King County

MEO and Vital Statistics LifeEvents Web Portal

Project 1116803

Benefit Realization Plan

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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

The value received from the MEO and Vital Statistics LifeEvents Portal increases accuracy in reporting of deaths, addresses requirements in the planning of mass fatalities as well as increasing customer satisfaction by delivering consistency and one point of access in providing multiple services. The LifeEvents Web Portal accommodates for a quicker, easier and convenient method of ordering reports and certificates. It allows our customers the medical community, law enforcement, funeral homes and the public to go to one place to complete events that would normally mean multiple trips and difficult processes to complete.

1.1 Metric description and collection method:

In gaining compliance in mass fatality planning by being able to capture all possible calls in a systemic and consistent matter this would be paramount for data reporting. Also being able to deliver this information to law enforcement and court officials for cases would institute a higher level of standard in case investigations. This web portal also provides convenience, security and an in-house ecommerce solution for the ordering of certificates, reports and disposition reviews. We currently have a Point of sale system that we would integrate into the proposed web portal to capture all transactions for ordering certificates and reports. Verti-Q is the Medical Examiner's system that would capture all death reporting documentation.

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.

Department Director Signature: _____

1.3 Operational Efficiencies Benefit Measurements (as applicable)

Description	Metric	Baseline	Target	Actual	% Accomplished
Ordering Birth and Death certificates *Ordering Autopsy and investigator reports*	*To provide an economical in –house solution for customers to use their debit cards*	*Increase total transactions by 10%*	*Increase total transactions by 25%*		
Death reporting	*Increased Automation, standardization and convenience*	*All deaths reported from medical facilities are documented in the same systematic way*	*100% of deaths reported by medical facilities are documented and recorded systematically*		
Burial and Cremation Reviews	*One place to request and pay for a Disposition Review*	*80% of all Disposition Reviews are completed using the web portal*	*100% of all Disposition Reviews are completed using the web portal*		

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

1.5 Other Benefits:

One of the major benefits that the Life Events Web Portal will offer our customers is a higher level of security when requesting these documents for purchase. By requesting certificates and reports through the portal customers are eliminating the hardcopy request that can be at a higher risk of identity theft.