
Evaluation Report

Compass[®] CoPilot on the Tablet

Fairfield County Child and Adult Protective Services

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Introduction

The purpose of this paper is to report the findings of the impact of Northwoods' Compass CoPilot on social worker effectiveness. It was hypothesized that the use of the tablet would:

- Decrease the documentation time required by the social workers
- Increase the social workers time working directly with their clients
- Increase the quality of the social workers time with their clients

The studies were designed and conducted with Fairfield County Child and Adult Protective Services.

Study Methods

Pre-Compass CoPilot Study: Prior to the implementation of Compass CoPilot, 15 social workers were trained to keep track of their time for a one month period of time (August, 2012). The social workers were provided a time log to track their time using the following activity codes:

- Client Contact
- Travel
- Wait
- Documentation
- Administrative

They also kept track of the number of attempted face-to-face contacts and the number of successful face-to-face contacts with clients. The data collection forms were reviewed by the Fairfield County Child and Adult Protective Services director to ensure the data collection methods were consistently applied. The completed data collection sheets were sent to Colburn and Associates to build a database to use in analyzing the data.

Selected social workers were then trained on the use of Compass CoPilot. The system was used for a period of time to ensure the social workers were using it as designed, and to eliminate potential learning curve effects on the post study.

Post-Compass CoPilot Study: After the social workers had used Compass CoPilot for a number of months, eight social workers kept track of their time for one month (August, 2013). The data collection forms were reviewed by the Fairfield County Child and Adult Protective Services director to ensure the data collection methods were consistently applied. The completed data collection sheets were sent to Colburn and Associates to build a database to use in analyzing the data.

On November 5, 2013 a focus group was conducted with social workers who had been using Compass CoPilot to obtain their feedback on the following questions:

1. How has the use of Compass CoPilot helped you in your work?
2. How has Compass CoPilot affected your time use?
3. How has Compass CoPilot affected the quality of the services you provide?

A content analysis of the responses was completed to identify the major response themes from these questions.

Findings

Time Studies

Chart 1 summarizes the percentage of the social workers' time that was spent on each activity category for both the Pre-Compass CoPilot and Post-Compass CoPilot implementation studies. The percentage of client contact time increased by 9.3%, while the percentage of documentation time decreased by 11.7%.

Category	Pre-Compass CoPilot	Post-Compass CoPilot
Client Contact	23.1%	32.4%
Documentation	54.9%	43.2%
Wait/Travel	10.4%	15.4%
Administrative	11.6%	8.9%
Total Time	100%	100%

Chart 1 - Percentage of Social Worker Time Spent – Pre- and Post-Compass CoPilot

Chart 2 summarizes the average time per day the social workers spent on each activity category for both the Pre-Compass CoPilot and Post-Compass CoPilot implementation studies. On the average, social workers spent 63 minutes more per day in client contact activities after the implementation of Compass CoPilot on the tablet. On average, social workers spent 58 minutes less per day in documentation activities after the implementation of Compass CoPilot.

Category	Pre-Compass CoPilot	Post-Compass CoPilot
Client Contact Time per Social Worker Day (all days)	136 minutes	199 minutes
Documentation Time per Social Worker (all days)	323 minutes	265 minutes

Chart 2 - Average Social Worker Time Spent Per Day – Pre- and Post-Compass CoPilot

In reviewing this data, the use of Compass CoPilot has shifted approximately one hour of the social workers' time from documentation activities to client contact activities. This time shift is statistically significant ($p < .05$). These results support the hypotheses that Compass CoPilot would decrease the documentation time and would increase the client contact time for social workers.

Chart 3 shows the relationship between documentation time and client contact time. This chart illustrates that even though the social workers spent more time in

client contact activities, they required less time in documentation activities. The pre-Compass CoPilot implementation studies indicated that for every hour a social worker spent with their client, they needed to spend 2.38 hours in documentation. Compass CoPilot studies indicated that for every hour a social worker spent with a client he or she needed 1.33 hours in documentation.

	Documentation Time Per Day	Client Contact Time Per Day	Documentation Time to Client Contact Time
Pre-Compass CoPilot	323 minutes	136 minutes	2.38
Post-Compass CoPilot	265 minutes	199 minutes	1.33

Chart 3 - Document Time to Client Contact Time – Pre- and Post-Compass CoPilot

Focus Group

Four major themes emerged from the focus group held with the social workers who have been using Compass CoPilot. The social workers made positive remarks about the impact Compass CoPilot has made for them. They stated that Compass CoPilot helped them save time, improve the quality of client visits, improve the quality of their documentation and improve the quality of document retrieval. A summary of their direct statements are shown below. There were some comments that were included in more than one theme category.

Time Savings

"It's great for taking notes because it saves me a lot of time. I'm able to take short notes or start my notes on the tablet, then copy and paste directly into SACWIS."

"I like having all my forms on hand. That has saved me a lot of time."

"I'm able to take advantage of time at court and get so much stuff done."

"I have been able to be more productive with my wait time, especially at court. Since everything is with me, I'm able to get things done without returning to the office."

"I'm more efficient. I'm much more organized, especially with notes. I'm no longer keeping them randomly on a paper tablet or separate sheets of paper to find later."

"It's decreased having to call a supervisor and ask for things to be looked up."

Quality of the Visit

"I am able to look up background information in SACWIS while I'm there completing a form. For example, if I'm completing a safety plan, I can look for other documents within the case to find out if I can trust grandma or not."

"I am able to change the safety plan right there. There is no need to go back to the office just find the information."

"I found that I'm taking more pictures (majority of participants in room verbalized their agreement with this statement). Especially since the pictures have high quality."

"I love taking pictures of kids while in the field. The kids seem to like it more too. My case has a lot of updated pictures now."

"I am taking more pictures of my neglect cases. I like to be able to show the before and after pictures of home conditions."

"Recently, I wanted my supervisor to be able to talk to a child I was visiting, so I used Skype and had my supervisor speak directly with the child."

"It is really nice to be able to keep face to face contact while to recording. I'm not worried that I'm missing something or having to rush through."

"People appreciate that I'm collecting their information right there and not taking their form back to the office."

"It is easy to continue where I left off with a family. All my notes are right there, and they're updated."

Quality of Documentation

"I feel like I now have accurate documentation, especially when I'm recording the visit."

"I love taking pictures of kids while in the field. The kids seem to like it more too. My case has a lot of updated pictures now."

"I am taking more pictures of my neglect cases. I like to be able to show the before and after pictures of home conditions."

"It's easier to copy a form the family has and you don't have to take it with you."

Quality of Documentation (continued)

"The quality of notes is different. I feel like I'm more accurate."

"Now that I'm able to get more information while out in the field and it is easy to organize, I throw in additional medical activities, where before I only did what the SAR required. So in that way, I guess I'm putting more into SACWIS than I did before."

Quality of Document Retrieval

"I am able to look up background information in SACWIS while I'm there completing a form. For example, if I'm completing a safety plan, I can look for other documents within the case to find out if I can trust grandma or not."

"I can access all medical history or mental health services in the record while I'm in the home with the family."

Other

"I like not having to ask a family if I can borrow a document or a picture. If I took a photo or letter or document from the family, I would have to make sure I took good care of it and not lose it until I could get it to the office, copy it, then return it to the family."

"I don't feel so burdened by having to carry a bag with so much stuff in it."

"Have been using it much more for personal safety issues (this comment also caused numerous participants to verbalize their agreement). For example, when I (male social worker) had to transport a young female, I made sure I recorded the conversation to make sure false statements or allegations couldn't be made against me."

These statements support the hypothesis that Compass CoPilot improves the quality of social workers' time with their clients and is also consistent with the time study data collected.

Conclusion

A number of conclusions can be made based on the evaluation study.

- Northwoods' Compass CoPilot had a positive impact on reducing the social workers documentation time (by 58 minutes) and increasing their client contact time (by 63 minutes).
- The social workers were able to use the time savings to increase the amount and quality of time with their clients.
- The social workers were positive about their use of Compass CoPilot.