



SYRINGE SERVICE PROGRAM (SSP)

FOR INDIANA DEPARTMENT OF HEALTH

Indiana Department of Health uses new SSP Application to improve data integrity, reporting, and mobile site capabilities

OVERVIEW

Syringe service programs, sometimes called needle or syringe exchange programs, are fixed or mobile places to receive sterile syringes and properly dispose of used syringes, based on the concept of harm reduction. Syringe service programs also supply referrals to health and/or social service resources. Indiana Department of Health Harm Reduction and Syringe Service Programs need accurate, but anonymous, tracking of these services to report on use, impact, and community reach. Kinetic IQ created a web and mobile application called the IDOH SSP application to replace their previous database. The system also replaced the need for data collection on paper at mobile sites, reducing the time for data entry and providing more accuracy.

The Harm Reduction Program is housed in the Division of HIV, STD, Viral Hepatitis at Indiana Department of Health and supports local health departments statewide in providing services to their communities through education and technical assistance.

Industry: Government / Health

CHALLENGE

The objective of developing a solution to track the data associated with the Syringe Service Program relates back to an event that occurred in 2015, in which Scott County, Indiana experienced a severe HIV and Hepatitis C outbreak. The outbreak was determined to be caused by people sharing syringes to inject opioids and having limited accessibility to HIV testing. At the height of the outbreak, 20 new cases of HIV were being diagnosed each week. IDOH sought to collect the appropriate data necessary to execute predictive analysis with the hope that they would be able to identify a high-risk situation before it occurs.

The Harm Reduction Programs in Indiana operate in many capacities. Some are operating out of local county government health departments across the state, while others are operating from the back of vehicles or temporary structures set up specifically for the program. In the event of an emergency, or outbreak, IDOH rapidly deploys several technicians to the affected areas. IDOH was utilizing a Microsoft Access database to facilitate the data tracking needs for the SSP. That solution had been determined to have many issues related to scalability, mobile accessibility, and consistency. It was noted that rapidly changing guidance from legislature often creates the need to make changes to the information being collected and this was a critical concern in their former system.

APPROACH

Kinetic IQ was hired to create a web based application that would allow secure entry of the data from any site; provide password protected access and different levels of administration; include robust reporting capabilities; convert the old data to this new system; and easily add data elements to the collection tool. In addition to this, they also requested that their mobile locations be able to enter the data on site, with or without internet access. All of this needed to be achieved while also being able to track the data for participants over the course of visits while keeping the data anonymous. The IDOH team were highly motivated and prepared to work through the legal and ethical requirements with Kinetic IQ to best support the success of the project.

Phase one of the application provided a stable replacement for the current system along with a wide array of updated functionalities.

The second release of the site added several more reports, including a syringe exchange trend chart that is available within every event, allowing real time data for the individuals working at the sites.

The final phase of the application release was the mobile version.



RESULTS*

Total Participants 20,084

Individuals that have had SSP visits tracked through the new SSP Application since December 20, 2019

Total Referrals 69,924

The number of referrals that have been entered into the system for tracking and reporting.

Total Visits 86,006

The total number of visits for all individuals tracked in the SSP Application since December 20, 2019

Number of Sites 11

The number of statewide sites using the system to track their data.



"Changing data, outbreak support, mobile capabilities, robust reporting... we really were able to include it all in an elegant and scalable solution."

- Crystal Gold, VP of Operations

* Numbers are as of June 1, 2023



ABOUT KINETIC IQ

Kinetic IQ, founded in 2005, is a software engineering firm with a diverse client portfolio. We have successfully implemented a wide range of projects for small to Fortune 500 companies, as well as federal, state, and local government in the sectors of finance, public health, logistics, and education. We are experienced in working on high-profile projects that require an elevated level of precision and reliability. We create valuable resources for experts in their industries through partnerships and collaboration.

Fueled by a passion to solve problems and create solutions, we work with our partners to dream big, think creatively, and work diligently to benefit their business or initiative.

We are, as a company, driven to create good in the world around us. Join us by visiting kineticiq.com

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SOLUTION

The new SSP application was created to allow the user interface (UI) to be rapidly updated to meet the needs of the legislative landscape, giving us the ability to add and/or remove collection elements within a couple of hours instead of having to go through an entire development cycle. An initial selection of 12 reports were created that put far more information into the hands of the sites around the state. Data is restricted on a per SSP site basis, except it allows the IDOH staff to review and report on all data. The system was initially available on computers with internet connectivity and secured to allow various levels of administrative access, including a read-only level for viewing reports for an assigned site.

A powerful additional feature was fully released in phase two that allows the sites to monitor how many of their referrals are being utilized. By having providers register with the SSP site, they receive an account. When a participant leaves the SSP site, they are provided with a card with a random QR code associated to their anonymous visit data. The provider can then scan the QR code, provide their account pin, and the system will mark the referrals as "confirmed" within the system. The administrators at the sites can also manually confirm previous referrals in the case that a participant self-reports their use of the referral, and that data is tracked separately for maximum reporting flexibility. This is data that was previously impossible to track accurately.

The mobile version allows any device that has been connected to the internet and logged in once, to have off-line data entry access. The events are saved and stored until connection is made. Once, internet is available, the system syncs to the web application and uploads the events to the system. This allows a much more robust and user-friendly way to ramp up mobile sites quickly. Also, allowing multiple accounts for the same email address allows SSP staff statewide to be quickly added to new sites in order to provide back up support in the case of an outbreak.