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## Digitising Mental Health Patient Management at East Metropolitan Health Service (EMHS)

A health tech solution by Interfuze and powered by





## The Challenge

**In the fast-paced environment of the Emergency Department, every moment matters - especially for patients requiring mental health support.**

**The Mental Health Liaison Team at East Metropolitan Health Service needed a way to find beds for their patients quickly and safely, replacing a manual whiteboard with a digital system that the team could access in real time.**



## The Challenge



**Their goal was simple - create a live and view only system displaying up-to-date information for nurses and clinicians, helping them find beds, coordinate care, and identify high-risk patients faster.**



*Data presented is illustrative only and does not reflect real-world patient information*





## The Solution



Interfuze worked with the East Metro team to build a secure, lightweight solution – called Patient Journey Board - using Microsoft's Power Platform - licensed as standard and delivered in just three days.

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## The Solution

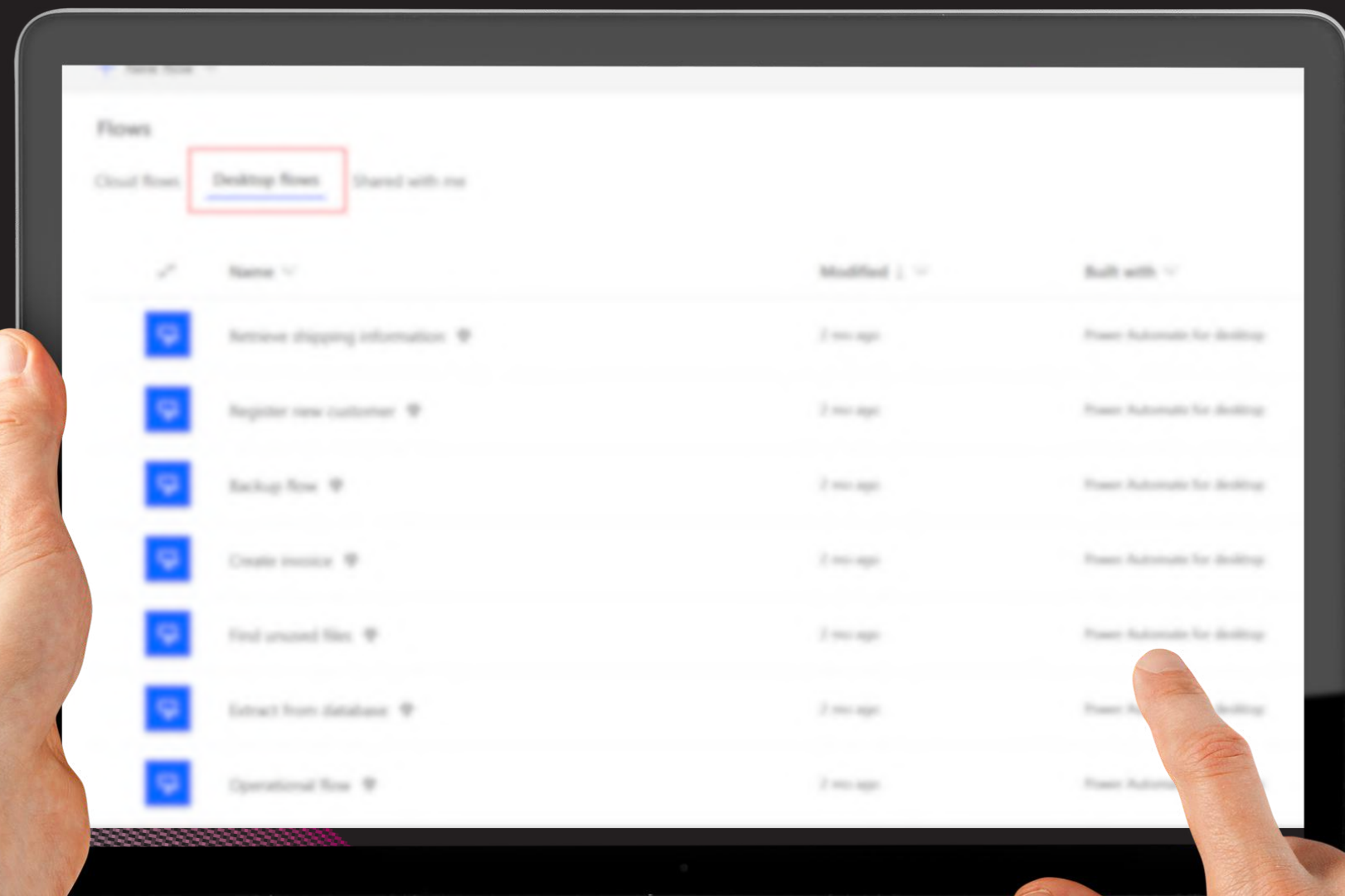
- Feature include - SharePoint list hosted in the team's Microsoft Teams group

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## The Solution

**Feature: Power Automate flows to update and refresh data automatically**



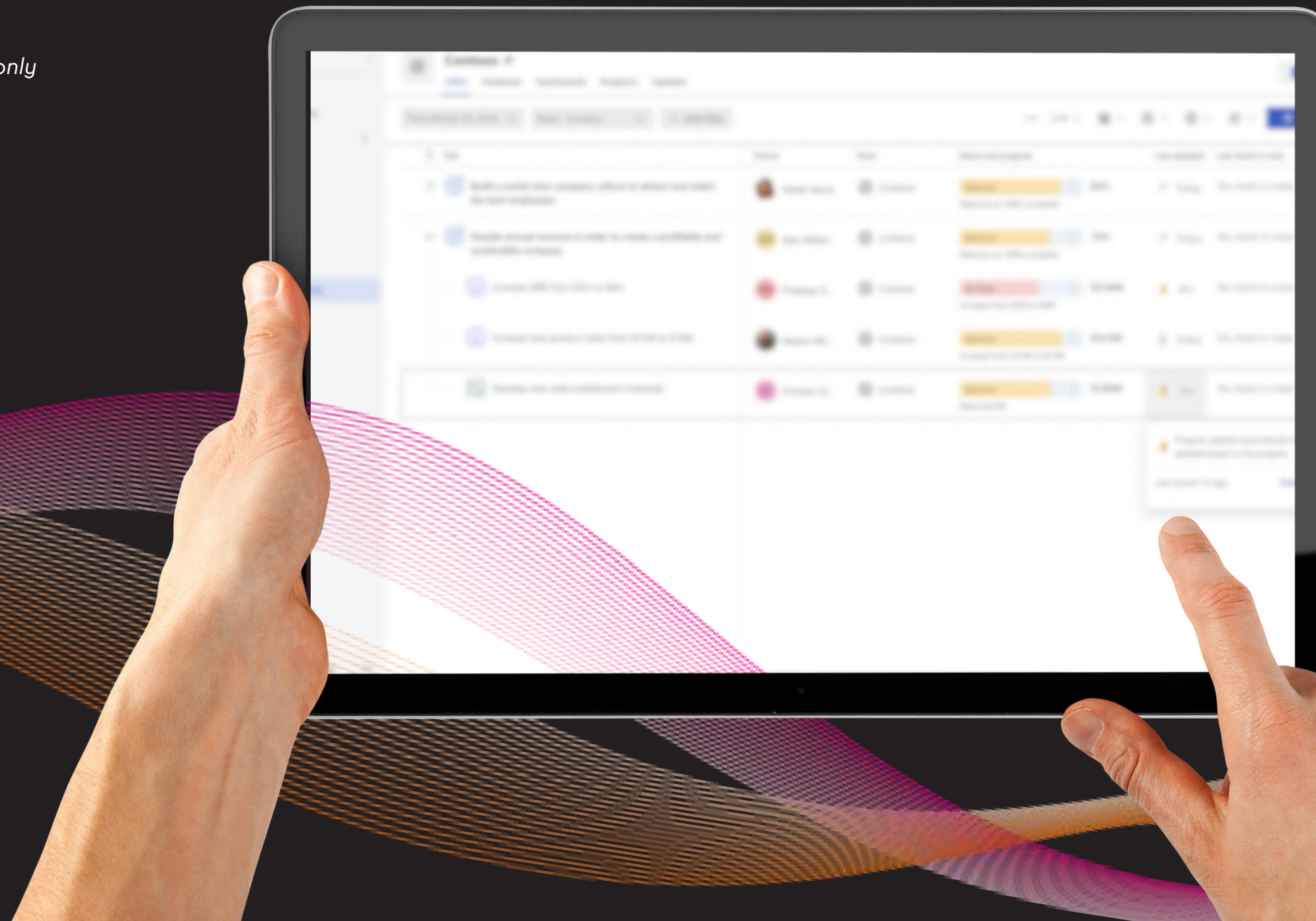
*Image is illustrative only*



## The Solution

- **Feature: Power BI integration for live ED patient information**

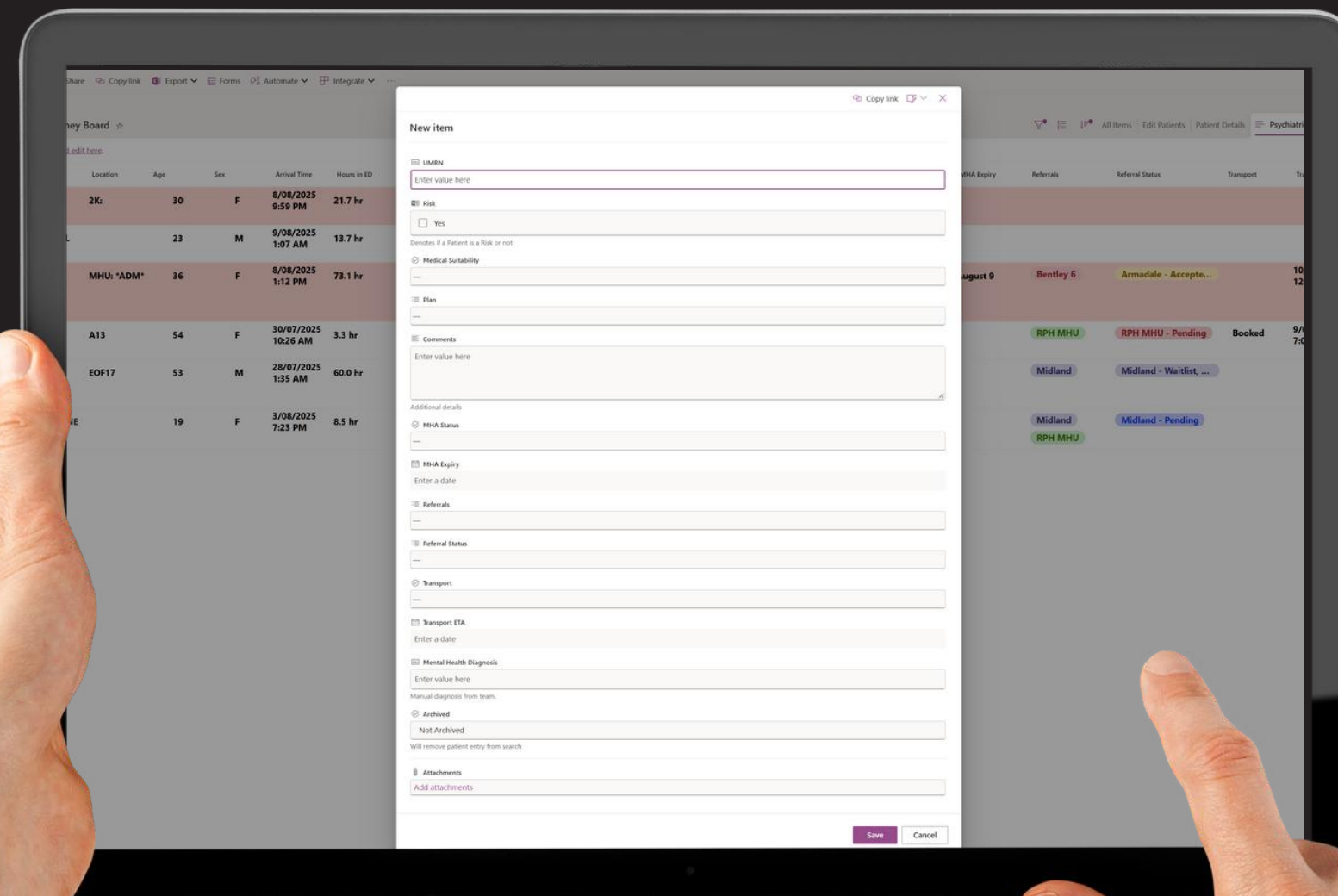
*Image is illustrative only*



## The Solution

- **Feature: Secure logins for nurses to update details on any Microsoft device**

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## The Solution

- Feature “Be Aware” flag highlighting patients requiring additional care

The tablet screen displays a patient management system. On the left, a table lists patients with columns for Location, Age, Sex, Arrival Time, and Hours in ED. A 'New Item' form is overlaid in the center, containing various input fields for patient information.

Location	Age	Sex	Arrival Time	Hours in ED
ZK	30	F	8/08/2025 9:59 PM	21.7 hr
	23	M	9/08/2025 1:07 AM	13.7 hr
MHU: ADM*	36	F	8/08/2025 1:12 PM	73.1 hr
A13	54	F	30/07/2025 10:26 AM	3.3 hr
EOF17	53	M	28/07/2025 1:35 AM	60.0 hr
	19	F	3/08/2025 7:23 PM	8.5 hr

**New Item**

UMRN  
Enter value here

Risk  
☐ Yes  
Denotes if a Patient is a Risk or not

Medical Suitability  
...

Plan  
...

Comments  
Enter value here

Additional details

MHA Status  
...

MHA Expiry  
Enter a date

Referrals  
...

Referral Status  
...

Transport  
...

Transport ETA  
Enter a date

Mental Health Diagnosis  
Enter value here  
Manual diagnosis from team

Archived  
☐ Not Archived  
Will remove patient entry from search

Attachments  
Add attachments

Save Cancel

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## The Solution



**The solution is a digital display – available as a view only on a mounted TV screen in a private area - that updates automatically, providing visibility, structure, and safety for the team and their patients.**



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# The Outcome

- Greater visibility of high-risk patients
- Live, accurate patient information
- Clearer handovers between shifts
- Cost effective: Built using standard Microsoft licences
- Early value: Deployed rapidly with minimal setup

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ED MH Liaison Team Journey Board

This view uses filters that you can save and edit here

URN	Name	Location	Age	Sex	Arrival Time	Hours in ED	Problem-Diagnosis	Medical Suitability	Risk	Comments	Plan	MHA Status	MHA Expiry	Referrals	Referral Status	Transport	Transport ETA	EDS Query Time
12652260	TIFFANY HUNT	2K	30	F	8/08/2025 9:59 PM	21.7 hr	SOCIAL / BEHAVIOURAL		✓		Awaiting adm...	Voluntary						August 10
S2019532	MICHAEL DURAN		23	M	9/08/2025 1:07 AM	13.7 hr	SUICIDAL				Awaiting review...	Voluntary						August 11
M821252	SOPHIA TAYLOR	MHU: "ADM"	36	F	8/08/2025 1:12 PM	73.1 hr	*BPAD	Medical Query from Referred site	✓		Await AOD Awaiting adm... Consultant Rev...	Form 1A	August 9	Bentley 6	Armadale - Accepte...		10/08/2025 12:00 AM	August 11
NS835555	TAMMY YOUNG	A13	54	F	30/07/2025 10:26 AM	3.3 hr	SOCIAL / BEHAVIOURAL				Awaiting adm...	Form 1A		RPH MHU	RPH MHU - Pending	Booked	9/08/2025 7:04 AM	July 30
F7079499	TODD WHITE	EO17	53	M	28/07/2025 1:35 AM	60.0 hr	*schizophrenia	Med suitable for psych		Bariatric requirement, on oxygen	Awaiting adm...	Voluntary		Midland	Midland - Waitlist...			July 30
B2929292	KATHERINE PRICE		19	F	3/08/2025 7:23 PM	8.5 hr	DRUG / ALCOHOL USE	Med suitable for psych		Failed DC from Midland	Consultant Rev...			Midland	Midland - Pending			August 5





## The Future

*Image used is illustrative only*

**With live updates and clearer communication between shifts, the Emergency Department's Mental Health team now has greater and shared awareness of patient requirements, supporting better coordination of care.**

**As data for the Patient Journey Board grows, it will also support future decisions on how to improve mental health care pathways across the hospital.**







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