

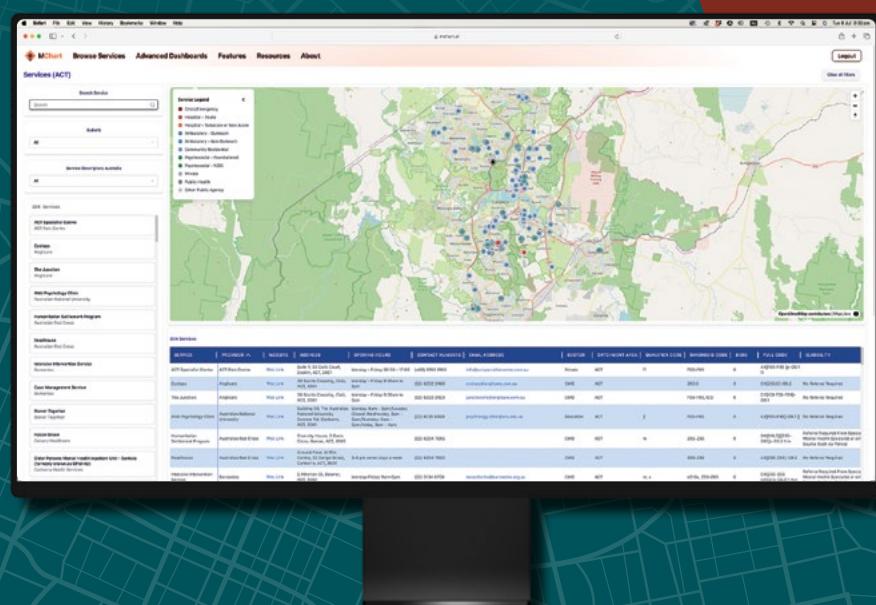


MChart

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MChart

Visualise the mental health care landscape like never before



Our partners



MChart: A new tool for mental health planners and navigators

The problem

Australia's mental health system is fragmented, complex, and difficult to navigate. Service planners and navigators lack integrated tools to make effective, data-driven decisions, while providers struggle to connect clients quickly to the right services. The need for better system navigation has been identified by many recent reports into the mental health, including the Productivity Commission.

Recent years have seen an explosion in the number of navigation tools, from just a handful, to more than one hundred. There is a danger that tools designed to help could result in more confusion.

The solution

MChart addresses this problem at two levels:

1. Planning and management

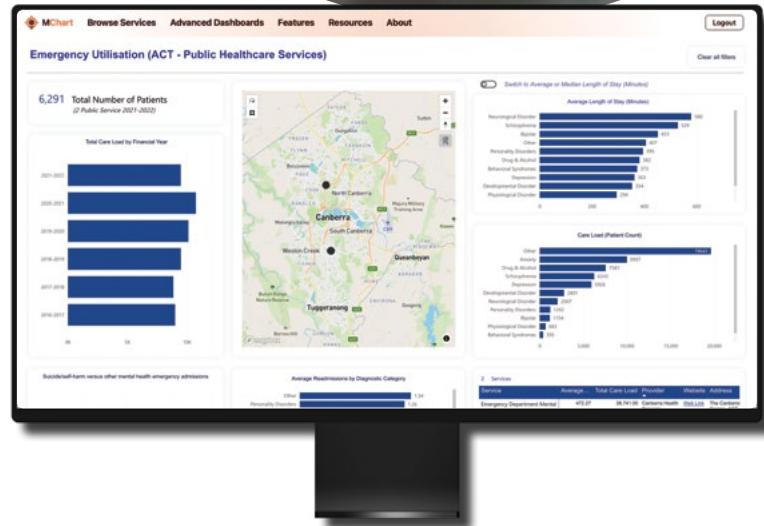
Visualising the big picture of services, workforce, needs, and data to guide decision-making about resource allocation.

2. Navigation

Helping providers working with individual clients to identify available service options, check location and opening hours, their workforce, and funding mechanisms to facilitate access to them.

The benefits

- **Improves** decision-making through geographic mapping and visualisation of workforce, service utilisation, service connections and neighbourhood and social determinants characteristics.
- **Visualises** the distribution of services and identifies gaps, promoting greater system equity.
- **Provides** accurate, reliable information obtained from the services themselves, where they are, what they do, how they can help, and how are they connected to each other.
- **Supports** collaboration across health and social care sectors.
- **Designed** in Australia, built on an internationally recognised taxonomy.



MChart has been trialled in Canberra (ACT), demonstrating its potential to enhance planning, integration, and client outcomes. **MChart harnesses geospatial mapping, analytics, and data to provide an integrated view of Australia's mental health.**

MChart – An Australian tool for the world



Population and public healthcare indicators

Understand socio-demographic, neighbourhood, mental health diagnosis, and healthcare indicators by suburb.



Local services

Understand service location, availability, transport, and characteristics.



Workforce

Understand the workforce by service and location.



Service utilisation

Understand the patterns of mental health service use.

Service patterns

- Analysing service use
- Explore changes over time
- Review patterns
- Understand characteristics

How MChart could help



For planners and managers:

- Visualisation of service gaps and workforce distribution.
- Evidence-based resource allocation and commissioning.
- Support for strategic reforms aligned with national frameworks.



For navigators:

- Faster, more accurate client referrals.
- Insights into local contexts, blending health and social services, to personalise care.
- Increased client confidence and understanding of the trajectory of their care.



For communities:

- Improved access and equity across geography and population groups.
- Increased transparency and accountability in service provision.
- Increased confidence in the mental health system.

MChart key features

Service availability

Access the location and characteristics of services across health and human services.

Planners and managers could evaluate the geographical spread and availability of services, to see if they are currently located in the right places and targeting prioritised population groups.

Navigators can find a map and listing of open services and other information, such as if a referral is required, to help them develop a mental health care pathway for a client.

Workforce

Investigate staff distribution by full time equivalents, service, location, profession, target groups.

Planners and managers could track psychiatrist capacity over time, across the system or by selected services. This could be used to model the impact of a service closing or opening on overall community access to care.

Navigators could use this feature to locate the right professional help to meet their client's needs.

Mental health and environment

Visualise combinations of key factors affecting mental illness, by suburb, diagnoses and service use.

Planners and managers could use this information to explore the links between socio-demographic indicators and health outcomes.

Navigators could use these visualisations to better understand their client's local context, their social connections, housing situation and so on.

Access by public transport

Reveal the accessibility of public transport by suburb.

Planners and managers can ensure new services are located where there are good public transport links.

Navigators can ensure care pathways refer clients to services they can get to by public transport.

Service utilisation

Explore six years of mental health inpatient, outpatient, emergency service data.

Planners and managers can view changes over time and look for patterns in inpatient, outpatient and emergency department hospital demand and consider the effects of new services or demographic shifts on these patterns.

Navigators could use this data to track client journeys and identify possible future points of care in a care plan. This can boost client confidence about the trajectory of their care.

Connections

Uncover reported connections between regional mental health services over five years, how services link and refer to each other.

Planners and managers could use this to inform a more integrated approach to commissioning, including through assessment of referral networks.

Navigators could use this to ensure their client was referred to providers that operate in concert with desired collaborating partners.

Mental health matters

We acknowledge the individual and collective contributions of those with a lived and living experience of mental ill-health, and those who care for them. Each person's journey is unique and valued. **We are committed to trying to make these experiences easier.**



MChart acknowledges First Nations peoples and communities as the Traditional Owners of the land. We acknowledge and pay our respects to Elders past and present, and emerging leaders.

Contact

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