

NORTHWOODS®

Winona County Community Services

WCCS Project Stakeholders

- Vendor Partners
 - Northwoods (Compass Pilot and CoPilot)
 - DataBank (Document Repository)
- Winona County Community Services
 - County Administration
 - IT Staff
 - Family and Children Services



WCCS Project End Users

- Initial End Users
 - Compass Pilot End Users
 - Assessors (4)
 - Ongoing Case Managers (3)
 - Licensor (1)
 - Support and Management Staff (3)
 - Compass CoPilot End Users
 - Assessors (4)
 - Ongoing Case Managers (3)
 - Licensor (1)



WCCS Project Schedule

Project Event	Timetable
Project Kickoff	August 27, 2013
Business Discovery	August 27 – 30, 2013
Taxonomy/Document Repository	August 28 – September 9, 2013
Compass Pilot System Configuration	September 9 – 13, 2013
Forms Repository Creation	September 16 – 26, 2013
Compass Pilot System Testing / User Acceptance	September 23 – 30, 2013
Compass Pilot Training and Support	October 1 – 15, 2013
Compass CoPilot Configuration	October 9 – 11, 2013
Compass CoPilot System Testing/ User Acceptance	October 14 – 15, 2013
Compass CoPilot Training and Support	October 16 – November 15, 2013

Syncing of Workgroup/Client Information

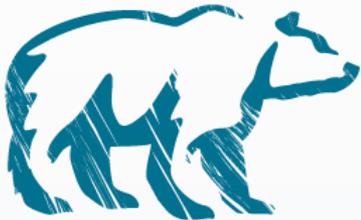
New information known to the Compass desktop system is automatically synced to a secure cloud account for a worker to download on command while in the field. All of the information that a social worker captures in the field is synchronized to the agency's Compass® system back at the office.





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Compass Pilot and CoPilot Demonstration



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Time Study

CPS Time Study, November 20, 2013

Michael J. Colburn PhD, PE

The purpose of this paper is to report the findings of the impact of Northwoods' *CoPilot on the Tablet* on Social Worker effectiveness. It was hypothesized that the use of the tablet would:

- decrease the documentation time required by the social workers
- increase the social workers time working directly with their clients
- increase the quality of the social workers time with their clients

9.3% INCREASE

in client contact time

Category	Pre CoPilot	Post CoPilot
Client Contact	23.1%	32.4%
Documentation	54.9%	43.2%
Wait/Travel	10.4 %	15.4%
Administrative	11.6%	8.9%
Total Time	100%	100%

11.7% DECREASE

in documentation time

“Even though the social workers spent more time in client contact activities, they required less time in documentation activities.”

	Documentation Time per day	Client Contact Time day	Documentation Time to Client Contact Time
Pre-CoPilot	323 min	136 min	2.38
Post CoPilot	265 min	199 min	1.33



Time Savings

- I am more productive with my wait time, I'm able to get things done without returning to the office
- I'm more organized. I'm no longer keeping notes randomly on a paper tablet or separate sheets of paper to find later.
- People appreciate that I'm collecting their information right there and not taking it back to the office.



Quality of Visits

- I am taking more pictures of my neglect cases.
- I can look for other documents within the case to find out if I can trust grandma or not.
- I like to be able to show the before and after pictures of home conditions.



Quality Documentation

- I feel like I now have accurate documentation
- It's easier to copy a form the family has and you don't have to take it with you.
- I throw in additional medical activities, where before I only did what the SAR required. So in that way, I guess I'm putting more into SACWIS than I did before.



Document Retrieval

- I can access all medical history or mental health services in the record while I'm in the home with the family.
- I am able to look up background information in SACWIS while I'm there completing a form. For example, if I'm completing a safety plan