

6COSC023W – Final Project Report

TherapistAdmin - A web-based expert that helps mental health practitioners to manage clinical and administrative operations

Student: Ravi Soorya (2017105 | w1715772)

Supervisor: Ms. Lakshika Paiva

This report is submitted in partial fulfillment of the
requirements for the

BSc (Hons) Business Information Systems

at the University of Westminister

School of Computing & Engineering

University of Westminister

Date: 5th May 2022

Abstract

Mental health issues are identified to be as important as physical health issues. Making 1/3rd of the of the world's population, South Asia is largely consisting of 3rd world countries which are affected by Mental health problems. Depression, Anxiety and Addiction related psychological issues are the most common in South Asian countries (Hossain et al., 2020). These issues are often treatable with efficient treatment plans. However, due to the lack of advancement in field the mental health professionals find it challenging to efficiently accommodate, retain and treat clients. Initial investigations revealed that constraining factors were largely administration oriented. Improper maintenance of clinical documents, inability to pinpoint source of emotional disturbance, lack of data monitoring and lack of extended support were identified as specific key constraints preventing effective treatment. Therefore, this project aimed to digitize the administrative procedures contributing to the aforementioned constraints.

This project utilized the iterative and incremental approach as its general approach due to its flexibility. Additionally, PRINCE2 and Rational Unified Process (RUP) were selected as the project management approach and software development approach respectively.

Upon completion of the prototype, the application was tested by professional mental health practitioners. Their feedback elicited that the software was highly effective in reducing the required resources such as time and workforce. Thereby enabling efficient clinical procedures. Additionally, it was also stated the application may facilitate improved customer retention.