



## CASE STUDY

# Centralizing Data to Quantify Social Impact



Serves hundreds of youth each year through their residential and outreach programs.

## Background

Mercy Home for Boys & Girls has helped more than 30,000 neglected, abused, and homeless children over its 125-year history. At the core of their services are their residential and outreach programs, which provide a safe home, therapy, and educational support to children at their two Chicago campuses. Mercy Home also offers mentoring, AfterCare, and referral services—all in all, helping a total of about 600 kids each year.

Mercy Home is currently working on a project to define, document, and provide a framework for the standards of care provided to each youth. The BluePrint Application provides a way for Mercy coworkers to track all of the information pertaining to a youth so that the Care Planning Team can share information effectively and efficiently. It also provides a mechanism to aggregate data and associate their work with the outcomes and KPI Mercy has identified.

## The Approach

MXOtech worked with Mercy Home to understand their processes to build a Windows Application called BluePrint that is 100% customized to Mercy's processes. The application is designed to provide an easy way to share information, protect confidentiality, and produce data that will help Mercy coworkers in their Continuous Process Improvement efforts by centralizing information for all youth. The application condenses and simplifies a large number of external systems such as spreadsheets, paper forms, and their main database which will eventually be made obsolete by the BluePrint Application. The BluePrint Application provides a central location for all data related to the Mercy Home continuum of care, supporting separate youth programming areas such as the Friends First Mentoring outreach program, Residential Care, as well as the post-residential support program AfterCare.

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100% customized to match Mercy Home's internal processes.

Reduced the amount of time spent each quarter by 66%.

## Results

- Standardizes the system for monitoring staff transitions and multi-functional roles within the organization.
- Focuses is on being user friendly, eliminating all duplication of efforts, and digitizing as much information as possible.
- Interfaces with Mercy Home's document management system.
- 100% customized to match the processes Mercy Home coworkers have developed internally.
- Provides accurate data via push button reports.
- Provides the ability to tie information to outcomes in alignment with the framework of care.
- Reduces the number of documents used by the Friends First team from 180+ documents down to approximately 40 documents.
- In Progress Results: The BluePrint Application is collecting data for a small portion of the quarterly individual treatment plans (ITP). Using the data from the system has reduced the amount of time spent each quarter by 66%. Once the project is complete, the system will collect and aggregate all the ITP data, eliminating the majority of the manual paper processes and reducing the time by an additional 10-15%.

## Technology

A windows based application that leverages .Net technologies, object oriented n-tiered architecture and DevExpress tools to centralize the flow of data and regulate core organizational processes.

Data stored in central data repository using SQL, utilizing merge replication to isolate segments of data for processing on tablets and other secure mobile devices.

The application and database utilize Windows Authentication in order to validate users authenticity and to ensure that all data logging is in compliance with HIPPA standards. ApexSQL utilized to assist in the generation of logs and reports necessary to meet all compliance guidelines.