

What if ... A community could collectively case manage its indigent population and maintain HIPAA compliance? What if a community could create a *virtual network* for health service providers to collaboratively share patient information across technology and health systems barriers. That was the goal of the Muskegon Community Health Project when it set out to create software to link medical and health service providers in the task of improving the quality of health services for Muskegon County's indigent population. That vision led to the Internet-based software combining case management and claims payment databases to strengthen the safety net through the virtual network of *i-Net*.

Today, Muskegon Care, the community's indigent health plan, uses *i-Net* to case manage its members in ways never before possible. Medical and health service providers have access to consistent and accurate information for patients with a history of no health infrastructure in their lives. Treatment plans can be monitored collaboratively across institutional and technological barriers. Quality of life improvements for indigent patients can be measured. Claims payment data can augment the design of treatment plans for a patient. The community's limited safety net resources can be more efficiently managed through the *i-Net* partnership.



Muskegon Community Health Project

In partnership with the Muskegon health and human service providers:

Muskegon Community Health Project

Muskegon Family Care (FQHC)

Hackley Community Care Center (FQHC)

Mercy General Health Partners

Muskegon County Health Department

Child & Family Services of Muskegon

Muskegon County Community
Mental Health Services

West Michigan Therapy, Inc.

Salvation Army of Muskegon County

Access Health, Inc.

Funded through a grant from the U.S. Department of
Commerce, NTIA "Technology Opportunity Program"

www.mchp.org

*Muskegon Community
Health Project*

The i-Net Solution



HIPAA-compliant case management of indigent health care *through the Internet ...* across an entire community safety net of health and human service providers.

