

# Public Health

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## Seattle & King County



### Business Benefits from IT Projects: Examples Strategic Advisory Council, September 11, 2009



**Presenter: Benjamin Leifer, Chief Administrative Officer**

# Overview

- P.H. has accomplished key outcomes and made significant progress in these Strategic Technology Plan areas:
  - Efficiency
  - Customer service
  - Transparency and accountability for decisions
  - Risk management and infrastructure stewardship



## Contracts Management System (Upside)

### System Background

- Historically, contracts within Public Health were created using basic office productivity software, such as Word and Excel. These documents were e-mailed between the Program Monitors and the Contract Specialist. The Contract Specialist compiled a contract and routed multiple copies for signature within Public Health and mailed copies to the Vendors for signature. Tracking was maintained using an Access database. This process was labor intensive, slow, and limited to the capabilities of the Access DB for data handling.

### Expectations

- Improved visibility of contract status, consistency across the Divisions in handling of contracts, and improved contract cycle times.
- Increased transparency of the contracting process across all lines of business.
- Increased ability to use data for improved enterprise and program planning and budgeting.

### Benefit

- The Upside Contracts Management System has met our expectation for ease of use, and greater efficiency and transparency across the Department.



## Contracts Management System Statistics

### Contracts in the system

- 2008 start dates
  - 790 Contracts
  - \$162.7 Million
  
- 2009 start dates
  - 222 Contracts as of 2/17/09
  - \$78.1 Million

### Contract activity 2007-2008

2008 – number of days to process <b>after</b> Upside	<b>34 days</b>
2007 – number of days to process <b>before</b> Upside	<b>56 days</b>



## PEARL – Jail Health Electronic Health Record

- Intended to address problems managing the paper medical record; pharmacy and medication administration; charting and documentation; results reporting; and staff assessment of current health care information management.





## PEARL – Examples of Benefits

- Pertinent health care data being readily available to health care staff in a timely manner to optimize patient care and improve patient safety.
- A reduction in the amount of time to locate health care information resulting in more efficient use of staff resources.
- Improved efficiency in health care operations through decreased number of paper record chart pulls and a decrease in the time required to get information into the medical record.
- Modify risk through improved health care documentation and chart legibility.
- Improved legibility of orders and assurances that renewals/refills are exactly duplicated.
- Improved patient safety with alerts immediately displayed for providers of sensitivities and drug-drug and food-drug interactions so that modifications can be made.
- Improved clinical decision making through critical clinical data displayed graphically and reported over time.



## Multiple Upcoming Improvements

- **P.H. IT Investment Board - formed in 2007**
  - Collaborative approach to IT projects and investments.
  - Assurance that scope and outcomes are designed to meet the department's PHOMP and/or county mission.
  - Screens project proposals to eliminate the creation of new, redundant systems before the OMB process.
  
- **Credentialing-automated solution to ensure providers are properly licensed, no adverse history, etc. – underway/2010**
  - Ensures P.H. provider staff is qualified to provide care to clients and can be enrolled in our payor system.
  - Helps us to recruit and retain a talented, dedicated, well-trained and prepared workforce.
  
- **Envision Connect – portal to the public for environmental health permits – underway/2010**
  - New functionality to EH's existing data management system that will allow the public to online submit permit applications, renewals, and supporting documents; and to check permit status and make payments via KC standard e-commerce app.
  - The portal will increase customer convenience, reduce unnecessary vehicle trips, provide more payment options, and further the county's transition to e-commerce.
  - This system will integrate into the countywide Permit Integration Project for a single public portal for building and land development permits.

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