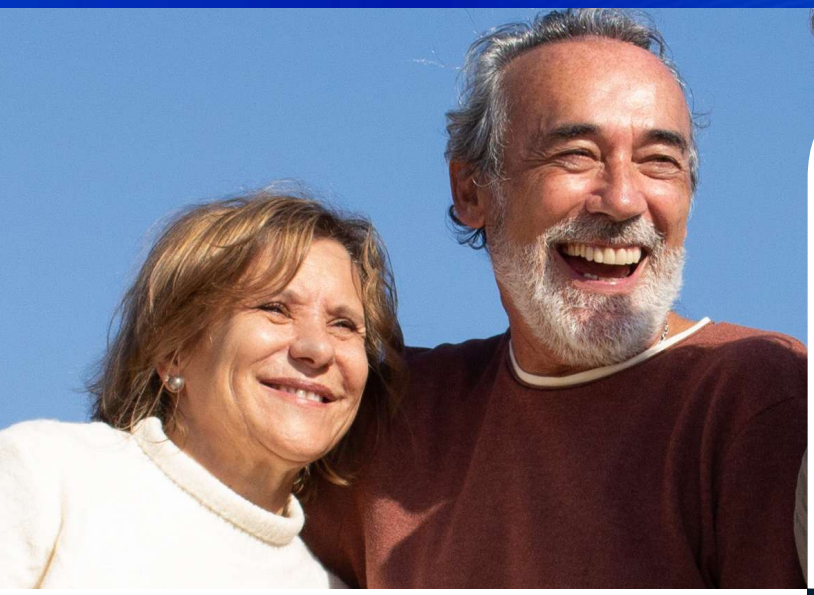
Enhancing Senior Care in Denver:

DRCOG's Transformation with BRITE Enlite Solution



Client Overview.

The Denver Regional Council of Governments (DRCOG) is a nonprofit membership organization of local governments in the Denver region of the US state of Colorado. DRCOG is the designated metropolitan planning organization (MPO) and the Transportation Planning Region (TPR) for the region, as well as the Area Agency on Aging (AAA).

The Problem.

DRCOG faced significant challenges with its outdated case-management system, which negatively impacted their operations and service delivery:

- Cumbersome workflows slowed down the service delivery process, affecting customer satisfaction.
- Data silos made it difficult to track progress, impacting both operational efficiency and service quality.
- Manual processes led to data inaccuracies, further hampering the organization's ability to serve seniors effectively.

As a result, caring for seniors was disjointed. Communication was siloed, referrals were slow, and data on their care was scattered.

The Strategy.

BRITE offered a comprehensive solution with Enlite, a Salesforce-based system, to address the inefficiencies faced by DRCOG

Enlite addressed the core issues by:

- ✔ Replacing complicated workflows with user-friendly features for assessments, intake, triage, service plans, and document management.
- ✔ Integrating seamlessly with external systems used by service providers and state agencies, eliminating data silos.
- ✔ Simplifying workflows for DRCOG staff, ensuring ease of use and maximizing adoption.
- ✔ Providing comprehensive reporting for stakeholders at all levels, enabling data-driven decision making.

The Implementation.

This focus on user-friendliness and data integration ensured a smooth rollout. Enlite streamlined workflows, improved data quality, and empowered informed decision-making, paving the way for improved client service and overall efficiency.

The Results.

BRITE solution directly addressed the fragmented care and communication issues faced by DRCOG.

By enhancing connectivity between all parties involved, they enable:

Improved Continuity of Care

Seamless information sharing ensures a holistic view of each client's situation, leading to smoother transitions between service providers.

Optimized Referral Process

A centralized system streamlines referrals and provides a complete picture of services rendered, eliminating delays and information gaps.

Increased Efficiency

Automated workflows and data visibility empower faster service delivery to seniors in need.

Business Benefits.

BRITE solution brought significant benefits to DRCOG, directly alleviating the issues of fragmented care and communication:

BRITE bridged care gaps

Seamless collaboration improved continuity of care for seniors.

Streamlined referrals, maximized efficiency

Faster service delivery with a centralized system.

Empowered data-driven decisions

Enhanced visibility improved care coordination and compliance.

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