



CareConnect

Integrating Information

CareConnect is the adapter that enables CareFirst customers to integrate and share data with other external systems. In a multi-agency environment, shared information has significantly increased value, allowing participating partners to improve their services. CareConnect has successfully assisted the transfer of information between CareFirst and a variety of other case management and information systems, including youth justice, education and health agencies.

CareFirst is a Local Authority's core Social Services asset. CareConnect is the adapter that allows an authority to integrate CareFirst with any external system.

Multi-agency information sharing and integration projects require CareConnect to enable the export and import of data from and to CareFirst. It is therefore a key component in effectively meeting the demands of initiatives like eSAP and ContactPoint, formerly referred to as the Information Sharing Index.

Integrating CareFirst with an authority's CRM system also allows front office staff to see if a caller is known to Social Services. Customers using CareAssess can initiate assessments directly at the point of call - one of several ways CareConnect can help improve service delivery and streamline the business processes that underpin them.

CareConnect uses XML based message services for the exchange of information. These are accessed via two pre-defined, programmable interfaces: Web Services and JMS* Message Queues. These independent industry standards are widely used for the exchange of data between disparate systems. The services are grouped into datasets corresponding to product modules or areas of CareFirst that allow data to be extracted from, and in some cases, inserted into CareFirst records. The available datasets are based upon OLM's experience of customers' integration requirements and the range will be expanded to keep pace with future needs as they evolve.

As well as responding to service requests to get or update data, CareConnect can be configured to trigger notifications that data has been changed in CareFirst. This automatically creates XML message alerts containing details of each change.

*Java Message Services



Using CareConnect to integrate can realise the following benefits:

- Improved information access and value for all partners
- Reduced double data entry inefficiencies
- Improved data quality, supporting better informed decision-making
- Efficiency savings in line with Gershon and McCabe recommendations
- Meet government information sharing agendas for social care
- Better, more informed, CarePlans delivered to service users
- Better partnerships established with other local agencies

CareConnect currently includes Dataset libraries to support the following CareFirst modules:

- CareBase
- CareAssess
- CareCharge
- CarePlace
- CareSafe



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Delivering Integration

Using CareConnect

CareFirst customers have used CareConnect in solutions demanding the transfer of selected data as well as complex projects making wider use of OLM's integration framework. CareConnect has been proven in the following integration arenas:

- Integrating CareFirst with CRM systems
- Integrating CareFirst with Youth Offending systems
- Integrating CareFirst with Education systems
- Integrating CareFirst with Mental Health systems
- Integrating CareFirst with Equipment Store systems
- Integrating CareFirst with the Scottish Executive's eCare Multi Agency Store

Implementing CareConnect

CareConnect complements and supports CareFirst customer installations and is a valuable addition to all CareFirst functionality but does require the following items to be in place for successful implementation.

Software

- Oracle 9i or later
- CareFirst 5.x / 6.x
- The relevant CareFirst module(s) licensed and available
- A ColdFusion MX 6.1 Enterprise with JRUN4 license

Hardware

A typical CareConnect server will have a specification similar to this example based on existing successful installations:

- HP/Compaq DL360
- 2 x 3.6GHz CPUs
- 4Gb RAM
- 2 x 36Gb disks

For further information, please contact your local account manager by mailing sales@olmgroup.com or telephone: Slavica Dummer on **020 8973 1170**

Summary

CareConnect is the interface that allows an authority to integrate CareFirst with any external system using XML based message services for the exchange of information.

Multi-agency information sharing and integration projects require CareConnect to enable the export and import of data to and from CareFirst.

CareConnect can trigger automatic messages notifying users that data has changed in CareFirst.

“The successful deployment of OLM's CareConnect Adapter technology has greatly enhanced Sheffield's integration efforts”

“We are already seeing the benefits to the Children's Services workforce and their clients as information is delivered to the right people at the right time”

James Randall
Integrated Services Manager
Sheffield City Council



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