

## BACKGROUND

The Massachusetts Department of Public Health promotes the health and well-being of all residents by ensuring access to high-quality public health and healthcare services, and by focusing on prevention, wellness, and health equity in all people.

Massachusetts Childhood Lead Poisoning Prevention Program (CLPPP) helps prevent, screen, diagnose, and treat childhood lead poisoning. They work to eliminate sources of poisoning through research and educational, epidemiological, and clinical and environmental activities.

## CHALLENGE

Massachusetts CLPPP was using a legacy system that just wasn't supporting the needs of the program. The team was struggling with duplicate records for children and addresses. Data cleansing and confirming important address information was extremely manual and time consuming, yet still very important to avoid wasting time visiting wrong addresses. The legacy system also only had the ability to create client and environmental cases, so the team still had to track CHW cases manually. That being said, the main challenges that Massachusetts CLPPP was facing can be summarized as follows:

- ✓ An antiquated system that was outdated and inflexible to make quick changes
- ✓ Inaccurate and duplicate data that had no easy way to automatically clean and verify
- ✓ Inability to automatically create and track CHW cases in the system
- ✓ Lacking comprehensive system features to expand beyond the core business processes

It became a priority for the Massachusetts CLPPP team to find a new system that was flexible, robust, and could better automate processes and keep cleaner data for more efficient operations overall.

## SOLUTION

After going through a competitive bid process, the Massachusetts CLPPP team selected SSG's Lead Poisoning Prevention Solution as their new system.

SSG's Lead Poisoning Prevention Solution was designed to be the customizable solution to modernize and streamline the surveillance and case management activities of community lead poisoning prevention.

SSG's Lead Poisoning Prevention Solution went live for Massachusetts in October 2019.

## RESULTS

After implementing SSG's Lead Poisoning Prevention Solution, Massachusetts finally got the functionality they were lacking in their previous legacy system.

The key results the Massachusetts CLPPP team saw can be summed up in three main categories:

1. Automation
2. Configurability
3. Comprehensiveness

First, the Massachusetts CLPPP team has seen huge increases in efficiency and time saved because automatic address cleansing workflows are built into the system with GIS lookup for address standardization. Plus, sophisticated AI with child-person and address matching has also been built in. The team no longer has to waste time and energy on visiting the wrong addresses or dealing with duplicate and invalid entries. This is taken care of and cleansed automatically for them.

Next, the team now has more configurability options. Now, they have workflows for environmental cases, client cases, and CHW cases, so they no longer have to manually track CHW cases. Because the system is more flexible, they have also been able to make quick changes in a matter of days when it used to take weeks or months. The flexibility and configurability of the system allowed them to respond quickly during the COVID-19 pandemic and changes in protocol.

Finally, the comprehensiveness of the system has allowed the Massachusetts CLPPP team to expand beyond just core business functions. The new system also allows them to conduct trainings, track the licensing of inspectors, host case management meetings, and easily get data out for Quarterly CDC reports.

Not to mention, the team now has their CLPPP system integrated with GIS, their document management system, the state HIE for data exchange, and a Single Sign-On service to make the system a comprehensive and easy-to-use hub.

Here's what the Massachusetts CLPPP team had to say about working with SSG and the Lead Poisoning Prevention Application:

*"SSG implemented our Childhood Lead Poisoning Prevention Program (CLPPP) Surveillance System. From project management and business analysis to system design, development, and implementation, SSG has been an amazing partner to work with every step of the way. Prior to working with SSG, we had an outdated and inflexible system that made it extremely difficult for us to achieve what we wanted. SSG's comprehensive CLPPP solution has adapted to our evolving needs, so we've been able to streamline operations and gain the efficiencies we have always talked about."*

**- Acting Director, Childhood Lead Poisoning Prevention Program**

**Request a Demo of SSG's Lead Poisoning Prevention Application Today!**