

Case Study 107:



patient
education
genius



Michigan Department of Health and Human Services

Dynamic Dashboards + Data Integration: Streamlining Michigan's COVID-19 Response



**State Health
Department**



Lansing, Michigan

Patient Population: 9,900,000

Goals:

Streamline process of
collecting, integrating
COVID-19 data into legacy
population health systems



Challenge

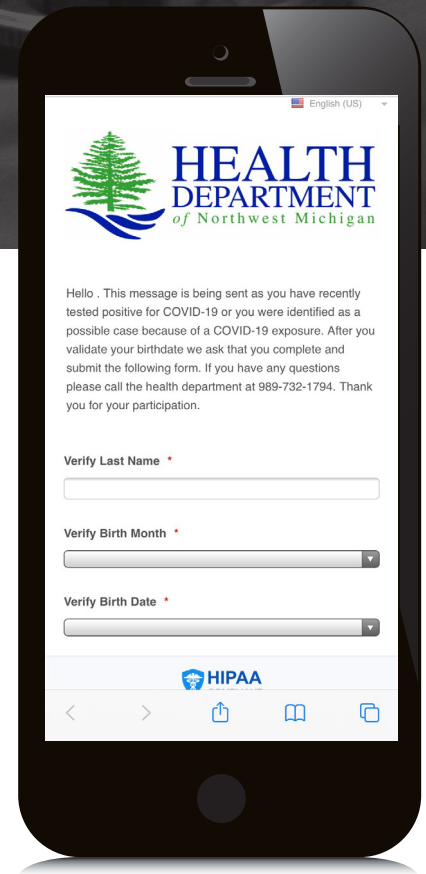
The Michigan Department of Health and Human Services (MDHHS) was overwhelmed with managing COVID-19 case investigations. Case investigators were conducting investigations and contact tracing for thousands of patients each day. More specifically, case investigators were (1) attempting to contact individuals of positive or probable diagnosis, (2) then conducting comprehensive interviews, (3) and finally providing education on self-care, wellness, and isolation.

Moreover, case investigators were struggling to connect with hard-to-reach populations or populations where English was not their first language. When case investigators were not communicating with patients, they were inputting all relevant interview data into a slow and cumbersome legacy data system called Michigan Disease Surveillance System (MDSS).



Solution

In under 100 days, PEG built a dynamic, interoperable patient engagement ecosystem working collaboratively with Michigan's primary disease tracking system, MDSS. Our functional experts built a custom workflow and dashboard tools, enabled connectivity to different data systems and standardized patient education materials. Our automated solution includes an electronic secure, personalized message to all new COVID-19 patients containing (1) local health department communication including links to health safety tips and phone numbers for specific case questions and (2) patient questionnaires to fill in current health data and close contact information. The message can be instantly translated into other languages.



Optimized outcomes for investigation resources that were understaffed, stressed, and hampered by legacy technologies.

90%

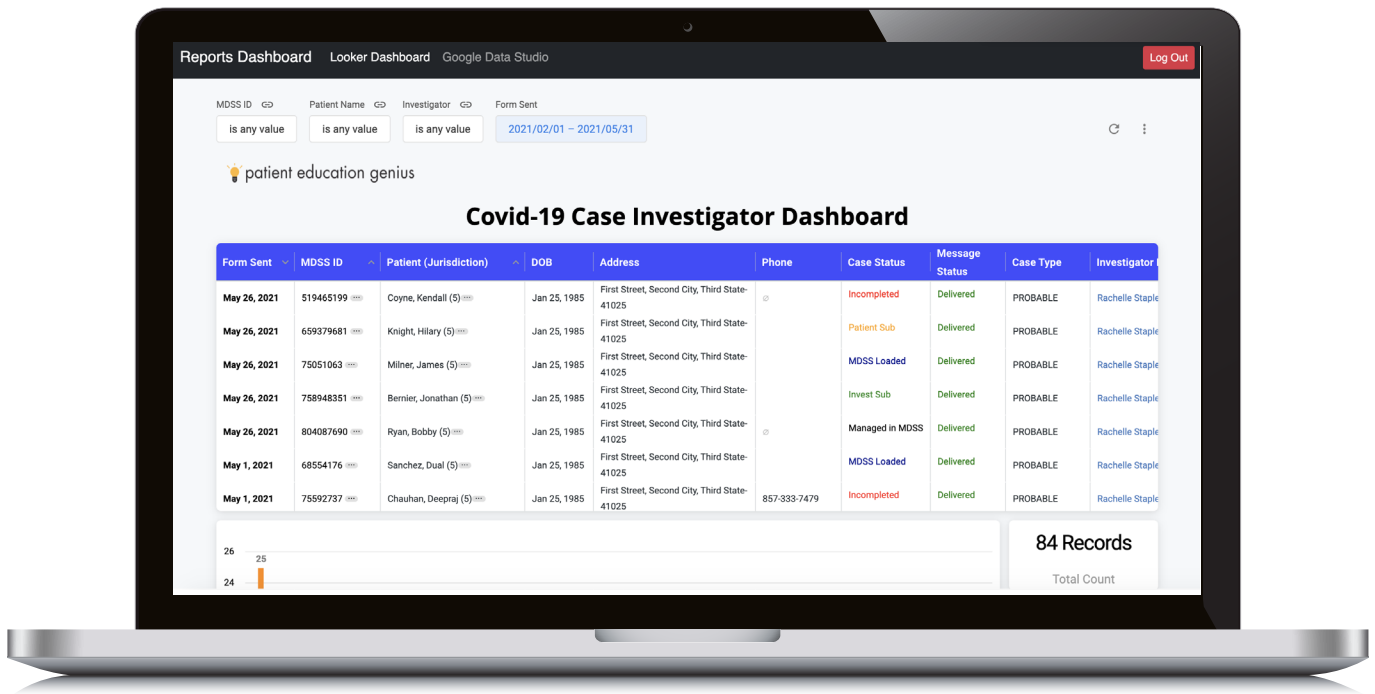
successful questionnaire
delivery rate

2 Hours

daily reduction
in administrative tasks

30%

patient questionnaires completed
without any investigator intervention



The PEG solution saved lives and kept cases out of the ER.

- MDHHS Leadership

