

Improving COVID-19 Quality of Care through Software Automation

CORRECTIONS TECHNOLOGY ASSOCIATION 2022 SUMMIT
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Introduction

MEET THE TEAM



Phillip Winder
CIO

Delaware Department of Correction



Jose Colon
President

Vijay Nathan
Director

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Business Analyst



Agenda

- About Delaware Department Of Correction
- About CNT Infotech
- About The State Of Delaware
- Landscape And Population
- Objectives
- The Correctional Health Care Delivery System
- Objectives

- COVID Module (COVID Symptoms and Test Result)
- COVID Module (COVID-19 Tracking and Reporting)
- COVID Module (Vaccination Administration)
- Advantages of COVID-19 Module
- Telemedicine Module

About Delaware Department of Correction

About Phillip Winder, Director

Technology and Government Background



- Phil has over 29 Years of experience in Information technology solutions across diverse industries. Phil was appointed Director of IT for the Delaware Department of Correction in 2013.
- Phil was instrumental in directing the implementation of the EHR, and the Inmate Accounting System for the Department. Phil is a member of DELJIS committee.
- Phil has extensive experience in the management and implementation of various systems for the Delaware Department of Transportation including the Delaware Motor Vehicle Division - REAL ID, Modernization of DMV's system platform, Web Development, Online Services & AAMVA Partner.
- Phil has played a key management role in the implementation of the Department of Finance FACTS, Training Module PeopleSoft integration projects. Phil has expertise in various Banking and call center applications.

About CNT Infotech

- Privately owned Information Technology and Healthcare Services Company.
- Serving Corrections, Correctional Health, Hospitals, Imaging Centers, Medical practices and Private physicians in the US and Puerto Rico.
- Staff with more than 25 years of experience in:
 - Electronic Health Records
 - Healthcare Operations
 - Healthcare IT
 - Corrections, Correctional Systems
 - Gang Information System

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**Healthcare Billing
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Association**



About CNT Infotech



About Jose Colon, President

Healthcare, Technology and Government Background

- Jose has over 20 years of experience in managing the design, development and implementation of “large scale” business information systems including client server and Internet applications. Some examples of these systems include: the Delaware Automated Correction System, Labor Market Information, PR Department of Transportation, Texas Department of Criminal Justice, Property Registry Information System and the School Lunch Information System. Jose has thorough knowledge of the complete system development life cycle (SDLC).
- Jose has strong user session facilitation skills and is very thorough in extracting functional information and requirements from the user groups. Jose has a strong technical background and experience with various database management systems, operating systems and development tools such as Oracle, SQL Server, Access, Power Builder, Java, HTML, DOS, VMS, UNIX, Windows NT and Windows.
- Jose has a Bachelor Degree in Computer Science from the University of Puerto Rico and a Masters Degree in Business Administration from Wilmington University in Delaware.



About CNT Infotech

About Vijay Nathan



Healthcare, Technology and Government Background

- Vijay has over 25 years of experience in all aspects of systems development including managing the requirements, design, development, implementation and maintenance of several public sector and healthcare systems.
- Vijay has been actively involved in project management and client service responsibilities for numerous clients.
- Some projects that Vijay has managed successfully include the State of Delaware – Department of Correction – System Development Lifecycle activities from requirements through implementation and maintenance; The State of Texas - Department of Criminal Justice Requirements definition and design; The Commonwealth of Massachusetts Inmate Management System - System Development Lifecycle activities from requirements through implementation and maintenance; Greater Healthcare System of New York – RFP preparation, Vendor Selection and implementation of The Radiology Information System; Greater Healthcare System of New York - RFP Preparation and selection of the PACS digital imaging solution and implementation; State of Texas – Business Process Reengineering of offender information management.



About CNT Infotech

About Vishnu Prasad



Healthcare, Technology and Government Background

- Vishnu has more than 6 years of experience in designing software systems , for both Healthcare Payers and Providers, for the healthcare and Correctional industry.
- Vishnu is currently a Business Analyst at CNT Infotech where he is involved in building new features for the EHR Product of the Delaware Department of Corrections.
- Previously Vishnu worked at Inovalon designing Risk Adjustment software for the Healthcare Payer space for all the big insurance firms.
- Vishnu has also worked in Cognizant in the Healthcare vertical with clients like Philips.
- Vishnu has a Masters in Information Management with focus on Data Science from Syracuse University and a Bachelors in Computer Science and Engineering from Amrita University, India



About The State Of Delaware



Facts:

- **Size:** 2000 Square Miles
- **Location:** Eastern Seaboard (About 2 hours South by car)
- **Population:** 900,000
- **Elevation:** Highest point 447.85 ft. above sea level
- **Products:** Agriculture, Fishing, Manufacturing, Mining

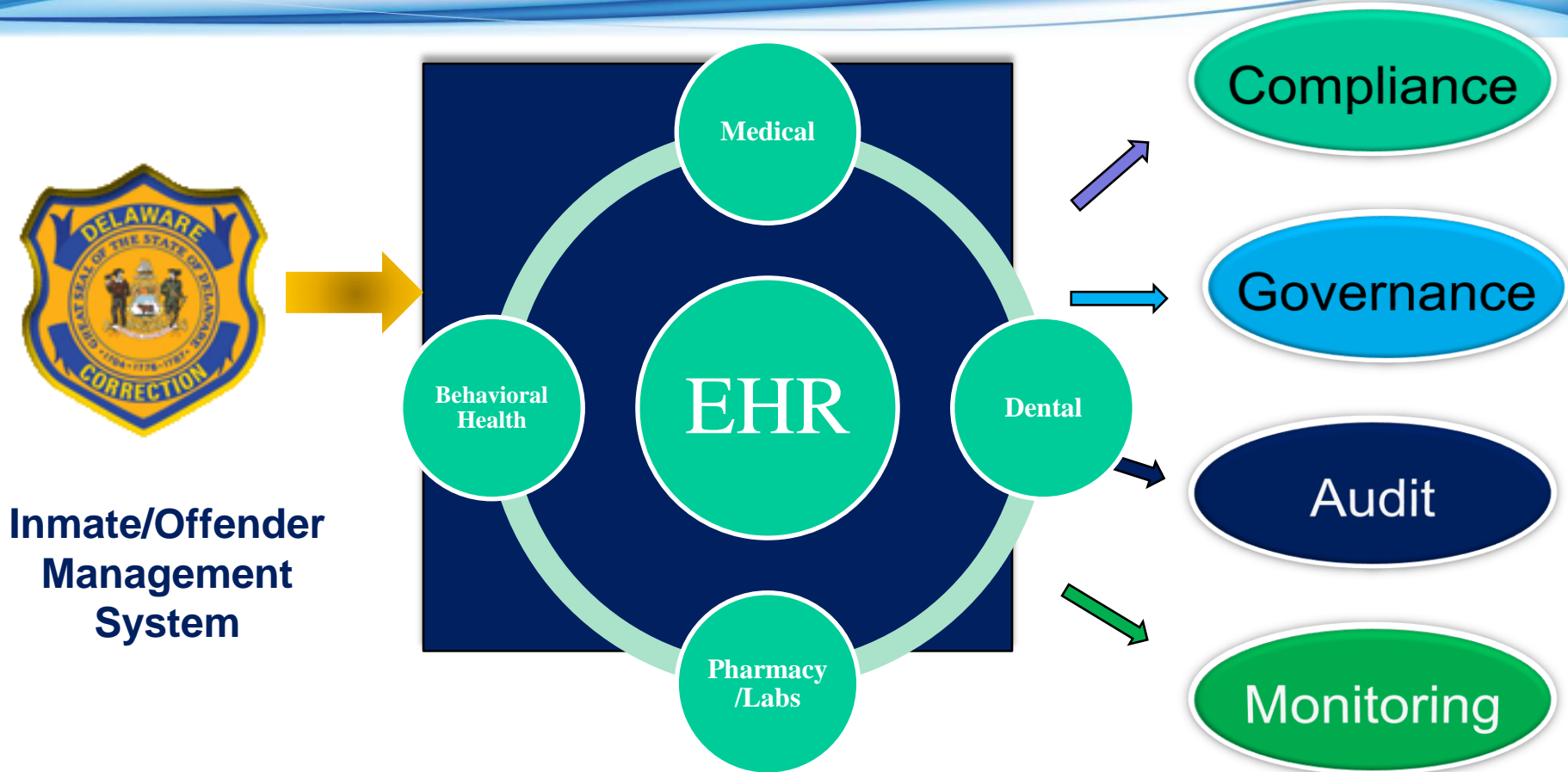


Landscape and Population

- **Integrated Correctional System**
 - Jail
 - Prisons
 - Probation and Parole
- **Population**
 - Jail/ Prison: around 7000
 - P&P: around 12,000
- **Facilities**
 - 4 Jails/ Prisons
 - 2 Violation of Probation Facilities
 - 5 Halfway Houses/ Work Release Centers
 - 7 Probation and Parole Offices



Correctional Healthcare Delivery System



Objectives- EHR

- Helping understand how COVID-19 module in EHR improves the quality of care by reducing medical errors
- How COVID-19 Module in EHR helps in communication and coordination between patients, pharmacists labs and providers and facilitate sharing information between healthcare providers
- How COVID-19 Module in EHR helps to capture and analyze large amounts of data to provide care based on data analytics
- How COVID-19 Module help in Reducing patient processing times through software automation in order to ensure that many patients can be attended to within a short time frame



Objectives- Telemedicine

- Helping understand how telemedicine Increases patient engagement and satisfaction and improves patient convenience
- How Telemedicine helps providing remote and rural patients with access to care by leveraging of limited physician resources
- How telemedicine helps reduce cost of care delivery and hospital readmissions
- How telemedicine helps Improving specialist efficiency and providing 24/7 access to specialists



COVID-19 Module (COVID Symptoms and Test Result)

- Recording COVID-19 symptoms -Intake and Encounter modules
- Automatic scheduling of COVID-19 Lab Appointments -based on COVID symptoms
- Ordering COVID-19 related Labs- Lab Module
- Receiving the Lab Result and recording the result of the COVID test
- Automatically flagging the patient as COVID-19 Positive based on test results
- Automatically flagging the patient as COVID-19 Negative based on 2 negative recorded tests
- Displaying the COVID-19 Positive/Negative status on Patient Chart



COVID-19 Module (COVID-19 Tracking and Reporting)

- Reporting of COVID-19 Positive (Both Symptomatic/Asymptomatic) / Negative/ Waiting for Lab Results patients by facility and other parameters
- COVID-19 Contact Tracing Dashboard to monitor or perform contact tracing within the Prison Facility
- Allow movement to General Population (EHR Interacting with DACS)
- Recording and Tracking COVID-19 Hospitalizations and Death information



COVID-19 Module (Vaccination Administration)

- COVID-19 Vaccination Administration through Vaccination module
- Automatic Generation of COVID-19 second and booster dose reminders to logged in users
- Automatic generation of progress notes containing vaccine administration and refusal details
- Group Vaccine Refusal Module-Reduced recording of vaccination refusals by 70%
- Reports to monitor the number of patients who received/refused COVID-19 vaccinations



Advantages of COVID-19 Module

- COVID-19 module is built in a manner which can be extrapolated for other pandemics with minimal effort
- Automates the ordering of labs, symptom tracking and COVID-19 result tracking process
- Provides accurate COVID-19 tracking and contact tracing dashboards
- Seamless process to administer vaccination and track the same



Telemedicine Module

- Telemedicine module to allow telehealth visits for patients
- Zoom Integration with EHR System
- Real time access to all relevant patient information through the Telemedicine module
- Capability to assign cases in real time to internal/external provider/hospital



Standards & Guidelines

- ✓ National Commission on Correctional Health Care (NCCHC) Standards
- ✓ American Correctional Association (ACA) Guidelines
- ✓ HIPAA
- ✓ Meaningful Use Requirements
- ✓ State Regulatory Requirements



Questions
&
Answers

Contacts



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