

FCI CENTRALIZED DATA SYSTEM 2.0

2023 MIGRATION PLAN

AREAS FOR IMPROVEMENT

1

Data Silos

- Disjointed family records
- Disconnected workflows
- Costly, inefficient, and inflexible

2

User experience

- Over-customized and unstable relational design
- Manual integration processes
- Misalignment between teams

3

Operational

- Time consuming
- Not easily scalable
- Difficult to generate reports

MIGRATION GOALS



Create a data-sharing platform that offers a **simple, streamlined, scalable solution** that improves community partners' and families' experiences



Improve Data Entry to Reduce Nurse Time Spent on Non-Critical Activities



Enhance Family Engagement



Grow Agency Connections



Broaden Family Connections to Local Services



Improve Family experience

LESS MANUAL CHARTING SAVES TIME & INCREASES NUMBER OF FAMILIES SERVED



What if Salesforce could reduce FCI nurses charting time by 33%?

a. Charts per patient today	3
b. Amount of time each chart takes to enter	30 minutes
c. Total time spent charting per patient	1.5 hours
d. Improvement with Salesforce	33%
e. Time saved per patient	30 minutes
F. Number of patients per day (per Nurse)	5
Projected daily hours saved	2.5 hours

Enabled By:

Integration with EMR systems:

Mulesoft will establish a connection between the source of truth and the EMR to enable the nurses to view relevant patient data and chart in one place.

Simplified User Experience

Nurses will have the ability to chart each patient once and see a full view of all relevant data. Nurses will also be able to be scheduled for appointments and rescheduled as needed through Salesforce scheduler.

Benchmarks

33% avg. reduction in time spent on charting alone

MIGRATION BENEFITS



Vision

Holistic
Approach
to Care

Superior Nurse
Efficiency

Data-driven
Insights

Strategies

Single source of
truth

- Holistic view of families
- Drive care connections
- Reduce misalignment

Proven
Healthcare Data
Model

- Streamlined processes
- Secure integrations
- Industry-specific experiences
- Single platform foundation

Process
automation

- Automate communications
- Reduce scheduling misalignment

Proven UX & UI

- Product investment
- Innovation on a configurable platform

Reduction of
complexity

- Ease of data collection and reporting to funders
- Faster user adoption
- Program management

Democratization
of insights

- Bring data sets together
- Provide intuitive impact reporting
- Make real-time, data-informed decisions

Impact



20-40% in
Total Costs
reduction

33% reduction
in charting time

50%+
reduction in
maintenance
spend

Benefits



HIPAA Compliance



Nurse Efficiency



Automated Scheduling



Family Satisfaction

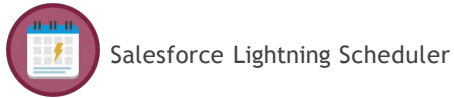


KPI Reporting
Efficiency



IT Maintenance Costs

SALESFORCE DATABASE SOLUTION



Family, Provider + Case Management

Electronic Health Record Integrations

Appointment Scheduling

Document Generation

Provider Search and Referral

Survey Management

Dashboards & Reporting

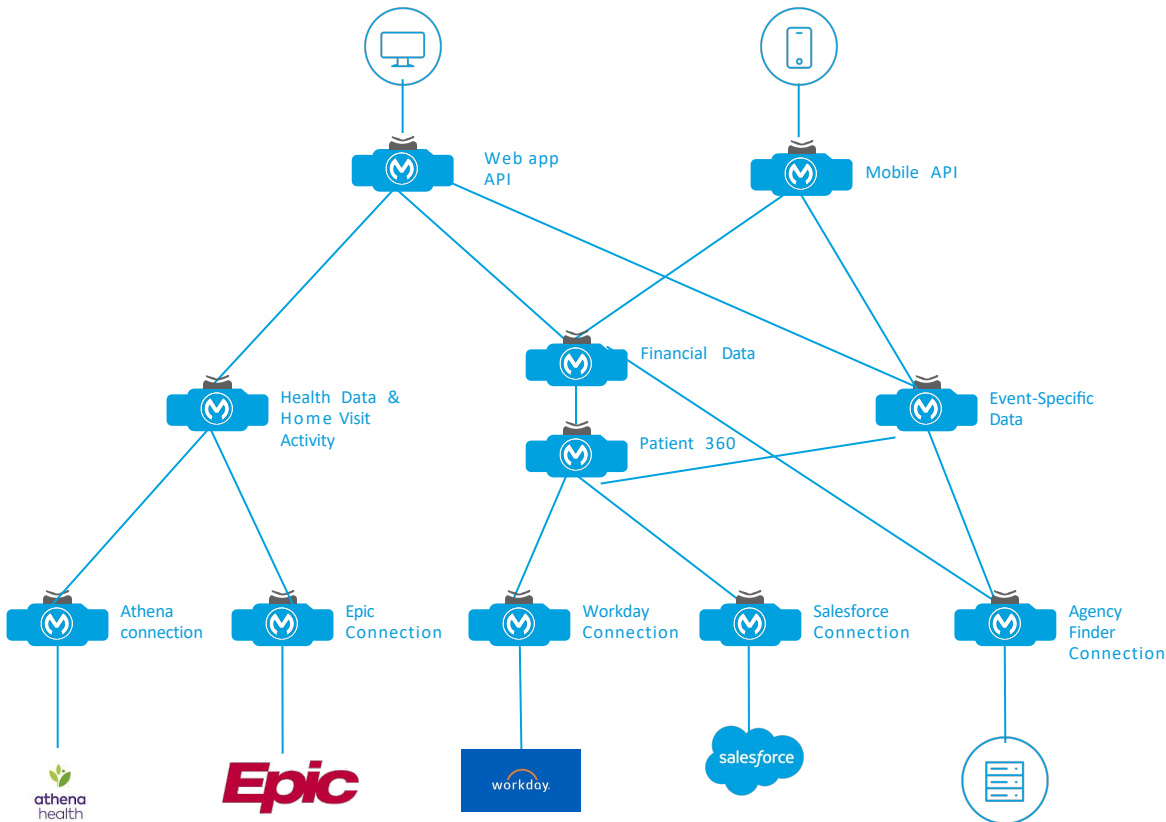
API-LED CONNECTIVITY APPROACH

BUILD FOR SCALE & ACCELERATE MISSION OUTCOME WITH REUSABLE API CONNECTIONS

Experience APIs

Process APIs

System APIs



APIs & integrations reusable building blocks

HEALTH CLOUD BENEFITS



Nurse
Voice-
to-Text
data
entry

33%
increase in
adherence to
care plan



Personalize Family
Acquisition & Outreach



Personalize Contact
Experiences



Manage Agency
Referral Relationships



Coordinate Care &
Engagement

Health Cloud

Combine clinical and non-clinical family data to drive efficiencies

Humana

NOVARTIS

smile
DIRECT CLUB

33% increase in adherence to care plan

Personalize family, agency referral & community partner experiences

Automate processes & drive cross-team collaboration

Connect health data across systems to drive value-based care

Innovate faster on a configurable and secure platform

Intelligent Sales for MedTech

GA | Now

Unified Health Scoring

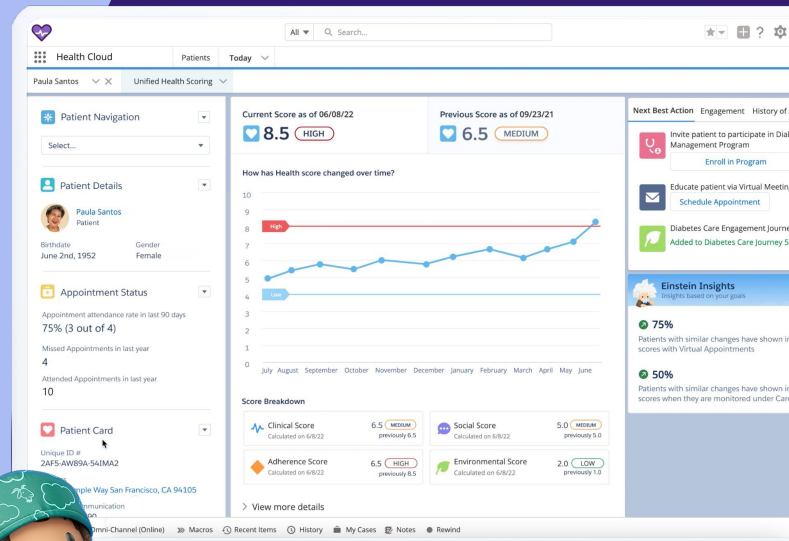
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Care Coordination for Slack

GA | Oct '23

Advanced Therapy Management

GA | Oct '23



FCI MIGRATION COMMUNICATION LOOPS

FCI Database Advisory Board (DAB)

- *Attend Friday Meetings*

Community Partnership

- *Ensure feedback from*
 - Nurses
 - Program Support Specialists
 - Community Alignment Specialists
 - Data Specialists
 - Administration Team

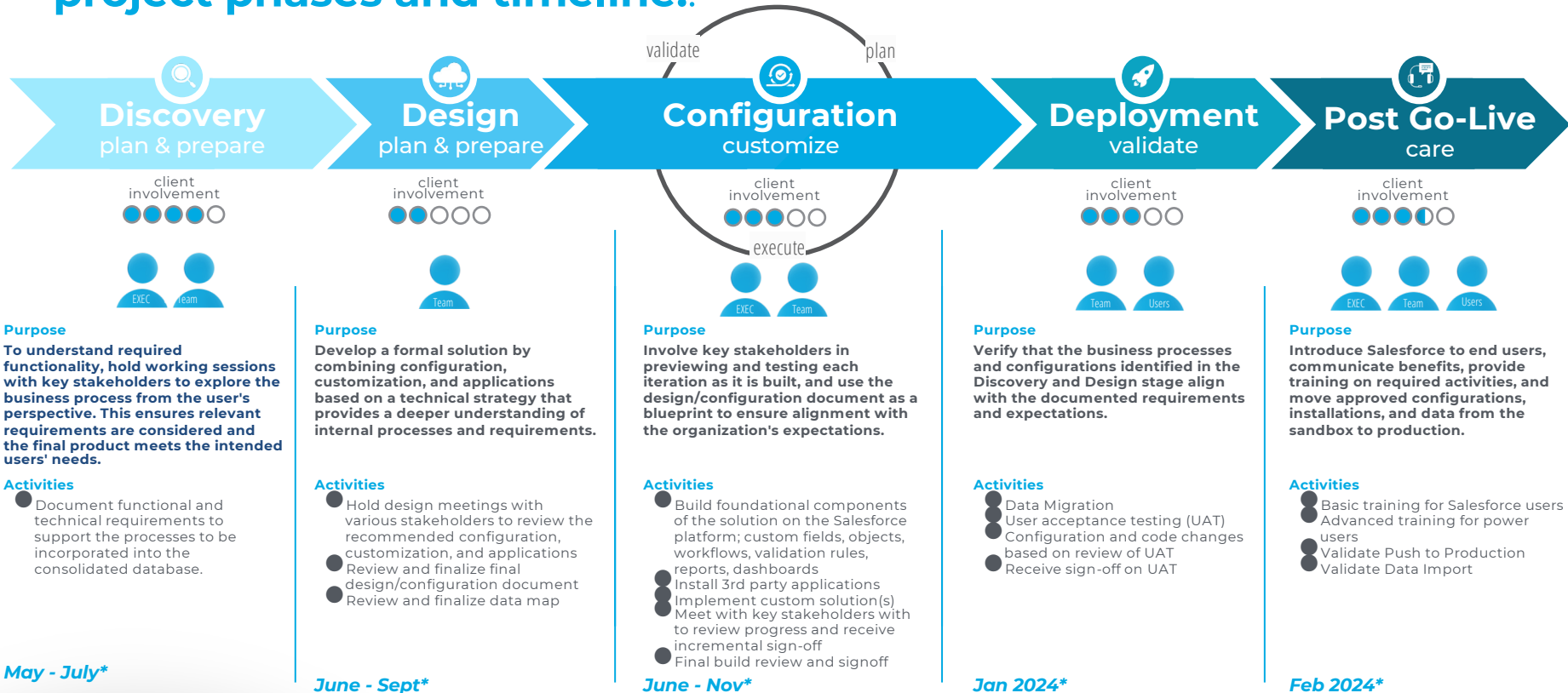
**50
Initial
Users**



Prolocity Migration Team

- *Participate in*
 1. User Requirement Narratives
 2. Build & Demo Sprints
 3. Data Migration
 4. Testing
 5. Training
 6. Roll-out

project phases and timeline:



Purpose

To understand required functionality, hold working sessions with key stakeholders to explore the business process from the user's perspective. This ensures relevant requirements are considered and the final product meets the intended users' needs.

Activities

- Document functional and technical requirements to support the processes to be incorporated into the consolidated database.

Purpose

Develop a formal solution by combining configuration, customization, and applications based on a technical strategy that provides a deeper understanding of internal processes and requirements.

Activities

- Hold design meetings with various stakeholders to review the recommended configuration, customization, and applications
- Review and finalize final design/configuration document
- Review and finalize data map

Purpose

Involve key stakeholders in previewing and testing each iteration as it is built, and use the design/configuration document as a blueprint to ensure alignment with the organization's expectations.

Activities

- Build foundational components of the solution on the Salesforce platform; custom fields, objects, workflows, validation rules, reports, dashboards
- Install 3rd party applications
- Implement custom solution(s)
- Meet with key stakeholders with to review progress and receive incremental sign-off
- Final build review and signoff

Purpose

Verify that the business processes and configurations identified in the Discovery and Design stage align with the documented requirements and expectations.

Activities

- Data Migration
- User acceptance testing (UAT)
- Configuration and code changes based on review of UAT
- Receive sign-off on UAT

Purpose

Introduce Salesforce to end users, communicate benefits, provide training on required activities, and move approved configurations, installations, and data from the sandbox to production.

Activities

- Basic training for Salesforce users
- Advanced training for power users
- Validate Push to Production
- Validate Data Import





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QUESTIONS