

University Legal Files Case & Matter Management Software Use Case Analysis (UA)

Business Case

Legal Files Case and Matter Management software (Legal Files) is currently being used by University Counsel and the University Office of Risk Management to record, track and maintain litigation and claims case information. While fairly new to the University (installed in spring 2012), significant confusion surrounds the use of the product. Staff has expressed confusion over when to use it, how to use it, and overall roles and responsibilities. Considerable time is being spent investigating product functionality when new cases are first entered and overall accuracy and completeness of case information is being questioned.

Goal

Define and streamline the processes supporting data stored in and functionality of Legal Files Case and Matter Management software.

Approach

Documented the processes for creating and maintaining medical malpractice, board legal litigation, intellectual property, labor, non-self insurance plan litigation, public liability litigation, workers' compensation and general advice matters. Documented processes for supporting workflows, including defense recommends, settlements, closing of a matter and invoice processing. Identified key issues to be resolved and brainstormed solutions to resolve those issues. Designed to-be process flows and prioritized recommendations.

Outcome

Designed 8 streamlined to-be process flows for creating, maintaining and closing Medical Malpractice and Public Liability matters within Legal Files. Established cheat sheets for common forms and functions within Legal Files. Started developing a data dictionary, designed to provide guidance on data expectations and appropriate values. Identified key topics to include in training of support staff and attorneys.

Key Findings

- **Lacks clear criteria for when matters should be created and maintained in Legal Files.**
- **Unclear and/or inconsistent roles, responsibilities and timeline for creating, maintaining and closing matters in Legal Files.**
- **Personnel responsible for creating and maintaining matters are not always included in key communications regarding matter details that should be entered into Legal Files.**
- **More definition is needed around data expectations, including required fields, expected format and logic for selecting appropriate values in drop-downs and/or lists.**

Process Improvement Recommendations

- 1. Establish clear criteria for when to create matters in Legal Files** – provides guidance on what types are/aren't in Legal Files and what triggers the need to create, update and close a matter in Legal Files.
- 2. Define roles and responsibilities for creating, maintaining and closing matters in Legal Files** – reduces confusion and provides process consistency and accountability.
- 3. Create a data dictionary for all required and recommended fields used in Legal Files** – reduces confusion and improves the data integrity of the matters stored in Legal Files and any resulting reports.
- 4. Design streamlined to-be process flows for Medical Malpractice and Public Liability matter, integrating the roles and responsibilities identified in recommendation #2** – integrates attorneys and support staff into the process, uses resources more efficiently and add consistency.
- 5. Develop customized training for the identified roles** – reduces confusion, improves consistency and data integrity, and builds awareness on the importance of complete and accurate information in Legal Files.

Implementation of Recommended Improvements

Prioritized recommendations are to be implemented prior to the delivery of training in Q4 FY14. Many of the process changes identified during to-be process mapping have already been implemented. Status updates for the implementation of recommendations will be requested at 6 month intervals through March 2015.