

PCMIS HE

Case and risk management for Student Support Services

Case Study | University of York
Open Door & Disability Team



**“It has revolutionised
what we do!”**

Background

The Open Door & Disability Team at the University of York provides support to students that are experiencing mental health difficulties or have a disability and require specific support or advice.

The team is led by Anne Haversham, who has many years experience as a Senior Clinician. In her role as Head of Open Door & Disability, Anne had become frustrated that her team was unable to effectively monitor and analyse trends or risk within the student population.

To resolve these issues and to improve and expand their ability to provide mental health and disability support to students, the Open Door & Disability Team implemented the PCMIS HE case management system.

“We now have a **more meaningful insight** into student wellbeing.”

The transition to PCMIS HE was completed without interruption to the service, in August 2013.

The PCMIS HE Solution

Easy collection of high quality data

The PCMIS HE system allows easy collection, monitoring and analysis of student support data. Team members are able to identify trends and respond quickly to any risks that arise. Using the PCMIS HE system has given the team much greater flexibility and transparency in reporting and data analysis.

Flexibility

The Open Door & Disability Team uses PCMIS HE as a triage tool and where relevant, a gateway to treatment. A wide range of team members access the system and all report finding it easy to use. The system has enabled the team to provide insight to academic colleagues on the mental health and support requirements of their students, leading to greater awareness and understanding amongst student facing staff.

Student Portal

The PCMIS HE Student Portal allows students to interact remotely with the Open Door & Disability Team. They are able to confidentially complete questionnaires in advance, allowing the team to focus on face-to-face care and support during appointments, whilst still gathering important outcome measures data.

Improved efficiency, reduced costs

PCMIS HE has reduced paperwork, lowering costs and saving time which can now be focused on contact with students. Student data is readily available to all relevant staff, without the necessity of a paper-trail. Provision of the most appropriate intervention has become easier and quicker, which in turn supports faster recovery.

“We are delighted with how PCMIS HE has helped to **improve the level of care** we are able to provide our students.”

Find out how PCMIS HE can help transform your student support. Contact us...

 01904 321322

 enquiries@pcmis.com

 www.pcmishe.com

Case and risk management for Student Support Services

Go paperless with our online eReferrals and Student Portal
Increase access to your service and reduce admin tasks for staff

PCMIS HE online integration tools can help streamline your student referrals and communications.



Highly configurable to suit your unique requirements



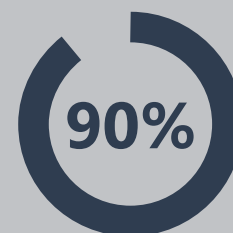
Fully encrypted and secure data flow into the PCMIS HE system



Easily accessible from any internet enabled device

With online eReferrals you can:

- Go paper free
- Improve access and confidentiality
- Configure question types and completion rules
- Capture student communication preferences
- Set default values to suit your service
- Use referral logic to provide outcomes based on responses
- Customise the interface to match your branding



Of UoY student users found the online referral process 'very easy' or 'fairly easy' to complete*

"I liked how accessible it was and how good the communication is in terms of referral and arranging appointments."

Student feedback from University of York
Open Door & Disability Service, 2018-19

With the Student Portal you can:

- Empower students in their treatment
- Reduce administration time
- Get the most out of contact time with students
- Increase choice and privacy for students
- Streamline your processes through automation

*Based on feedback from 2018-19 academic year

To find out more or organise a system demo, get in touch with our team...