

Technology Plan:

Fellowship Health Resources – EAST SERVICES

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The mission of Fellowship Health Resources, the nonprofit which runs EAST SERVICES group home in Milford, DE, is “to assist people of all ages to improve their behavioral health, well-being, and quality of life.” Its vision is “to become a national leader of behavioral healthcare services” (Fellowship Health Resources [FHR], 2015). The technology plan elements presented herein reflect the spirit of this mission and vision. EAST SERVICES is a group home for adults living with serious mental illness. This program depends on technology for day to day operations, to improve the quality of care for residents, and to increase the efficiency of case managers and other staff and members of the clients’ treatment teams.

The process of developing an effective technology plan involves a series of steps which start with a comprehensive assessment of the existing inventory of technology owned and operated by the organization. After establishing a mission in regard to the role technology will play in the organization’s success, appropriate goals and objectives can be developed around that mission. According to a comprehensive assessment of existing inventory and technology needs, the following plan will outline the necessary budget, funding plan, implementation team, and timeline required to improve the technology resources available to EAST SERVICES.

Technology Equipment Assessment

The following chart presents a list of office equipment, medical equipment, and IT items housed and utilized at the EAST SERVICES group home. Each item has a defined purpose which assists staff in their duties and responsibilities in the group home. While the majority of the equipment works well, there are some problems and setbacks with the equipment. For example, the phones are outdated and, at times, it is difficult to hear the person on the other end. The second desktop computer in the case manager office malfunctions and resets on its own very

frequently despite IT specialists coming numerous times to try to rectify the problem. The standing blood pressure monitor does not work well with clients who are obese and not all staff are trained to use a manual blood pressure cuff. The CARE client record system is redundant, with information stored in paper charts as well as being duplicated in the CARE system. Finally, the FHR intranet is not well organized and many staff have difficulty finding the company specific information they need.

TYPE OF EQUIPMENT	NUMBER OF ITEMS
OFFICE EQUIPMENT	
Desktop computer	3
Paper shredder	2
Copier	1
Fax machine	1
Desktop telephone	4
Desktop printer	1
Label printer	1
3-hole electric punch	1
MEDICAL EQUIPMENT	
Standing digital blood pressure/temperature monitor	1
Desktop digital blood pressure monitor	1
Ear thermometer	1
Digital glucose level monitor	2
Scale	1
IT/COMPUTER TECHNOLOGY	
LAN network	
ADP time card system	
Outlook email	
CARE client record system	
FHR Intranet	
FHR public website	
Microsoft Office 2010	
Adobe Reader	
OTHER EQUIPMENT	
External digital smoke alarm system	1
Company vehicle GPS/speed tracker	2

Goal 1 – Purchase Equipment

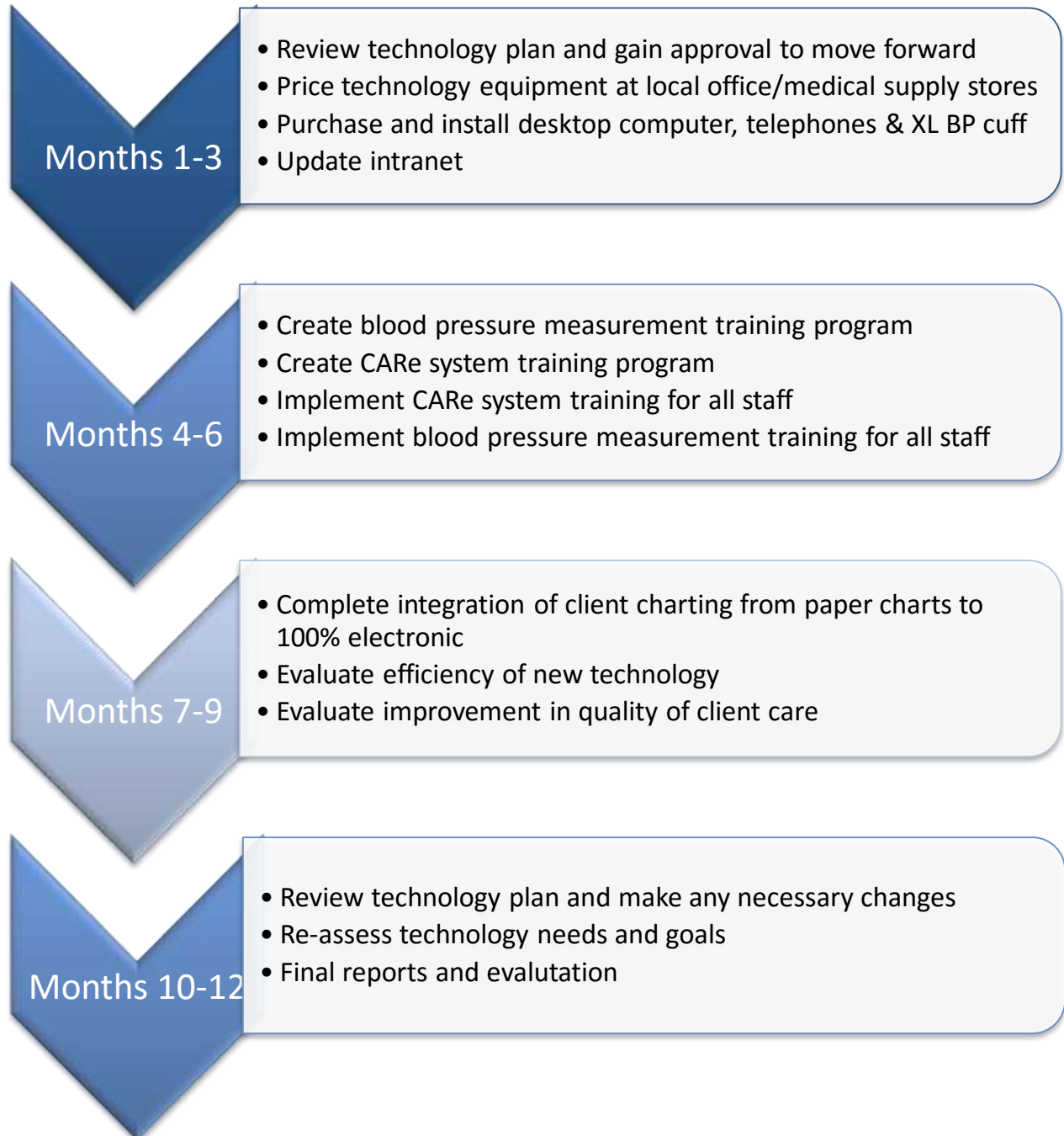
According to the technology assessment, the group home would benefit from the purchase of new equipment. When pricing equipment, we find the best deal by comparison shopping, finding the right vendor, identifying the best maintenance agreement, and capitalizing on our nonprofit status to press for discounts (Bennett, 2005). There is a definite need for a new desktop computer in the case manager office, four new desktop telephones, and an extra-large size blood pressure cuff or a wrist or leg blood pressure cuff. The computer will increase efficiency by allowing more than one staff member computer access at one time. New telephones will improve communication within the EAST SERVICES facility. Finally, the blood pressure cuff is an immediate medical necessity. A short term goal would be to make the purchases once appropriate funds are secured, within three months. Long term, our organization should be regularly assessing technology needs to evaluate the needs for any further purchases, once every six months.

Goal 2 – Training

Part of the problem as revealed in the assessment is that staff has not received the proper training to utilize all of the technology available to or needed by EAST SERVICES. Once a new extra-large blood pressure cuff is purchased, there should be staff training for all case managers by the program nurse immediately and every year during the required annual medication administration training. This will increase the accuracy of blood pressure measurements to meet the standard of care clients require and deserve. In addition, further training is needed for CARE the online client record system. EAST SERVICES is gradually moving toward a totally electronic charting system. With that change creates an important need for case managers, directors, residential assistants, and the program nurses to receive adequate training to use the

CARe system effectively. This will decrease errors and increase efficiency, leaving more time for therapeutic staff-client interaction. Appropriate funding will need to be secured for training courses and interactive tutorials.

Implementation Timeline



For any human services technology to be effective, long-term planning and support should be taken under consideration (Noeth & Volkov, 2004). This proposed technology plan is projected to take a full twelve months to implement, from purchasing equipment to implementing training programs to the final reports and evaluation. The preceding chart depicts a four-step timeline to fully execute the plan.

EAST SERVICES TECHNOLOGY PLAN BUDGET		
FUNDS AVAILABLE FOR TECHNOLOGY		
Group Home Fee Income	\$2,100.00	
Government Grants	\$2,500.00	
Private Donations	\$900.00	
Fundraising	\$500.00	
Total Funds Available for Technology		\$6,000.00
TECHNOLOGY PLAN COSTS		
Equipment		
Desktop computer	\$399.99	
Desktop telephones (\$109.99 x 4)	\$439.96	
Extra-large size blood pressure cuff	\$90.00	
Installation		
Desktop computer	\$50.00	
Desktop telephones (4)	\$100.00	
Training		
Blood pressure measurement	\$375.00/year	
CARe system	\$2,250.00/year	
Technical Support		
Desktop computer	\$200.00/year	
CARe system	\$400.00/year	
Technology Plan Consultant Fee	\$975.00/year	
Total One-Time Technology Plan Costs		\$1,079.95
Total Annual Technology Plan Costs		\$4,200.00
Total Technology Plan Costs		\$5,279.95
Balance		\$720.05

The preceding budget chart outlines the costs associated with purchasing and installing technology equipment, providing employee training, technology support, and consultant fees.

These include one-time and annuals costs. The costs are coupled with EAST SERVICES funds

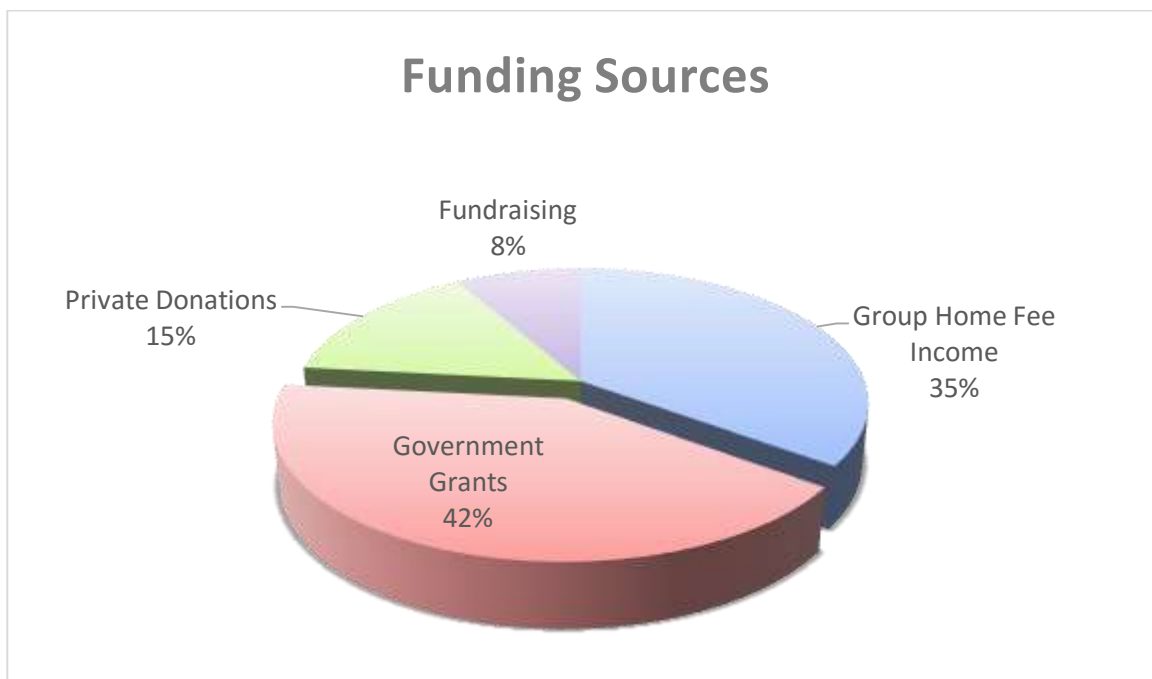
allocated for this project and the sources of those funds. Many human services organizations use a 70/30 rule for technology funding decisions. For every dollar budgeted for technology, 30 cents should be projected for spending on hardware and software equipment. 70 cents to each dollar should be used on training and technical support. (Cravens, 2011). EAST SERVICES takes this rule under consideration when creating the technology plan budget.

The desktop computer to be purchased is a Dell Inspiron 19.5-Inch All-in-One Desktop Computer which comes at a cost of \$399.99 (Staples, Inc., 2014). Four office telephones, AT&T 1040 4-Line Corded Telephones, will be purchased at a cost of \$109.99, for a total of \$439.96 (Staples, Inc., 2014). These pieces of equipment would be considered of mid-range price and quality, which will meet the needs of program. The blood pressure cuff, an Omron HEM-907 Replacement Cuff/Bladder Set, X-Large, 42-50cm, can be purchased at a price of \$90.00 (AliMed, 2015). This blood pressure cuff is high quality medical equipment which will provide accurate blood pressure readings for clients with large arm size.

Training employees is one of the most crucial pieces of running a nonprofit organization. It is just as important to look at training in terms of cost as it is to realize the outcomes (Gregory & Howard, 2009). In other words, the benefit of training often greatly outweighs its cost. Proper training contributes to the safety of clients and the success of the human services professionals who care for them. Employees responsible for supporting the emotional and physical health of those they serve, like the employees at EAST SERVICES, can only do well if they receive the appropriate training and support (Nonprofit Risk Management Center, 2015).

Funding Plan

Funding is a universal issue especially for nonprofits like Fellowship Health Resources, Inc. which rely so heavily on outside funding sources to operate. Funding for the EAST SERVICES Technology Plan comes from four different sources: group home fee income, government grants, private donations, and fundraising. Group home fee income generates \$2,100 for technology. Government grants bring the largest amount of funding at \$2,500. Private donations and fundraising contribute the remaining \$1,400 for a total of \$6,000 of funds to use for the technology plan.



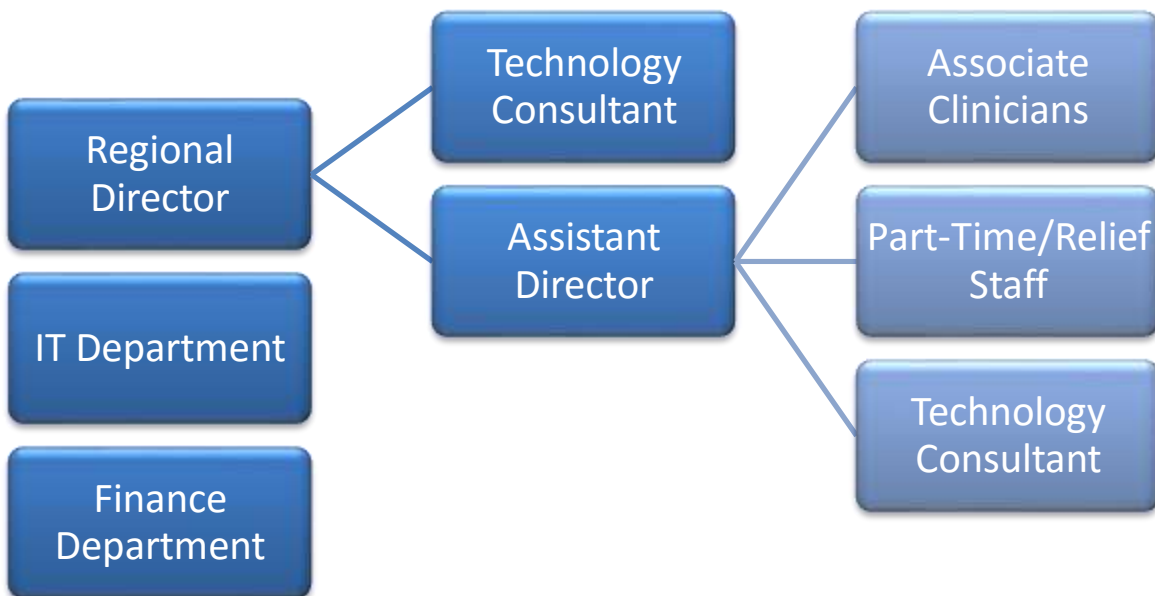
Implementation Team

Team effort is essential during the technology plan implementation period (Woodward, 2006). EAST SERVICES anticipates working with an implementation team with 22 members. The individual group home employs an assistant director, four associate clinicians, and six part-time and relief staff. The regional director oversees the operation of all group homes in the

region, including EAST SERVICES. The remaining members of the team are four finance and four IT department employees, and two external technology consultants.

Part of the planning process involves establishing who to report to with technological issues (Woodward, 2006) and designating specific responsibilities. In this case, the group home staff report to the assistant director who reports to the regional director. Group home staff members get a front row seat to all this new technology. They participate in all training programs and provide updates and feedback during the implementation process.

The technology consultants report to the regional director though they also collaborate closely with the assistant director who has more specific day to day knowledge of the technology situation at EAST SERVICES. The finance and IT department staff work in partnership with the regional director to support training and education for employees and to gain approval to move on with technology goals according to the organization’s needs.



Management Letter of Support

February 13, 2015

Ms. Debra M. Paul, CEO

Fellowship Health Resources, Inc.

25 Blackstone Valley Place

Suite 300

Lincoln, RI 02865-1163

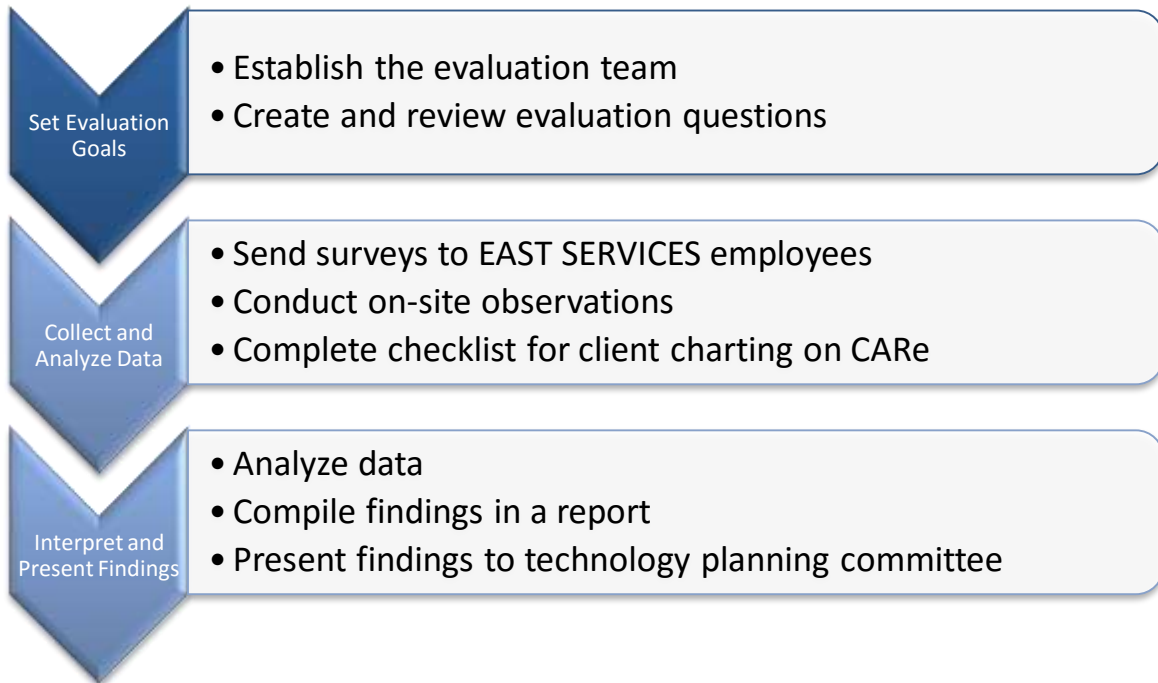
Dear Ms. Paul:

I strongly encourage Fellowship Health Resources to consider EAST SERVICES's proposed technology plan for improvements to the structure and equipment at their group home. The plan is critical to increasing efficiency and improving quality of care within the group home, aligning with the organization's vision, "to become a national leader of behavioral healthcare services." I am pleased that the electronic charting system will be addressed and medical and computer and telephone equipment will be updated. This support is testament to EAST SERVICES's importance to mental health rehabilitation services within our organization. In conclusion, I fully support the efforts of the EAST SERVICES group home as they seek external funding to support a technology plan designed to evaluate and improve existing technology resources. If I can answer any questions or provide additional information, please do not hesitate to contact me.

Sincerely,

Tamika A. Hudson, Assistant Director, EAST SERVICES

Evaluation Plan



Evaluation plans should include formative and summative aspects. Formative evaluation is conducted during the course of the plan's implementation (Noeth & Volkov). EAST SERVICES will carry out on-site observations to determine to proficiency of staff and the efficiency of the technology employed at regular intervals during the plan term. Summative evaluation is carried out at the conclusion of the technology plan term (Noeth & Volkov, 2004). In the case of EAST SERVICES's technology plan, we will make use of surveys by distributing them and analyzing the results at the conclusion of the technology plan term.

Each goal established at the onset of this technology plan will have an evaluation plan attached to it. There will be a schedule for a retraining session and observation for blood pressure monitoring every six months as part of the required medication administration training. The CARE system will be evaluated by conducting an in-depth analysis of charting completion and

accuracy in the form of a checklist completed by the regional director every three months and at the end of the plan term. Observations by the assistant director will also occur each month for CArE system usage and phone system usage. Finally, the assistant director will implement a system to note and report any issues to the technology support team. Evaluation is an ongoing process to identify an organization's needs (Andrei, 2015). It also will help to determine if the technology plan is appropriate and aligns with the EAST SERVICES mission or if it needs to be adjusted.

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