

CASE STUDY

Improving reporting and service delivery with a single citizen view



About the State of Alaska

The State of Alaska is the largest and least populated of all US states, with a geographical area of over 600,000 sq mi and a population of around 700,000. The majority of health and social services are administered by a single state-level department, and research has shown that most citizens will require one or more services from this department at some point in their lifetime.

Thanks to the Alaska Permanent Fund Dividend, the Department of Health and Social Services (DHSS) has access to data on some 90% of the state population. However, as a heavily oil-dependent economy, Alaska has been affected by the global slump in the oil prices and this has put pressure on state departments – the DHSS included – to create cost savings without compromising on service delivery.

The challenge

As long ago as the mid-2000s, the State of Alaska was finding it difficult to get a single view of the citizen and the services they used within the DHSS. This was a problem both for legislators, who needed to know how many unique citizens were served by the department, and for divisions within the department serving the same citizens – an at-risk child, for example, would be known to multiple case workers (within children's services, juvenile justice and elsewhere) but with no central record of their case and the services they used.

The DHSS started working with VisionWare in 2006 to implement a Master Client Index (MCI), which went some way toward solving the department's problem with citizen information. An MCI provides a unique ID for every citizen that can be tracked across systems, delivering a single view of the citizen and unlocking the benefits of a collaborative and connected services.

However, in line with Alaska's drive to continually improve service delivery and amid mounting pressure to control costs, the DHSS wanted to do more to draw value from the demographic data held in its systems. Specifically, it wanted to use the records to underpin powerful business reporting functionality, gaining accurate insights into the following and more:

- ⊗ How many unique citizens are served by the department?
- ⊗ How many unique citizens use a single service?
- ⊗ Which citizens consume the most services?
- ⊗ Which citizens incur the greatest cost to the department?
- ⊗ Which services are used by a particular citizen?
- ⊗ Which services are used by a particular address?
- ⊗ What are the names of the case workers on each service?

“ We now have an up-to-date and accurate picture of every person served by the department, which means we have a holistic view of the cost of service provision and can ensure that every person receives the best, most joined-up service possible. ”

Beth Davidson
State Health Information Technology
Coordinator, DHSS



The solution

In order to deliver this functionality, the DHSS turned to VisionWare to connect the MCI to additional data sources and develop a comprehensive, scalable information cube. The cube allows the department to report on various metrics around citizens' service consumption, delivering the following benefits:

- Accuracy: The DHSS now has access to more complete information on citizens and the services they use.
- Insight: The DHSS can easily identify citizens with the greatest dependency on services through the number of their interactions.
- Visibility: The DHSS can easily identify citizens that incur the greatest cost to the department and visualise their relationships.

Collectively, this allows the department to provide accurate and up-to-date information on citizens and service delivery to legislators, ensure citizens receive better coordinated care, and identify opportunities to improve efficiency and cost.

While originally developed to draw information from ten data sources (including Medicare, WIC, Food Stamps, Heating Assistance, Fostering and Adoption, and Disability), the solution can also be adapted to accommodate new systems – such as Eligibility – easily.

Beth Davidson, State Health Information Technology Coordinator at the DHSS, said: “Together, VisionWare’s MCI and MultiVue solution have enabled us to meet our legislative requirements and deliver better coordinated care – both high priorities in state and local government due to the Medicaid expansion and the growing focus on health IT. And if we can deliver better coordinated care, we can also reduce costs and be more efficient.

“We now have an up-to-date and accurate picture of every person served by the department, which means we have a holistic view of the cost of service provision and can ensure that every person receives the best, most joined-up service possible.”

Mike Collett, SVP at VisionWare, added: “We’re delighted with the results we’ve been able to deliver for the State of Alaska so far, and we’re looking forward to working with Beth and her department again in the future. In fact, plans are already underway to implement our Auris solution as part of a significant public health modernization program – replacing siloed Access databases with a joined-up, Dynamics-based system.”

Find out what a Master Data Management (MDM) solution from VisionWare could do for your state or local government organization. Speak to an expert.

About VisionWare for Healthcare

VisionWare is a leading provider of Patient Identification and Matching, Provider Directory and Master Data Management solutions to the healthcare, public sector and financial services market. Our technology enables organizations to break down data silos by creating a single, complete view of any data entity across the enterprise. Enabling this ‘single view of the truth’ is an essential prerequisite to leverage the benefits of a data driven business, including improved customer engagement and operational efficiency, as well as reduced reputational and regulatory risk. Founded in 1993, VisionWare has headquarters in Glasgow, Scotland and Newton, Massachusetts.