10 questions to ask when choosing a patient management system for CAMHS

by Chris Eldridge, Director of Operations at Mayden®

Looking to commission a patient management system for your CAMHS service?

As you're no doubt aware, there are numerous systems on the market, each offering a range of features and coming in at various price points.

A patient management system is an important investment to make, both financially and in terms of staff training, so choosing the right system for your service is crucial. The system you select can mean the difference between an efficient, smooth running service for your patients and staff, and a chaotic, disorganised service which struggles to meet targets.

Without guidance, it's tough to know which system will serve you the best. So how do you select the one that will be right for you?

We've identified 10 key questions to ask before you decide…

About the author

Chris Eldridge is the Director of Operations at **Mayden**. His expertise lies at the intersection of healthcare and technology.

Chris has been working for over a decade to develop lean approaches that can improve the patient experience and the delivery of healthcare services.

1 Does the system allow you to collect both local and national outcome data?

In their report, Future in Mind, the Children and Young People's Mental Health and Wellbeing Taskforce set out a vision for children and young peoples' psychological therapies as a service that's fully integrated, informed by outcome measures and completely responsive to the needs of children, young people and their families.

National minimum datasets are key to achieving this. With the introduction of new datasets from January 2016, the ability for your system to swiftly collect the required information and to upload for reporting should be a non-negotiable item on your list.

A patient management system that also collects local datasets using local terminology can be invaluable, since local CAMHS services can behave very differently.

Ideally, your system will have the ability to collect this local data routinely and to map it onto national datasets so that your service can see not only how it's performing on a national level, but also how it compares to similar services on the other side of the country.

The **Future in Mind** report identified that the collection of outcome data by therapists as part of treatment sessions can be of real benefit to children and young people. The ability for therapists to complete questionnaires with a young person securely on a mobile device during a treatment session should be another important consideration as you choose a system.

2 How flexible can the system be in the long term?

We can't predict the future, but we can tell you that the only constant in mental healthcare, as in life, is change.

A complete system that meets your needs fully today may not meet your needs when legislation, waiting targets and minimum data set requirements change in the future. So when you're looking for a system, seek one that is being continually developed and which evolves as requirements change, not one that is considered "finished" by your supplier.

To do this, ask questions about the system's recent updates, about its newest features and about the updates which your supplier plans to deploy over the next few months.

3

Is the system designed for purpose?

While there is no shortage of patient management systems on the market, few are designed specifically for psychological therapy services, and fewer still for CAMHS and CYP IAPT services.

Healthcare IT systems often assume that all services work the same way. Sometimes that's a good thing since best practices should be common across all services. But a lot of services, and especially CAMHS and CYP IAPT services, are configured very differently at a local level. The perfect system for your service mirrors what actually happens on the ground, day-to-day, while retaining coherence.

A system that has been designed – or better yet customised – for your service will reduce time spent on admin as well as the potential for error, allowing therapists to concentrate on the important work they do. The right system will hand-hold, guiding practitioners and admin staff to provide efficient and effective care while collecting minimum data sets without extra stress.

4

Does the system automatically check and validate NHS numbers?

The NHS number is the key national identifier for all healthcare activity across both the NHS and local authorities. NHS numbers help our services run more smoothly, allowing therapists and other clinicians to match individuals with their existing patient records.

Services need to be able to find and verify NHS numbers quickly and easily. But since NHS numbers are frequently missing, incorrect or incomplete in referrals, the process tends to be more complicated than that.

Access to an NHS number lookup tool allows your staff to match a patient with their validated NHS record quickly, auto-populating the record with an NHS number and verified demographic information, and saving valuable appointment time.

5

Does the system allow patients to be under the care of multiple therapists?

Children and young people are frequently seen by multiple professionals across a single referral who each provide specific therapy input and expertise.

Your patient management system should enable and support this method of care, allowing treatment to be easily coordinated and communicating select information and appointment bookings securely across multiple therapists.

6

Is the system user friendly?

The most straight-forward way to save time on admin is to employ a user-friendly, intuitive and helpful system which guides staff to complete the administrative side of their work without complication.

7

Does the system also offer data analysis?

A patient management system should do more than collect your data. It should allow you to run regular reports quickly and simply and help you to find answers to important questions about your service. It should also be flexible enough that it can react as your minimum data set requirements change.

The information contained within the data your service collects each day could help your service to run both more efficiently and more effectively.

Data can help you to learn from the past, identify trends in patient care and predict pathways. It can highlight how your service could adjust to deliver better quality care and achieve improvements in time and financial costs.

8

How secure is the system?

We all know the importance of patient data security. It's key that you choose a system that you and your patients can trust.

Ask about the security that is in place before you commit to a patient management system.

Is the system IG SoC compliant, allowing access to the N3 network?

Does the system offer 2-factor authentication?

Does the system supplier work to the standards of ISO27001?

9

What level of support is available for users?

There simply isn't time to waste, so it's key that your system comes with fast and dedicated support.

From training to troubleshooting, you'll want to know that help is on hand as and when you need it.

The best way to find out about a system is to ask its users. Ask your potential supplier to connect you with a couple of their users. Ask your peers at neighbouring services about the patient management systems they use.

Don't forget that Twitter and LinkedIn groups such as CYP IAPT can also be a great source of information.

10

How much does it cost?

Clearly, cost is going to be an important factor in your decision, and you will want to consider how investing in a system can help to make your service more efficient. A system that streamlines admin processes can free up your team to spend more time in clinic.

Will the cost of the system you choose be more than offset by an increase in the productivity and efficiency of your team?

How does **iaptus® CYP** measure up?

1 Local and national outcome data ✓

iaptus CYP has the ability to collect minimum data sets at both a national and a local level. Better yet, the system allows you to submit data for government reporting at the click of a button.

The system enables services to improve outcomes by collecting data in treatment sessions on a tablet with the young person. **iaptus CYP** can be used on mobile devices and handed to the young person to complete questionnaires. The system can be securely locked so that only the relevant questionnaire can be accessed. The data collected can be shared with the young person immediately and compared with previous sessions to help measure progress and improve treatment outcomes.

And with our **iaptus analytics**, you'll be able to understand the full story behind the numbers.

2 Completely flexible ✓

iaptus CYP is constantly evolving and to meet the demands and requirements of a changing psychological therapies landscape for child and adolescent mental health services, with updates and deploys as frequently as each month.

3

Designed for purpose ✓

iaptus CYP was created especially for CYP IAPT services. It can be customised to suit the specific needs of your service.

The Care Pathway feature allows services to apply a local service design template while collecting data to meet both local and national requirements.

4

NHS numbers ✓

The NHS number lookup tool within **iaptus CYP** allows you to check, lookup and validate NHS numbers on the Spine without leaving the system, so you enjoy faster, more accurate and more complete patient registration. With the addition of this service, referred patient registration in **iaptus CYP** takes as little as 90 seconds to complete.

5 Multiple therapists ✓

iaptus CYP offers complete security while enabling multiple therapists to work on a referral at one time. More than one therapist can be added to a single appointment, which will both populate their diaries and grant them access and contribution rights to patient notes.

Information can also be extended as needed to external partner services, allowing specific patient details to be shared with these services quickly and easily, via auto-populated letters.

6 User friendly ✓

iaptus CYP is clean, clear and straight-forward, with custom care pathways created to ensure that the required data is collected for each and every patient. After just one training session, most users are confident and able to use the system to perform their roles.
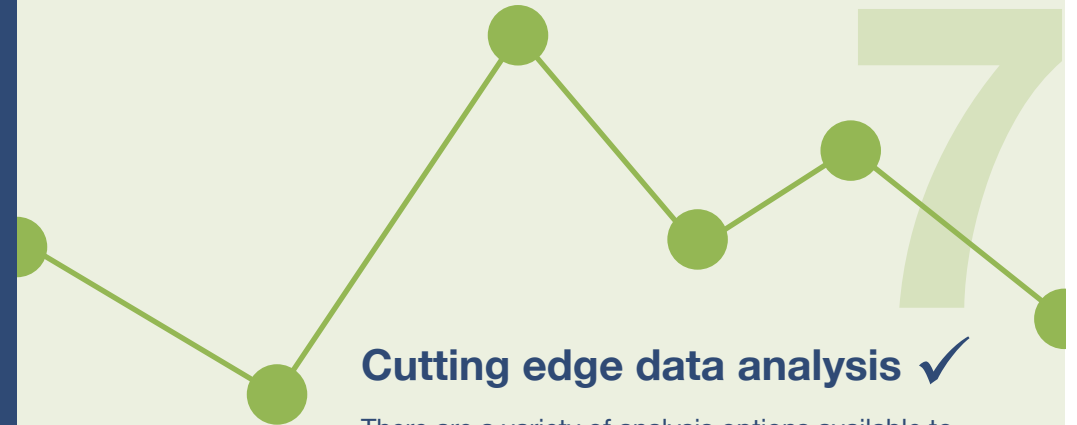
7 Cutting edge data analysis ✓

There are a variety of analysis options available to **iaptus CYP** clients, from straight forward reports to automated graphs and charts, to stunning graphics and visualisations built in Tableau which will ensure that you don't just see, but you truly understand the story behind your data.

8 Trusted ✓

iaptus CYP is developed by **Mayden**, a company with over a decade of experience in storing highly confidential data, and with an impeccable track record.

We are accredited with ISO 27001:2013 certification by the British Standards Institute for the provision of bespoke cloud based web applications and managed services for the healthcare sector.

We constantly review our security systems and subject our practices to rigorous IG testing, so you can be sure that your data is in safe hands. Our firewalls and intrusion detection devices are built to the standards used by the NHS and the MOD.

We are accredited by the HSCIC allowing us to host applications on our N3 network. This means that our IG SoC covers our clients for hosting the patient identifiable data within their applications using an N3 facing IP address.

9 With exceptional support ✓

iaptus CYP comes with a friendly and dedicated support team attached. We're available by phone throughout working hours and offer a fast and simple online support log for those less urgent concerns or requests.

We closely monitor our levels of support to ensure that you receive the best possible customer service. In the last quarter, 97% of our customers were "satisfied" or "very satisfied" with the level of support they received.

You can read numerous reviews of **iaptus** from current clients at iaptus.co.uk. We'll be happy to put you in touch with our existing clients if you would like to talk to talk to a current user in person.

Competitive ✓ 10

iaptus CYP is competitively priced and costs less than you may think. In most cases, our clients find that the investment in the system is more than offset by the increased productivity of their team.

About Mayden

Mayden specialises in innovative, flexible cloud-based software solutions for the healthcare industry. We are driven by a mission to provide systems that can support and improve the way services are delivered by staff and experienced by patients.

Mayden is the company behind **iaptus**, the market leading psychological therapy patient management system which is used by over 5000 therapists across 80 organisations, covering 70% of the UK's IAPT services.

Contact us

Contact us to discuss how **iaptus CYP** can support your clinic, allowing you to focus on what matters: the children and young people in your care.

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