



St Patrick's
Mental Health Services
Empowering recovery

How an Electronic Health Record is facilitating the transformation of an Irish independent mental health service

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SmartHealth Summit

www.stpatricks.ie

St Patricks Mental Health Services



- Largest independent provider of mental health care in Ireland
- 307 inpatient beds across 3 approved centres
- Approx 10% of beds nationally
- Network of Dean (outpatient) clinics and day programmes
- Over 1,000 new assessments and 15,000 reviews annually
- Over 700 staff





The Past

2014-2020

Our Electronic Health Record (eSwift): 2014-2020



- Need to invest in a more modern, accessible way to access clinical records. Need to integrate systems within the service.
- No product is perfect. Need to be clear about your priorities and what you are willing to sacrifice
- All EHRs are better than paper
- Clinically informed and driven, from the ground up. Consultation is key.
- Ongoing process



The Present

February 2020 to date

The dilemma



- February 2020: COVID.
- Our priorities:
 - Protect service users and staff
 - Continue treating as many people as needed our service
 - Remain open and viable
 - Working upholding a human rights ethos and following all national advice re COVID.
- Challenges:
 - Social distancing
 - Reducing footfall
 - Managing outbreaks

The 4 main elements of the solutions



1. **EHR**

Staff can work from home

Staff can provide care to patients in most settings

Records accessible from anywhere with a connection

2. **Remote technology**

MS Teams in use prior to pandemic. Rolled out across service quickly. All meetings held remotely. Clinics and programmes became 100% remotely delivered

3. **A separate campus**

St Edmundsbury Hospital-52 bed unit in Lucan (20 mins away)

Isolation unit-services still delivered both onsite (nursing) and remotely (via usual treating team)



4. **Staff and communication**

HomeCare Service



- Can we deliver the inpatient experience to people to their own homes?
- Clinically appropriate, low risk profile and agreeable
- Insurers agreed
- Retain physical bed in case of need for physical admission
- At height of pandemic, up to 120 HomeCare admissions
Currently between 70 and 80 at any one time
- Impossible without EHR and remote technology



The Future 2021 onwards

Acceptability



	May-Dec 2020	Jan-June 2021	Percentage Difference
I found it was easy to access my care and treatment by video communications or phone	81%	96%	19%
I found using technology to access services to be convenient	71%	96%	34%
I would consider the option of attending appointments by video or phone when restrictions have been lifted and on-site services have fully resumed	52%	89%	71%



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- 50% staff working remotely full time. We are maintaining a very open approach to this and it is likely that a significant proportion of staff will continue remote working
 - Remote outpatients and HomeCare well received and these will remain part of the service we offer post-pandemic.
 - Our EHR was the lynchpin of our response to COVID and has radically shaped the services we will provide in the future.