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STATE AGENCY: PROVIDING CARE QUICKER WITH NEW SYSTEM

> *Your efforts have brought this project to a point which many people thought we would never see. This is the 4th time that the agency has attempted to build a Care Management system. Each of the first three attempts either failed or were cancelled for various reasons. After spending four years on this latest attempt, our team is amazed that we finally launched CaMSS in under a year with the eimagine team.*
>
> —INDIANA STATE AGENCY SENIOR MANAGER: SUPPORT SYSTEMS.

ABOUT THE CUSTOMER

This particular agency exists to compassionately serve Hoosiers of all ages and connect them with social services, health care, and their communities. As part of that mission, the division of aging supports the development of alternatives to nursing home care and coordinates services through a network of Area Agencies on Aging (AAAs). The AAAs consist of nearly 1,200 Care Managers who services nearly 100,000 senior Hoosiers in need.

THE CHALLENGE:

In 2017, the agency was challenged to replace the 20 year-old legacy system that was used as the database for all Care Managers to track their work as they support their senior clients needing service. Nearly 1,200 Care Managers within the AAAs accessed records and coordinated care for aging individuals on a system that had:

1. Broken Processes
2. Segregated Information
3. Manual vs. Automated processes that took valuable time out of the Care Managers' day
4. Lack of Visibility and Organization of Data
5. Decentralized Information Systems
6. Inconsistent Reporting
7. Insecure Private Health Information
8. Data Security Concerns

A web-based, easy to use, secure solution was needed to organize and accelerate the service request process from initial creation to execution of the desired service. The system needed to work for Care Managers, Providers of Services, and be able to track and record the status of the individual and the service that is needed. Hands-on Training and Help Desk Support was also a feature that was needed by the Care Managers as part of the adoption of the new system, some of which have been working on the legacy system for the entire 20 years it was active.

THE SOLUTION:

As a services provider certified in Microsoft CRM, the eimagine team took over from another vendor the custom development and implementation of Microsoft Dynamics 365, a Customer Relationship Management (CRM) solution for the agency, named Care Management for Social Services (CaMSS), a complex system that required over 100 different feature build-outs and numerous workflows were created. As part of the process and to improve the inherited system for the user base and business needs, eimagine focused on field focus groups, meeting face to face with the individuals that worked in the legacy system on a daily basis, time studies, training creation, and complex data migration.

As a user of CaMSS, one can customize his or her dashboard to view relevant information, report on individual activity, check on status of service requests for clients, update pertinent information for clients, all the while ensuring that the Personal Health Information is secure and payment to providers is being processed in a timely manner.

Priorities of the CaMSS Project:

1. Replace legacy system without disrupting care of those that rely on the division of aging and AAAs for service

2. Build out nearly 100 features/capabilities within the new system that can timely address and accurately record all activity within the system

3. Coordination and payment to the Provider of Service

4. System Enhancement including technical guidance, implementation and modifications

5. Provide Maintenance and Operational Support including:
   a. General Systems Support
   b. Help Desk Support
   c. Incident and Problem Management
   d. Application Management
   e. Training

KEY FEATURES TO GO-LIVE OF CaMSS:

Time Studies in a test environment to ensure that Care Managers can successfully complete their jobs quicker and more efficiently. On average,

20-minute time-savings

per service request no matter the experience of the Care Manager.

10,000 hours and 6 full-time eimagine team members dedicated to ensure the data migrated correctly and efficiently
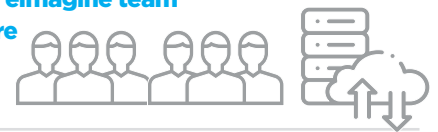
13 Months from eimagine start on the project to official CaMSS Go-Live

Nearly **22 million** records from prior 18 months migrated in 3 days

Creation and distribution of training materials to nearly **1,200 Care Managers**

THE RESULTS:

- Administrative tasks have been automated, reporting is now available and easily accessed, there is transparent visibility into every aspect of a client's journey and people are getting care faster.

- All 1,200 Care Managers can now access the epicenter of data that directly relates to their ability to successfully provide care and services to the aging community of Indiana.

- The average time savings for Care Managers is nearly 20 hours per month, and 240 hours annually that they can now dedicate to being people and care focused.