

Solutions in partnership: a Wild Bamboo case study

Higher Ground: Elite reporting adds value to therapeutic community

About Higher Ground Drug Rehabilitation Trust

Higher Ground Drug Rehabilitation Trust was established in Auckland in 1984. Higher Ground provides rehabilitation programmes based on the principles of 12 Steps of Recovery. Higher Ground's primary goal is to foster personal growth and to minimise harm to self and society. For more information about Higher Ground visit www.higherground.org.nz

The situation

Prior to implementing Recordbase Elite, Higher Ground captured all treatment and reporting information manually. Their previous system relied on a number of standard Word templates for assessments and intake interviews, and Excel spreadsheets for resident logs.

Fed-up with tedious and time-consuming data entry and reporting, Higher Ground started searching for a smart system that would improve information management and assist them with their contractual reporting requirements.

After looking far and wide, including assessing systems from the UK and Australia, Higher Ground chose New Zealand NGO Wild Bamboo and its information management solution, Recordbase Elite. Being an NGO and understanding the challenges faced by NGOs was a key factor in Higher Ground's decision to select Wild Bamboo.

The Wild Bamboo partnership approach

Implementation

Higher Ground is the first Alcohol and other Drugs (AoD) therapeutic community to use Wild Bamboo's Recordbase Elite information management system to become PRIMHD compliant. Wild Bamboo and Higher Ground worked collaboratively to ensure Recordbase Elite captured all the necessary information for producing reports that met PRIMHD and DHB reporting requirements.

As Recordbase Elite is designed for the mental health sector, Higher Ground found some of the terminology and fields were not relevant for the AoD sector. As a simple and effective solution, some fields and section changes were made to accommodate items such as clinical formulations, psychological assessments and social history.

Any early concerns around downtime and lost data were quickly dispelled through Wild Bamboo's service support and step-by-step process for maintaining data security.

Training

Key users attended on-site training over two days in a relaxed and informative setting.

Initially, there was some apprehension around change and using the new software, but with Wild Bamboo's thorough training programme and Higher Ground's in-house champion-users, it didn't take long for Recordbase Elite to be accepted and welcomed into everyday practice.

The results

With its ease of use, consistency and accessibility, Recordbase Elite has given the Higher Ground team 'information at their fingertips', which has created more time for working within the therapeutic community.

A number of features are having an immediate and positive impact on the service, such as the ability to access Recordbase Elite remotely, which is vital to the service as it continues to grow.

The Recordbase Elite reporting function has also provided in-house capabilities for quickly generating a number of reports.

Higher Ground is now PRIMHD compliant, and is confidently meeting the Ministry of Health's requirements and reporting standards.

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*Melissa Girling, Research Analyst,
Higher Ground Drug Rehabilitation Trust*



The Wild Bamboo solution



Secure, easy to access, easy to use and affordable, Recordbase Elite is the one stop shop for managing your information. It combines all the features of Recordbase but takes you to the next level when it comes to service planning and contract reporting.

Recordbase elite offers:

- full management of service user information
- service reporting with over 20 templates available
- contract reporting including referral statistics, active service users, length of time in care and referrals accepted and declined
- advanced click and drag comparison reporting using any fields in the database
- multiple graphing options
- exporting of data
- the ability to create favourites of regularly used data analysis.

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smart information systems