



Background

- Since 2000, we have consulted and partnered with Community Access programs across the U.S.
- CareScope provides a holistic approach to coordinating care for the underserved
- CareScope assists in determining eligibility and managing clients, care plans, referrals, services, and treatments through a shared information system



Why use an information system?

- **Efficiency**: Serve more clients
- **Marketability**: Bridge partnerships in the community with a coordinated tool
- **Sustainability**: You need to capture data for reporting: Paint the picture and build your case

Implementing a MIS

- Determine the processes, flows, and outcomes you need to address with an information system
- Procure an information system that fits your programs objectives and workflows
- Configure the system with outcomes in mind



Implementing a MIS (cont.)

- Policy, procedures, and training should support standards and reward consistent data entry
- Perform regular QA checks and ensure your capturing the data needed to report outcomes
- Generate needed reports and compare with the outcome measures your program was based on

Present your findings: The 3 C's


- **Core** = Reports for your funding partners, direct staff, and critical stakeholders.
- **Crowd** = Influential Community Leaders and “Buy-in Agents”, Political & Business contacts- Leaders you are always trying to get to your “core” level.
- **Community** = Your constituents / service elements / health care & social services your program impacts, or should impact.



Lessons learned

- **Buy-in:** Get it early on from the end users - include them in the procurement process
- **Get on the fast track:** Make it a priority to implement your system and start capturing data.
- **Quality checks:** Make sure you are capturing the right data and the data in the system is consistent

Sustainability features

- **Holistic approach:** Utilizes a comprehensive relational database that addresses a broad array of health, social, and environmental issues
 - **Outcome based reports:** Demonstrates community benefit through a healthier population, and significant costs savings
 - **Data Mining:** Allows you to query the database for seemingly unrelated items
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