

Client Information Management System Provides Productivity Improvements for Non-profit Organization

The Client

Central Clinic is a nationally recognized mental health agency that provides behavioral health, substance abuse, forensic and prevention services to more than 10,000 people annually.

Background

The Client Information Management System was a fundamental part of the organization's business process. The existing application was too slow and clunky, causing a glaring performance issue: unsubmitted service records were accumulating, resulting in lost productivity and delayed billing for Central Clinic.

What The Client Wanted

A system that would help the organization's front line team (the clinicians) to improve efficiency allowing more time with clients and less time required on administrative, non-client facing internal tasks. To achieve this, improved application functionality was necessary allowing management visibility into staff administrative tasks to ensure appropriate prioritization and timely completion.

The Solution

LÛCRUM worked with business leaders to prioritize a list of 20+ enhancements to improve productivity and create system features which helped to change behaviors among clinicians.

Development and Implementation

LÛCRUM became a part of Central Clinic's team; working with key business users of the system in order to gain an in-depth understanding of the business and the critical success factors for the project. An on-site development approach was used in order to increase the interaction between developers and end-users, resulting in better communication, enhanced testing opportunities and quicker turn-around on meeting requirements. LÛCRUM bridged the gap between business and IT, ensuring that enhancement recommendations were aligned with business objectives. LÛCRUM project management skills proved essential in ensuring tasks were completed on time and within budget. The upgrade of the existing application to create the Client Information Management System (CIMS) was completed in 4 months.

Benefits

- Improved productivity of clinicians (the upgrade reduced system response time from minutes to seconds, and provided improved user navigation)
 - Allowed clinicians to see more patients
 - Changed the way clinicians go about their daily jobs
- Management was given visibility into the administrative process through key reports to ensure staff accountability.
- Ultimately increased revenue for the non-profit organization
- Helped set direction to apply technology to the success of its business



"LÛCRUM has demonstrated its ability to meet the requirements and needs of Central Clinic where other vendors have failed. Their approach has proven essential in providing a solution that met our needs and was delivered on time and on budget."

Bob Scott,
MIS Director, Central Clinic

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