Improving the Care for CA's Mentally Challenged

Ensuring Efficiency of Available Resources

TRINITY TECHNOLOGY GROUP

The Challenge

The Department of State Hospitals (DHS) has the responsibility to provide persons who are committed and scheduled to receive medical and clinical services the best practices of psychosocial rehabilitation and recovery.

The agency says accurate clinical data is necessary for decision making purposes to address patient care, patient and staff safety, and to fulfill information requests from external and internal entities in an accurate and timely manner.

Data sources existed on an outdated infrastructure, which made information reporting time-consuming and diminished accuracy. Also, no one source fully described every bed space administered by DSH. This made it difficult to report whether the beds were utilized properly.

As the patient base evolves, bed characteristics may require change. And DSH must make future budget forecasts based on these changes. DHS must be able to determine bed availability to better identify where prospective patients can be admitted as well as to determine if adjustments to bed offerings in particular locations should be adjusted based on patient needs.

BY THE NUMBERS

- CA's DSH oversees five state hospitals and three psychiatric facilities

- The agency serves approximately 10,000 patients annually

- Patients committed include:
    - Criminal – mandated by a court for crimes linked to their illness
    - Civil – mandated by a court for being danger to themselves/others
    - Sexually Violent Predators

Source: CA Dept. of State Hospitals

The TrinityTG Solution

TrinityTG developed a flexible system that could accurately report on bed utilization and modify reports as stakeholders change their priorities. Further, end users received training that included engaging them through the project's lifecycle helping them consider the system as the "one source of truth."

The project began when TrinityTG first developed a comprehensive list of bed attributes. This led to creating a system, built on Microsoft Dynamics, that fully captured present and historical characteristics for stratification and assignment purposes; that could monitor beds that are closed or altered, their reasons for closure and/or occupancy; that could project bed reinstatement dates, create reports that document bed utilization, bed availability, and staff resource forecasts; log user roles to ensure data entry is performed only by authorized staff only; integrate data from legacy bed assignment systems; and create an efficient bed assignment system including manual and automated search processes.

Key Client Benefits

DATA INTEGRATION: Information from multiple systems is now available in a comprehensive procedure

ACCURACY: Employing one source of data entry for patient admission and bed assignment allows for improved correctness

FASTER DATA ACCESS: Staff can now connect with greater speed staffing comparisons and bed placement information that is running within the system

CONSERVES RESOURCES: The new system reduces the use of paper records and data entry requirements

BUSINESS INTELLIGENCE & ANALYTICS: The new system meets the reporting and analyzation needs of DHS including the culmination of materials from its legacy data sources

SUSTAINABLE: Moving away from an outdated system allows for easier maintenance

Our Client List Includes:

STATE OF CALIFORNIA ENERGY COMMISSION · DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES · DHCS California Department of HealthCareServices · CalPERS

TRINITY TECHNOLOGY GROUP · DEPARTMENT OF INSURANCE STATE OF CALIFORNIA · OSHPD Office of Statewide Health Planning and Development · CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES · CALIFORNIA STATE PARKS SINCE 1864

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CALIFORNIA Workforce Development Board · BAY AREA AIR QUALITY MANAGEMENT DISTRICT

DEPARTMENT OF WATER RESOURCES STATE OF CALIFORNIA · CITY OF SAN ANTONIO EST. 1718 · COURT OF APPEAL STATE OF CALIFORNIA · California Department of Pesticide Regulation dpr

Trinity Technology Group

Trinity Technology Group in Sacramento has been building IT solutions and solving real business challenges for two decades. Our team of talented professionals – from business and quality assurance analysts to seasoned developers and project managers – work hand-in-hand with you to create plans for each critical process, and then deliver solutions to meet the specific needs of your organization.