Mentegram Measuring Outcomes

JESSICA HARDLEY
RE-CENTRE

Evolution
HEALTHCARE

ABSTRACT

Introduction
Extensive research around optimal healthcare outcomes in a mental health field indicate the importance of patient engagement in predicting better treatment outcomes. In particular, it is identified that people tend to be most engaged in treatment when they feel it is collaborative and they are informed of their progress. Current approaches to gathering patient information using psychometrics often involve arduous paper-based methods which hinder engagement, slow the feedback of information and may not be accessible to the client at appropriate times.

Method
Re-centre aimed to target this by rolling out Mentegram, an app that clients can download onto their phone loaded with appropriate psychometric measures. We asked clients to download this app at their first appointment with our service and complete the appropriate measures. 92 clients downloaded Mentegram and completed the measures. Ten clients were surveyed about the effectiveness, ease, and helpfulness of the app, using a rating scale of 1 to 5. Clinicians who had used the app were also reviewed and qualitative feedback was gathered.

Results
We found that 90% of clients found Mentegram easier to use than traditional paper forms and 70% reported greater accuracy in reporting symptoms. We also found that 90% of clients rated it as "helpful" or "very helpful" to be able to hear their results, and 70% of clients surveyed reported improved patient engagement as a result of using Mentegram. Clinicians reported that the app reduced their administrative workload and more beneficial information was gathered from clients. They also reported an improved sense of collaboration and partnership with clients.

Conclusion
Our findings suggest that technology can play a helpful role in increasing patient engagement and overall improvement in the delivery of mental health treatment. We noticed the biggest barrier to engagement with the technology was if clients were not encouraged to download the app immediately after the first session. This indicates that continuing to encourage clinicians to view the app as an integral part of treatment is an important factor in continuing the success of the intervention, and promoting better health outcomes in future. Looking forward, we will continue to utilise Mentegram, as well as consider other technology that could play a role in increasing patient engagement such as online consult platforms.