Head to Health

Data Management System, national analytics and reporting services

NWMPHN supports the national Head to Health program through:

- National Head to Health phone service telephony infrastructure.
- The Data Management System, an interoperable web application for clinical workflow management and data collection.
- A consumer experience platform.
- Analytics and reporting to PHNs and the Department of Health and Aged Care (DoHAC).
- PHN quality improvement and data communities of practice.

These in-house software and data services were launched in Victoria in 2020 in direct response to mental health service demand during the COVID-19 pandemic. Since then, service delivery has expanded nationwide. All PHNs now share data for national reporting.

Impact and outcomes

NWMPHN's services provide a seamless pathway for consumers to receive the right mental health care at the right time.

The development of interoperable software by a PHN for use by the PHN Network realises significant efficiency, collaboration, agility, and economies of scale.

For clinicians and consumers, the services support consistent referral processes. Through system integration it reduces clinician burden and information double-handling, improving workflows.

The consumer experience survey embedded into the intake service pathway informs quality improvements.

PHN and system user feedback

Thanks all for your work ☺ You make data collection incredibly easy for us!

Pre-announcements, having visual explanation and awareness of updates coming out – great communication compared to other outsourced systems that are used.

Can I acknowledge the continuous effort of the NWMPHN Head to Health System Support Team? It is very impressive and we are very grateful.

Better data = better care

180,224 calls routed nationally	28 PHNs use the Data Management System	800 active system users	135,405 client contacts recorded	84,435 mental health referrals completed

To 4 Feb 2025

Coming soon: NWMPHN is developing a National Mental Health eReferral platform, enabling health care providers to securely send referrals to the Data Management System.

This will enhance the referral process, enabling faster access to services. It will integrate with provider clinical information systems, adding functionality to track progress in real time.