

HELMS & Demographics Overview

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HELMS

- Healthcare Enforcement and Licensing Modernization Solution
- A **modernized** electronic licensing system
- Replace the 13-year outdated system
- Solution for PainPoints
- Data Migration of valuable **historical data** (credentials, cases)
- Newer technology, more connections to external data sources

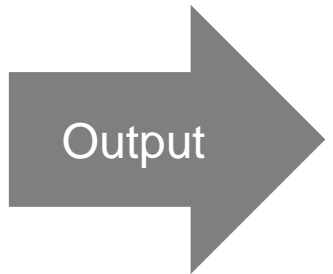
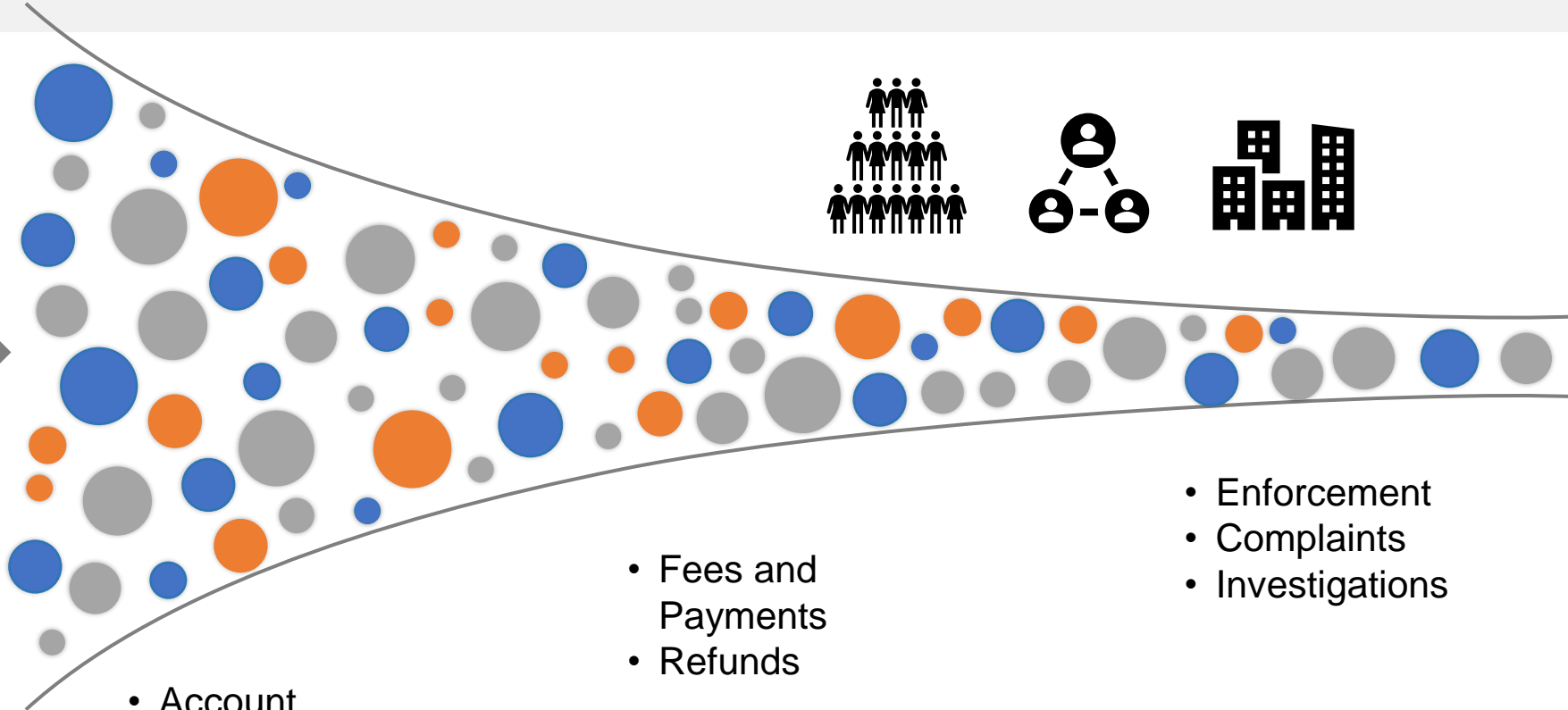
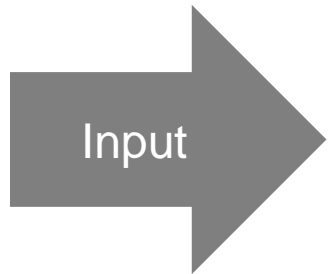
Millions of records collected

Applications

Renewals

Workflows

Surveys



- Account Management with associated credentials

- Fees and Payments
- Refunds

- Enforcement
- Complaints
- Investigations

Technical Limitations

Due to technical limitations, users leverage work-arounds and other systems to more efficiently conduct their work, such as:

- ④ **Excel spreadsheets** are heavily used in many areas to track work, case statuses, timelines, and deadlines
- ④ **Word** is used for all report writing and many communications, such as alert and status letters. It is also used to track inspections and touch points in processes with longer timelines.
- ④ **Email** is used for complaint intakes, communication with external users, and to send information between offices and departments.
- ④ **Paper processes** like physical files, U. S. mail, binders, and paper inspection forms are used in many areas, some of which is legally required

DEMOGRAPHIC

Reporting Needs

- General program needs
- Better information management
- Better tools, new dashboards
- Increase data accessibility, DOH Website
- Demographic reports on credentials
- Case activity charges to boards & commissions
- Disciplinary statistics combined with demographics
- Ad-hoc reporting and data mining

Ad-Hoc Reporting Requirements

400+ reports currently used.

Various programmatic needs, state, regional, local planning, grant deliverables, monitoring workforce trends, responding to public requests for information.

- Number of EMS statewide and all related demographics.
- EMS service licensing and personnel certification/recognition reports.
- How many Chiropractors are in a particular Credential Status, demographics such as birthdate, gender.
- How many nurses have disciplinary actions, show the data by age, location, and gender.

When is this happening?

The HELMS Project secured a contract with a vendor, Publicis Sapient, and started the implementation phase of the project. Once business processes have been shared with the vendor, proposed roll out plans will be developed, and we will update the schedule accordingly. This schedule will influence our testing, training, and plans for go-live. We will provide more information as it becomes available.

