



The ShARE EDRMS project at Dorset County Council – an Overview

The ShARE Electronic Document and Records Management System project is a corporate deployment of the OpenText R/KYV system, supplemented by several integration components developed in-house. This system is being deployed across the Authority to deliver significant Gershon efficiencies, greatly improved service to citizens, and fulfil legislative drivers such as the FOI Act, Data Protection Act, and the Electronic Social Care Record.

At the end of 2006, nine months into the corporate rollout, the ShARE system had 460 users and c28,000 documents, with back office integrations to four key back-office systems, including Claris, the Authority's social care in-house client index system – the core application for Adult Services, and the building-block of the ESCR;

ShARE and the Electronic Social Care Record

An ESCR proof of concept deployment was specified in the original ShARE Pilot Business Case, and this was one of the main focuses of the pilot phase of the ShARE project, which concluded in March 2006. The Purbeck Local Office trialled two iterations of integration between the Claris and ShARE systems, through which the business processes involved in the management of electronic social care documents were determined, and the requirements to deliver the ESCR were tightly defined.

In April 2006, ESCR commenced as a separate project, and commissioned two pieces of development by the ShARE team. These were the Claris Integration, and eReferral components, for which specifications were produced by the ShARE team and agreed by Adult Services, developed, user acceptance tested, and delivered, to the agreed schedule, and inside the projected budget. The ShARE team also developed an application named VIDA to make indexing scanned images more intuitive, and less time consuming across all ShARE workstreams.

The ESCR solution constitutes the core Claris system, integrated with ShARE through the Claris Integration, eReferral, and VIDA applications. This solution is now live in four local offices and is being rolled out across the county by the ESCR team, with implementation support provided by the SHARE Team and Dorset CC IT Services.

The Claris Integration Component

The foundation of the ESCR is the Claris integration - a web-based integration component between ShARE and Claris – the core Adult Services social care system. Claris holds structured service user data, to which documents held within the ShARE system are linked through a Claris reference in each document's metadata. The integration allows Claris users to search ShARE for documents associated with a Claris service user across all activities, which can then be filtered or sorted on any one of a number of metadata fields.

The screenshot below (containing test data) shows all the documents related to a service user, returned from ShARE, to give a practitioner a virtual case file view, regardless of their physical location:

Documents for Barry Trotter (639724)

[CLARIS Details](#)

All Episodes | All Document Types | All Specialisms | All Statuses

Icon	TITLE	LATEST VERSION	ESCR CODE	DATE CREATED	CREATED BY	STATUS	CHECK OUT	DECLARE
	SS 0529 Standard Care Plan	13-Oct-2006	Care Plan	13-Oct-2006	Caseton, Alison L.		Check Out	Declare
	Letter	05-Oct-2006	Enquiry/Contact	05-Oct-2006	Caseton, Alison L.	In Progress	Check Out	Declare
	SS 0491 Risk Assessment LOCI	03-Oct-2006	Assessment	03-Oct-2006	Coombes, Steve J.		Check Out	Declare
	SS 0630 Contact Assessment and Referral	03-Oct-2006	Referral	02-Oct-2006	Summers, Julian	In Progress	Check Out	Declare
	SS 0643 Contact Assessment - LocI Sheet	02-Oct-2006	Assessment	02-Oct-2006	Summers, Julian		Check Out	Declare
	SS 0108 Transfer-Closure Summary	28-Sep-2006	Assessment	28-Sep-2006	Caseton, Alison L.			
	SS 0529 Standard Care Plan	03-Oct-2006	Care Plan	27-Sep-2006	Coombes, Steve J.			
	SS 0529 Standard Care Plan	03-Oct-2006	Care Plan	19-Sep-2006	Caseton, Alison L.	In Progress	Check Out	Declare

The eReferral component

The electronic referrals component presents a practitioner with the option to create each of the three documents required in the referral process at Dorset CC (the first two are part of the Single Assessment Process (SAP) the third is a form internal to Dorset CC, used for the allocation of cases.)

The web component illustrated in the screen shot below is accessed through the core Claris system by practitioners, and on clicking the form thumbnails, the user is presented with the form in MS Word which has been populated with all the relevant details held in Claris, dramatically reducing the time required to take a referral. The completed referral forms are then saved into the ShARE system against the service user's Claris ID to become part of that service user's virtual case file.

CLARIS eReferrals

Powered by ShARE

Create eReferral documents for Sir Stephen Pearson (639776)

Create
Demographic
Document

Create
Referral
Document

Create
SSD643
Document

VIDA

The Validation and Indexing Application is a web-based component developed in Java that enables users to index scanned documents (and validate index details against back-office systems) into the ShARE system.

Scanning batches are used to ensure that all documents are scanned directly into a folder in the ShARE system possessing the appropriate security relating to that document. Batches can consist of multiple or single documents, and each batch contains details of the scanner used, the person who performed the scanning, a date stamp, and a batch label. The screen shot below shows the batch view within VIDA.

Working folder :
/Documents/Social Care and Health/Case Management/AA - Incoming Mail/Current Folder

Select view

Click on batch number to index Page 1 of 1

VIDA Batch Label	Location	Size
Caselton, Alison L.@03/01/2007 17:07:07	AS - Purbeck LO - Admin	2
Caselton, Alison L.@04/01/2007 10:51:42	AS - Purbeck LO - Admin	1
Caselton, Alison L.@03/01/2007 17:09:06	AS - Purbeck LO - Admin	2
Caselton, Alison L.@20/12/2006 10:37:03	AS - Purbeck LO - Admin	3
Caselton, Alison L.@20/12/2006 10:32:36	AS - Purbeck LO - Admin	2
Caselton, Alison L.@19/12/2006 16:31:02	AS - Purbeck LO - Admin	1
Caselton, Alison L.@05/01/2007 09:12:39	AS - Sturminster LO - Admin	2
Caselton, Alison L.@19/12/2006 16:28:26	AS - Purbeck LO - Admin	1
Caselton, Alison L.@05/01/2007 09:11:31	AS - Sherborne LO - Admin	2

VIDA uses these details to present the user with a view of all the scanned documents that their security profile allows them to access, which they can filter by batch, and can index their documents remotely (meaning that scanners do not become bottlenecks). The scanned documents are then presented to the user, on the same screen as the index fields, as illustrated below:

Document 25937

SC Doc Type

SC ESCR Code

Title

Claris No.

Service User Name

Date Created

Creator

Addressee

Originator

Description

Scanning Batch Types and Settings

implementation of the project progresses. The batch types and settings of the batches will be passed to the support desk as the work stream goes live.

4. Commonly Used Batch Types

Batch Name:	(A4 B&W/D)	
Batch Type:	A4 Black and White duplex with PCS	
Batch Settings	Panasonic KV S2046CU	Panasonic KV 3065CW
Patch Code Separators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paper size	A4	A4
Dpi	400	300
Source	ADF	ADF
Orientation	Portrait	Portrait
Scan mode	Black and White	Black and White
Sides	Duplex	Duplex
Front Page Rotation	0	0
Back Page Rotation	0	0
Delete Front Blank Pages	null	null
Delete Back Blank Pages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Blank - Blank Page Deletion Threshold	5000	3000
Doc Type	As appropriate	As appropriate
Patch Code Setup	As appropriate	As appropriate
Scanning Script	As appropriate	As appropriate

Batch Name:	(A3 B&W/L)	
Batch Type:	A3 Black and White page folded into an A4 form (of 4 sides), fixed length documents	
Fixed Length Docs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paper size	A3	A3
Dpi	400	300
Source	ADF	ADF

To further assist indexing of ESCR documents, index details (metadata) are validated and pre-populated from the Claris system. With all mandatory fields completed, the saving location of the document within the corporate fileplan is prescribed by dependent pick lists, defined by the ESCR team.

The Benefits of the ESCR to Dorset CC's Adult Services Directorate

Despite being in its early days, the live ESCR system has realised the following benefits for the Adult Services Directorate over and above fulfilment of the ESCR mandate:

- Filing is a one time only activity – when a document is indexed on entry to the system it is available through the Claris integration to anyone with the appropriate access. This has led to the following benefits:
 - Information can be accessed instantly, regardless of location, which has meant a significant reduction in fax and post costs and associated delays in copying files between offices;
 - Several case workers can access (though not edit) information simultaneously, improving the quality of service for service users receiving services from more than one team;
 - The system supports more effective decision making in the care of individuals through improved availability of information – especially for the out of hours service;
- Selected material from records may be shared more easily with partner agencies where services are delivered by a number of organisations;
- There has been a reduction in the office space required for filing systems;
- The ESCR solution eases data protection issues through the R/KYV system's records management functionality, and fulfils Caldicott objectives;
- ESCR has led to improved focus on data integrity and consistency in Social Care documentation, particularly with regard to the legal admissibility of electronic documents through compliance with the BIP0008 standard;

A significant proportion of case workers and administration staff perceived the ESCR as a negative change before deployment. Through use of the system this view has now changed to a positive one for almost all staff, due to the fact that it meets their needs to provide an improved service to their service users.

The ESCR at Dorset CC is an example of how a front line service can be dramatically improved through a comprehensive analysis of its business process requirements and surrounding information management issues, when combined with the use of best-fit technology deployed according to a well-defined and supported process.