Case IQ™

Case Study

NYCHH Correctional Health Services

Case IQ Helps America's Largest
Municipal Healthcare System Cut
Reporting Times in Half

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we've had zero delays."

Ben Farber
Senior Associate Director for Planning and Analysis

**NYC
HEALTH+
HOSPITALS**

Project Overview

Case IQ Helps America's Largest Municipal Healthcare System Cut Reporting Times in Half

Case IQ helped bring this system's reporting structure into the 21st century while simplifying compliance with the Freedom of Information law and other legal requirements.

The Challenge

Requests and concerns from family members, lawyers and other advocates for inmates were being tracked using an Access database that was more than 15 years old and limited to data collection. Managers were unable to spot multiple complaints related to the same patient, issue or location. All case information had to be printed and kept available in case there was a records request as part of the Freedom of Information Law or a subpoena.

The Solution

After evaluating several vendors, Correctional Health Services found Case IQ to be the best fit due to its customer focus, responsiveness, functionality and business intelligence tools. The features that made Case IQ the right fit included: Integrated web forms and email functionality, streamlined tracking and reporting, and the ability to connect incidents and complaints by event and by person to provide valuable business intelligence.

An Outdated System + Reliance on Paper = Slower Investigations

The Correctional Health Services division of NYC Health + Hospitals provides health care to persons detained within the New York City criminal justice system. With approximately 43,000 admissions annually, the team works around the clock to provide comprehensive health care services.

In 2016, the Patient Relations group in Correctional Health Services began searching for a system to handle requests and concerns about health care services.

Requests and concerns from family members, lawyers and other advocates for inmates were being tracked using an Access database that was more than 15 years old and limited to data collection.

"That was a huge problem for us," says Ben Farber, Correctional Health Services' Senior Associate Director for Planning and Analysis. "From a BI perspective, the only data we could produce was the number of complaints, the category and the department."

Without the ability to collect all case information in one place, produce comprehensive records for specific complaints or tie requests together on a patient level, managers could not spot multiple complaints related to the same patient, issue or location.

"Another major concern was that we had a tremendous amount of paper," says Farber. "Because it was just a simple data collection tool, we couldn't scan information in, we couldn't store emails associated with a case as part of a case. So we had to print out everything," he says. "We had everything on paper so that we could produce it if we had a records request as part of freedom of information law or we were subpoenaed by the courts. It was a mess."

Farber's team began looking for a case management system for patient complaints with the scalability, functionality and data requirements they needed, as well as the customer service necessary to handle their unique situation.

Central Case Management Cuts Down Processing Times by Two-Thirds

After evaluating several vendors, they found Case IQ the best fit due to its customer focus, responsiveness, functionality, and business intelligence tools.

Before implementing Case IQ, reviewing these took the team 15 minutes per case. Today, this task takes five minutes per case. In the first six months with Case IQ, the team reduced the time spent reviewing cases by two-thirds. The ability to start connecting incidents and complaints by event and by person was a game-changer for the team.

Custom Solutions Improve Anonymous Reporting and FOIA Compliance

Following this successful implementation, Correctional Health Services began to look at other ways to improve operations with Case IQ.

"We identified tons of other uses for Case IQ," says Farber. "We added additional workflows for areas where we felt we had risk or a vulnerability in terms of data collection and management."

Case IQ helped to streamline the following areas of Correctional Health Services' work:

Case Management
An Case IQ module now tracks forensic psychiatric evaluations. Requesting medical records must go through an approval process, which used to have delays of up to 10 days. Through Case IQ, the case manager can initiate a request from within the case. An email alert goes to the Medical Records unit with all the required information. The Medical Records unit uploads a PDF directly to Case IQ and all stakeholders are alerted that the request is complete. "That is a huge value-add. Since we've implemented this, we've had zero delays," says Farber.

> "Having integrated web forms were an immediate value-add for us and the email functionality was enormous. Having that [email] thread right in the case was really valuable."
>
> -Ben Farber,
> Senior Associate Director for Planning and Analysis

Tracking

When the wrong medication or the wrong dosage is administered, there's an obligation to report this, as well as the outcome and any remedial actions that were taken. "Reporting of this was historically very low because there's a lot of fear in reporting that information to administration, especially when there's no negative outcome. But now with web forms we've been able to create a mechanism for anonymous reporting," he says. "And for something that's a rare event, we haven't had to train people who might only need to use a system once a year. They can go to a web form and put in information and someone on the case team picks up the information off the queue and finishes the investigation. That was a real value-add for us. It also allows us to do real-time reporting when it comes to sending information to other agencies as well as to City Council."

The final phase of implementation will see all other incidents managed in Case IQ. "We see 800,000 appointments per year. There are a lot of jail situations that can prevent us from completing 800,000 appointments," says Farber. "The one thing we've never been able to figure out is what is the overall time impact of an event on a jail clinic, whether it's a lockdown or some event in the clinic that ceases operations." Tracking and analyzing these incidents will provide Farber's team with valuable insight to improve operations and make the division more efficient.

Reporting

"We are mandated under a law called Prison Rape Elimination Act, (PREA) where we have to record reports of sexual abuse. So we built an entire module in Case IQ to manage this," says Farber. The team created new workflows for PREA reporting to replace an inefficient process that used Excel spreadsheets.

Correctional Health Services created another workflow to capture workplace violence information, which is required by law to track and report. Again, Excel spreadsheets were replaced with efficient intake, tracking and reporting functions in Case IQ, with immediate access to information and templates for timely, compliant reporting.

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The Result

Before implementing Case IQ, compliance was difficult and time-consuming. "A Freedom of Information Law request is a good example of that," says Farber. "Especially with our Patient Relations department, very often they would have to search through emails to try and find communications with doctors in a specific clinic…. That could take hours." Today it takes minutes.

Working with Case IQ made it so Correctional Health Services now has more case management, tracking, and reporting, allowing them to better serve patients.

Great case management tool

"We've eliminated the need to crunch numbers for simple frequency statistics, which is kind of amazing."

-Ben Farber,
Senior Associate Director for
Planning and Analysis

Investigate and Prevent Workplace Misconduct with Case IQ

Case IQ helps you investigate, prevent and protect your company from fraud, harassment and compliance lapses to lower risk for your organization.

Find out more about how Case IQ can help your team conduct more effective investigations and prevent ethics and compliance lapses.

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