



Seward Consulting Ltd.



The Calgary Regional Health Authority

The Calgary Regional Health Authority (CRHA) provides health services to the city of Calgary and surrounding communities. Of the 943,000 people living within the geographic boundaries of the CRHA, Calgary comprises 92 percent of the population.

CRHA's health services are provided from 5 hospital locations across Calgary - Alberta Children's Hospital, Rockyview General Hospital, Peter Lougheed Centre, Foothills Medical Centre and Colonel Belcher Hospital.

Dr. Patrick Lynch, C. Psych.
Department of Psychology
Calgary Regional Health Authority

"We needed a non-intensive way to accurately collect data from frontline providers."



The Challenge

The CRHA Psychology Department offers adult and pediatric mental health services in a variety of clinics where clinicians perform individual, group and family therapy sessions.

In 1998, a group of approximately 80 clinicians were to be required by Alberta Health to provide feedback about each of their patient visits.

Due to the already high workload of clinicians, the data recording method had to be extremely efficient with their time, involve no manual data entry and had to yield entirely accurate data for Alberta Health.

Automated Data Collection

The Solution

Dr. Patrick Lynch, Psychologist and director of the data collection project explains, "After researching available technologies, we settled on *TELEform™* by Cardiff Software. One of the main reasons for this choice was the availability of multiple ways that data could be automatically entered into a database. In addition, *TELEform's™* ability to use Optical Mark Recognition assured high accuracy in reading data from faxed and scanned forms."

Seward Consulting utilized *TELEform™* as the centerpiece for data collection, and tailored an information system called *HEALTH STAR* to provide clinician feedback, and produce patient visit data for Alberta Health.

"Our system evolved over time from using faxed forms for data input, to scanned forms, and finally to using on-screen forms. Throughout the development process, Seward Consulting provided exceptional service," states Lynch.



"Seward Consulting Ltd. was chosen ... based on the recommendation from Cardiff Software that they were the best in Western Canada at designing *TELEform™* solutions."

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The Results

The initial project began in 1998 with the Psychology Department, and since that time Clinical Nutrition services and the rest of Mental Health services have begun using the integrated data collection system. *TELEform™* and *HEALTH STAR* are currently processing over 77,000 patient visits per year.

"Our system now is much more user friendly and automated than I ever envisaged it could be," says Lynch. "Seward went far beyond the call of duty, truly bending over backwards to get us the solutions we needed."

