SOPHIA & MaST

CASE STUDY

OVERVIEW

A Mental Health Trust implemented a caseload management system (MaST) with the purpose of streamlining patient care processes and enhancing risk assessment capabilities within the community setting.

Despite having training and demos on how to use MaST, there were a number of issues preventing them from effectively implementing the tool. Subsequently, the team lost time from their busy schedules, part of the budget was spent in the hopes of addressing identified issues, only to end in the same position they started.

CLIENT CHALLENGES

LACK OF CONFIDENCE

Trained team managers did not have enough understanding of MaST and so were not comfortable delivering the training to team members themselves.

INSUFFICIENT UNDERSTANDING

Many MaST features which could have been of great benefit to the team were not utilised, so the team were able to make he most of its functions and abilities.

LACK OF IMPLEMENTATION SUPPORT

Staff are otfen hesitant to adopt new technology, and the lack of communications, training and comprehensive refresher materials contributed to this problem within the frontline teams.

CONTACT US

HOW SOPHIA HELPED

1 Collectively created a dedicated standard operating procedure (SOP) for MaST on our SOPHIA platform.

2 With SOPHIA, the team have a step-by-step standard operating procedure (SOP) including all the relevant resources in one easily accessible place, alongside an auto-generated process map.

3 The team now have a clear understanding of the full capabilities of the MaST platform and the confidence to fully maximise its benefits.

4 Instead of adding a technology to the pile, SOPHIA allowed the successful implementation, in turn enabled the team and patients to reap the benefits.

BENEFITS

❯ Unified team managers through sharing insights and contributing to gold-standard processes.

❯ Bridged the communication gap between the Mental Health Trust and the MaST technology team.

❯ Expanded the ways in which MaST was utilised and deployed, increasing the benefits to the team and patients.

❯ These SOPs on SOPHIA provides all staff members with 24/7 access to the same high quality training.

❯ Improved risk assessment for crisis care and increased the efficiency of clinical caseload management.

❯ Fedback to the technology provider to increase the deliverable impact for healthcare organisations from the existing feature set.

❯ The SOPs in SOPHIA were so benefitial, we created an entire bundle of MaST SOPs supporting the teams with step-by-step instructions across a broader range of functionality including;

- Tracking follow-ups,
- Team & Individual Caseload Management,
- Oversight of team's performance,
- Handovers,
- MDT Meetings,
- Monitoring & Supervision.

C/F