# DHHS Systems Outcomes: eICM

In 2009, DHHS launched a process and technology initiative to improve its integrated service management. As a result, the electronic integrated case management (eICM) system enables staff to access centralized client records, comprehensive service delivery history, and concurrent case activity information on the people they serve.

Population
Policy
Program
Case Manager
Client
eICM
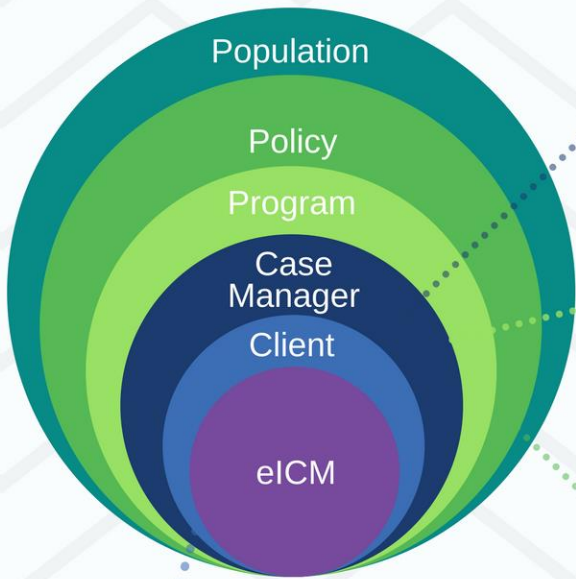
Client

Client-Centered Workflows—where all information, actions, and decisions are based on the presenting needs and condition(s) rather than service offerings of a program.

Service Integration—case managers and service providers, regardless of the service area, share client, case, and service history to improve service planning and delivery.

Universal Service Catalog— Available services of every type, duration, and intensity are categorized by client need and provider, to identify the best service "fit" at the earliest point.

Comprehensive Client Outcomes— program and service impact on improvement in client condition is not evaluated in isolation, but rather by contribution made within the comprehensive set of services provided across all cases/programs at the same time.

Case Manager

Provide detailed and reliable information for client process and outcome reporting directed at frontline staff and their supervisors

Alert case managers across multiple services areas to clients whose likelihood to enter "crisis" prior to the event.

Program

Integration of community measures, health disparities data or other environmental indicators into system or individual client predictive health and wellness modeling,

Identify the predictors which have the greatest impact to clients' service satisfaction
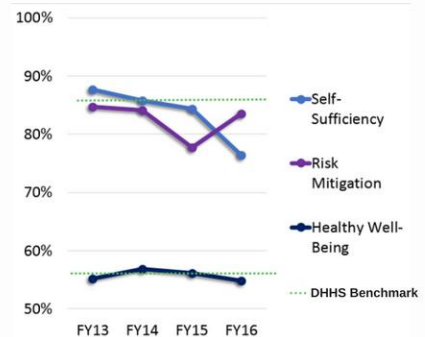
Monthly Trends Reports | Annual Reports

Intervening earlier using approaches that are cost-effective more likely to yield the best outcomes while reducing inequities

Policy

Provide detailed and reliable information for systemic performance reporting directed at senior leadership and policy-makers

Identify DHHS service system functioning and identify bottlenecks to service delivery equity

DHHS Headline Measures

- Self-Sufficiency
- Risk Mitigation
- Healthy Well-Being
- DHHS Benchmark

FY13 FY14 FY15 FY16