King County

DMHP and Public Safety Project

<Project #TBD>

Benefit Realization Report

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Date: June 4, 2012

Revision History

Version #	Revision Date	Revised by	Description
1.1	10/26/2010	Gary Tripp	Changed logo
1.2	4/15/2012	Karl Nygard	Updated and added detail

1.0 Value Received

This project's value to Crisis and Commitment Services (CCS) will be determined by its ability to achieve:

- Risk mitigation: by giving Designated Mental Health Professionals (DMHPs) access to 10 years of clinical records in the field, they are increasing their own safety and that of the general public
- Efficiencies and savings resulting from decreased need to create, maintain, store, and locate paper files
- Fewer trips to the Chinook Building for DMHPs in the field.

Success will be measured through the metrics described below.

1.1 Metric description and collection method:

Please list the metrics that you will use to define and track the success of this project from a benefits standpoint. If someone asks, "show me how this project was successful or not" these are the metrics which define success, and which should be reported on a regular basis. For each metric, please also state how they will be collected.

Metric	Collection Method
Time spent creating/managing files	Periodic time study of staff hours
Number of times DMHP remotely accesses CCS database	CCS database logs
Number of times legal documents scanned and stored	Database logs
Reduction in supplies needed to create clinical files	Review of invoices
Reduction in supplies needed to create legal documents	Review of invoices

1.2 Transition plan:

If the metric definition, collection method, and reporting are not determined by the business owner and recipient of the benefits above, please detail how the ongoing business owner will take ownership of the metrics, collection, tracking, and reporting of these benefits.

N/A

Department Director Signature: _____

1.3 Operational Efficiencies Benefit Measurements (as applicable)

Description	Metric	Baseline	Target	Actual	% Accomplished
Decrease staff time needed to create and manage files	Time spent creating/managing files	TBD (will be collected Q3-4 2012)	0		
CCS use of online clinical records vs. reading paper records	Number of times DMHP remotely accesses CCS database				
CCS use of efiling court records	Number of legal documents scanned and stored				

1.4 Annual Cost Savings Measurements (as applicable)

Description	Initial Projected Cost Savings/avoidance/revenue (from business case)	Updated Savings/ avoidance/ revenue	Actual Savings/ avoidance/ revenue	Explanation of Variance
Reduction in supplies needed to create legal documents and files	13,635			

1.5 Other Benefits:

Please detail any significant benefits of the project that departments, customers, or others will receive beyond any cost savings or efficiencies (which should be detailed above). This could include benefits of risk reduction (please note how, why, and by how much), cost avoidance, or other areas of benefit not easily distilled to a single monetary value.

Increase the safety of both DMHPs and the public by increasing access to the clinical history and information regarding a history of violent acts.
Increase access to information through real time DMHP data documentation and creation of records rather than when they return to the office. This has implications for decision-making and safety issues connected to investigations that are passed from one shift to another for continuing work. Having instant access to records allows for the most accurate information in safety planning when getting referrals in the field and doing outreaches to the community.
Reduce fuel consumption by requiring fewer trips back and forth to Chinook to review files
Greatly reduce the physical space needed for storage of records, helping CCS to avoid outgrowing its current file storage system, and reduce the need for an archival service.
Increase accessibility and availability of information by being able to search records using a computer rather than holding the physical chart.
Reduce the amount of time searching for physical charts in the office.
Allow for increased work done in the community, by requiring fewer trips back and forth to Chinook to review files, this will increase staff efficiency and allow staff to spend more time with people in crisis.
Increase accuracy of legal paperwork and take advantage of e-filing directly into the court system, reducing the handling of paper records by the Department of Judicial Administration.
Reduce risk of loss of physical records.
Reduce the amount of staff hours needed to file, maintain, and move physical records, avoiding future costs for the additional staff that would be needed as the caseload grows (caseload has grown by 10% over the last two years).
Improve access to data for reporting, management decision making and performance measurement.
Improve clarity of communications with typed records and legal packets, rather than handwritten notes.