



Case Study



Client Profile

The Division of Immigration Health Services' (DIHS) mission is to protect America by providing health care and public health services in support of immigration law enforcement. DIHS promotes global health through the delivery of primary care to undocumented migrants. The Division's relationship with the Immigration and Customs Enforcement (ICE), formerly the Immigration and Naturalization Service (INS), dates back to 1891 when the Immigration Act authorized the Public Health Service to examine and quarantine aliens at Ellis Island. Since 1985, the ICE Detention and Removal (D&R) Program has had an interagency agreement with the Public Health Service (through the Health Resources and Services Administration, Bureau of Primary Health Care) to provide health care personnel to staff the ICE Service Processing Center Medical Facilities, and other measures of health care support.

Executive Summary

Prior to 2003, DIHS did not have the necessary LAN/WAN infrastructure or automated tools to properly support its mission. DIHS contracted with DYONYX to define requirements and design, develop and deliver a turnkey outsourced solution to support the Enterprise Multi-Service Network (EMN) of DIHS' Washington DC headquarters and 15 Service Processing Centers (SPC's) located throughout the U.S. and Puerto Rico. This network would become the highly-secured information system for the management of primary healthcare and managed care services for the US Bureau of Immigration & Customs Enforcement's (BICE) undocumented migrant (detainee) population. The original DIHS user population began with 75 staff and today has grown to over 300 workstations, 46 servers and 400 users in a 2-year period. Network misuse and security lapses through improperly trained employees

Solution

DYONYX currently provides outsourced eMR, IT network/applications/helpdesk support for this new network infrastructure which includes two redundant data centers. In addition to the evaluation, procurement and management of all WAN communications circuits, installation of network, server, and workstation equipment at all facilities (fully cooperating with other government organizations present), DYONYX worked with DIHS to define and obtain interconnection agreements for access to and integration with applications belonging to other government departments.

Key Benefits

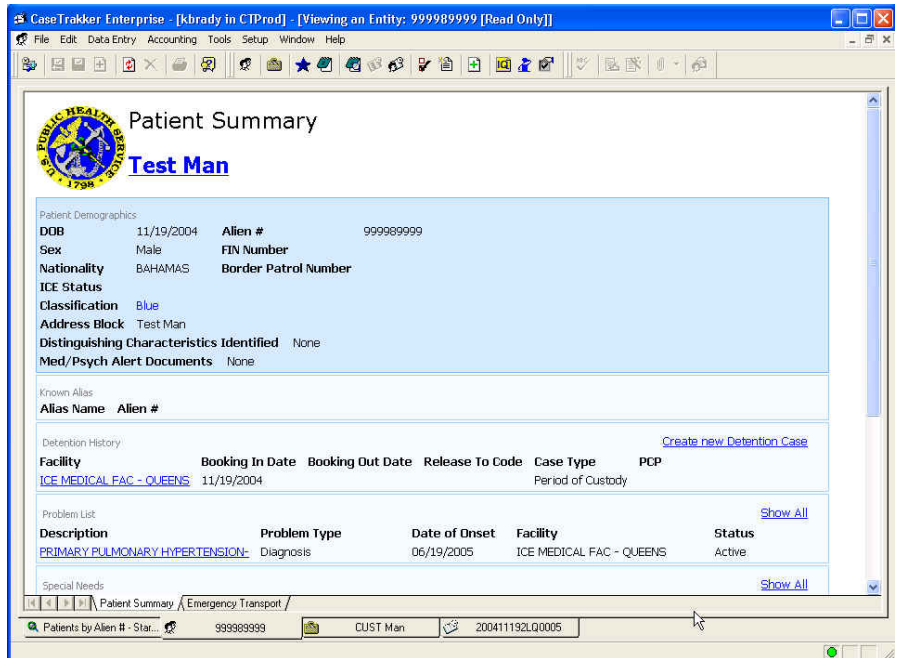
In support of the DIHS mission, DYONYX was tasked with assisting in purchasing an Electronic Medical Records (eMR) and Utilization Management System to automate the management of primary healthcare and managed care services. DIHS required an eMR that would focus on their unique process to identify infectious diseases, provide healthcare in a detention environment, and manage healthcare services provided outside of DIHS clinics.



survey, evaluated eMR systems, performed a “build versus buy” analysis, and assisted DIHS in purchasing the CaseTrakker system, by IMA Technologies.

eMR Solution: CaseTrakker

CaseTrakker is distinguished from other healthcare software packages in that it is an infrastructure support solution customized for healthcare management. All the modules needed to automate healthcare management functions are in the basic program. However, the data to be collected, reporting, etc. can be customized to meet each individual customer’s needs as part of a complete solution. For DIHS, this meant the system could be configured to track information on the case, the patient, the provider, the episode of care, the outcome – or any other configuration required. This basic framework and customization capability enabled DIHS to quickly deploy a customized solution, with the cost and manageability benefits of a commercial off the shelf (COTS) solution.



Screen Shot - CaseTrakker demonstrated that four major processes: Intake Screening, Sick Call Appointments, Transfer Summaries, and Infectious Disease Monitoring could be prototyped in less than 2 weeks.

As part of the implementation of the CaseTrakker solution, DYONYX defined all of the forms, data fields, documents and assessments to be included in the customized solution, oversaw the system configuration, and assisted in the deployment and training of the solution to DIHS facilities.

Key Benefits

DYONYX continues to integrate CaseTrakker eMR with other DIHS applications, such as the Criminal Institution Pharmacy System (CIPS), TeleRadiology System, and Lab Corp., as well as future enhancements to support DIHS’s evolving mission. The key benefits to DIHS thus far have been:

- JACHO, ACA, NCCHC Accreditation Process Streamlined & Automated
- Identification of At-Risk Patients Resulting in Reduced Risk
- Enhanced Health Care Cost Benefit Analysis
- Enabled Treatment Outcomes Analysis
- Contract Health Care Provider Costs Reduction
- Custom Capabilities with COTS Cost and Manageability
- Rapidly Scaleable Solution
- Robust Reporting Standard Features
- Initial eMR Prototype was Deployed in Less Than 4 Months

