



*“The Mi-Case system has enabled Hammersmith and Fulham DIP to demonstrate improved performance in KPIs. Additionally, the system now acts as an integral part of the borough’s wider data collation systems.” Franklin, Adam – London Borough of Hammersmith & Fulham (LBHF)*

## Introduction

*Mi-Case* supports the operation of many intervention programs, drug action teams and treatment providers. *Mi-Case* assists these organisations in their operations by increasing their capacity to coordinate case management, demonstrate performance and enable best practice when sharing data.

## The Customer

The London Borough of Hammersmith & Fulham (LBHF) is a densely populated and diverse inner London region. LBHF’s drug interventions programme was the regional response to a nationwide initiative funded by the UK central government. The aim of the initiative was similar to the operation of drug courts in the USA in that offenders who met a specific criteria were offered a place on a DIP (drug intervention program) as an alternative to a custodial sentence. To support the DIP the borough has developed a coordinated multi-agency partnership comprising of the following agencies:

- Local government
- Courts
- Police
- Probation
- Health Service
- Voluntary sector

As one of the key funding agencies for the initiative, the UK central government requires accurate information pooled from the above agencies to assist in policy making. The drug intervention program aims to reduce drug related offending by providing appropriate and effective treatment and comprehensive programmes of care to problem drug-using offenders, hereafter referred to as the ‘clients’ of the programme.

## The Issue

LBHF felt their drug intervention program would benefit from a more robust case management process and more defined workflows. All processes, data collation, quality assurance and transmission of the programs data set from LBHF to the UK central government, was manual and paper-based, and therefore prone to incur errors. This meant it was a challenge to share client information effectively across multiple organisations involved in client care. Furthermore, the drug intervention program would typically expend a great deal of additional staff resource, error checking their report submissions (up to 10 days per month). Once submitted, the UK central government would need to spend time answering queries and assisting the partnership program in accounting for anomalies in the data or differences in the reports.

## The Solution

*Mi-Case* was selected for the following reasons:

- ✓ Ability to meet the detailed functional and business requirements of the drug intervention partnership group and the underlying initiative
- ✓ Ability to meet the technical requirements of the Council
- ✓ Ability to respond to future changing legislation and standards
- ✓ Quality of implementation and support

The translation of the UK central governments principal source of information the Drug Intervention Record (DIR) form, from a 23 page paper document to a set of electronic forms, enables *Mi-Case* to improve the quality of data gathered:

- Data is now cleansed at the point of entry rather than being cleansed retrospectively
- Data vital to the UK central government is now entered by front line practitioners such as court staff, police officers and case managers as opposed to being re-entered by IT staff or data entry clerks.

The *Mi-Case* team have built all of the UK central governments relevant DIR completion guidelines into the fabric of the electronic DIR itself. As such, front line staff can concentrate on the client not the process. It also means the information that is sent to the central government is immediately useable and does not require costly retrospective error checking or completion if there are missing fields.

The knock on effect of this is that the information produced by central government is more accurate, timely and credible.

The *Mi-Case* system provides sufficient flexibility to cater for the changes in monitoring/reporting requirements that may arise. *Mi-Case* enables data to be exported to MS Excel and it manages the report writing requirements for non technical staff. The *Mi-Case* solution uses a familiar browser look and feel to allow ease of use and access from anywhere and couples this with powerful security features.

**If you require any additional information on this customer or on the *Mi-Case* suite of solutions please visit our web site or e-mail me at the following address:**

[christian.oram@mi-case.com](mailto:christian.oram@mi-case.com)

[www.mi-case.com](http://www.mi-case.com)