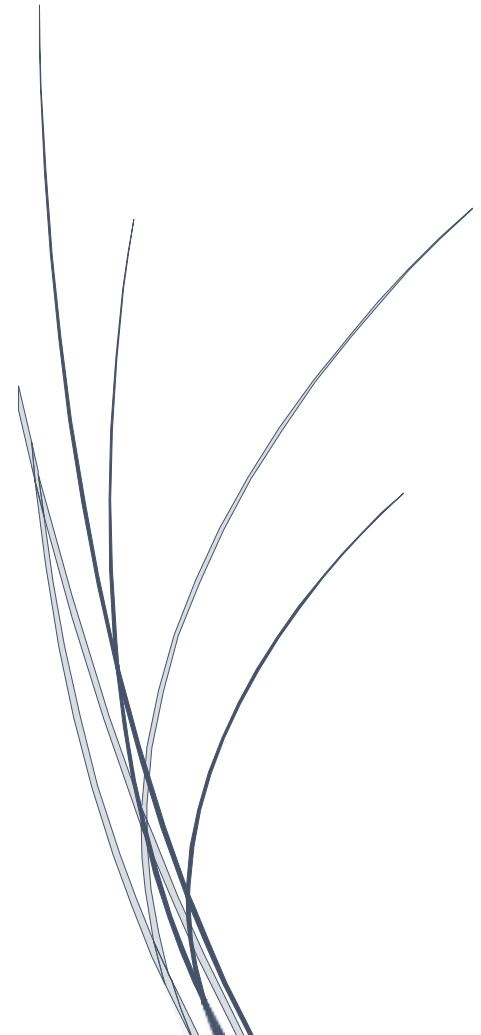


# Children's Division Maintaining Medical Records Report

1<sup>st</sup> Semiannual 2021

Report for January 1, 2021 – June 30, 2021



## Introduction

The Department of Social Services (the Department) oversees several programs to support the general welfare of children in the State of Missouri. The Department has established the Children's Division to administer and manage the programs for children who are in the legal custody of the state. The Children's Division promotes the well-being of Missouri children by partnering with parents, family/community members and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, early child care, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for twenty-four (24)-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care. An efficient medical records system can provide the medical information needed to support proper care.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include, but are not limited to: orders for the administration of drugs and therapies, laboratory test results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

A medical records system may be paper or electronic. A paper medical records system consists of physical documents that are placed in a file or folder. An electronic medical records system consists of medical information entered into a computer or other digital device.

This report documents the commitment of the Children's Division to the development and operation of a statewide system to maintain medical records and/or medical information for each child in its custody. The medical records system must operate and maintain all medical records consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical records are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's information security system. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its custody. Developing, operating, and maintaining a medical records system is a vital and essential service for each child. The medical records system can provide prescribers, the child, parent(s), placement providers, and case managers with enough current and historical information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains Children's Division's current efforts to maintain medical records and their plans to implement a medical records system.

## **Current Efforts for Maintaining Medical Records**

The Health Information Specialist team continues to gather documents and maintain medical records for children in foster care who are on psychotropic medications. All medical documents are retained in the case manager's case file and in the Children's Division's document imaging system called "OnBase."

To ensure that relevant documents are retained, all Children's Division and contracted staff have been directed to store and maintain in the case file documents that relate in any way to the potential or actual treatment of any foster child with psychotropic medications. These documents must be kept in the case file even if the information is entered into an electronic system. The case file remains in the case manager's home office and is securely stored in accordance with Council on Accreditation (COA) standards.

The OnBase system provides an information platform designed to manage content, processes and cases on a single platform. A primary benefit of the system is that all information has been centralized into one secure location. The documents in OnBase are scanned or uploaded through electronic mail and placed in the child's OnBase file using their individually assigned client, call/case, or resource provider number. The Children's Division's Security Officer oversees the administration of OnBase by assigning specific security authorizations based on the individual's job duties and business needs to access the system. The Office of Administration has a unit that is responsible for the maintenance of OnBase.

The advances in technology continue to allow the expansion of various methods to acquire medical information. The Health Information Specialist team's consistent efforts to obtain historical and current medical documents have led to the search for new, innovative ways to gather these documents. The team has been authorized to implement the hXe (health eXchange evolved) medical document request system. The hXe system has been promoted as a reliable solution to streamline the medical document retrieval process. The hXe online platform allows the user to submit a medical document request directly to any healthcare provider. The platform provides case management services by organizing the request, automating weekly reminders/follow-ups to providers, eliminating misplaced requests, and providing a detailed request history.

The hXe system is complementary to the Health Information Specialist team's continued utilization of various other medical document request options that are currently in use. The team continues to process requests through the CIOX Health medical documents system, which supports more than 140 health plans and offers a full range of services to complete document requests from health care agencies that are enrolled with CIOX Health. The Biscom fax service, which sends and receives electronic faxes, remains a vital part of the medical document retrieval process. To obtain a complete medical record, Children's Division utilizes Medicaid claims data, the child's health insurance plan, and engages with the parents/guardians, and placement providers to determine where the child has been seen for services to request the records.

The State of Missouri's Office of Administration has awarded a contract to the Cerner Corporation to pilot a project to develop and maintain a medical information system. Since January 1, 2021, the Children's Division and MO HealthNet staff have been collaborating with the Cerner team to create and test the system. The first step in the development process is onboarding various amounts of health data into Cerner's HealtheIntent platform. The HealtheIntent platform combines data from different health care data sources such as Lewis And Clark Information Exchange (LACIE Public Exchange), Medicaid Management Information System (MMIS) Claims (Wipro Infocrossing, Inc.), and Family and Children Electronic System (FACES). This platform is the basis for the HealtheIntent Foster Children's Registry and a HealtheRecord for children in foster care.

## **Plans to Develop a Medical Records System**

The HealtheIntent platform provides a snapshot of the child's medical history for the past two years. Children's Division can utilize the platform to view clinical information and identify any gaps in health care. Cerner and Children's Division staff are testing the platform. Once testing is complete, the activation of Cerner's HealtheIntent Foster Children's Registry will be initiated in Jackson, Cass, Vernon, Clay, and Platte counties. When platform activation is complete, the future plans for the HealtheIntent Foster Children's Registry will include the recruitment of medical providers and the addition of various health information exchanges to increase the availability of medical information.

The Department is committed to developing and operating a statewide system for maintaining medical records and/or medical information/documents. The collaboration and cooperation with the Cerner Corporation illustrate the Department's dedication to create an effective and efficient system. The Cerner project's phased procedures have led to the systematic implementation and subsequent testing for functionality. The Department will examine and analyze feasibility and cost-effectiveness to determine if the entire program could be expanded statewide. The Department's objective is to provide a semiannual update on the current status of this or any other medical records project, services related to the project and discuss any forthcoming efforts. The creation of a well-organized system to store, review and disseminate medical information for all children in foster care is an invaluable service to the child and their families.