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# Bournemouth University’s Student Wellbeing Service

## Case study overview

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# Background

- Bournemouth Student wellbeing service runs in partnership with Dorset Healthcare University NHS Foundation Trust
- Offer help and support for students struggling with mental health difficulties
- Service is delivered remotely, plus a drop-in facility on campus

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# Challenge

- Rising demand for student mental health services
- Concerned about data loss - current ‘system’ was a combination of paper based, excel spreadsheets and latterly MS DOS database
- Required a better system to support the students, and run the service in a more efficient and secure way

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# What did they do?

They spoke to someone who knew!

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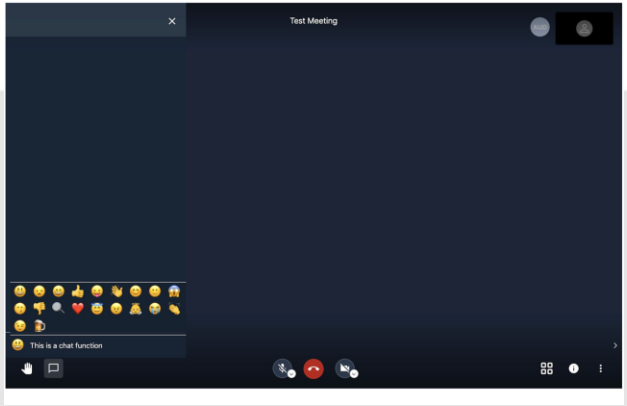
# What is Iaptus

- User friendly, cloud based digital care record (DCR)
- Designed to support university counselling services
- Fully flexible & customisable
- Everything an organisation needs to ensure time-efficient, streamlined workflow and smooth movement along the care pathway

# iaptus - how it is used by organisations

- Plan and organise therapy resources within the university
- Streamline processes and reduce the admin burden
- Manage and monitor care from referral to discharge
- Engage with students
- Record **key data** as students move along the care-pathway and **report** against it efficiently

# Integrated Video




- Data is fully encrypted
- Sessions are created quickly & simply via the diary which generates a unique link
- A link to the session can be then be sent to the student via sms or email
- Accessed on any device as long as there's an internet connection

- **Deliver high quality, continuous care REMOTELY**

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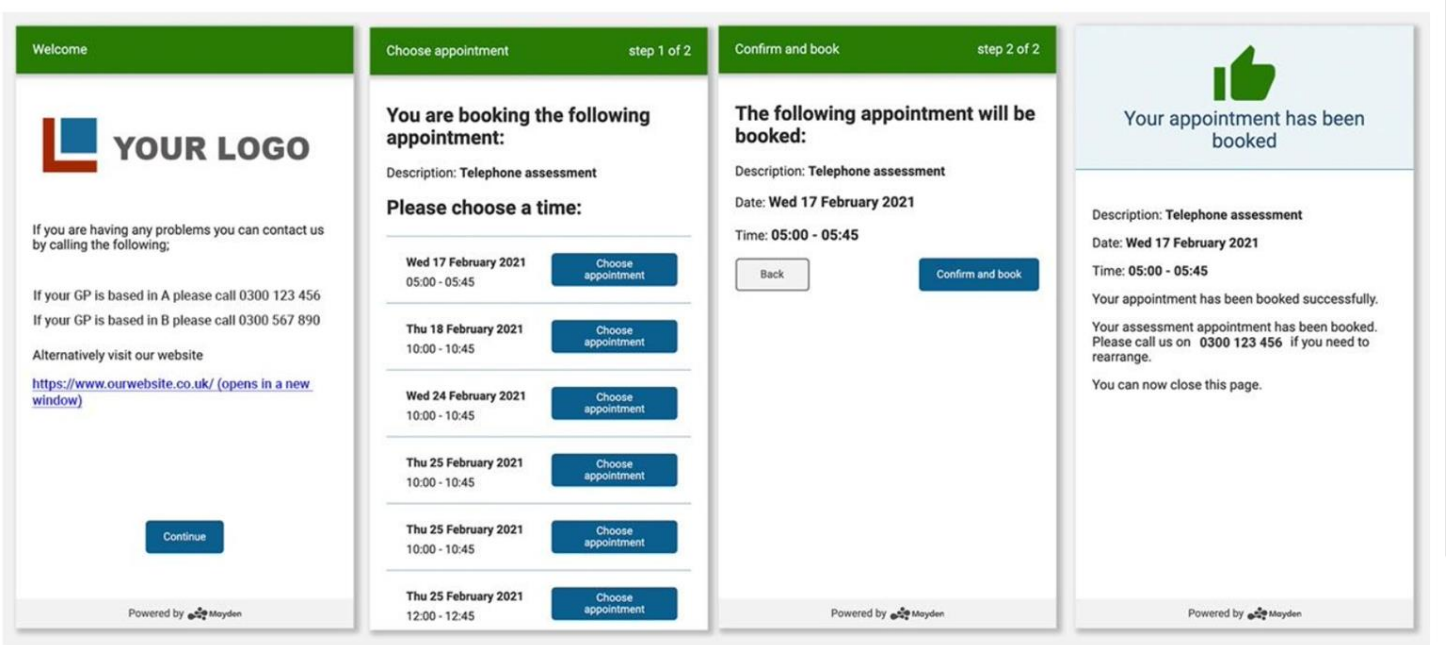
# Online appointment booking

- Send a text message to the student with a link allowing them to book an appointment in the therapists diary

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# Online Self Referrals

Bournemouth University

NHS Dorset HealthCare University NHS Foundation Trust

- Enables students to refer themselves
- Secure referral straight into iaptus
- Bespoke forms and multiple forms
- Enhanced student experience via increased accessibility to a service via an online form

Student Wellbeing Self-Referrals

Please tick to confirm that you are a current student at Bournemouth University, agree to the Consent and Confidentiality Agreement (available on the Student Wellbeing BU web-page) and wish to register with Student Wellbeing:* ○ Yes

Title:* Please Select A Value...

First Name:*

Last Name:*

Date of Birth:*

Gender:* ○ Male ○ Female ○ Other ○ Not known

Term time House Name/No:*

Term time address:*

Town/City:*

County:*

Term time Postcode:*

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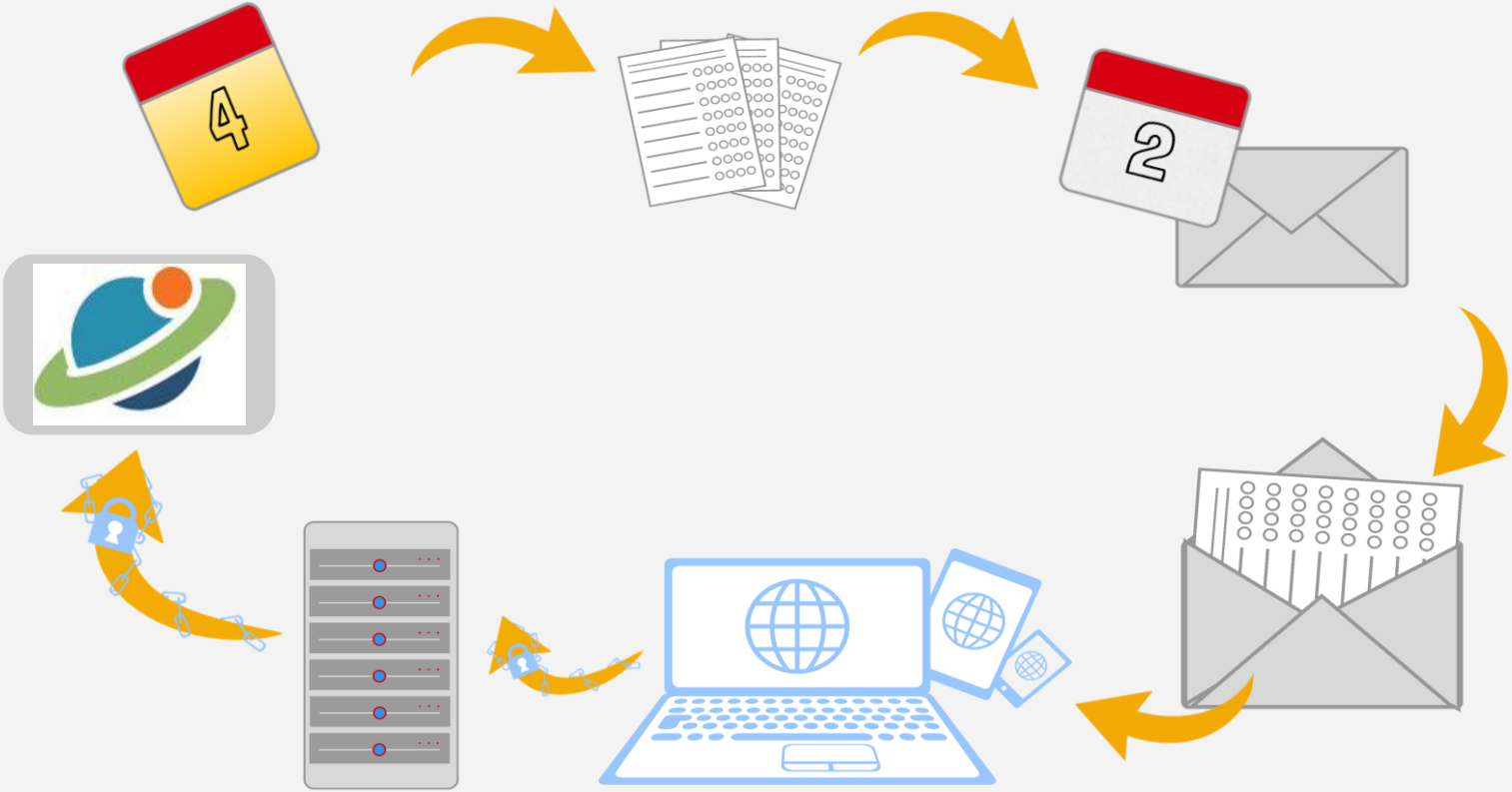
# Outcome measures



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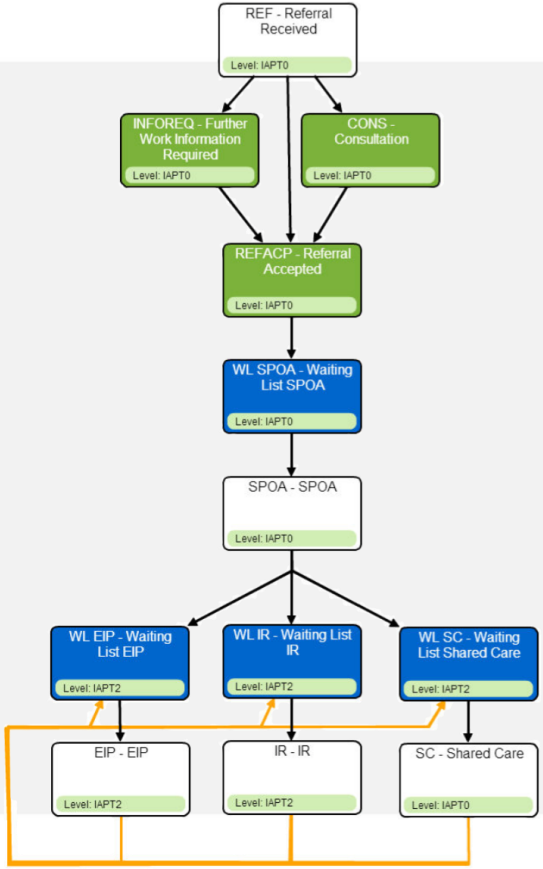
**Care pathways** that might be simple....



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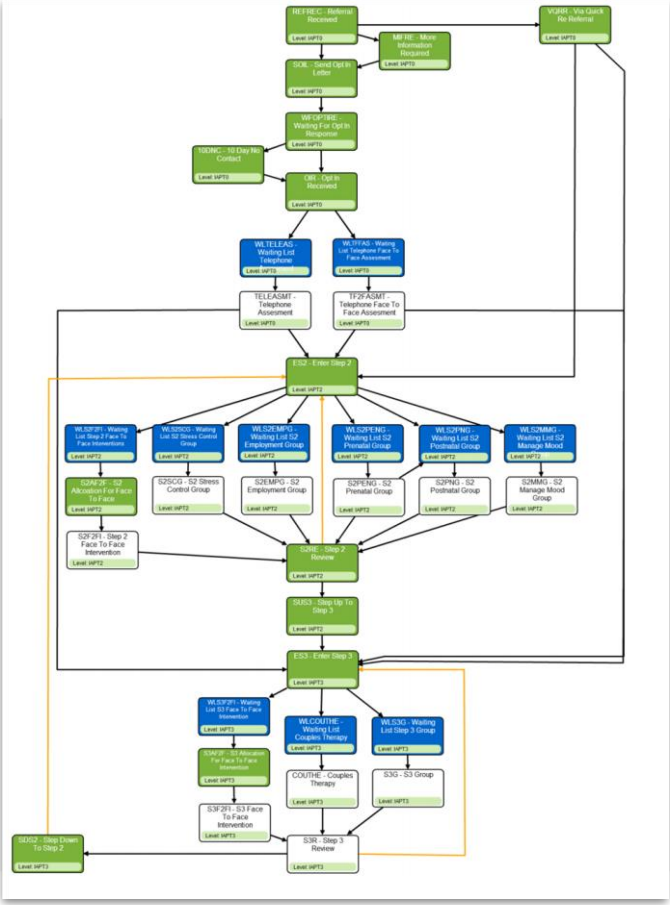
or more complicated....



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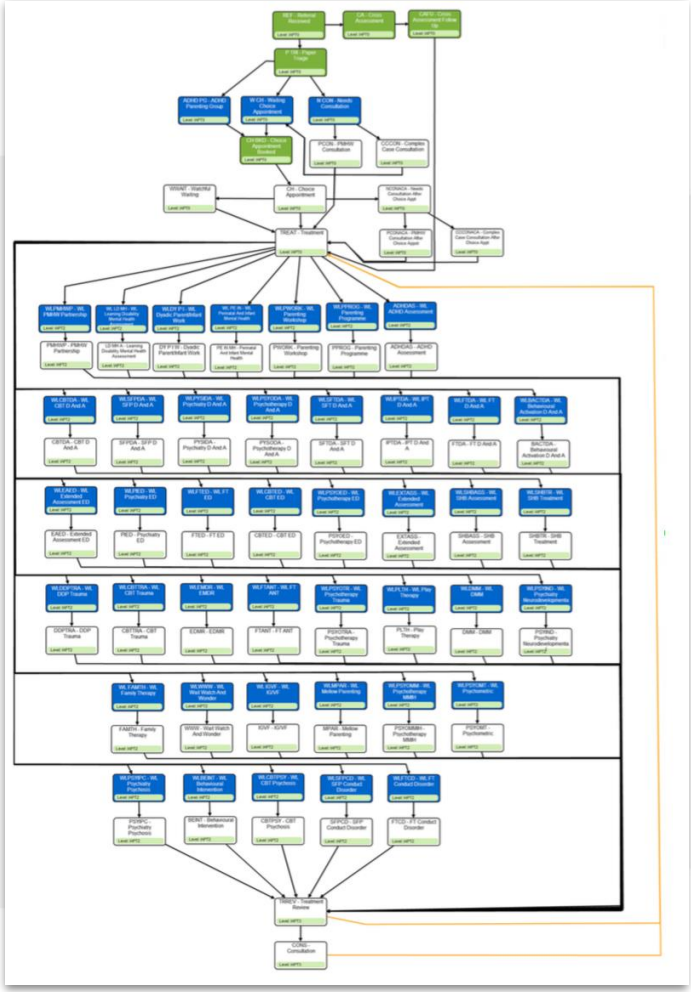
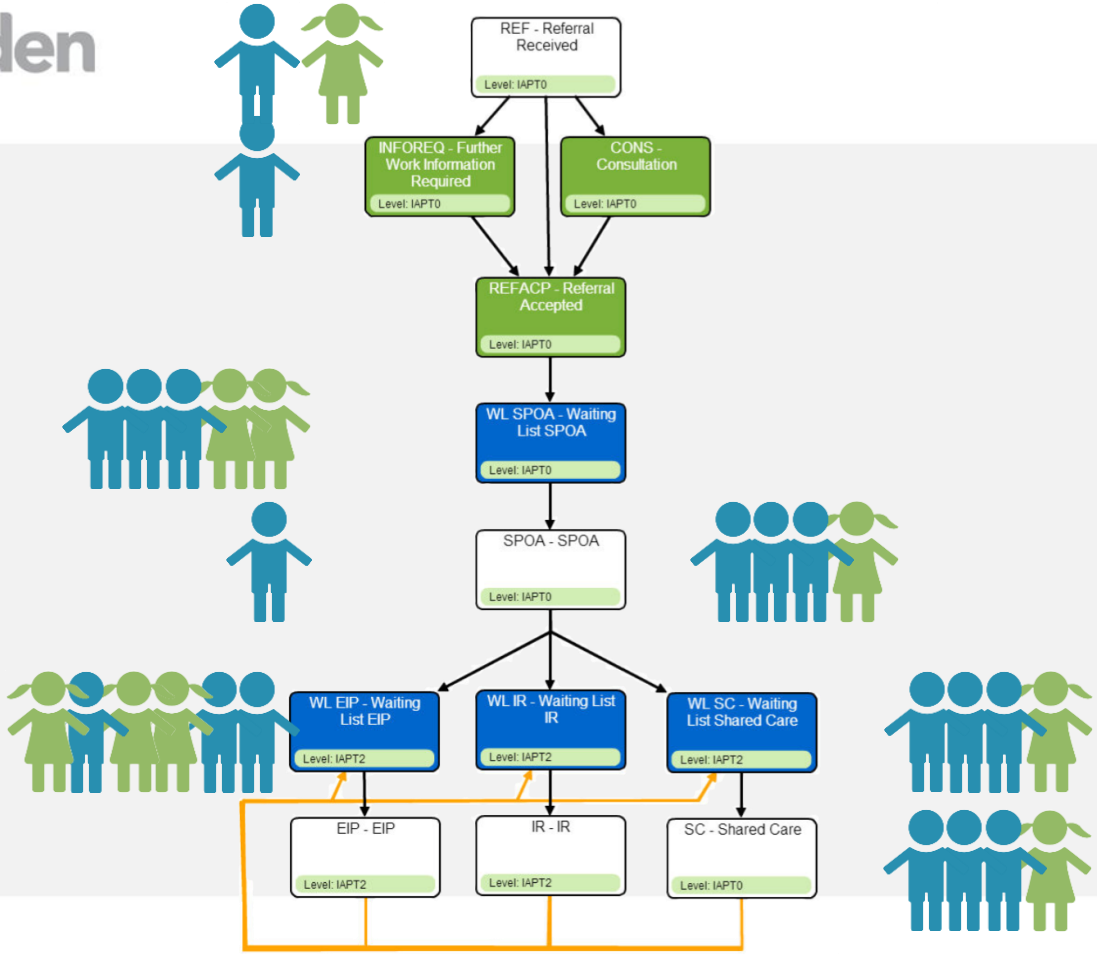
or even more complicated....




REF - Referral Received
Level: IAPT0
INFOREQ - Further Work Information Required
Level: IAPT0
CONS - Consultation
Level: IAPT0
REFACP - Referral Accepted
Level: IAPT0
WL SPOA - Waiting List SPOA
Level: IAPT0
SPOA - SPOA
Level: IAPT0
WL EIP - Waiting List EIP
Level: IAPT2
WL IR - Waiting List IR
Level: IAPT2
WL SC - Waiting List Shared Care
Level: IAPT2
EIP - EIP
Level: IAPT2
IR - IR
Level: IAPT2
SC - Shared Care
Level: IAPT0

# DNA Reporting

ID: 1473 / DATE CREATED: 19/11/2015

## DNA % by month

Options: Export to Excel | Share Report | Edit | Delete

**Report Description:** IAPT
Group by Session Month and Attendance

| Clinical Session Date - Month | Clinical Session - Attendance | No. of Clinical Sessions | Clinical Time (mins) | Old Supervision Time (mins) | Admin Time (mins) |
|---|---|---|---|---|---|
| November 2012 (987) | Appointment cancelled by patient (147) | 147 | 620 | 55 | 470 |
| | Did not attend (172) | 172 | 345 | 0 | 370 |
| | Appointment cancelled by clinician (40) | 40 | 80 | 0 | 15 |
| | Attended appointment (628) | 628 | 31798 | 605 | 5610 |
| December 2012 (10) | Appointment cancelled by patient (9) | 9 | 0 | 0 | 0 |
| | Attended appointment (1) | 1 | 30 | 0 | 0 |
| January 2013 (1) | Appointment cancelled by patient (1) | 1 | 0 | 0 | 5 |
| March 2013 (14) | Did not attend (6) | 6 | 0 | 0 | 0 |
| | Attended appointment (8) | 8 | 330 | 0 | 25 |
| May 2013 (5) | Did not attend (2) | 2 | 0 | 0 | 0 |
| | Attended appointment (3) | 3 | 195 | 0 | 25 |

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# DNA Reporting

## Appointments in the period by attendance

| Start Date | End Date | Consent for Data Flow | Treatment Type | CCG | Type of Appt |
|---|---|---|---|---|---|
| 1/4/2015 | 31/12/2015 | Given Consent | (All) | (All) | All |

PRISM Activity: Non-PRISM

DNA
Appt cancelled by patient
Appt cancelled by provider
Attended on time

Last Run Date: 2016-01-25 15:45:32

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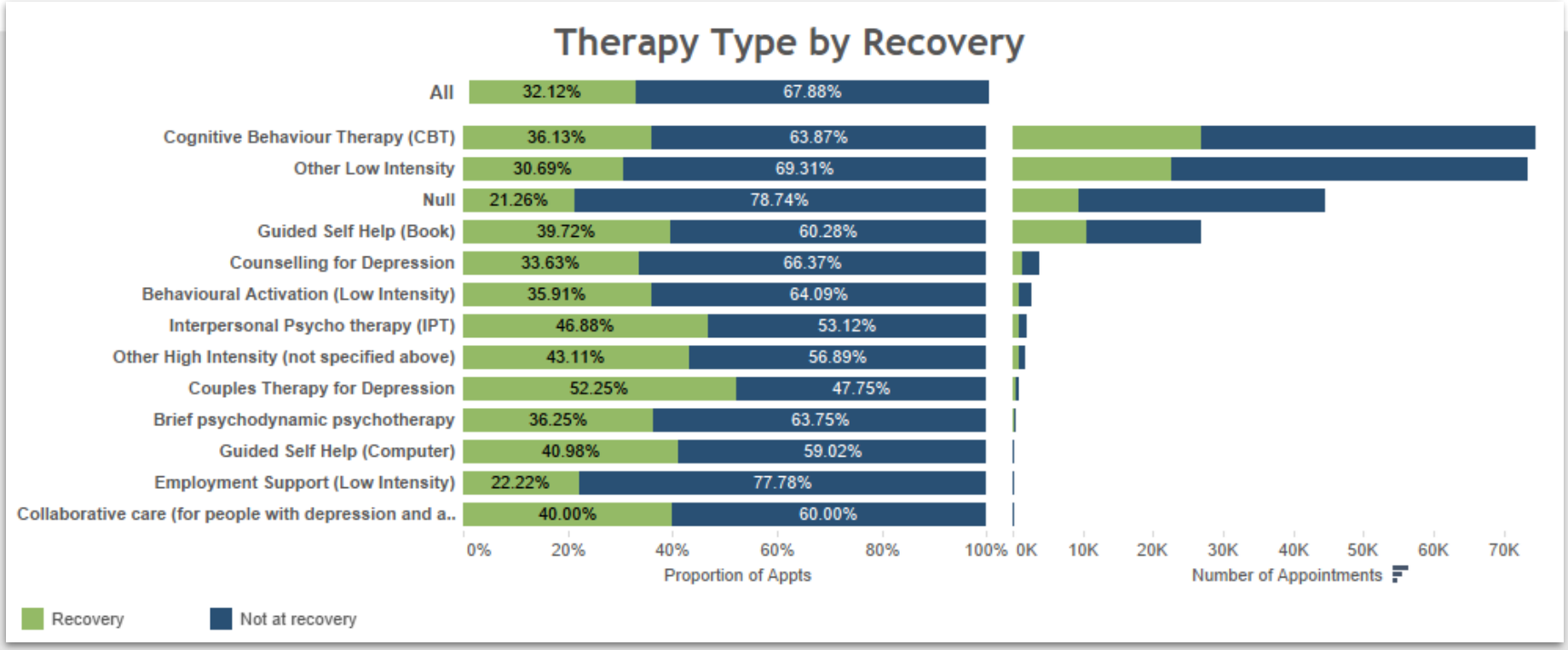
Therapy Type by Recovery
All
32.12%
67.88%
Cognitive Behaviour Therapy (CBT)
36.13%
63.87%
Other Low Intensity
30.69%
69.31%
Null
21.26%
78.74%
Guided Self Help (Book)
39.72%
60.28%
Counselling for Depression
33.63%
66.37%
Behavioural Activation (Low Intensity)
35.91%
64.09%
Interpersonal Psycho therapy (IPT)
46.88%
53.12%
Other High Intensity (not specified above)
43.11%
56.89%
Couples Therapy for Depression
52.25%
47.75%
Brief psychodynamic psychotherapy
36.25%
63.75%
Guided Self Help (Computer)
40.98%
59.02%
Employment Support (Low Intensity)
22.22%
77.78%
Collaborative care (for people with depression and a..
40.00%
60.00%
0%
20%
40%
60%
80%
100%
Proportion of Appts
0K
10K
20K
30K
40K
50K
60K
70K
Number of Appointments
Recovery
Not at recovery

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# Key Learnings and Outcomes for Bournemouth University

- Supported their **way of working** - multiple therapists in multiple locations
- No more paper - everything is **digitised/online**, even the therapists diaries
- Enhanced **security** and **reduced worry** over losing records
- **Streamlined** their processes
- Run reports **quickly** and **accurately**
- Expanded **student choice**

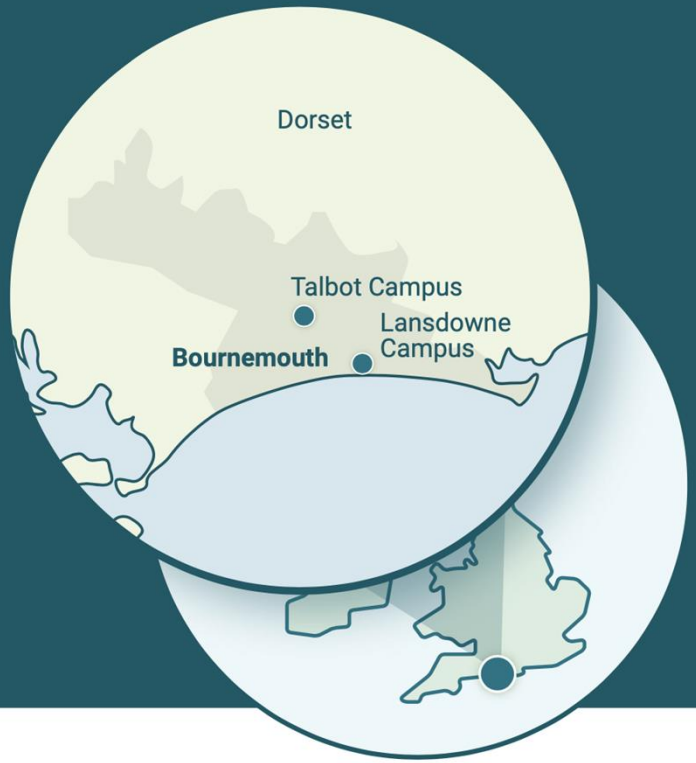
# What Dorset University said:

"We had many years of quite poor solutions. From holding full paper records only, to excel, and eventually an MS Access database. It became evident that we needed a proper solution.

Switching to iaptus was able to make the service more clinically safe, whilst also improving service efficiencies.

Our service uses iaptus for every aspect of the student counselling service from booking students in, to outcome measures and clinical notes, which was formerly paper based and filed away."

**Joel Hooper,**
**Data & Quality Lead and**
**Operational Business Manager,**
**Bournemouth University Counselling Service**



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# Host of other features

- Integrated video
- Supervision
- Groups
- Hybrid mail
- Postcode look up
- Prism - online therapy
- Data exports
- User permissions

etc

# Thank you very much for your time.