

# Civica Mental Health

## Integrating mental health services

Supporting mental health service users in both the community and in hospital is dependent on giving care workers and clinicians access to accurate and timely information. Civica's Paris system has been designed by mental health professionals to provide a fully integrated electronic health and social care application across community and hospital settings.

A comprehensive toolkit of applications supports care professionals in delivering a comprehensive multi-disciplinary record.

### Why Civica's Mental Health solution?

Paris has been specifically designed to support holistic care delivery for integrated mental health services. Critical information is prevented from 'falling through the gaps' which can happen through organisational boundaries, information silos and lack of communication.

Paris provides a wide range of facilities to enable the management and availability of information to support the care delivery process, from initial referral and registration through the assessment process to the delivery of an agreed care plan which may involve multiple agencies. Paris is structured in such a way that multi-disciplinary team working is easily supported and clinicians can access information on an array of care providers.

Paris provides a seamless environment where professionals can work together for the benefit of the service user as never before. In addition, Paris gives the organisation the capability to cluster service users and provide key business information to meet the needs of Payment by Results, including integrated clinician support and validation routines.

### Benefits

- > **Streamlining processes** - efficiencies can be delivered by reducing manual intervention, eliminating duplication and creating more effective caseload management
- > **Service provision** - additional efficiencies can be leveraged because customers can rapidly add or alter service models over time to ensure that changes in the external business environment are quickly addressed
- > **Improved security** - our comprehensive security model protects service users and staff by proactively controlling access to clinical data while still enabling key risk and care information to be shared
- > **Data analysis** - service planning and Payment by Results information can be enhanced using Paris because of the rich and comprehensive data set recorded via the operational care process
- > **Legislative compliance** - our Mental Health Act functionality enables legislative compliance and ensures that patients rights are protected under the Mental Health Act

## Features

Paris provides a comprehensive suite of information for use by professionals involved in the delivery of mental health care to service users and enables:

### Flexibility

- > Can be customised to support organisations work flow processes.
- > Users can define the look and feel of the system as well as the data that is being collected.
- > Tailored capture of additional information from specifically designed referral processes through to local, national or internationally defined assessment tools.
- > Risk assessments tools can easily be incorporated into the care process.

### Peace of mind

- > The sharing of information on a need to know basis.
- > Security models can be implemented to meet the needs of each organisation. These can be locked down to professional teams or individual staff members.

### Management of information

- > Comprehensive reporting including the mental health minimum dataset mandatory information.
- > The assessment of the health and social needs and risks of people accepted into specialist mental health services.
- > The formulation of a care plan which identifies the health and social care required from a variety of providers.
- > Workflow and prompts can be built into the system to mitigate risk and alert involved staff when risk factors have increased or a crisis plan needs to be invoked.
- > The organisation has the ability to manage and administer the Mental Health Act, in line with statutory and legal obligations.



## About Civica

Civica Group Ltd is a market leader in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore, North America and Canada, including 90 per cent of the UK's local authorities.

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