

# Marygrove

## A Home For Disadvantaged Children Florissant, MO

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*"The speed and accuracy at which we process our paperwork and enter data has improved dramatically, which has helped our agency in so many ways. We work better, morale is high, and we're spending more focused time with our children. An added bonus is that our state audits are now faster and smoother. FAMCare® has made all the difference."*

~ **Dave Becker, MSW - Director of Residential Services**

### Solution Overview

#### Customer Profile

The mission of Marygrove is to provide quality mental health services to severely disturbed children, young adults and their families who are economically disadvantaged.

#### Solution

The team chose Global Vision Technologies' FAMCare® Rapid Case Management to help them achieve their goals.

### The History

Since 1849, Marygrove has been caring for children, teens and young adults, offering a safe and healing environment for its residents. The children and adolescents who are placed at Marygrove have often been through multiple, failed placements in other residential facilities or foster homes. Many come from abusive, violent and severely disruptive family situations; some come from failed adoptions; and, in a few instances, children are discharged from psychiatric hospitals directly to Marygrove.

Most of the residents are dual diagnosed with behavioral and psychiatric disorders as a result of abuse and neglect. Without Marygrove's services, these children and adolescents would face a future living in a much more restrictive environment.

In addition to residential care and treatment, Marygrove provides other services that include:

- Two on-campus classrooms.
- Transitional and independent living services.
- Three therapeutic foster homes.
- A mentoring program.
- Day and overnight emergency services for children in an abusive or potentially unsafe environment.
- Intensive Needs Based therapy for sexually abused residents.
- Homeless youth services for children ages birth to 19.
- A crisis nursery for children of parents who are facing overwhelming stress or a family emergency or crisis.
- A parenting education program and family counseling.

Marygrove is the second largest residential treatment facility in Missouri and provides a new beginning for the nearly 640 children served each year. Success of Marygrove residents is due to the hard work of each program's staff and their dedication to keeping a watchful eye on program results. The necessity of having robust information management is well-understood at Marygrove, as critical decisions related to specialized services and programs are made based on carefully collected data. By prioritizing information and results Marygrove is able to accurately track how well each program is performing and the real-time impact to each child's life.

Marygrove has access to technology and tools allowing them to easily track and report on all of their information with ease. Dependence on paper forms has been drastically reduced allowing Marygrove to collect data more efficiently and to generate accurate reports more quickly than ever before.

Today Medicaid billing is easier and more simplified than it has ever been and staff morale and productivity is at an all-time high. This, however, was not always the case at Marygrove - in fact, merely five years ago (2007) Marygrove found itself at a major crossroads.

## **The Problem**

Marygrove has a long and rich history of serving children in a loving, residential environment, however, in 2007 Marygrove reached a point where they could not continue on with the current state of their operation. Case management processes were bogged down by manuals and took days to complete; while caseloads were increasing daily for already over-burdened case workers.

As with many other agencies Marygrove's entire file system was strictly paper-based, generating an estimated 90,000 sheets of paper per year. Information security was lacking, and all information processing was long and drawn out. Incident reports that may critically impact decision-making took days to review as did many other functions of the operation. Morale was suffering agency-wide and a solution was desperately needed.

Marygrove invested in an information management system around that same time with the promise that the new system would help in the areas in which they were suffering. Unfortunately, the investment that initially seemed to be good turned sour.

Requested customizations to the system were slow to materialize and the software was not as flexible as it had originally appeared, making it too complicated for the already over-worked staff to learn. After three years of trying to make it work the team and board realized that their new technology system was not helping and they decided to look for an alternative solution.

Areas for Improvement:

- **Poor Case File Management.**
  - Piles of old cases and paperwork – not organized and stored properly.
  - Finding old information was virtually impossible because of the storage issues.
  - Security violations related to how data was stored.
- **The Software and Vendor Didn't "Fit".**
  - Staff had to enter the same information multiple times - which took them away from spending more quality time with their residents.
  - Billing had to be done manually by therapists - by using individual therapy sheets.
  - Staff had to manually count incident reports, suspension days, type of incidents, etc.
  - Gathering data for a hotline took close to 2 hours of time.
  - There were several different ways of collecting data that did not allow for merging data when pulling agency reports.
- **Staff Morale and Training Issues.**
  - The average age of their staff was 44 years old – many of which feared technology, did not like computers or had never used one.
  - Some staff had to learn how to turn on/turn off the computer; use a mouse, Windows and the Internet... so using software to manage their cases, on the surface didn't seem like a reality.
  - Most of the staff did not have email addresses.
  - In order for this new effort to be successful, everyone at the organization had to use a system - which seemed like a huge and challenging endeavor.



For 4-5 years we struggled with a system that couldn't change. It just couldn't do what we needed it to do. And then along came FAMCare®... fell into our laps – so to speak, and it's been like a breath of fresh air."

~ Sister Helen Negri, CEO




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*"The current system that was in place was not meeting the expectations that were given to us at the time of sale. It took over two years to design an intake form for our needs – which never really worked. We were never able to get incident reports loaded and working correctly. It took too long for changes to be made and that cost us more money." ~ Dave Becker*

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### Setting the Objectives to Fix the Problems

The goals for the team this time around were very clear. Marygrove did not want to repeat their previous experience with software.

As a result, a careful plan was put in place with the following goals in mind:

Goal	Solution Criteria	Questions
Ability to gather data for reports and grants in a quick and effective manner.	Software must: - be easy to learn and use - have robust reporting tools	How soon can we use the reporting tools? Are they available immediately or configured later? Is training included?
Reduce the need for paper and circulation of documents.	System must be form driven. Flexible / cost-effective enough to include new forms to meet our needs. System must have robust workflow.	What do we need to measure? How do we want to measure it??
Allow staff to have more information at their disposal.	Solution must be dashboard driven – keeping our staff in front of critical information and on task. Workflow must drive alerts and events.	What does the vendors training program look like? How much of our time will be needed to train our staff? What is the timeline expectation for when our team can be fully trained to use the application?
Reduce the time the professional staff spends on billing, paperwork and simple tasks – allowing them to focus more on treatment planning and therapeutic services.	Software must have a billing component that would include a fee for service and residential services billing options.	Can the billing system work with Medicaid?
Ability for the software to change easily to fit our different funding sources.	Software must be flexible to add in our different criteria.	Can we change the source of funding ourselves or do we have to have the vendor change it for us?

### ***Finding the Right Partner***

The team took a hard look at different software packages. A few seemed to fit in certain areas such as data collection, while others seemed stronger on the reporting side. Most appeared complicated, but effective. Ease-of-use was a critical factor, however - Marygrove knew that whatever platform they chose – the vendor would need to have a good support methodology and training program to help their caseworkers get up to speed.

Based on multiple interviews, demonstrations and its relatively simple interface – the team chose the Global Vision Technologies team and FAMCare® - the rapid case management solution – for its needs.

### **Formulating a Good Internal Training Plan**

Soon after they purchased FAMCare® – Marygrove began to put a plan in place for training. They realized that training their staff would be challenging. Everyone needed to be trained on the system. Without staff “buy-in”, this important initiative would fail.

The team set up a training room with computers and put every staff member through 3-4 hours of computer training over a 3 month period. The training started by focusing on computer 101 – the basics – finding the system website, logging in and filling out an individual log for a resident, through an intake process. They held special training for staff that was having problems with the program so they could have a better understanding of what they were doing on the computer. “Because FAMCare is so easy to use, we didn’t have to print out thousands of pages of manuals for our staff and they were less overwhelmed at the training,” said Becker.

For many agencies adopting a new software platform – staff “buy-in” is a critical factor. Marygrove knew that was a major issue for them, as well. Having failed the first time around with software – they had to make sure things were different this time around.

The first step in this process was a direct approach – they listened intently to the needs of the direct care staff and therapists to see what would make their job easier. As a result – they implemented and configured new forms in their system right at the start – individual logs and incident reports. These two forms were what the staff used most on a daily basis and also provided good information on the behavior of the resident.

### **New Forms Helped Simplify Roles and Tasks**

As each staff member became acquainted with the software – they began to love the program. It was evident with FAMCare® – they could save them time, effort and energy.

- Staff no longer had to hand write and walk incident reports all over campus. They could do everything from their own building, which saved them time and made their job easier.
- Each morning the therapists could click one button and only have to see the incident report that involved their residents. With two clicks they could approve the reports – a huge time saver for the therapeutic team.
- Also, they designed a report that allowed them to look at all of the individual logs by resident or cottage each day, from their desks and not on campus. The old way involved going to the cottage and looking at 30-40 sheets of paper. Now all they had to do was click, enter the dates, and read.

### **Solution Overview**

#### **Technical Components**

FAMCare case management software

- Web-based solution
- ASP.net technology
- SQL Server Reporting Services
- Menu-based forms
- Role and form based security
- Configurable data points

#### **Benefits**

- 24/7 access
- Cross-browser compatible
- Configured for mobile devices and tablets (IPAD, Android)
- Alerts/triggers and event management in real-time.
- Modules for training, billing, client goal/event management, juvenile justice, foster care, adoption, HR
- Multiple sources for infomatics – adhoc query tools, SSRS, onboard dashboards

## Using the Solution to Solve Problems

As Marygrove fully integrated FAMCare®, many tangible and intangible benefits were realized as a result:

1. **Ease of Use** - FAMCare® was so easy to use that it drove some of the non-technical people to buy their own computers. In some respects - FAMCare® helped these folks learn computers and how to leverage the Internet.
2. **Staff Morale** – the staff had been asking for and was promised a good solution for years. FAMCare® proved to be a solution that has made and continues to make an impact on their jobs and lives.
3. **Radical Process Changes** - What took them several hours or days to do two years ago can now be done in minutes using the reporting module.
4. **Information Retrieval** - The speed at which they can find information has dramatically improved. Goals, treatment plans, incident reports, demographic information, and case notes can all be pulled up and reviewed instantly.
5. **Grant Writing** - They are now able to write grants faster using data pulled from the new reports
6. **Medicaid Billing** - They've been able to change how they bill Medicaid. Their new process is faster, more efficient and they're saving money in the process. In addition, they can link all of their case management services, therapist sessions and daily census information to billing... all in one report.
7. **Form Consistency** - Because all of the forms in FAMCare® are laid out the same way (very similar to paper form layout) – it has made it much easier for new users to learn the system faster. In addition - new form rollout requires minimal training as a result.
8. **Quality of Work Improvements** – Each staff member's caseloads are better represented and documented. By having case workers enter the data themselves – they are more accountable for the information they record. In addition – more data is being recorded as a result. In the past – some things may have slipped through the cracks and were not always recorded properly. With FAMCare® – more accurate data is being recorded and presented.

## By the numbers...

- *Hotline review reduced from 2 hours to 15 minutes...*
- **Treatment plan reviews reduced from every 3 months to once per month...**
- *Using the report designer, they created a United Way report and completed a grant application in 4 hours. In previous years – it took 2 days to perform the same task.*
- **QA reviews on resident files have been reduced from 2 hours to 30 minutes.**
- *Goals can be accessed and reviewed instantly.*
- **A resident's entire incident report can be available and reviewed in seconds.**
- *Incident reports can be approved and circulated in a matter of minutes instead of days.*
- **90,300 sheets of paper saved (Individual logs – 52k, communication logs – 3.5k, incident reports – 24k, treatment plans – 10.8k)**
- *Intake processing reduced by 30 minutes*

## Leveraging FAMCare® Rapid Case Management Software

Using FAMCare®, Marygrove has been able to eliminate numerous manual-intensive tasks and transform how their teams operate, communicate, collaborate and work with information. This in turn has made a dramatic effect on their working environment - improving how they manage cases, support their residents and bill for services.

FAMCare® helps their team see the progression of residents through their programs more clearly. It has also facilitated a new approach to process "mapping". If the time to perform a certain task or record information can be made faster within FAMCare® – they look to make that change. They have become smarter in how they approach data collection and reporting. It always comes down to two questions: What do they want to measure? How do they want to measure it?

With FAMCare® the team can now look to the future.

"We're able to grow with technology. We can now observe trends, look for gaps in services and our programs and fine tune accordingly. We are becoming 'outcome-driven'. Our people are now computer-literate. They come to work looking to use FAMCare. They're not afraid of technology, rather look to embrace it. We have saved time, improved our processes and have better information. We couldn't have done it without FAMCare."

~ Dave Becker, Director Residential Services

## More Information

Global Vision Technologies helps agencies improve processes, outcomes and funding with technology. FAMCare® Rapid Case Management Software is empowering users with easy to use, high-performance case, clinical, financial and training management tools that makes their lives easier and helps them get the results they need faster.

