With Today's Rapidly Changing IIS Requirements, It's Not Just About the Software Anymore

The On-going Relationship Between the State of Montana and Their Vendor



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Montana imMTrax Manager



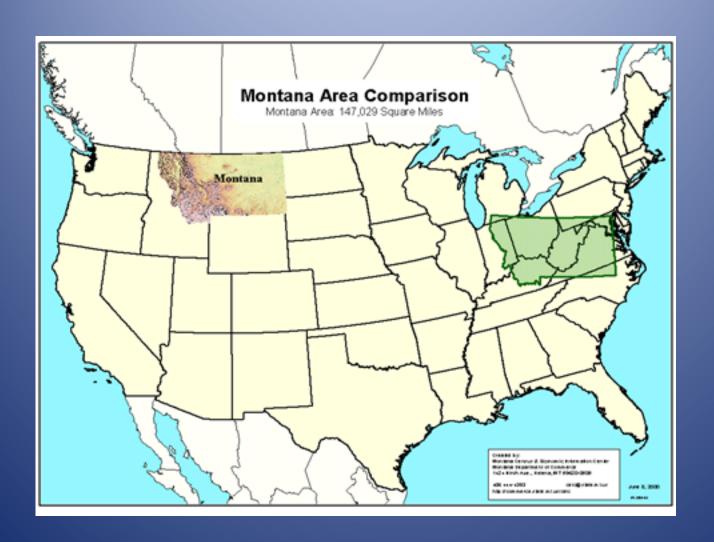
Disclosures

 Lisa Rasmussen is an employee of the State of Montana and has nothing to disclose.

 This presentation will discuss, however, products and services provided by Scientific Technologies Corporation (STC)

Montana facts

- 5th largest state in land area (630 miles East to West by 255 miles North to South)
- Larger than New England + New York + New Jersey
- However, it ranks #44 in population (just over 1 million) & 48th in population density
- Metro Denver has way more people than all of Montana



We have more of these than people...











Montana Immunization Program

- 9 full time staff
- 1 CDC Public Health Advisor

Carolyn



The Beginning

- Montana needed a new IIS
- System was home grown, outdated, and did not meet the functional standards
- Minimal funds available to purchase and maintain a new system
- RFP Process



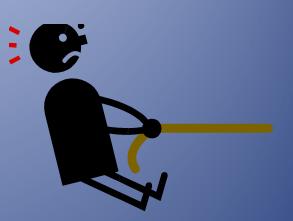
The Solution

- Maine's version of WIR modified for Montana needs
- Data migration
- Customization (logos, forms, consent)
- Documentation
- Training
- Help desk



Bumps in the road

- Staff turnover and absences
- Communication challenges
- Hard work on both sides

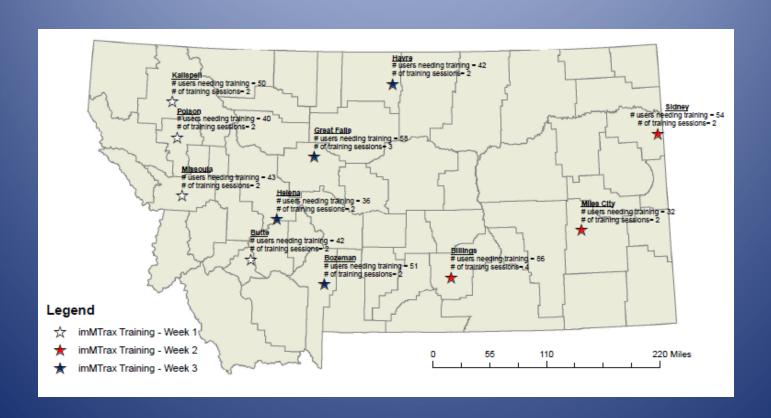


Birth of imMTrax

- On site training state users
- Regional training for providers
 - Not just Montana staff
 - Road Show!



Trainings



imMTrax now

- Went Live in late November, 2011
- ~ 225 VFC providers
- ~ 200 non-VFC providers enrolled and reporting
- 2,110 active users



Vendor Support

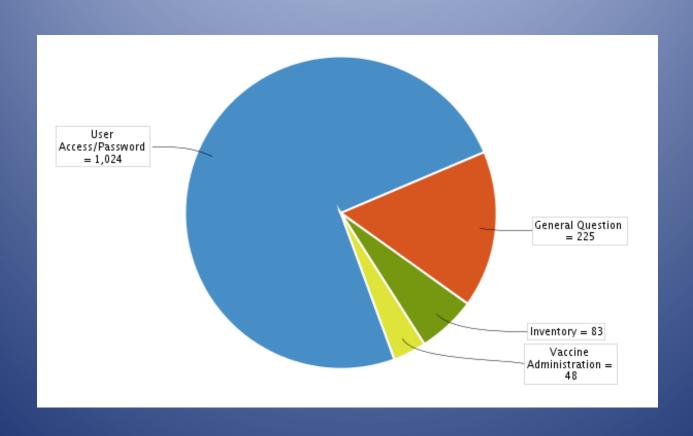
- Customer Service Manager
 - Coordinate projects
 - Weekly calls
- Public Health Professionals
 - Technical assistance
 - Willing and available resources

Help Desk Support

- Toll-free number for users to call
- Trained staff available to answer most questions
- Frees up Montana staff time



Help Desk Calls November 2011 – September 2012



Technical support

- Ad hoc queries
- Upgrades done by vendor little work needed by our IT



HL7 Interface Development

Then

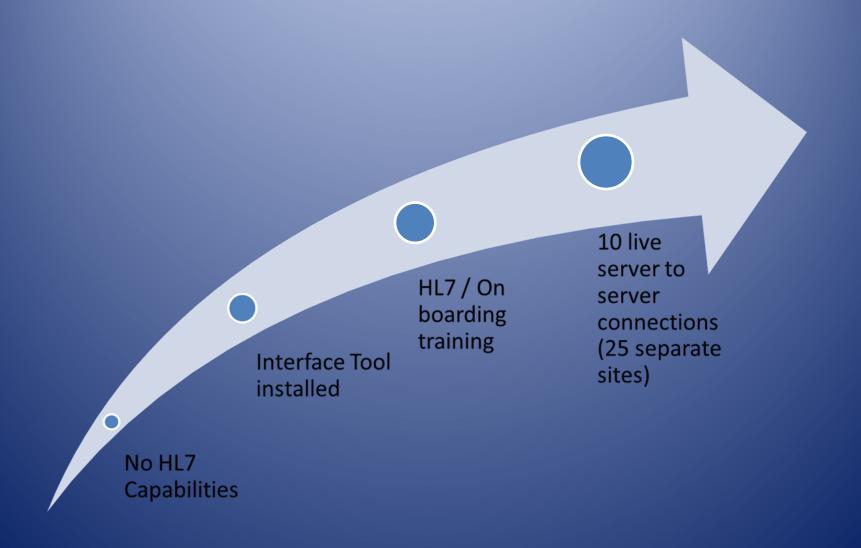


- 0 Interfaces
- 0 ability to receive or respond to HL7 messages
- 0 imMTrax staff knowledge

Decision

- Separate contract with vendor to develop interfaces using ARRA grant funding
- Train and develop imMTrax staff knowledge

HL7 Interface Development



HL7 Interface Capabilities

- Now
 - 2.3.1 or 2.5.1 compatible
 - Able to respond to HL7 queries
 - imMTrax staff managing
 - On Boarding
 - HL7 monitoring
 - Corrective Actions
 - Project Tracking



Ongoing Support

- Enhancements
- Bug fixes
- Use of JIRA
- Use of Project Tracker



Benefits

- More robust IIS
- Use of on-line vaccine ordering
- Inventory tracking
- HL7 2.5.1 compliant
- On site staff training
- Communication flow is more free
- Vendor contract help desk support

Then vs. Now

	January 2012	August 2013	% increase
Users	1,727	2,110	18%
Providers	709	969	27%
Vaccines	7,324,000	8,613,000	15%
Patients	785,700	887,400	11%

Current Challenges

- Data Quality
- Interoperability onslaught
- VFC Changes
- Staff vacancies



The Future

- Limited funds to further enhance the system
- Still a small state staff
- End of Interoperability grant
- On going costs of maintenance and support of system



Lessons Learned

- A good vendor representative is a MUST
- It is never simple or easy, no matter what they tell you
- Basics vs. bells and whistles what could we accept for now?
- It often costs more than you thought
- Communicate, communicate, communicate

Conclusions

- All software products are pretty much the same
- Customer service makes a product better
- 2 years later and we are still working to make it better
- It's not just software but a relationship that we are contracting for

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Questions?



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