Cost/Impact/ROI

Internal Considerations

- What does it cost to run antiquated systems/processes?
- What higher value activities could be undertaken if manual processes were reduced?
- How does it impact morale and turnover when staff spend more time on manual work?
- How does failure to modernize impact grant funding and deliverables? What other grants beyond informatics could be reduced (e.g., programs that rely on data)?
- What could happen if systems cannot keep up with current technology trends related to security and other support?

External Considerations

- What impacts do antiquated processes and systems have on citizens and taxpayers?
- How do state-level systems impact local public health partners?
- How do public health inefficiencies affect the health care system?
- What intangible costs related to morbidity and mortality could be achieved with slight efficiency improvements?
- How are public perceptions of the agency influenced by outdated systems?
- Can decision makers including the general public make accurate decisions?

MISSOURI DEPARTMENT OF HEALTH & SENIOR SERVICES

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