

# What's new\* in BCFPI's web-based version?

...designed by you, and hundreds of other users, like you, in Canada, Sweden, and soon, England

# Required Capacities, 2008 -

- Support inter-agency collaboration re cases and management... Central Intake?
- Maximize privacy and security
- Seek increased responsiveness, productivity (achieved ~15%)
- Accountability... waiting and outcomes
- Evidence-based and linked
- System management and planning

# Web-based\*, needed for...

- Sharing selected case information between agencies
- Inter-agency collaboration
- Centralized intake
- Real-time regional reports
- Regional planning and management
- Reduction in local maintenance
- Consistent, high, system-wide security

# Privacy\*

- Dual factor authentication\*
  - \* Typically required by Privacy Commissions
    - Personal user name and ID +
    - New 'Secure ID' every 60 seconds
- Users privileges are restricted to need
- Identifying data only seen by providers
- Client's have multiple informed consents re specific uses of their data
- Audit trail

# Data Security\*

- Specialized hosts in ultra-secure locations
- Controlled environment
- Backup electrical power
- Multiple or continuous data backups during day
- Off-site storage of backups for disaster recovery

# Productivity Enhancement\*, 1-3

- Each of following 3 options can be turned 'on' or 'off' for any given agency
- If turned 'on', a dialogue appears during the interview asking the client about the item, and if client consents, recording consent and contact information relevant to the item

# Productivity Enhancement (1/3)

## Readings and videos

- Pre-screened material, corresponding to age and problems
- Requested by about 90% of referrals; endorsed by focus groups
- With consent, record contact information\*
- Send reading lists or material
- Provides informational support while waiting; supplements treatment; may be sufficient for some

# Productivity Enhancement (2/3)

## Pro-active\* triaging

- Checks eligibility for parent skill training\*
- If eligible, worker records if offered\*
- If offered, records if requested\*
- If consents, records contact information, facilitates referral\*
- ~ 30% eligible; sufficient for ~  $\frac{1}{2}$ ; increases productivity by ~ 15%
- Provides BCFPI ROI ~ 20-40:1

# Productivity Enhancement (3/3)

## Centralized follow-up\*

- If consents, contact information for semi-annual 3<sup>rd</sup> party checklist interview recorded\*
- Contact information and interview date shared with 3<sup>rd</sup> party follow-up contractor\*
- Interview conducted (~\$10); if consents, shared to provider agency; if not, only used in non-identifying outcome reports\*
- Consent sought for next semi-annual interview for 2 years\*
- Much more cost-effective than agency FU

# Real-time\* regional\* reports

- For agencies, cities, regions, countries
- Menu driven
  - Filters
  - Groups
  - User tags\*
- Time series\*
- Agency and program names or codes\*
- Dynamic status for enrolment/forms\*

# Operational reports\*

- Available within agency only
- Identify cases with specific complex characteristics
- E.g., teens who've harmed selves who live in low income single parent families, exposed to domestic violence, possibly abused.
- List output in grid format
- Print list
- Query grid... e.g., which of these are waiting

# Check-list Questionnaire versions\*

- For schools, doctors, welfare, corrections (and follow-up)\*
  - No narrative or item comments\*
  - No abuse or suicidality items\*
  - No 'other concerns'\*
- Above items entail judgment and/or risk. Full clinical interview is used when these are needed

# Data base extracts

- Created on-demand by authorized users
- MS Access or SQL db view
- No identifying data\*
  - \* Except for within agency extracts for authorized staff of particular agency
- Includes queries
- Scope is agency or data base
- For qualified researchers or ad hoc management

# Forms and reports in multiple languages (4.1)

- On-screen and paper forms
- English, French, Swedish, + mid-east\* and Asia\*, as translations become available
- Interview and reports can be conducted in one language; single case report available in original or other language\* (e.g. Interview in Urdu, report in Swedish)

# Support for local norms\*

- BCFPI Inc. will cost-share development of local norms
- Based on ~ 2250 parent forms (6 months - 18.99 years, ~2000 teacher forms, ~ 1200 teen forms (13-18.99))
- 50% of cost would be ~ \$40,000 per year over 4 years

# Link to agency systems\*(4.1)

- Local developers will be able to link local systems to BCFPI
- Initial purpose will be to copy case and enrolment information from MIS to BCFPI
- Then, BCFPI interview data shared with MIS and MIS service and case cost data shared with BCFPI for new BCFPI reports re service cost-effectiveness

# Sharing\* & Central Intake

- Controlled by within-BCFPI message centre\*
- User sends request to another agency to receive or send specific interview, enrolment or case data
- Receiving agency accepts or rejects all or part of request
- Source agency sends /receives agreed upon info
- Subsequent info corresponding to agreement can be sent by source agency

# Merge\* and delete\*

- Privilege should only be given to senior/specialized staff
- Merge cases when duplicates identified within an agency, or when sharing a previously distinct case with other agencies (sharing scope still needs to be defined)
- Delete forms or cases which were incorrectly present in your agency.

# Why More Expensive?

- Increased complexity in secure regional system
- BCFPI lease: reflects \$1.5M in software development costs, 2007-8
- Privacy and regional /national implementation & sharing require 3<sup>rd</sup> party data base and report server software (\$25K), not used with V3.
- Data security requires special facilities, with power and back-up redundancy
- Separate hosting costs, 4 regions, 5M, \$97K; (\$18K-\$22K /region); shared, \$25K, (~\$5K/region)... higher costs can be minimized by sharing host hardware, database and report servers