



A state's public health department was trying to handle HIV clusters that were greater than the typical annual number of cases. The usual approach would no longer work.

### CHALLENGE

The opioid misuse epidemic in the state fueled multiple HIV clusters, overstressing the minimal staff tasked with case investigation. Staff relied on paper and workarounds to accommodate a software system that frequently disconnected and lost data. Time between receipt of a positive lab and linking a patient to care was too long.

### SOLUTION

BerryDunn worked with the staff to map the current processes. To reduce bottlenecks, streamline work flows, and avoid the need for workarounds and paper, BerryDunn redesigned the case investigation process to utilize functionality already available to staff in the existing electronic disease surveillance system. BerryDunn also developed training and implementation support materials.

### OUTCOME

More than thirty steps were removed from the case investigation process, improving timely case investigation and linkage to care. Staff were equipped to leverage the system functionality and thus better supported to do their jobs effectively and efficiently.

### BENEFITS GAINED

- The agency decreased time between positive labs and linking patients to care, thus decreasing the spread of disease and improving individual health outcomes.
- Staff saved time and effort across their processes, enabling them to improve case investigation and contact tracing efficacy.
- Staff gained capacity to tackle outbreaks and clusters in a timely manner.



# GAIN EXPERIENCE

Is your HIV/STD program stuck using workarounds for contact tracing and case investigation? BerryDunn can help revamp your processes and maximize the functionality of your information systems.

BerryDunn's public health experts are trusted partners to state public health agency leaders across the country. We help health departments strategically enhance their internal operations to deliver quality programs and improve population health.



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With offices and employees located in 30+ states—  
wherever you are based, we look forward to working together.

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