Dept. of Health: Health Enforcement and Licensing Management Project

Program/Project Overview

High-level summary of program or project.

- Licensing and regulating healthcare providers, health facilities, and educational and training programs are statutory responsibilities of the Department of Health to promote patient safety and access to care.
- Those activities are currently supported by an outdated and ageing system called ILRS (Integrated Licensing and Regulatory System).
- Since ILRS is based on older technology and the department is unable to increase its capabilities to meet the growing requirements and expectations of customers for more online interactions, the department began the lengthy process to replace the system with HELMS.
- HELMS (which stands for Healthcare Enforcement and Licensing Management System) will provide licensees and employers with better services to increase work efficiencies and greater access to data.

Critical Risks and Issues

High-level summary of risks and issues.

- With a decision made to move to a phased release schedule, we will be working in **dual systems between Release 2 and Release 3**, impacting business process and data integration complexity.
- We currently have a **budget shortfall** based on our current forecast and need additional funds to complete our project. Two decision packages submitted for a supplemental for FY25 and a DP for the next biennium.
- We are **monitoring our Organization Change Management efforts** across our stakeholder groups given the lengthy project duration and inconsistencies in our prior communications to them.
- The team has begun to **achieve necessary velocity** as we have expanded teams and continue to look for operational efficiencies in delivery, however, need to continue monitor closely to meet our HELMS milestones.
- **Release 2 workstream overlaps with Release 3** and may impact the R3 Release Date.
- **Salesforce Platform bugs** may impact the HELMS timelines.
- **External State projects** may impact HELMS timelines.

Consultation Needed

What feedback does the program or project need from the Board?

- Continued overall support for the success of HELMS; engagement with vendors as necessary
- Any lessons learned with Salesforce implementations we should be aware of?