

# An IT Perspective

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Dennis Murphy, MBA, CGCIO

Chief Information Officer

[dennis.murphy@pbhsolutions.org](mailto:dennis.murphy@pbhsolutions.org)

# CEOs are focused on people, processes and information to build a smarter enterprise

## Increase agility

69% are making extensive changes to business models and processes

## Connect & empower people

71% plan to focus on collaboration and partnerships

48% say people skills have the greatest impact to their organization

## Turn information into insights

75% say they can strengthen their competitive advantage by better managing and using information

## Drive effectiveness and efficiency

Technology has greatest impact on the business (35%) after market forces and people skills



# What are the keys to performance?

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- Processes
- Data Gathering or Information Reporting
- Data CFT
- Efficiencies

# The Process Efficiency Roadmap

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- How do we actually do things?
- How much duplication is there in our operations?
- Do we really operate in silo's?
- I don't know that's how we've always done it!

# Process Map Example

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- UM Access Plan Process
  - DD Processing—TARs, Plans, Auths
    - 197 steps
  - MH/SA Processing—TARs, Plans & Auths
    - 204 steps
  - Combined DD/MH/SA Processing-
    - 52 Steps

# Process Map Example

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- How do you reduce all these steps?
  - Auto-populate all the fields possible
  - Front end validations
  - Drop down menus
  - Automate forms
  - Reports, Reports and more Reports
- Create efficiencies!

# Where's Your Data?

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- Every LME has a software program that they use for collecting, storing and reporting their data.
  - Does it collect all the data that your agency needs?
    - Probably not!
- So who has the rest of the data?
- So how do you report on this data?
  - You don't!
- If it's important to someone in your LME to track some data is it something that would be useful to someone else in your organization?
  - Probably!

# Courses of Action for You!

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- Does our software do the things we need it to do?
  - Yes, move on!
  - No, what can we do?
- Low cost low tech option?
  - Process Map
    - Lets you know how your organization is actually operating!
    - Teaching and training tool.
    - You will find all the lost data.
- Buy new software?
  - \$\$\$\$\$\$
- Keep old software and have them make changes to it?
  - \$\$\$\$\$\$

# Courses of Action for You!

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- Have IT build you an Access DB to start collecting all the lost data.
  - Easier to input the data
  - Easier to share the data
  - Easier to report on the data
- IF budget permits:
  - Buy new software to perform the functions you really need
  - Have modifications done to your current software that will get you where you need to be
- And if you really need to punish yourself develop your own software!!!!!!

# Information Reporting

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- **Data** are plain facts. When data are processed, organized, structured or presented in a given context so as to make them useful, they are called **Information**.
- Data Team
  - Each department had at least one data person
  - CFT that reviews all report requests before they are submitted for development
- OLAP Data Cubes – three dimensional data grids that can be used to pull information together very quickly
- Business Intelligence Software - Targit
- Internal/External Information Reporting
  - Report Center
  - Data Cubes
  - Dashboard
  - Targit

# An IT Perspective

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- Manual or automate?
- Efficiencies!
- Data Integrity
- Support data gathering and information reporting
- Day to day Ops vs. Mission Critical Applications



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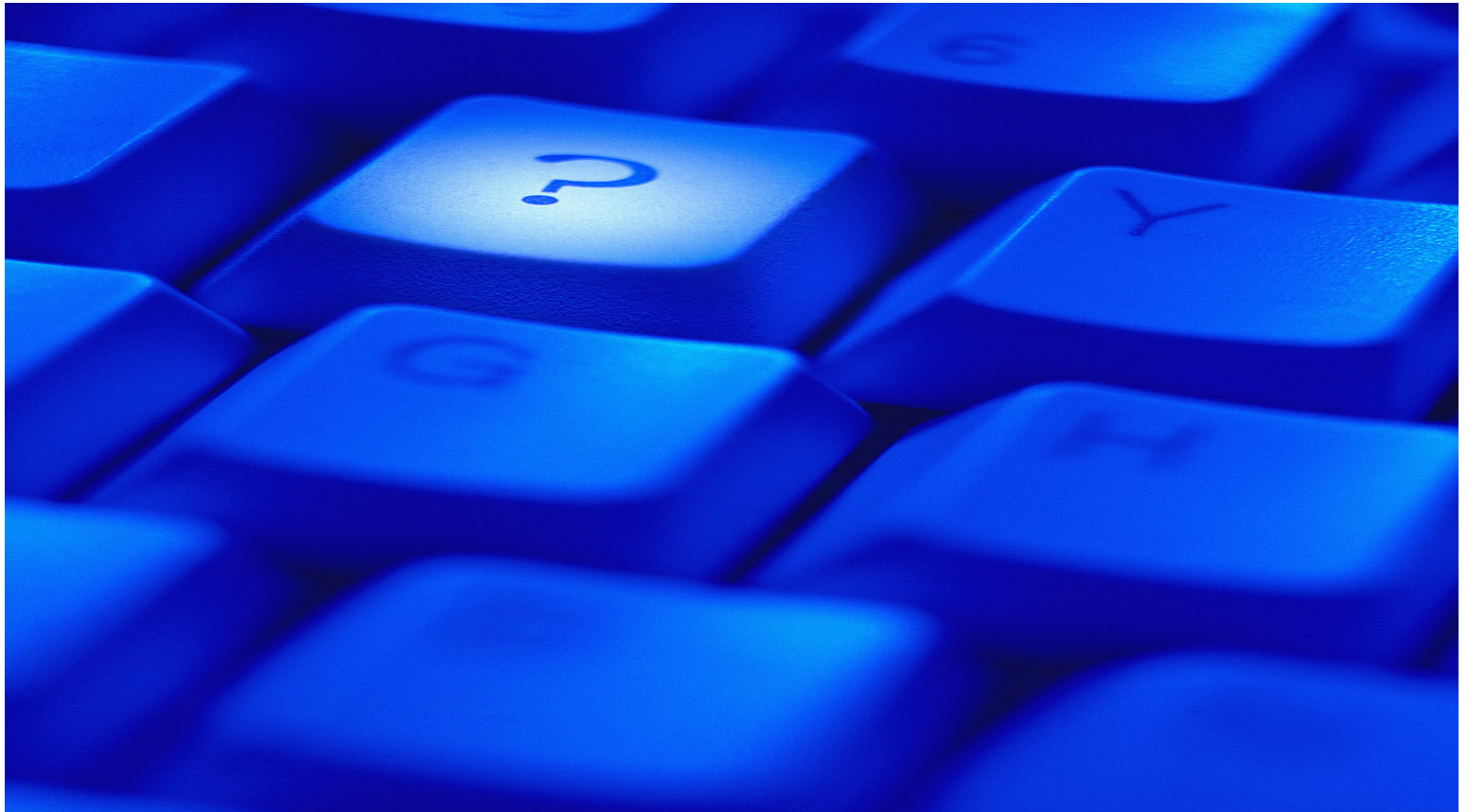
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# Questions?

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# Additional Information

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- For more information, please visit our website at [www.pbhsolutions.org](http://www.pbhsolutions.org)
- For information on Graham Process Mapping Software: [www.processchart.com](http://www.processchart.com)
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