

The Role of IT/MIS in Developing an Effective ADRC

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Overview

- ◆ Traditionally, AoA does not prescribe IT/MIS requirements
 - Aging Network has flexibility to design systems that meet their local needs
 - Grant requirements primarily focus on reporting and do not even need to be through a MIS
- ◆ As a result, agencies at all levels have their own, specific, silo-based information that primarily report data up and often in an aggregated form

The Changing Landscape

- ◆ Trends in technology offer ADRCs and other Aging Network entities the opportunity to “work smarter, not harder.”
 - Push timely and comprehensive information to consumers
 - Improve coordination among services
 - Streamline client processing – for both clients and staff
 - Facilitate the work of multiple users (e.g., state and local officials, federal officials, case managers, providers, and consumers)
 - Integrate various systems

ADRCs Use Technology to Manage and Deliver Services

- ◆ Information and referral/assistance
 - 14 of 42 have web-based resource directories
 - Web-based home and community-based worker registries and matching services
 - Tools to aid informed decision making – smart systems with tailored output based on an individual’s circumstances
- ◆ Eligibility for programs
 - Long term supports and services (OAA, Medicaid and state-funded), housing, health promotion
 - 9 of 42 have access to Medicaid eligibility systems, and 18 report planning for future access
 - 31 of 42 provide some access to on-line applications for consumers
- ◆ Integrated case management, client tracking and service use
 - Both single program and across range of medical and support needs – integrating Medicaid systems with aging systems
 - Electronic health records – both formal medical system and personal health records
 - Collaborative data-sharing while also preserving privacy
- ◆ Meet reporting requirements and QA/QI efforts
 - NAPIS and POMPS
- ◆ Training
 - Self-paced, lower travel costs

Outcomes

- ◆ Technology can make the management and delivery of services simpler and more efficient.
 - Increased consumer control consistent with their preferences, strengths and needs
 - Quality assurance and improvement
 - Cost containment
 - Consistency in service delivery

What Would a Long-term Solution Include?

- ◆ Software that can facilitate access and sharing between diverse databases, to avoid single vendor lock-in or building a new system from scratch.
- ◆ A federated identity system, ideally one compatible with emerging standards for electronic medical records.
- ◆ Common technical standards for software and common definitions for data elements.
- ◆ Ongoing collaborative standards-setting for data-sharing efforts.
- ◆ “Eclusion”; a way of using technology that bridges the “digital divide” and makes services more widely accessible.

Challenges

- ◆ Resources; both money and staff time
- ◆ Misjudging the requirements and the time necessary to do a job.
 - A successful software project requires a very clear understanding of the tasks to be automated, and more people and complexity add risk to the project's success.
 - "Assume it will take at least 3 times as long for IT issues to be resolved than you originally thought. Problems with the chosen IT system abound." (ADRC grantee)
- ◆ Obtaining "buy in" from intended collaborators
 - Sometimes it's necessary to do pilot demonstrations that convey the advantages to other agency partners
- ◆ Meeting privacy and reporting requirements

How are ADRCs Using Technology?

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