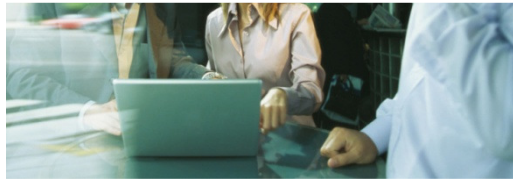




## Complex, National Health Solution Made Easy



When a national health ministry was looking for the right IT provider to help design and build a major nationwide healthcare system, it chose Simpl because of the company's expertise and proven track record in the field.

Simpl designed and implemented a web-based solution which collects information from multiple government funded Needs Assessment and Service Coordinators (NASC) and their various providers, and creates a single repository of information that enables the Disability Service Directorate (DSD) to better forecast and meet end client needs, while providing significant financial and procedural benefits to the stakeholders involved.

### The Challenge

Previously, the DSD was unable to get a true understanding of the services required throughout the country, and the value of individual organisations providing them. Fifteen separate NASC collected and stored subtly different information in a variety of ways, using systems that could not speak to each other.

Because of disparities and the lack of centralisation, the information collected in these different NASC databases was of limited use to the DSD. They were unable to use it to define the demographics of clients or the services they required, or to audit the various disability support services funded by itself and the government.

Additionally the 15 NASC (and the DSD itself) were experiencing issues around the large number of provider invoices being rejected due to data errors. These kinds of data errors were also common throughout the different NASC databases, meaning patient needs could have been at risk of being compromised. The manual nature of the old systems was also labour intensive, diverting resources away from other, more critical areas

### Our Solution

In order to overcome these challenges, and realise substantial additional benefits, Simpl was appointed to help the DSD create a web-based, national Needs Assessment and Service Coordination Information System (referred to here as the National Information System) that would collect information from the 15 NASC and store it in a central database.

Simpl designed, developed and implemented the National Information System working alongside the DSD, national health officials and selected niche IT solution suppliers. It is the first such national client database for NASC and captures referrals, service coordination and key client details, stores them in a single national repository, and then sends relevant parts of this information electronically to each NASC's various providers and to the government agencies.

The National Information System is centrally hosted using:

- ASP and C# .Net 2.0
- Microsoft SQL Server 2005
- Microsoft BizTalk 2006
- Microsoft SQL Server Reporting Services
- Microsoft Active Directory
- Windows Sharepoint Services

It interfaces with a Geo-coding application, the National Health Index database, Government funding and payment systems.

Simpl's extensive previous experience, both in the health field and in working with government agencies, helped them secure the tender. Once underway, Simpl created a project plan based on high-level user requirements and worked with the many stakeholders involved to ensure all goals and key milestones were met.

A key strength of the Simpl team is its ability to work within highly politically charged environments, minimising issues and gaining the confidence of all stakeholders to ensure the smooth running of a project. The National Information System was no different with more than 100 stakeholder meetings being held in the first eight months of the project!

After more detailed user requirements were gathered, a business process map was produced. Simpl worked closely with various other consulting teams to ensure the successful migration of all existing data into the new system.

After the technical design was complete, Simpl developed and deployed all necessary facets of the system.

During each phase of development Simpl performed unit and integration tests on the modules. They were then handed over to small groups of invited stakeholders in order to test usability. By involving selected users as early as possible in the development, Simpl were able to find and address any problems and execute solutions very quickly.

Simpl's excellent project management skills and accountability ensured the project stayed on time and on budget. An initial launch and subsequent nationwide rollout has been successfully completed with benefits already being felt by the DSD, the NASCs and its providers. Longer-term, end users of these services will ultimately be the ones to reap the rewards of this centralised database.

### Outcomes and Benefits

The National Information System has resulted in a better understanding of a nation's disability services requirements, and clearer accountability of the suppliers and stakeholders involved.

Ultimately it is enabling the DSD to better manage budgets – and this results in improved outcomes for the NASC and its providers.

The centralisation of information enables trend analysis, capacity planning and informed decision making – resulting in more efficient disability services today and tomorrow.

The National Information System documents actual expenditures, and allows for consistent and measurable comparison across disability support services, which results in better monitoring of budgets, and ultimately more effective funds distribution.

Not only are funds more judiciously distributed, based on audited outcomes, but the automated systems and the use of common terms nationally (e.g. "service plan" versus "support plan") is helping stretch resources even further while reducing human error and increasing the accuracy of information stored.



# CASE STUDY