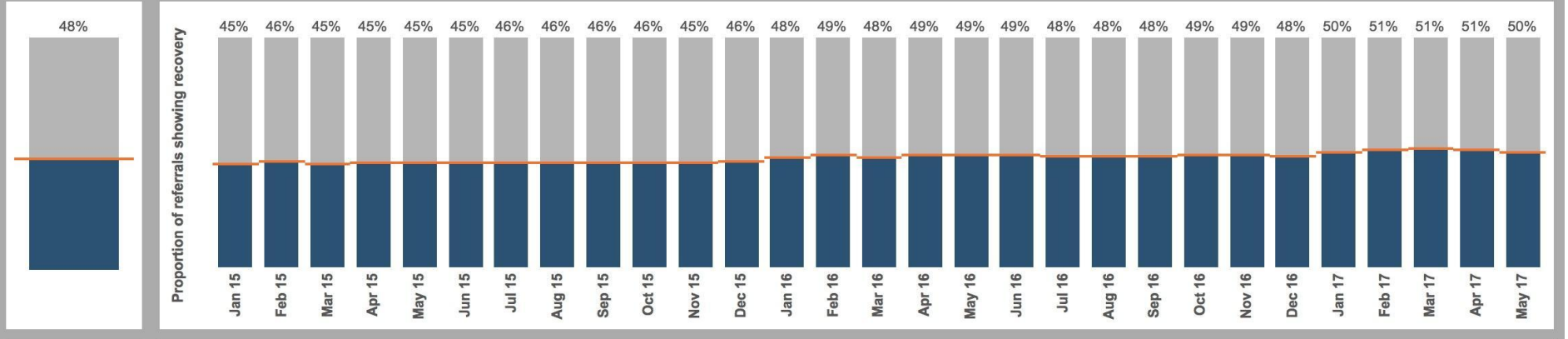
Outcomes
Interoperability
Protocolised care
Five themes
Patient first
Decision support

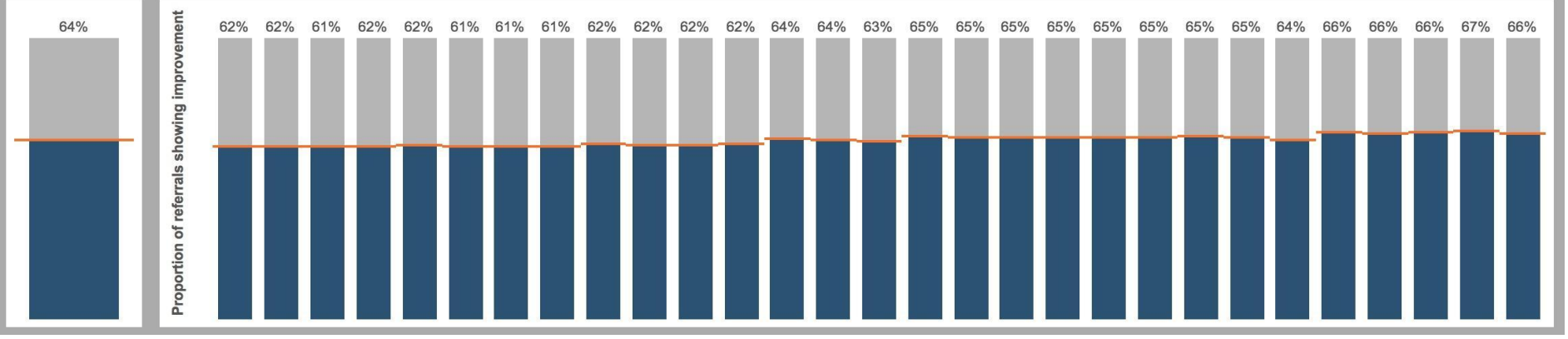

Outcomes
Interoperability
Protocolised care
Theme one
Patient first
Decision support

Proportion of referrals showing recovery and Proportion of referrals showing improvement

Period start date	Period end date	GroupType	CCG	Provider
Jan 15	May 17	CCG	(All)	all Providers

First chart dimension	Second chart dimension
Proportion of referrals …	Proportion of referrals …





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NHS Digital dashboards

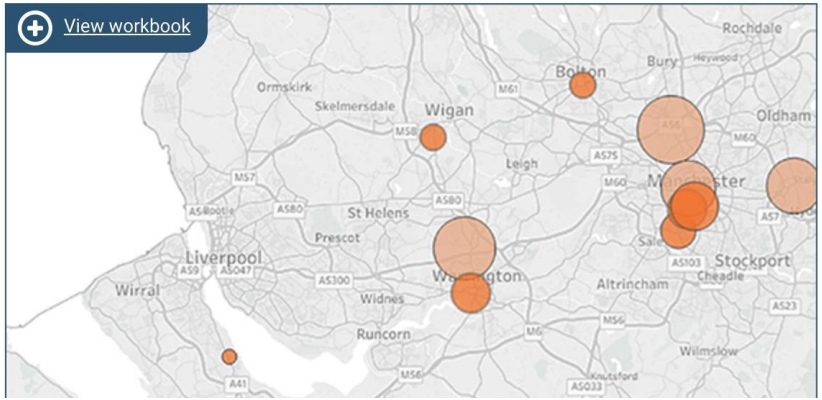
Here you'll find the data collected by NHS Digital translated into easy to use dashboards. We're sharing these to help you delve into the data and benchmark your service for areas like waiting times, access and recovery rates. Use the filters to drill down further.

We'll update the dashboards when new data becomes available, so bookmark this page and check back often.

IAPT Connect 17: Improving staff wellbeing

Get the news >

May 2017 figures completed. View workbook >



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"22 recommendations for policy, practice, education & training, in order to stimulate the changes that need to begin now" #MHFutureWorkforce

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Iatrogenic disease...

was the leading cause of death in the US in 2007, 2008, 2010, 2013, 2015

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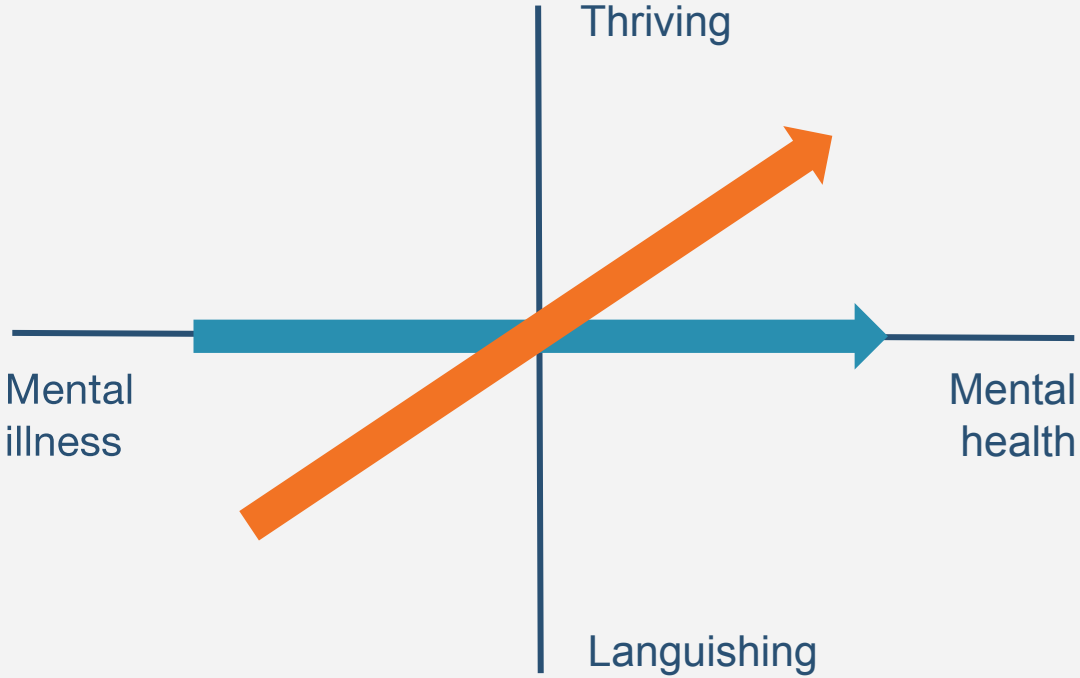
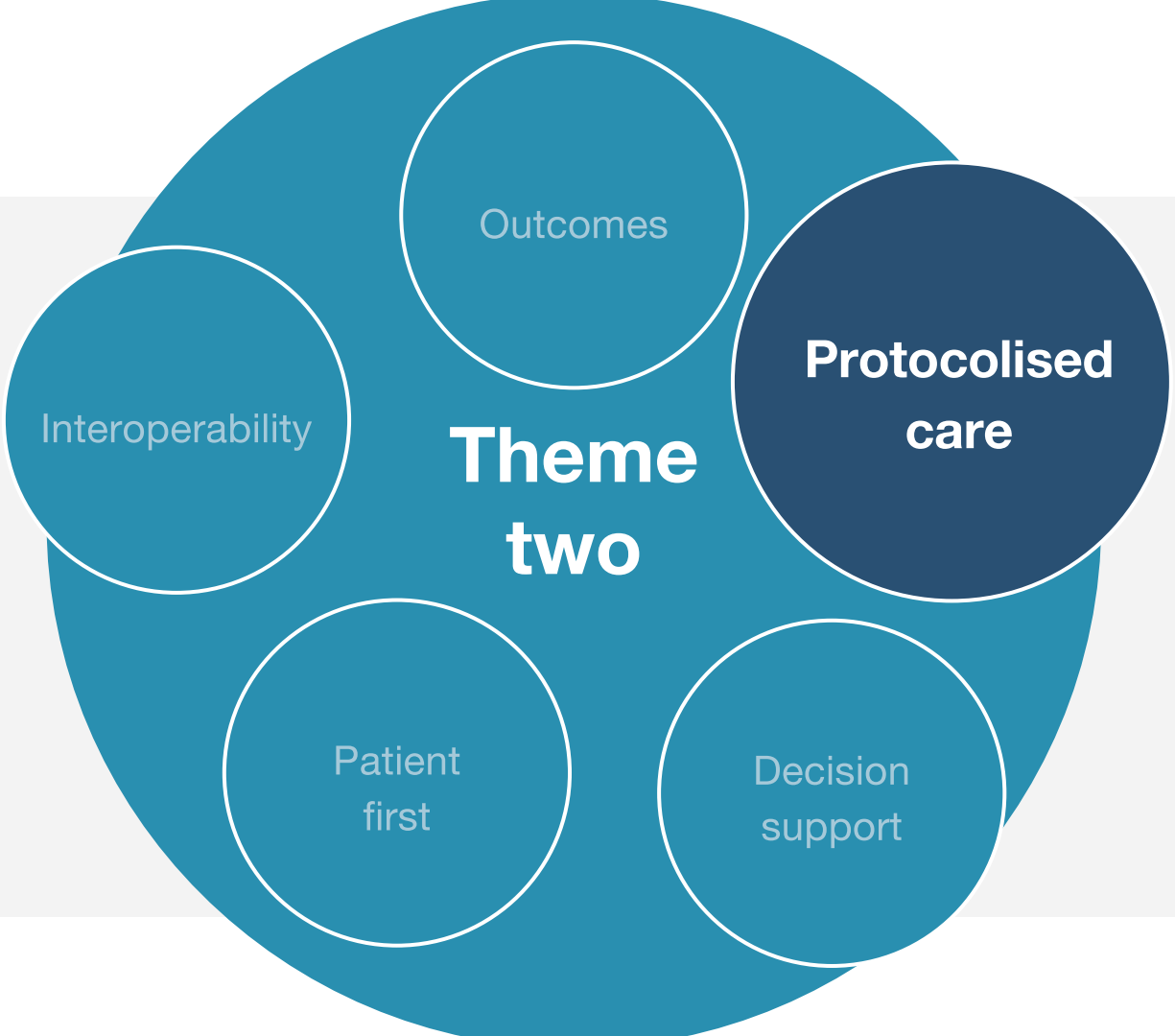
Iatrogenic disease = “death by medicine”

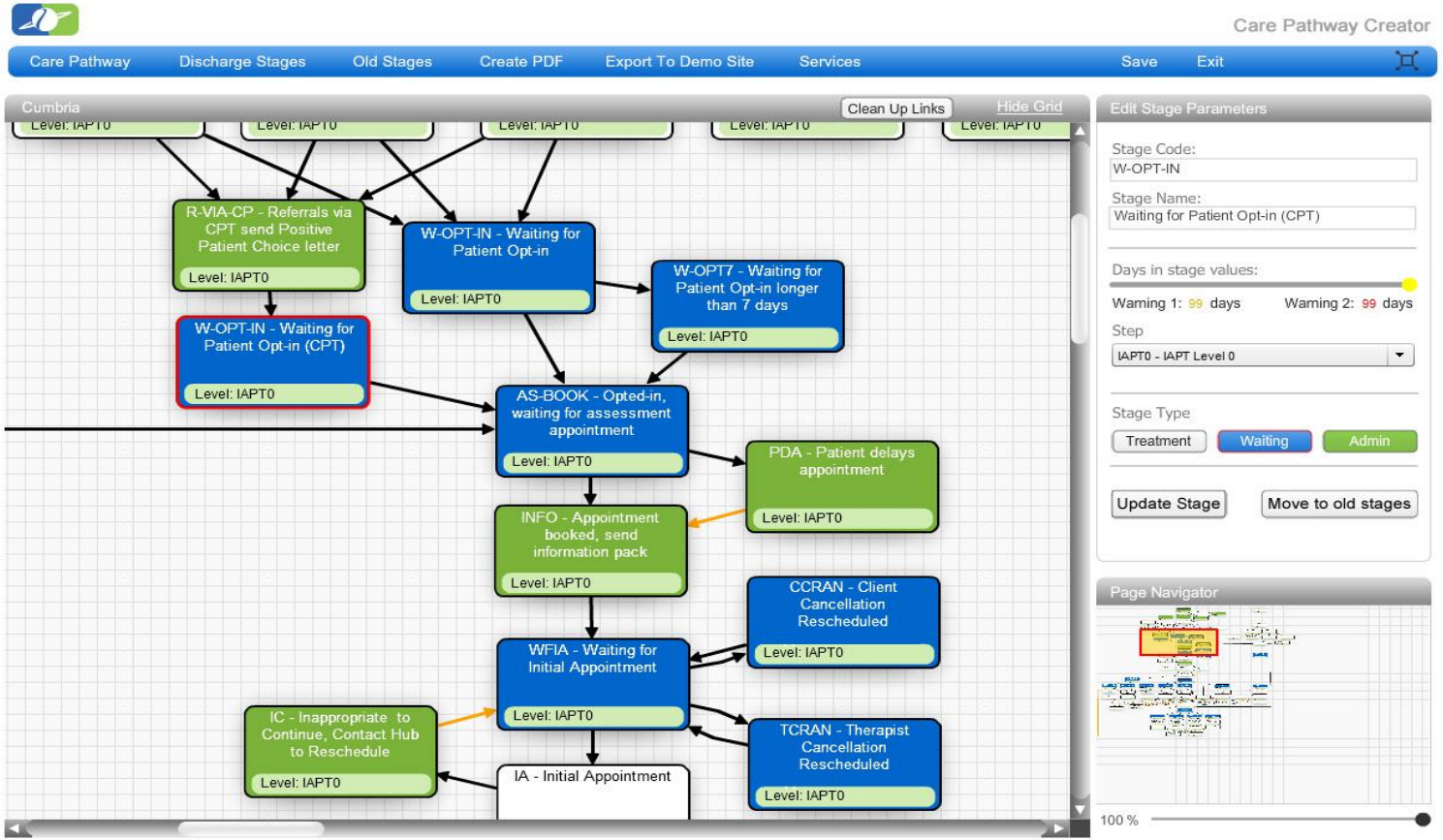
We measure outcomes
so we can continuously
improve our interventions
and learn from our mistakes.

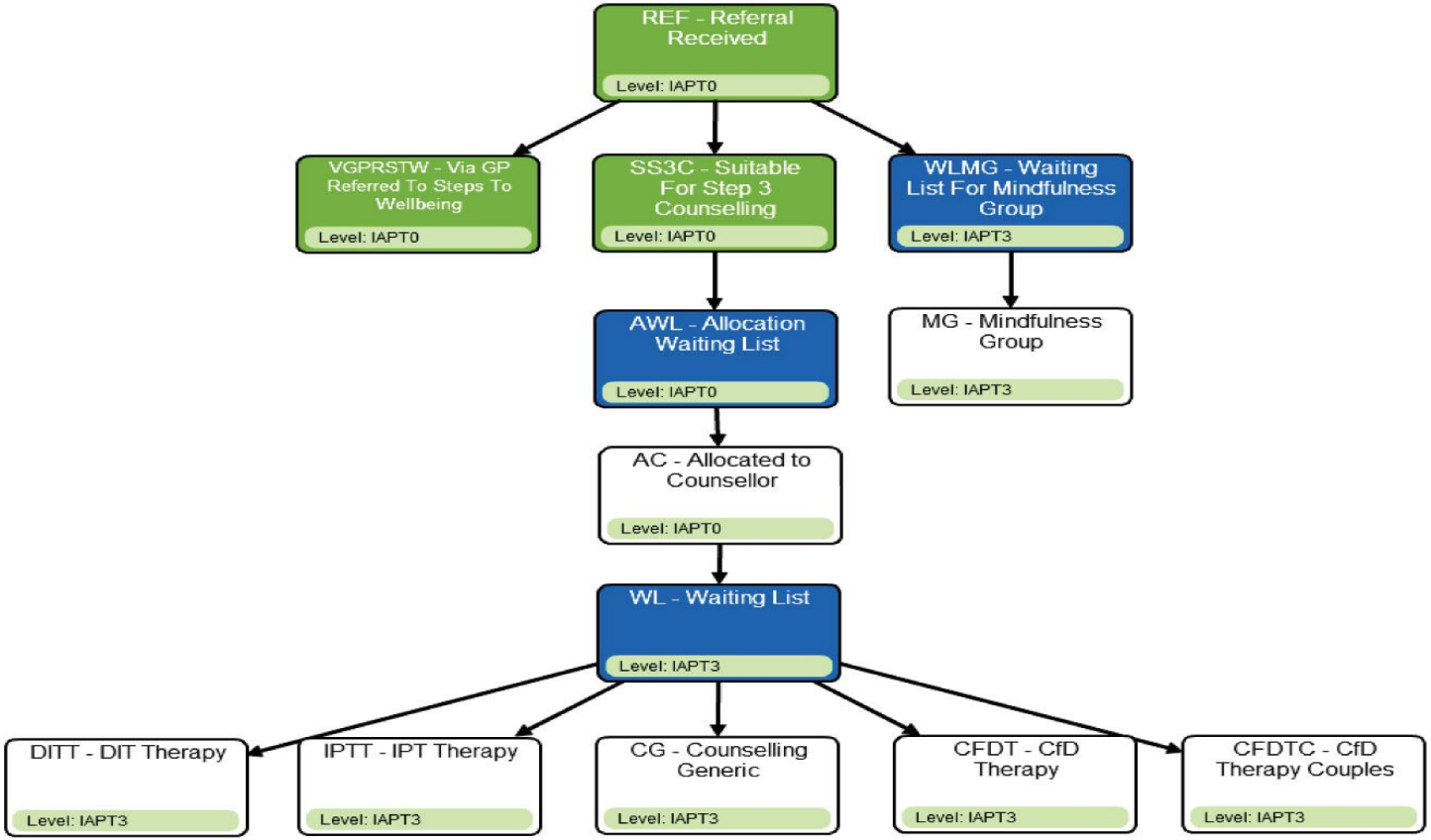

Thriving
Mental illness
Mental health
Languishing

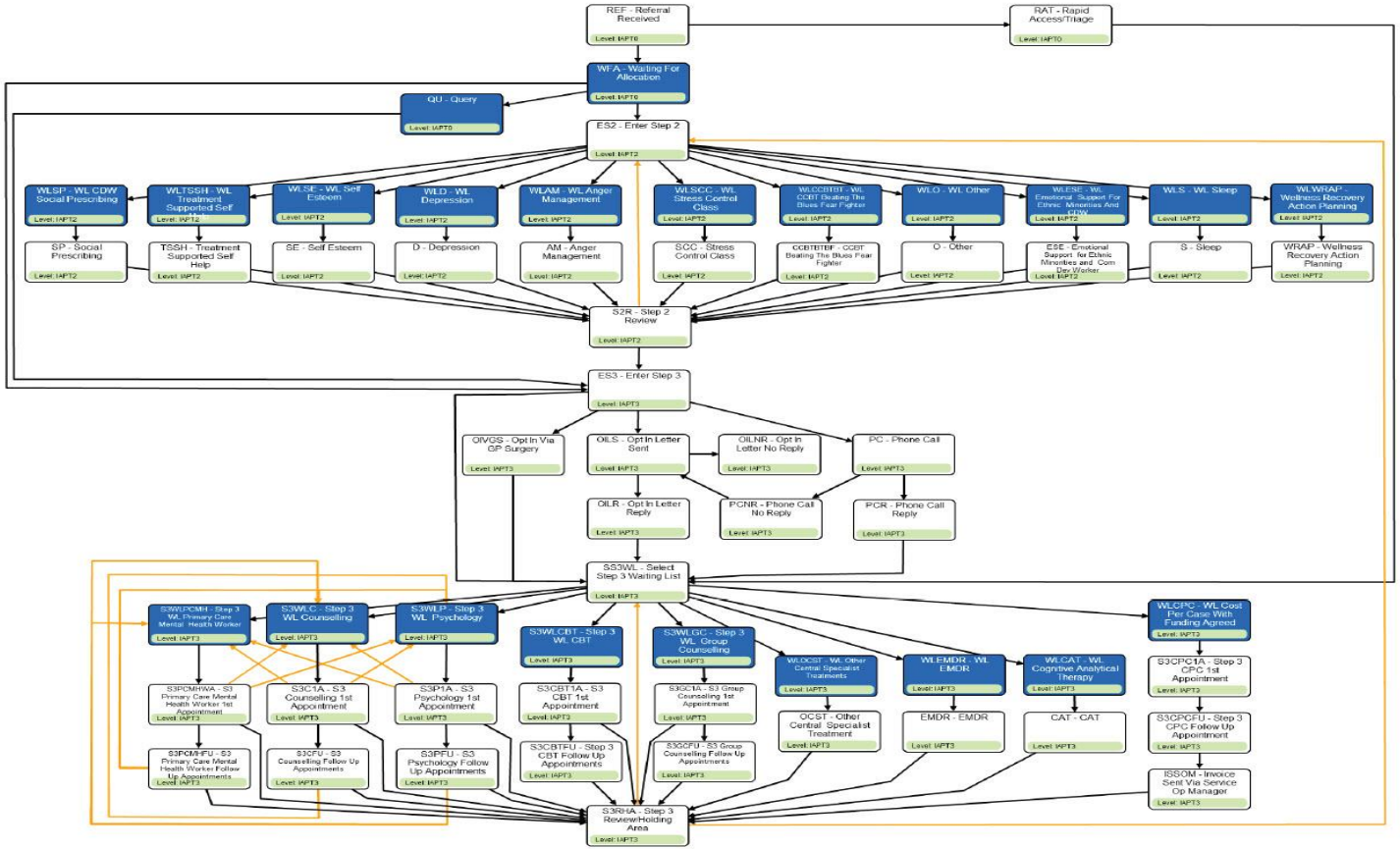
£££


Outcomes
Interoperability
Protocolised care
Theme two
Patient first
Decision support

Care Pathway




REF - Referral Received
Level: IAPT0
VGPRSTW - Via GP Referred To Steps To Wellbeing
Level: IAPT0
SS3C - Suitable For Step 3 Counselling
Level: IAPT0
WLMG - Waiting List For Mindfulness Group
Level: IAPT3
AWL - Allocation Waiting List
Level: IAPT0
MG - Mindfulness Group
Level: IAPT3
AC - Allocated to Counsellor
Level: IAPT0
WL - Waiting List
Level: IAPT3
DITT - DIT Therapy
Level: IAPT3
IPTT - IPT Therapy
Level: IAPT3
CG - Counselling Generic
Level: IAPT3
CFDT - CfD Therapy
Level: IAPT3
CFDTC - CfD Therapy Couples
Level: IAPT3


REF - Referral Received
RAT - Rapid Access/Triage
WFA - Waiting For Allocation
QU - Query
ES2 - Enter Step 2
WLSP - WL CDW Social Prescribing
WLTSSH - WL Treatment Supported Self Help
WLSE - WL Self Esteem
WLD - WL Depression
WLAM - WL Anger Management
WLSCC - WL Stress Control Class
WLCCBTBF - WL CCBT Beating The Blues Fear Fighter
WLO - WL Other
WLESE - WL Emotional Support For Ethnic Minorities And Com
WLS - WL Sleep
WLWRAP - Wellness Recovery Action Planning
SP - Social Prescribing
TSSH - Treatment Supported Self Help
SE - Self Esteem
D - Depression
AM - Anger Management
SCC - Stress Control Class
CCBTBTBF - CCBT Beating The Blues Fear Fighter
O - Other
ESE - Emotional Support for Ethnic Minorities and Com Dev Worker
S - Sleep
WRAP - Wellness Recovery Action Planning
S2R - Step 2 Review
ES3 - Enter Step 3
OIVGS - Opt In Via GP Surgery
OILS - Opt In Letter Sent
OILNR - Opt In Letter No Reply
PC - Phone Call
OILR - Opt In Letter Reply
PCNR - Phone Call No Reply
PCR - Phone Call Reply
SS3WL - Select Step 3 Waiting List
S3WLPCMH - Step 3 WL Primary Care Mental Health Worker
S3WLC - Step 3 WL Counselling
S3WLP - Step 3 WL Psychology
S3WLCBT - Step 3 WL CBT
S3WLGC - Step 3 WL Group Counselling
WLOCST - WL Other Central Specialist Treatments
WLEMDR - WL EMDR
WLCAT - WL Cognitive Analytical Therapy
WLCPC - WL Cost Per Case With Funding Agreed
S3PCMHWA - S3 Primary Care Mental Health Worker 1st Appointment
S3C1A - S3 Counselling 1st Appointment
S3P1A - S3 Psychology 1st Appointment
S3CBT1A - S3 CBT 1st Appointment
S3GC1A - S3 Group Counselling 1st Appointment
OCST - Other Central Specialist Treatment
EMDR - EMDR
CAT - CAT
S3CPC1A - Step 3 CPC 1st Appointment
S3PCMHFU - S3 Primary Care Mental Health Worker Follow Up Appointments
S3CFU - S3 Counselling Follow Up Appointments
S3PFU - S3 Psychology Follow Up Appointments
S3CBTFU - Step 3 CBT Follow Up Appointments
S3GCFU - S3 Group Counselling Follow Up Appointments
S3CPCFU - Step 3 CPC Follow Up Appointment
ISSOM - Invoice Sent Via Service Op Manager
S3RHA - Step 3 ReviewHolding Area

Care Pathway History

#	Stage	Date moved to this stage	Time in this stage (days)
1	Referral Received [REF]	05/07/2010 16:31:00	1 days
2	Check eligibility for IAPT [CEL]	06/07/2010 16:33:14	0 days
3	(Old) WL IAPT assessment [WLIAPTA]	06/07/2010 16:33:20	5 days
4	(Old) Triage assessment [TA]	11/07/2010 16:33:24	0 days
5	Enter Step 2 [ES2]	11/07/2010 16:33:28	0 days
6	WL Step 2 Group [WLS2G]	11/07/2010 16:33:31	10 days
7	Step 2 Group [S2GWO]	21/07/2010 16:33:38	16 days
8	Step 2 Review [S2R]	06/08/2010 10:49:22	38 days
9	Enter Step 3 [S3A]	13/09/2010 19:08:49	2 days

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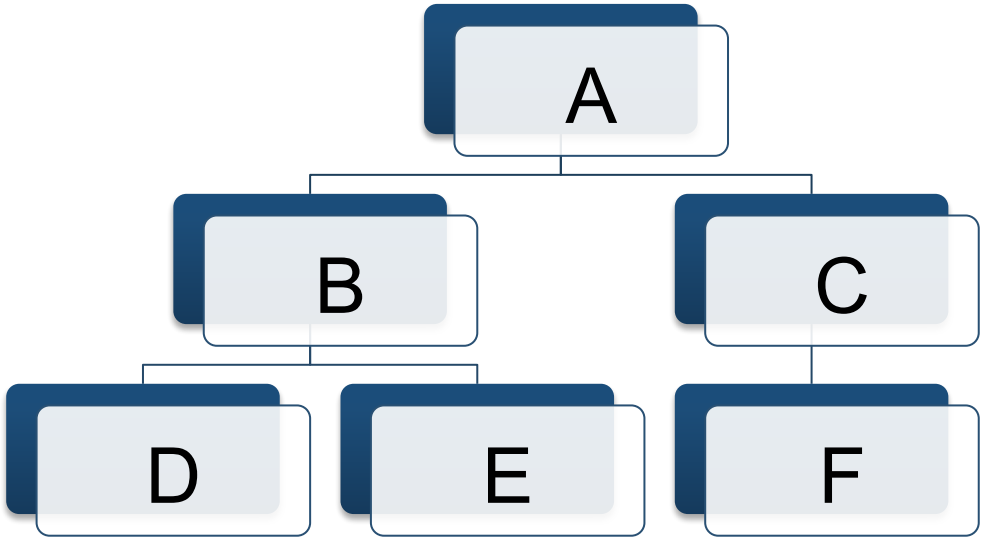
600,000 care pathway moves every month

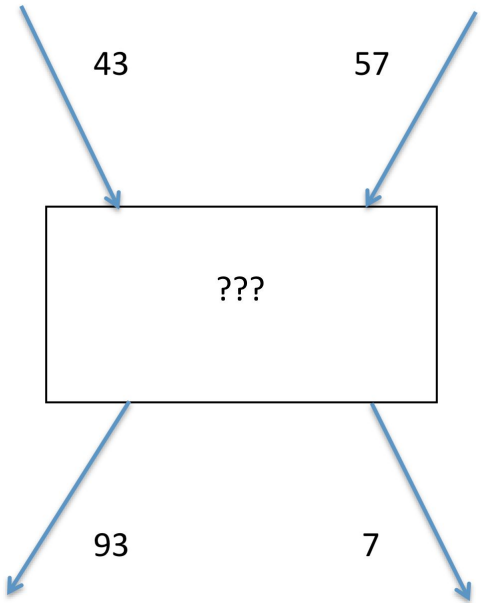
Generic Care Pathway



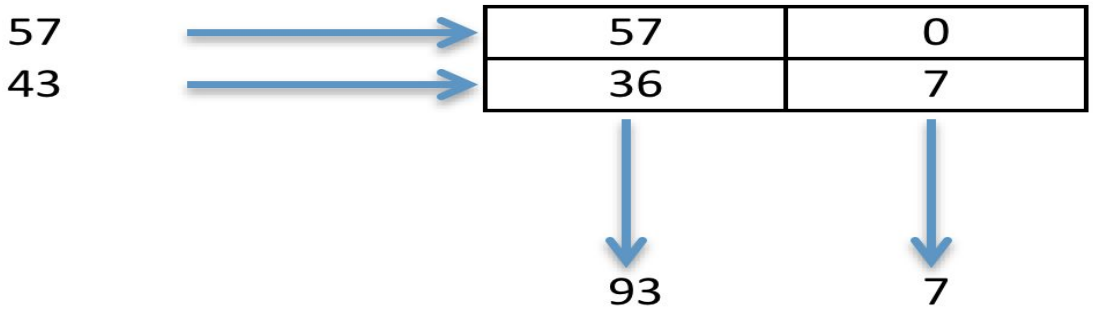
Pathway Route Analysis

A	B	D	F	H	J	M	65%
A	B	F	H	K	L	M	16%
A	C	E	G	K	N	P	8%
A	B	D	F	H	M		3%
A	B	D	F	H			2%

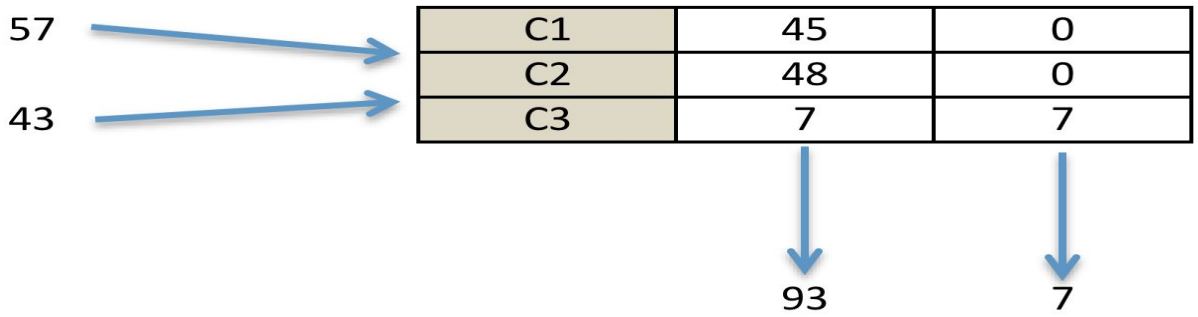
Stage Analysis 1



Stage Analysis 2

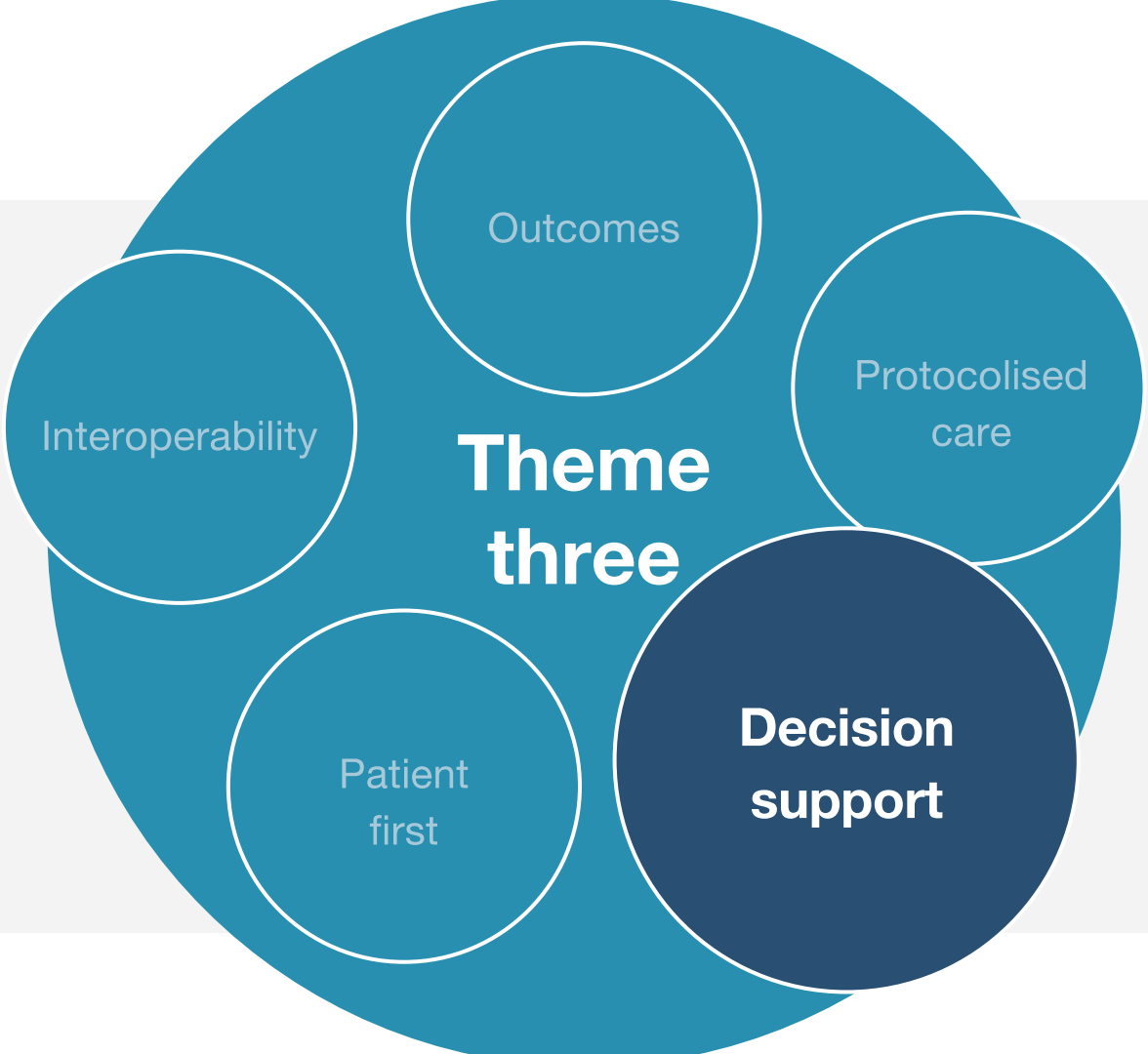


Stage Analysis 3



Towards operational efficiency

- Identify popular routes
- Analyse decision points
- Journey times
    - Between stages
    - From referral to anywhere
    - From anywhere to anywhere
- Identify bottlenecks
- Rationalise pathways
- Pathway optimisation


Outcomes
Interoperability
Protocolised care
Theme three
Patient first
Decision support

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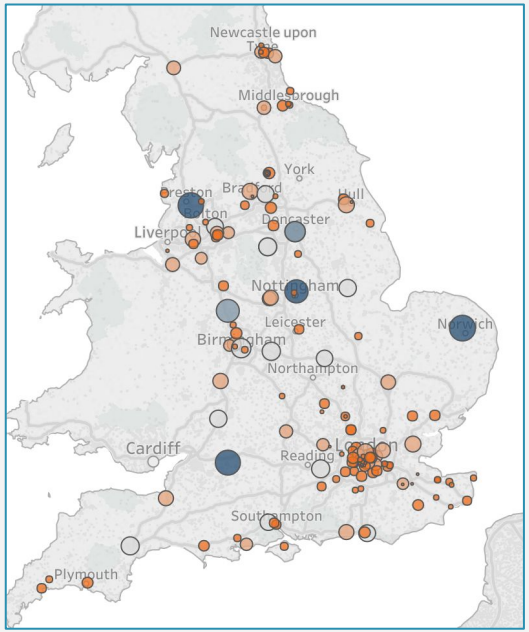

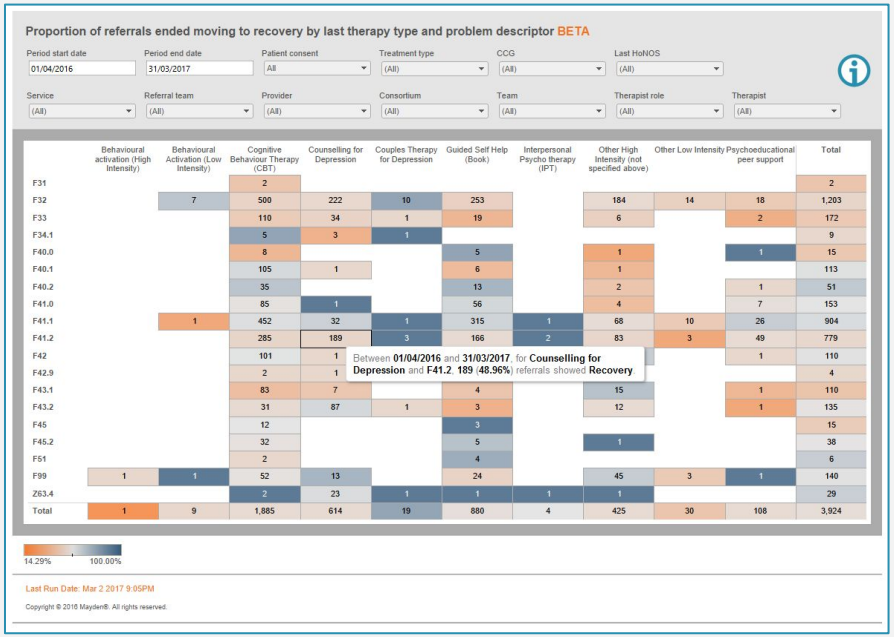

AI and machine learning

TAXI
F263

Meet the therapist of the future...

Meet the therapist of the future...

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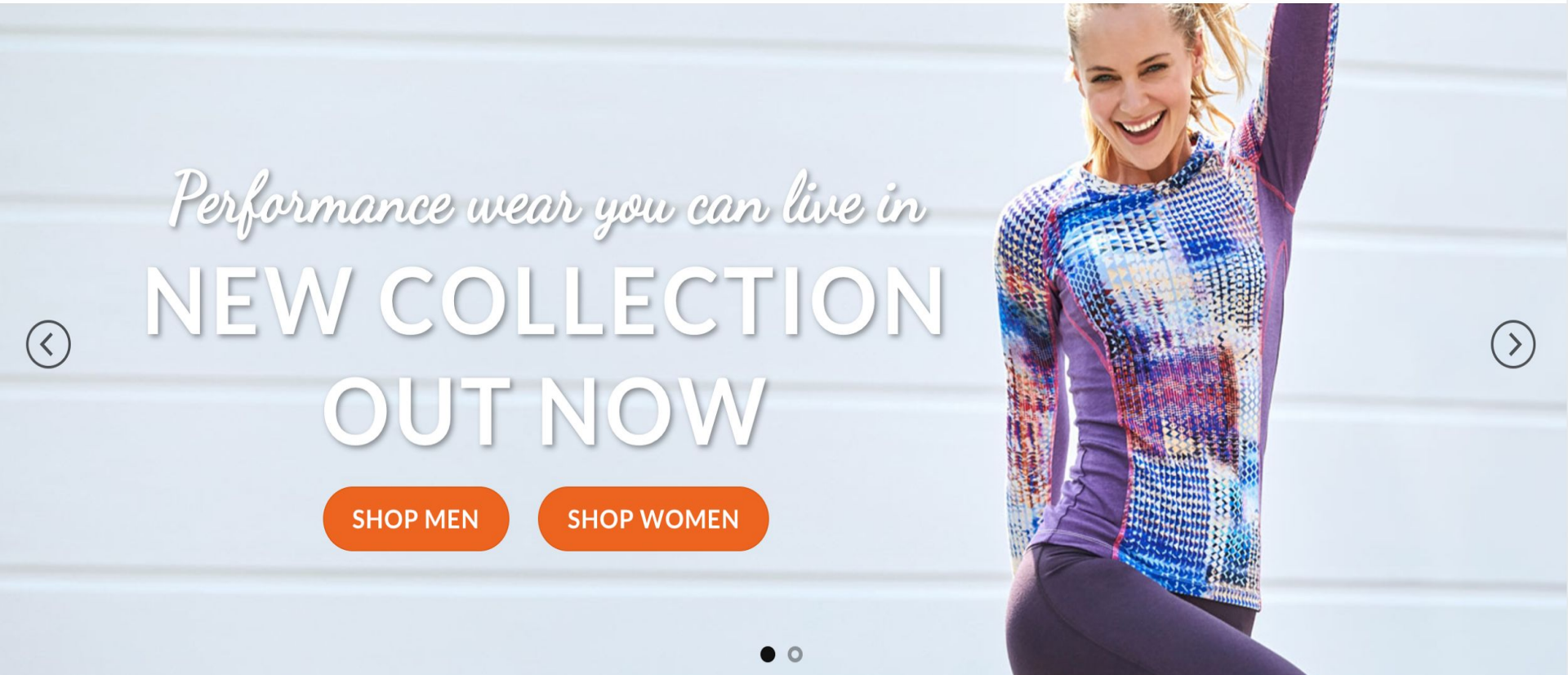

Zoopla

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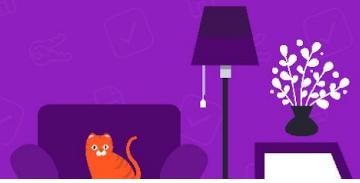
Search



Introducing the Zoopla Move Planner. The one-stop-shop

Profile and Assessment

White male

Age 50-59

Lives in Bath

Wears bamboo

Likes pandas

Moderate alcohol
(self assessed)

Non smoker
(unless someone sets fire to him)

Drugs (can't remember)

Etc etc

uses a
7 year old
profile pic

Website Depression Indicators

Amazon (High)

Zoopla (High)

Facebook (High)

PHQ9 15

GAD7 13

Risk of harm to self: Low

Risk of harm to others: Low

Eats too much chocolate

Etc etc

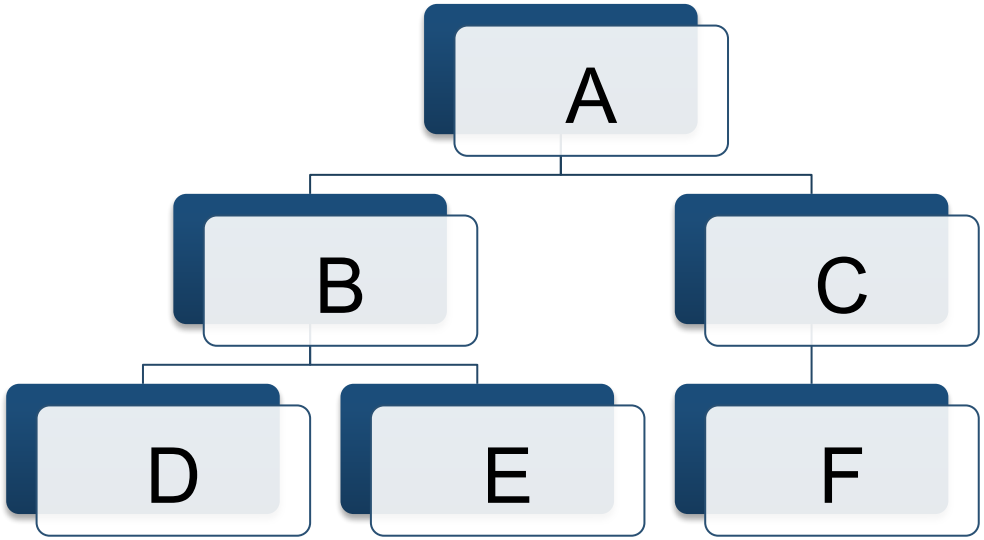
Recovery outcomes by profile

42%

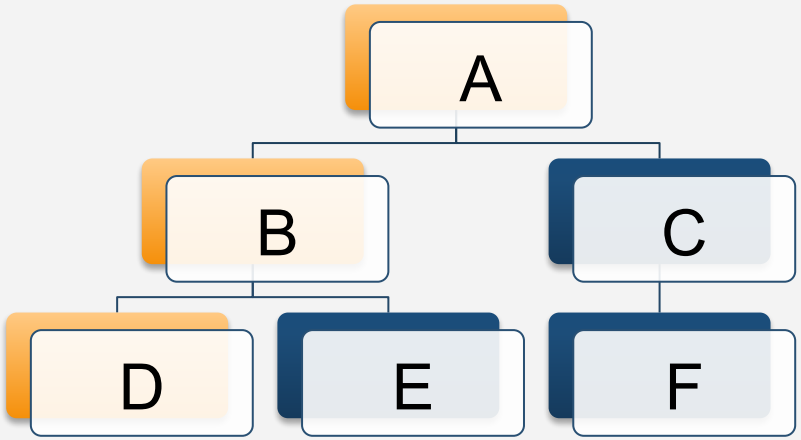
52%

49%

Back to our Care Pathway



Recovery outcomes by pathway



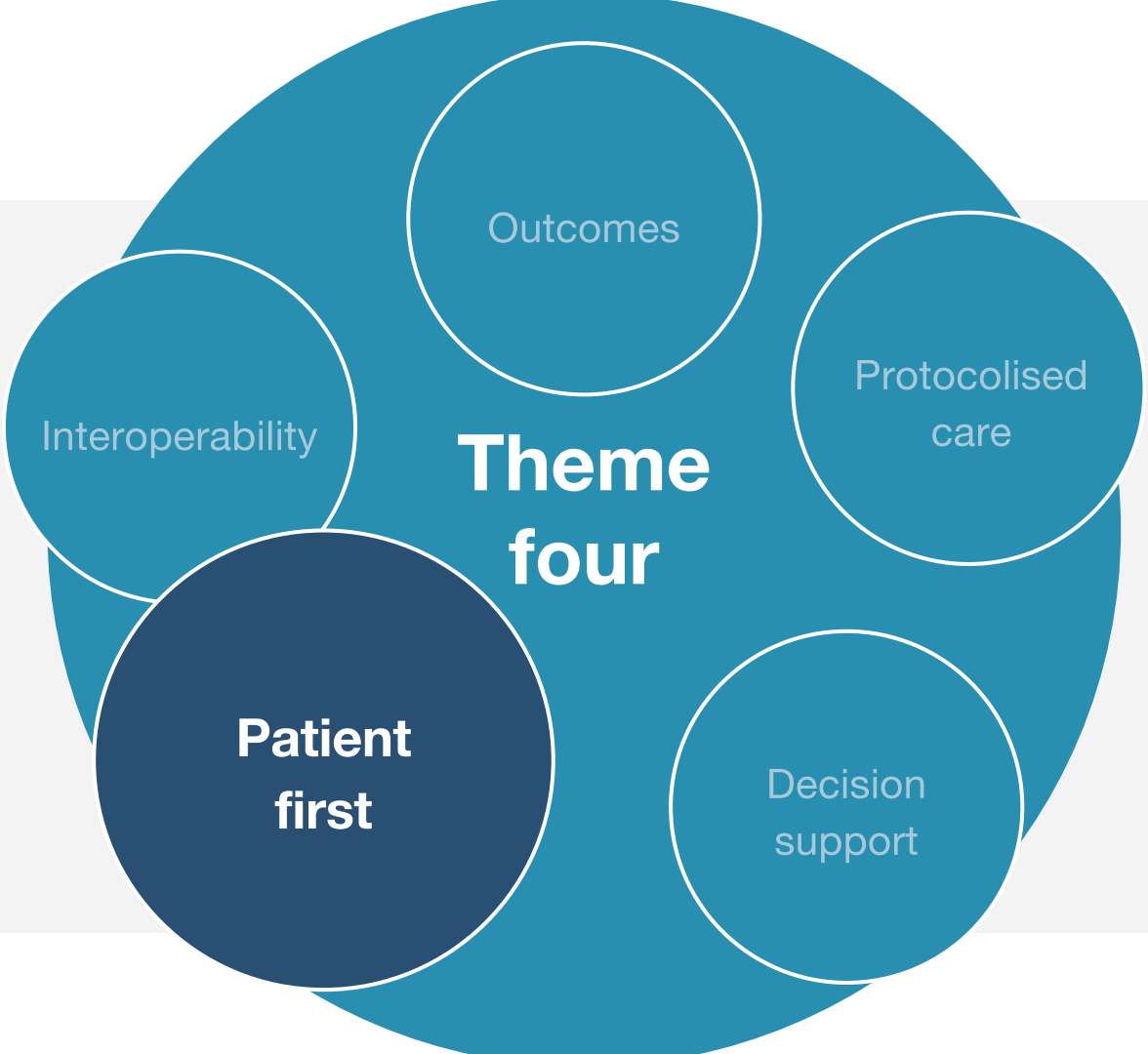
ABD **55%**

ABE **48%**

ACF **44%**

		ABD	ABE	ACF
	42%	48%	36%	40%
	52%	50%	54%	48%
	49%	47%	46%	60%
		55%	48%	44%

And if we had a common assessment process...


Outcomes
Interoperability
Theme four
Protocolised care
Patient first
Decision support

Co-produced care

Co-produced care

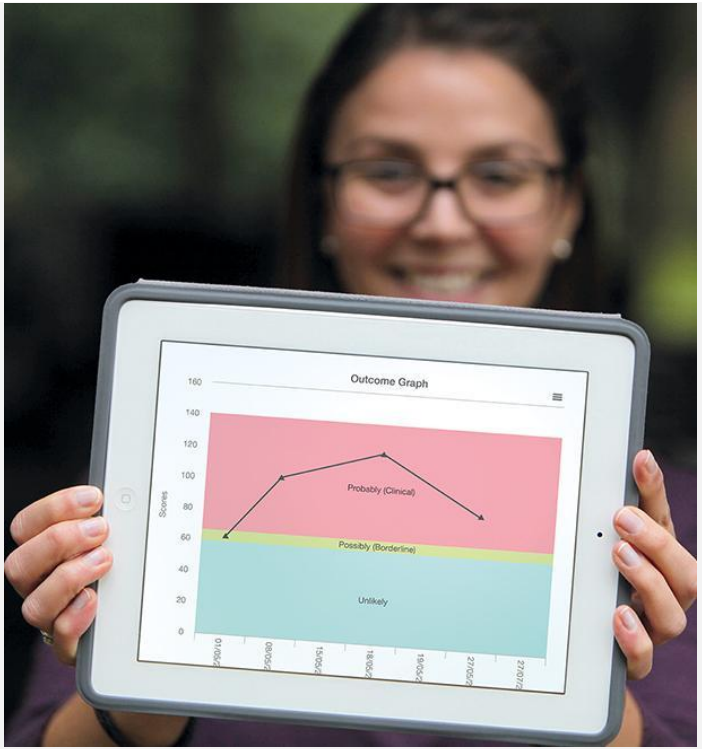
Elements of Patient First Programme

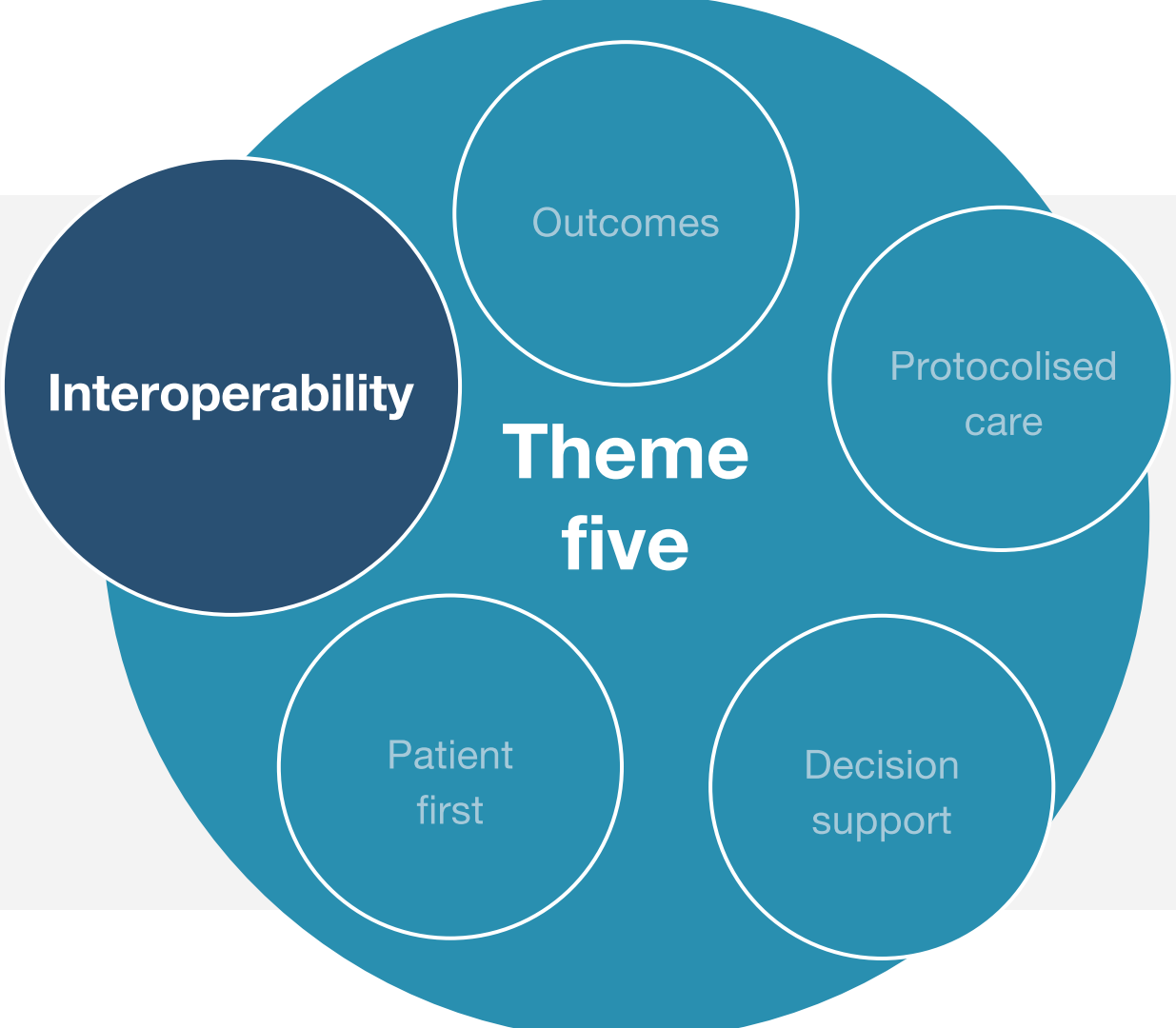
- Co-produced care
- EPR designed with both clinician and patient equally in mind
- Open dialogue
- Provides access to support between appointments
- Engages family and carers
- Access through appropriate technology…
- ...mobile first

Companion App

Integrates with iaptus:

- Mood diary
- Outcome monitoring
- Integrates with wearables
- Self referral and registration
- Access and contribute to notes
- See and manage appointments
- Message therapist
- FROMS
- Post discharge monitoring and alerts
- Access digital therapy




Interoperability
Outcomes
Protocolised care
Theme five
Patient first
Decision support

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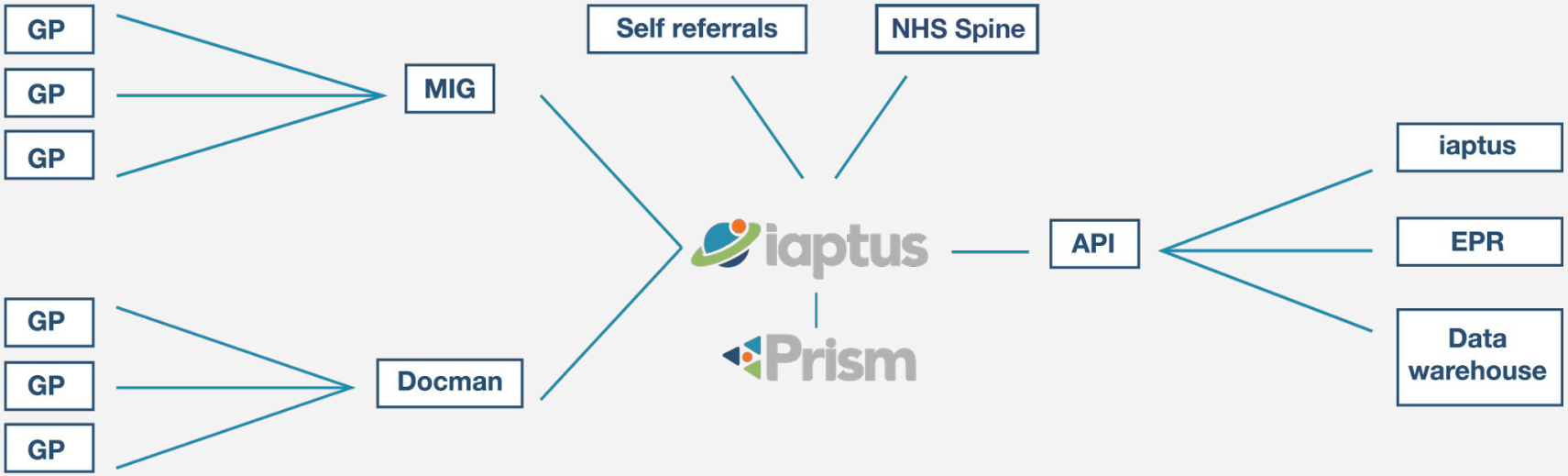

If you're interested in collaborating...

chris.may@mayden.co.uk

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Oregon leads America in both marital infidelity and clinical depression