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## MAINE ENTERPRISE INFORMATION SYSTEM (EIS)

### General Description

- Web-based System built on Oracle Database Platform
- Custom designed and built in 2001-2002
- Utilizes two report applications
  - Oracle Report Writer
  - COGNOS Report Writer Version 8.1

### What does EIS do?

- Facilitates information and data management of BDS starting from a case management level.
- Automates basic data management of business processes or procedures.
- Assists and strengthens staff's management of information regarding the people they serve and services provided to these individuals.
- Assists in data-based decision making.

### Maine's EIS Hardware Configuration Hardware Configuration Specifications / Statistics for Maine's EIS System

- 4 Versions in use at present:
- -Production – The active program
- -Testing – A platform for testing new releases prior to implementation
- -Training – An environment where learning occurs with jeopardy to the Production Environment
- -Development – An environment building new instruments for use in EIS – A key characteristic of the EIS is flexibility that allows for program change almost “on-the-fly”.

### Specifications Continued

- EIS is available to users anywhere in the world with only an IE 6.0 Browser.
- 128 bit encryption via https and Oracle database hidden behind the firewall provide excellent protection.

### Who are the EIS Users?

- Department Staff
  - Case Management System, Regional Management System, Adult Protective Service System, Advocacy System, Financial Services
- Provider Staff
  - Community Case Management System, soon Agency Investigation System and Agency Management System for Waiver Services

### EIS Supports Five Basic Developmental and Provider Processes

- Intake/Enrollment
- Assessment – Waiver Level of Care, Adult Protective Investigation Tracking and Follow-up, Public Guardianship Annual Review for Probate Court

- Delivery of Case Management Services – Both State and Community Case Management systems utilize this one program as the official case record of the client.
- Authorizations – Acts as prior approval program that feeds approved rates to MaineCare (Medicaid), Report programs allow comparison of authorized services with provider submitted claims
- Reportable Events – Maine has a mandatory adult protective reporting – the reporting and their subsequent investigations and resolutions are tracked and monitored.
- Planning (Future Development) – will add the Person Centered Action Plan to the EIS with accompanying plan notes for tracking progress as well as monitoring unmet need resolution.

### **What are the major EIS Components?**

- People – Demographic and other important relationship and association information of the client
- Search – Allows staff with access rights to search for any client served by Developmental Services – This is a critical function for our crisis services when information is immediately needed.
- Organizations – Provider Information
- Assessments – Data collection instruments that describe or define client services needed or used
- Authorizations – Prior Approval of Waiver and soon non-waiver state funded services
- Client Tracking – Referral information of the client to and from DHHS
- Notes – Case Management and Crisis Team information regarding contacts with and about the client.
- Planning – Soon
- Reportable Events – What might be called “Critical Incidents” or “Sentinel Events” in the life the client that require reporting, possible investigation and follow-up.
- Administer – Technical work area for programmers in the design of the working instruments listed above.

### **Electronic Case Record**

When compared to a traditional paper record, the EIS has all of the same elements from a face sheet with demographic information to the daily working information of the case manager including specialized assessments that allow the reporting of level of care, guardianship reviews, reporting on services received and needed. The system also generates the case management billing from the notes entered by the case manager. Most importantly, the system allows for the entry of significant reportable events that can reach the commissioner’s office (if necessary) 15 minutes. The case manager or other regional crisis staff initiate action within the 15 minutes of entry of the reportable event.

### **Reporting and Data Retrieval**

As mentioned above, there are types of reporting used by this system. First is **Oracle Report Writer** which used to create immediate reports in the form of a printer friendly that uses a template document that merges information into the template to make a complete form with data. The face sheet or application as may be called in other system is an example of this simple reporting. Oracle reports are also used for fixed reports that have a few user parameters for selecting and recovering particular information being sought. An example of this type of reporting would be a caseload report that provides a list of clients with their home and work addresses as well as their contact telephone number. Oracle reports are available to all users.

The other reporting program is the COGNOS Report Writer and it is the work horse for reporting. Each night EIS newly entered data is fed over to the COGNOS data warehouse from which reports draw information requested. This program allows the building of queries and other complicated

reports program management. The power of this program is substantial and way beyond the common Microsoft Access type reporting. COGNOS receives data from the EIS case management program and has access to all of the MaineCare data (Medicaid). Because of these two data sources, COGNOS is able slice and dice data (literally millions of claims) from both sources to create management, budgeting and strategic planning reports that assist DHHS in data-based decision making. An example of this type of this report is the weekly dashboard reporting of waiver authorizations vs. paid claims, both of which are compared to the Developmental Services budget. This ability to create reports as needed without the aide of special programming staff is a major highlight of this programming package.

### **What is in the Future?**

Access expansion to providers is the next step with their direct entry of reportable events, agency investigation and resolutions. Along with this access providers will be able to review prior authorizations online. There is the capability to standardized instruments such as Support Intensity Scale (SIS). Along with this addition, we plan to scanning capability so provider evaluations can be attached to the record. Finally, the adding of planning will complete the basic Electronic Case Record. This winter we hope to put planning online.

### **Last Thoughts**

Enterprise Information System – CNSI of Maryland, Vendor and Program Developer  
Web-based with access from any computer with only Internet Explorer 6.0 needed  
Four large Servers house these programs with a fifth being added to strengthen reporting  
Developmental Services – Anticipating 400 to 500 identified Users – State and Provider  
EIS came online Septemer 2002  
Clients now served – 5600  
Notes entered – 303,137  
Crisis Contact Notes – 11, 696  
Reportable Events – 53,918  
Standing Reports – 169  
Ad Hoc COGNOS Reports – Unlimited  
Annual Program and Continued Development Cost – Approximately \$10,000 per month  
Active Storage - \$.10 per megabyte  
Archive Storage - \$.001 per megabyte

Finally, this program is being used simultaneously by Maine Adult Mental Health Services, Child Behavioral Health Services, Substance Abuse Services, Brian Injury Services, Contract Management and soon the Office of Elder Services. The scalability of the program is substantial.

### **For General Information:**

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