



**SANDATA**  
TECHNOLOGIES, INC.



# Overcoming Challenges in Electronic Solution Deployment

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# Statewide Electronic Solutions

- IT Systems are Key Components
  - Improve the overall quality of medical care
  - Increase efficiency
  - Stop waste and fraud
- Challenge #1: Project Planning and Timelines;
- Challenge #2: Competing Priorities;
- Challenge #3: Incorporating Stakeholders.
- Study results of OK IVRA Pilot



# Oklahoma IVRA Pilot Program

- Multi-agency implementation of a brand new program
  - Solution new to the industry
  - System used was brand new
- Multiple stakeholders affected
- Significant implications
  - Improvement of efficiencies
  - Cost Savings
- Volunteer program
- Program was measured



# Project Planning & Timelines

- Project History – Part of Real Choice Systems Change
- Study Design
  - Define study objectives and requirements upfront; enlist research expertise
  - Have a clear plan and execute it
  - Secure participant commitment for duration of project
  - Be prepared to accept results [whatever they are]
- Post study planning
  - Devote adequate planning, thought and resources to next steps that are contingent on study results



# Competing Priorities: Ask Q's!

- Top 5 Agency Initiatives?
  - Multiple State Agencies - multiple competing priorities
  - Multi, Intra-agency or inter-departmental
  - Level of action and accountability required
  - Ad hoc participation
  - Competing Projects
- Who ARE the champions?
  - Governor's office or high level executive
  - Legislative Issues
  - Political Issues
  - Agency proponent



# Resources

- Human Capitals
  - Allocation?
  - Committed team players?
  - Project focus versus everyday job related responsibilities
  - Longevity of team members
- Funding Issues
  - How is the program funded?
  - Matching funds?
  - Program necessity?



# Competing Priorities: Lessons and Recommendations

- Address competing priority upfront
- Ask Questions!
- Know the Champions
- Know the Adversaries
- Pre-solves expectation issues from the outset
  - Allocation of Human Capital
  - Funding – know where the money is coming from



# Incorporating Stakeholders

- Define Stakeholders participation
  - Rubber stamp
  - Inform
  - Active participant
- Obtain stakeholders' motivations or goals with the project
  - Understand the project while in the pilot stage
  - Ability to influence the project
  - Differ functionality and needs than the state client



# Stakeholder Variability

- Disparity of stakeholders
  - Smaller organizations versus larger
  - Political relationships
  - Technology aptitude
- Participation levels and experiences
  - Training process
  - Effect on Revenue
  - Process changes
  - Documentation expectations



# Incorporating Stakeholders: Lessons and Recommendations

- Added level of complexity - when done correctly adds immeasurably to outcomes
- Address Stakeholder Technology
  - Identifies technical obstacles early and incorporates broad solutions.
  - Capture providers' workflows to highlight areas of overlap and areas that differ among the diverse group of providers
  - Progress rather than perfection



# Incorporating Stakeholders: Lessons and Recommendations

- Win-win-win Focus
- Set the values of the group – return to these values during difficult decisions
  - Openness to alternate ideas with a commitment to the value proposition of the group
  - Don't assume; ask openly and Address all stakeholder issues
  - Collaboration and Transparency



# Savings

- An 8% reduction in visits per member per month.
- An 11% reduction in claims reimbursement for one provider agency.
- Oklahoma published a pre-post analysis of the population which shows that implementing the IntegriCare solution:
  - Reduced the billing an average of 1 visit less per member per month.
  - Reduced the billing by 5 units less per member per month.
  - 12 day reduction in payment of claims.
  - Average decrease per member per visit travel expenditure of \$1.37.



# Q & A

