



# CareFirst 6

## investing for the future

### CareFirst 6: Web-based Access

CareFirst 6 sees the launch of OLM's market-leading social care case management application designed specifically for web access. Benefiting from an integrated caseload management desktop, CareFirst 6 seamlessly guides practitioners through the care cycle. A range of help facilities and an easy to use web interface encourage practitioner-ownership of both data and practice. In addition to a powerful integrated performance management framework, CareFirst 6 features an interactive, real-time chronology, ensuring key events are easily captured and reviewed as part of any decision-making process.

CareFirst 6 has been engineered in an n-tier architecture to provide a scalable solution that complies with current industry standards for application design. This approach separates the presentation, business logic and data components to provide future flexibility, improve maintenance and provide a robust security model.

### Benefits of CareFirst 6

#### Enhanced Usability

CareFirst 6 has been designed to encourage increased usage by frontline practitioners, and our web browser deployment provides a familiar environment within which to operate. New features such as integrated online help, crumb trails, and hyperlinks have been introduced to maximise practitioner uptake and minimise training costs.

#### Workload Management

MyCareFirst, an integrated caseload management facility, provides practitioners and managers with a clear view of current and forthcoming workload. A full client chronology can also be easily viewed using the MyCareFirst desktop.

#### Role Based Security

CareFirst 6 is delivered with a powerful role-based security model, which ensures that users only have access to the appropriate level of information, easing the security management burden on local systems administrators.

#### Standards Compliant

CareFirst 6 is fully compliant with the Government's interoperability framework (e.GIF), and meets all current statutory data standards.

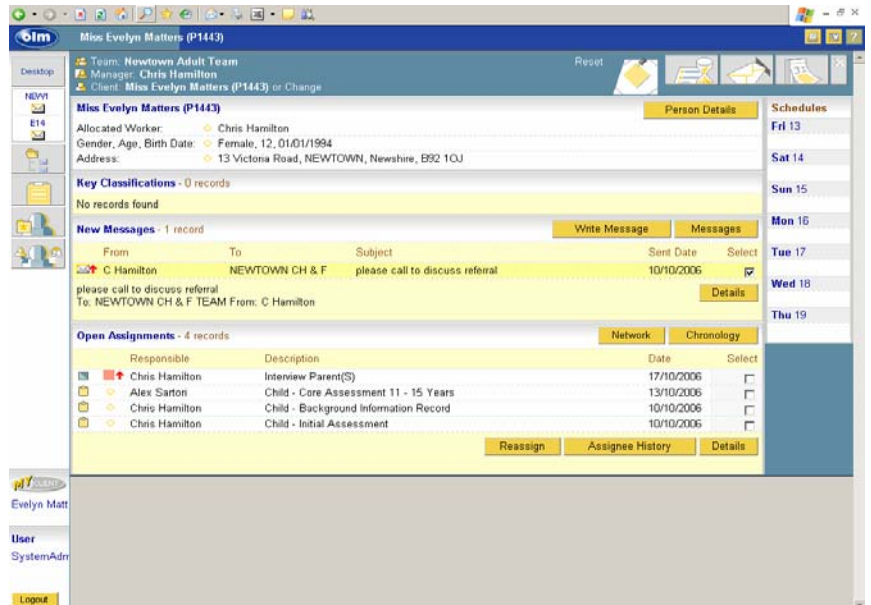


Figure 1 - CareFirst 6 Chronology

### Leading Accessibility Standards

OLM has worked closely with the Royal National Institute of the Blind (RNIB) to ensure that CareFirst 6 is the most accessible application currently available in the care sector. CareFirst 6 is currently used with a range of the leading access technologies, including Jaws, Dragon and Dolphin.

### Remote Working

Delivered as a web-enabled application, CareFirst 6 has a minimal network footprint, improving access over existing networks, and allowing customers to support remote working.

### Workflow Management

CareFirst 6 provides a comprehensive range of integrated workflow components. Customers can configure the logical business rules between process stages, with CareFirst automatically passing relevant data from one stage to the next.

### Integrated e.Forms Engine

CareFirst 6 is delivered with a powerful e.Forms capability, allowing customers to design and deploy their own assessment forms across Children's Services and Adults Services departments, helping local authorities to meet the requirements of the Integrated Children's System (ICS) and the Single Assessment Process (eSAP).

## CareReports: Innovation in Performance Management

Within CareFirst 6, CareReports provides a fully embedded reporting environment, offering a powerful reporting engine to users within the desktop.

Based on Actuate, a leading enterprise reporting solution, it delivers performance management information to end users' desktops, from directors to front-line practitioners. CareReports is the only product on the market which links to existing users' security profiles.

### Benefits of CareReports

#### Familiar Look and Feel

Reports are visually embedded within CareFirst, retaining a familiar look and feel and reducing training needs.

#### Wide Range of Standard Reports

A standard library of reports are available within CareFirst. This includes Statutory Reports with supporting Data Quality and Performance Reports and Business Reports, providing generic reporting capabilities for common usage across each authority. Statutory returns can be analysed at the departmental, team or worker level.

#### Dynamic Reporting

A wide range of relevant performance management data is presented in several user-friendly formats to each user's desktop. It is easy to navigate through layers of performance data simply using simple point and click to drill down into data.

#### Flexible Output Capability

Users have the ability to export subsets of report data into a multitude of formats, including Microsoft Excel, Word, PDF and XML enabling government returns to be sent in the correct format at a click of a button.

#### Improved Efficiency and Performance

CareReports is provided with a number of standards reports that can assist with improved workforce performance and data quality. For example, PAF indicator based reports allows you to view those cases which are achieving a performance measure against those that are not, on a per case and per worker basis.

#### Customisable Reports

For further tailoring of reports, headers and footers can be customised to Local Authority's standards.

### Robust Security

Data security is preserved allowing authorities to comply with their data protection responsibilities. Access rights to data are integrated with CareFirst ensuring users cannot see any more data their security permissions allow. In addition, personally identifiable data can be masked at the record level.

### Bespoke Report Creation

Alongside the powerful technology and wide range of common reports, CareReports is delivered with a single Actuate Developer license, enabling further authority-specific reports to be developed securely in-house and deployed within the CareFirst offering.

### Fully Supported

All reports are fully supported by documentation including selection criteria and data source, enabling customers to fully test all reports. A full range of services are also available for those customers that wish take advantage of the developer licence to create bespoke reports.

For further information on CareFirst 6, please contact:

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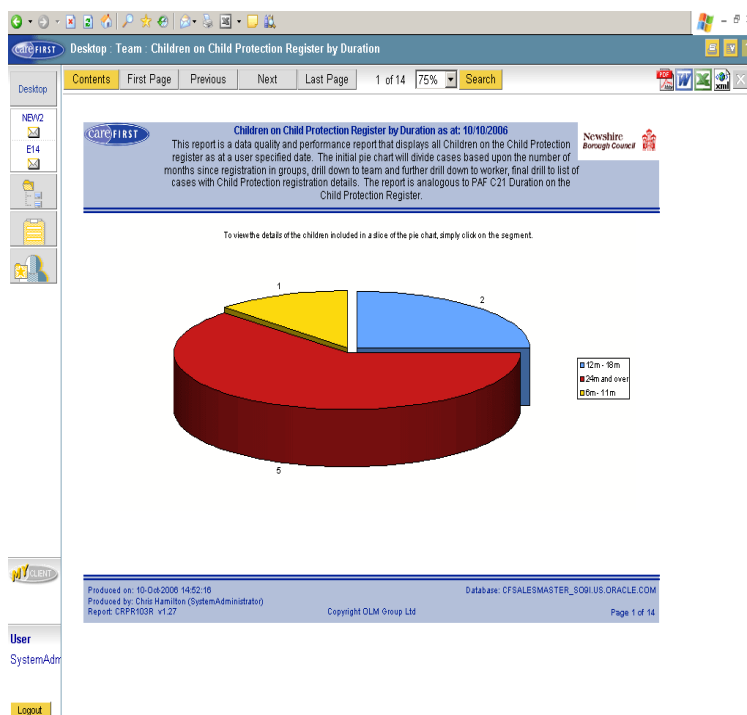


Figure 2- Sample CareReports Screen

