



## Improving reporting and service delivery with a single citizen view



The State of Alaska is the largest and least densely populated of all US states, with a geographical area of over 600,000 square miles and a population of around 700,000. The majority of health and social services are administered by a single state-level department, and research has shown that most citizens will require one or more services from this department at some point in their lifetime.

Thanks to the Alaska Permanent Fund Dividend, the Department of Health and Social Services (DHSS) has access to data on some 90% of the state population. However, as a heavily oil-dependent economy, Alaska has been affected by the global slump in the oil prices and this has put pressure on state departments – the DHSS included – to create cost savings without compromising on service delivery.

### Outcomes

- ▶ Alaska covers 600,000 square miles, the largest US state by area
- ▶ The state Department of Health and Social Services (DHSS) has data on 90% of the population
- ▶ Implemented a Master Client Index (MCI), which provides a unique citizen ID across systems
- ▶ Integrated MCI to 10 additional major data sources to improve data quality and accuracy
- ▶ Created a single view of the State's individual customers
- ▶ Improved service delivery for better coordinated care.

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**Beth Davidson**, State Health Information Technology Coordinator, Department of Health and Social Services

Up-to-date, accurate view of each individual



Identification of those with greatest need for services



View of those who incur the greatest costs



## The challenge

As long ago as the mid-2000s, the state was finding it difficult to get a single view of the citizen and the services they used within the DHSS. This was a problem both for legislators, who needed to know how many unique citizens were served by the department, and for department divisions who were serving the same citizens. For example, an at-risk child would be known to multiple case workers within children's services, juvenile justice and elsewhere, but with no central record of their case and the services they used.

They also wanted to know which citizens consume the most services and incur the greatest costs, while being able to see which case workers were attached to a particular citizen through different divisions.

The DHSS started working with Civica in 2006 to implement a Master Client Index (MCI), and made significant progress in solving the department's problem with citizen information. An MCI provides a unique ID for every citizen that can be tracked across systems, delivering a single view of the citizen and unlocking the benefits of collaborative and connected services. However, in line with Alaska's drive to continually improve service delivery and amid mounting pressure to control costs, the DHSS wanted to do more to draw value from the demographic data held in its systems.

## The solution

In order to deliver this functionality, the DHSS turned to Civica to connect the MCI to additional data sources and develop a comprehensive, scalable information cube. The cube allowed the department to report on various metrics around citizens' service consumption, delivering greater accuracy, insight, and visibility. It allowed DHSS access to more complete information on citizens and what services they use, to identify their high-utilizers, and which citizens incur the greatest costs.

Collectively, this allows the department to provide accurate and up-to-date information on citizens and service delivery to legislators, ensure citizens receive better coordinated care, and identify opportunities to improve efficiency and cost.

While originally developed to draw information from 10 major data sources (including Medicare; Women, Infants, and Children (WIC); Food Stamps; Heating Assistance; Fostering and Adoption; and Disability), the solution can also be adapted to accommodate new systems easily.

"Together, Civica's MCI and MultiVue solution have enabled us to meet our legislative requirements and deliver better coordinated care – both high priorities in state and local government due to the Medicaid expansion and the growing focus on health IT," says Beth Davidson, State Health Information Technology Coordinator at the DHSS. "And if we can deliver better coordinated care, we can also reduce costs and be more efficient. We now have an up-to-date and accurate picture of every person served by the department, which means we have a holistic view of the cost of service provision and can ensure that every person receives the best, most joined-up service possible."

"We're delighted with the results we've been able to deliver for the State of Alaska so far, and we're looking forward to working with Beth and her department again in the future," says Chris Owen, Divisional Managing Director, Digital & Data Solutions at Civica. "In fact, plans are already underway to implement our MultiVue Integrate solution as part of a significant public health modernization program – replacing siloed Access databases with a joined-up, Dynamics-based system."

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