

Healthcare Enforcement and Licensing Management System (HELMS)

Program/Project Overview

- 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- Those activities are currently supported by an outdated and ageing system called ILRS (Integrated Licensing and Regulatory System).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 information and data.

Critical Risks and Issues

- **Dual Systems during Interim:** With the decision made to move to a phased release schedule, we will be working in dual systems between Release 2 (R2) and Release 3 (R3), impacting business processes and data integration complexity.
- **Vendor Management:** Continue to work closely with our vendors Salesforce, Carahsoft, and MTX; we have seen increased stability in our teams, less turnover, and have a solid foundation for R3. We will be closely monitoring our sprint progress for Release 3.
- **Impacts of the macro environment:** Our teams are working with a lot of change in the macro environment right now, with discussions of furloughs, reductions in force, and other areas. As a result, our end users and DOH project team members, esp. with family or friends in state government, have several areas that may distract them during this time of change.
- **Budget:** We currently have a budget shortfall based on our forecast and need additional funds to complete our project. Two decision packages (\$2M for FY25 and \$10.8M for FY26) are prepared to be submitted for a supplemental FY25 decision and for the next biennium.

Consultation Needed

- Continued overall support for the success of HELMS; engagement with vendors as necessary
- Is there anything beyond what we shared today that we should consider as we move into this go-live based on your vast experience?