

# RESTART

Interoperable Digital Care



# IMX

MH Outcomes

## CASE STUDY

**Unleashing the Power of Outcomes at  
South West Yorkshire Partnership NHS Foundation Trust**

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.

**South West  
Yorkshire Partnership**  
NHS Foundation Trust

# INTRODUCTION

When South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) was looking for a tool to measure outcomes, they explored a number of options, but none were felt to meet their needs. Instead, they decided to work with ReStart to develop IMX MH Outcomes, a digital solution designed in collaboration with Mental Health Professionals.

## THE GOAL: MEASURING PATIENT REPORTED OUTCOMES

Committed to improving the quality and effectiveness of their services, SWYPFT embarked on a journey to gain a deeper understanding of their service users' outcomes, to compliment and work alongside their existing ways of measuring service user experience. The Trust recognised the importance of how outcome measures can enhance understanding around the impact of interventions and the improvements experienced by service users. Enter Patient Reported Outcome Measures (PROMs).

In recent years, there has been a shift in the NHS towards the collection of outcome measures from both clinician and patient perspectives.

As part of the NHS long term plan, this shift towards personalised care and support has placed PROMs at the centre.

At SWYPFT outcome measures are typically either recorded using a combination of paper-based methods, Excel spreadsheets, or inputted into the electronic patient record system (SystemOne) which can limit their use in clinical practice. Recognising the need for a more accessible and streamlined approach, SWYPFT sought a digital tool that could provide meaningful data visualisation, support clinical action and reduce the burden on staff teams.

**IMX**  
MH Outcomes



# THE SOLUTION

## IMX MH OUTCOMES

In 2021, SWYPFT enlisted the help of ReStart, their strategic interoperability partner. ReStart worked with SWYPFT to understand the clinical workflow and provided a technical solution tailored to SWYPFT's needs. Together they embarked on an 8-month journey to develop a tool that would capture the right information and make it clinically meaningful.

“ We have enjoyed working with Restart to design the Digital Outcomes App (IMX MH Outcomes). The team have been fantastic support.

As we start to implement digital outcome measures, it'll be exciting to see the response that we get from our service users and see what difference implementing outcome measures could make to their care.

**MIKE GARNHAM, HEALTH INTELLIGENCE ANALYST, SWYPFT** ”

The result was IMX MH Outcomes, a digital service user outcomes solution developed in collaboration with mental health professionals. This innovative tool digitised the PROMs workflow within the Trust, providing a comprehensive solution that could be used effectively in clinical practice.

Additionally, due to changes with the CQUIN associated with PROMs and the consequential modifications to the Care Programme Approach, SWYPFT recognised the importance of staying proactive. To address this, they wanted to devise a tool that would allow them to reinvest directly into patient care with a partner that could support further innovative functionality enhancement in the future.



# THE ROLLOUT

## SUPPORTING CLINICIANS AND SERVICE USERS

SWYPFT began by implementing the tool with teams who expressed an interest in digital service user outcomes. Over time the tool will be rolled out to most teams across the Trust.

IMX MH Outcomes allows clinicians to track service users' progress and provides both clinicians and service users with an overview of their journey.



Questionnaires are sent digitally to enable service users to self-assess their health and wellbeing. IMX MH Outcomes facilitates this process by sending service users an SMS with a link to an online form.

Alternatively, in cases where service users do not have access to the necessary tools at home, they are given the option to complete the questionnaires conveniently during their appointment.

# THE FUTURE

## SHARING THE BENEFITS

The benefits of this transformative approach are many. Firstly, it has contributed to the quality of information about service users' mental health and well-being, increased engagement in treatment, improved service user experience and reduced resource requirements, whilst complimenting existing established patient experience methods. Secondly, the reporting, analysis and scoring tools built into IMX MH Outcomes provide clinicians with faster and more accurate information about service users.

Data  
Quality



Treatment  
Engagement



Service User  
Experience



Resource  
Bandwidth



Looking ahead, SWYPFT recognises that there is a period of transition for their services. Training will be provided for the new teams using the tool to further embed its benefits into daily practice. In addition, SWYPFT aims to integrate the solution with its care record system to create a seamless and comprehensive healthcare experience.

At SWYPFT, outcomes are becoming integrated into the way the Trust delivers patient centred care. Through the use of IMX MH Outcomes to collect and visualise PROMs, SWYPFT have been improving the way impact is measured, which is helping to provide a more personalised, tailored experience for their service users.



# ABOUT RESTART

## RESTART

Interoperable Digital Care

As trusted partners we've worked with over 80 NHS Trusts, delivering over 2000+ interfaces. We currently provide 24/7 365 proactive Integration Engine Support Services to 40 Trusts.

We pride ourselves on a wealth of knowledge and experience from our established, strategic industry partnerships, and vast technical acumen.

Our drive to solve any interoperability challenge has led to the development of IMX, an interoperability platform designed for Health and Care organisations, with modular solutions. IMX was developed whilst working collaboratively with our customers, with the focus to help enhance clinical practices, improve patient outcomes and reduce clinical costs.

## OUR SOLUTIONS

IMX, ReStart's Interoperability platform, hosts ReStart's IMX modules. These modules are designed to be flexible and are developed to support any organisation's requirements.

IMX not only integrates seamlessly with other technology solutions to minimise integration complexities and facilitate future scalability requirements, but is also fully customisable to meet the specific needs of each Health and Care setting.

