

Public Health Management Solution

Information Strategies (Infostrat) developed the Public Health Management (PHM) solution using the Microsoft Dynamics CRM, which enables rapid implementation, scalability, flexibility, and extensibility.

BACKGROUND

One of the primary goals of public health programs is to prevent the spread of communicable disease such as tuberculosis. Public health workers achieve this goal by investigating and evaluating cases, managing the care plan, providing treatment for patients, providing information to the general public and medical workers, and reporting to state agencies.

PROBLEM

Many public health agencies use Access databases and Excel spreadsheets to augment their patient records systems that often lack case management capabilities. Such systems have several shortcomings that can include: difficulty with tracking historical data, poor or no document management capability, inability to store or relate information on those who have come in contact with a confirmed contagious disease patient, limited tools for threat assessment, and limited automated workflow capability.

SOLUTION

Infostrat developed a public health case management solution that improves data management and analysis by enabling users to enter and retrieve information through the familiar Microsoft Outlook interface.

Some key system features include:

- Microsoft Outlook integration
- Automated workflows that are easily customized to meet specific needs
- Data entry validation and duplicate detection
- Patient contact tracking
- Custom reporting
- Ad hoc reporting and filtering
- Document storage and management
- Maps of case progression showing patients and their contacts

Solution at a glance

Microsoft CRM based application for contagious disease tracking, investigation and follow-up

Technologies Involved

Microsoft Dynamics CRM, SQL Server 2008, SQL Reporting Services, Microsoft Office SharePoint Server 2007, Microsoft Virtual Earth, Microsoft Office Outlook 2007

Due to the sensitivity of medical information, users are restricted to accessing information based on their user role and team.

The public health solution uses Windows Workflow Foundation to facilitate various business processes such as creating tasks for a care management plan and threat escalation. A SQL Reporting Services wizard provides advanced reporting capability eliminating programming time for even complex reporting needs.

A service-oriented architecture enables system integration with existing applications in public health systems and provides a platform for additional extensions.

Because Microsoft CRM offers an Outlook interface, the learning curve for users has been significantly reduced. With one click, users can relate e-mail and other activities to specific cases and patients.

The solution has a data audit capability and a built-in knowledge base that enables users to easily publish and share information. The integration of SharePoint with Dynamics CRM enables strong document management capability in a secure environment.

Along with Microsoft Virtual Earth and/or MapPoint, the system creates a GIS representation of the data so users can identify geographic trends and distributions.

ABOUT INFOSTRAT

Since 1987, Information Strategies has been delivering solutions to state and local government customers, focusing on line of business solutions, customer relationship management, portals, content management, document management and custom database applications. Specializing in Microsoft technologies such as Dynamics CRM, .NET application development, SharePoint, BizTalk, Active Directory, and Exchange, Information Strategies has completed over 900 technology projects since its founding.

