

Revolutionizing Person-Centered Care Through Sustainable Technology and Modernization

THE CUSTOMER

The Bureau of Disabilities Services (BDS) offers two home- and community-based Medicaid waivers to children and adults with intellectual and developmental disabilities.

Through an individualized, person-centered approach, individuals and their families are connected to quality community supports and residential options and are empowered to live their best lives. BDS core value is that all people have the right to live, love, work, learn, play, and pursue their dreams.



THE CHALLENGE:

Social Services Administration’s Division of Disability and Rehabilitative Services (DDRS), had functioned using antiquated technology. Their outdated and disjointed technology systems caused poor user interaction, inefficient processes, cumbersome data entry and validation challenges, and difficult reporting.

Instead of enhancing and improving BDS’ services, the outdated technology hindered them from making many desired improvements to help refine the services provided to more than 30,000 Hoosier families and their loved ones who have intellectual and developmental disabilities.

“Most impactful was the goal related to individuals and families and how the BDS Portal and the changes that have been made to it actually enhance the ability of team members to communicate effectively and efficiently, which then translates to being able to support the individuals and the Hoosiers in our services in a much better way.”

— HOLLY WIMSATT, BDS DIRECTOR



The Solution

eImagine focused on implementing a flexible system built with sustainable technology to improve person-centered care, significantly improve efficiency and end-user satisfaction, demonstrate greater transparency, provide enhanced data validity, and improve the accuracy of reporting. BDS' goals were accomplished through the planning, analyzing, designing, developing, testing, monitoring, and implementing around the consolidation of a 25+ year old legacy system into the new system.

Leveraging knowledge and experience from the BDS Central and District staff, eImagine created a best-in-class system that blended business needs with technical know-how. The newly created system improved transparency and end-user experience through a modern technical architecture that maximized efficiency and improved security. Consolidating BDS into one enterprise solution transformed BDS' ability to positively impact Hoosiers.

AREAS OF FOCUS



Easy access and clear visibility into workflow progress allows for increased face-to-face time with individuals to focus on their needs and strengths.



Consolidation and elimination of multiple antiquated systems into a high-quality, modern, and flexible system to allow for continued customization and retirement of additional legacy systems.



Modernization and streamlined processes



Increased transparency to reporting and eliminated audit concerns



Improved Data Quality, Accuracy, and Accessibility

“The business and constituents being served through the system are the heart and soul of the reason we do this work. This leap forward will catapult BDS into getting the rest of their systems modernized to more efficiently support this population.”

— NICOLE WHITE, BDS PROJECT DIRECTOR

Key Success Factors

COMMUNICATION AND COLLABORATION

- On-Site presence with client from project inception
- OneTeam Approach
(eImagine and 4 vendor partners)
- Creative requirements discovery solutions for nontechnical client
- Interviews and workshops with client and their partners
- Data-first approach, including multiple mock data validations/ migrations
- Consistent “face time” / Project Team engagement & alignment with Project Sponsor
- Executive Engagement / Client-Centric Focus

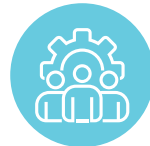


Business Value

The business value we provided to BDS was brought through implementation of a modernized and flexible system.



Transformed the technology infrastructure with up-to-date systems and the capabilities to adapt to evolving needs.



Created a robust and mature cross-functional support and enhancement team to add a layer of reliability to the client’s operations.



The maturity of the team has benefitted BDS with scalable and replicable practices as their needs change.



The Portal is auditable, secure, CMS certifiable, and HIPAA-Compliant.

Are you ready to eImagine better?

Contact us at:
info@eImagine.com
 317-577-9958

www.eImagine.com

