



Data - Outcomes - Analysis - Support

Mini Case Study 2. Integrated Plus

PSIAMS Team

- Approachable
- Knowledgeable
- Creative

“The PSIAMS team are very responsive to our needs...whether it’s a simple little change or the addition of a new feature, it gets done quickly and efficiently. It’s not just the practical development of the system, but also the support we get from the team around reporting, data analysis and impact measurement.”

Integrated Plus is being delivered by Dudley CVS as part of Dudley's New Models of Care agenda. It involves supporting people at high risk of hospital admission and those who are frequent attenders of medical services to become more involved, connected and active in their communities. The service also enables the voluntary and community sector to play an active role in integrated care and to raise the profile of the voluntary and community sector VCS to health clinicians.

As part of their work, Integrated Plus needed a system to track their work and speed up the brokerage of support with other organisations. This required a solution that ensured that only the relevant data was shared between organisations and, importantly that it was shared securely.

Key Results

- Improved data gathering and reporting
- Improved communication and data sharing
- Improved staff IT skills
- Better demonstration of outcomes and impact
- More efficient client work
- An internal communication tool for the team

“We have supported almost a 1,000 people through the Integrated Plus Service and we needed to know not only how we helped the clients and our stakeholders, but also the financial impact we made on the local health economy. PSIAMS gave us the ability to not just do our job, but do it more effectively and efficiently.”