

CASE STUDY



Health and Service Equity for All

Digitized case management for justice-impacted individuals

The Facts



CLIENT

Exponential HealthTech (EHT) Advisors is a veteran-owned U.S. based advisory services firm specializing in healthcare IT Strategic Consulting, HIT implementation, Training and Program Management and Technology Innovation Research.

EHT is focused on leveraging technology to enable the behavioral health community to transform care across delivery settings.

The Problem

At any one time, nearly 6.9 million people are on probation, in jail, in prison, or on parole in the United States. Each year, more than 600,000 individuals are released from state and federal prisons. Another 9 million cycle through local jails. More than two-thirds of prisoners are rearrested within 3 years of their release and half are reincarcerated.¹

"Justice impacted individuals" or people who have been incarcerated face many issues reentering society. Criminogenic needs, or factors in their lives that are directly related to their involvement with the justice system, are overseen by case managers. These managers aim to improve outcomes in the areas of human services, health, and behavioral health services.

The case management process is complex. The process is manual and time-consuming. The ability to holistically look at all the information specific to an individual across different systems simply does not exist, which impacts case workers' ability to adequately support people's reentry needs. Case workers are overwhelmed and overworked.

Not being able to effectively manage the health of this population and their families is costly on multiple levels. Justice-impacted people are disproportionately affected by chronic health conditions, mental illness, and substance abuse. They are more likely to overuse and misuse the healthcare system, driving up healthcare costs for everyone. And if behavioral health issues go unaddressed, the results can be tragic. For this reason, it is critical to improve coordination between all the organizations that play a role in reentry, so justice-impacted people can successfully reenter society and live their best life.

1. Office of the Assistant Secretary for Planning and Evaluation

Solution

Exponential HealthTech Advisors (EHT) saw the key to successful case management as making all the different systems and programs interoperable in order to capture a complete picture of justice impacted individuals. Ensuring each individual's dignity is returned and protected is also part of their core mission. EHT developed Axion Galaxy 360 Holistic Management Network to do exactly that.

EHT chose LifeGraph® from BurstIQ to power its case management network for a multitude of reasons. First, LifeGraph provides an efficient and secure means to connect data from across disparate systems, turning it all into smart data ensuring data is accurate, timely, complete, and compliant, and creating a single source of truth.

LifeGraph also has a smart data ecosystem that securely manages the population data because it is HIPAA and SOC II Type 2 compliant.

Additionally, LifeGraph powers the Web 3 principles of distributed data and personal ownership, giving justice impacted individuals control of how their data is shared and with whom.

In order to help EHT get started and get a solution to market quickly, they signed up for the BurstIQ Accelerator Program.

"BurstIQ's LifeGraph gave us a sense of surety that our clients' data will be safe and protected. LifeGraph also allows safe and efficient collection of industry data from our community providers to really drive true peer-to-peer secure data exchange."

Results

EHT was able to create its solution and gain proof of concept with two pilot sites within just a couple of months. Being a member of the Accelerator Program gave EHT access to BurstIQ staff and pre-built "trust accelerators" enabling them to launch Axion Galaxy 360 Holistic Management Network fast and equally important, affordable.

For the pilot programs, the Axion network includes basic case management functionality. It features secure data storage, the ability to exchange behavioral health data between partners in the ecosystem for providing care for an individual, and can also collect data pertaining to social determinants of health and justice impacted data.

Trust Accelerated



Without LifeGraph and the Accelerator Program, we would not have achieved the success we've had to date with building the software front end and would not already have engaged two organizations who will have their work lives transformed and will impact these fragile clients with significant barriers and that really is the key."

— Dr. Ann Ingraham, Principal CEO
Exponential HealthTech Advisors, LLC

