



2<sup>nd</sup> Semiannual 2023

# Children's Division Maintaining Medical Records Report

Report for July 1, 2023 – December 31, 2023

## **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 childcare, 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 24-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, independent living arrangements, 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 the child's medical history and current information and share 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 the 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 Children's Division continues to concentrate their efforts on the collection, storage, and retention of medical documents and information for children/youth in foster care. The Health Information Specialist (HIS) staff and Children's Division case managers utilize three or more electronic methods to obtain medical documents, to include:

- Biscom fax: sends and receives requests for medical documents from various entities
- CIOX: complete document requests from health care agencies that are enrolled with CIOX Health
- hXe (health eXchange evolved): medical document request directly to any healthcare provider
- ShowMeVax: tracking an individual's immunization history and status

The Show Me Healthy Kids (SMHK) specialty plan staff have been a valuable partner in the collection of medical documents. SMHK provides the Medicaid managed care coverage for foster children known as the specialty plan. The SMHK staff search for and collect past medical documents and information for specialty plan members. The medical documents are uploaded into SMHK's Health Passport portal. HIS staff have access to the portal and can view and retrieve documents for specialty plan members. The members are linked with a Primary Care Provider (PCP) of their choice. The PCP maintains the continuity of each member's health care by including documentation of all services provided to the member by the PCP, as well as any specialty/referral services, diagnostic reports, physical and behavioral screens. This documentation is accessible through the portal. Children's Division and SMHK staff meet each month to discuss progress for specialty plan members and ways to improve the flow of information and management of documents.

The testing of the Show-Me Health Information Network of Missouri (SHINE) portal is underway. The SHINE portal can provide some level of the medical information needed to review the prescription and administration of psychotropic medications for children/youth in foster care. SHINE is a physician-led Health Information Network delivered in partnership with the Missouri State Medical Association that offers a set of health information technology tools to help health professionals across the State of Missouri with continuity of care.

The HIS staff have access to the University of Missouri's Tiger Institute Portal. The Tiger Institute Portal provides a "Query Based Exchange" to share health information with other members in local and national networks through the Tiger Health Information Exchange.

The Children's Division continues work on a new Comprehensive Child Welfare Information (CCWIS) system that has been designed to replace the Family and Children Electronic System known as FACES. Children's Division is in the process of writing a Request for Proposal for a public bid to obtain a vendor. The focus of the new CCWIS is to have an electronic system that integrates new technology to allow staff to perform fundamental services for families and children/youth. The CCWIS will allow staff to document case information starting at Intake (Child Abuse and Neglect Hotline) through the life of the case, which would include permanency for children/youth in alternative care, to case closure. The CCWIS will also allow for documentation regarding the development and retention of resource providers. The ability to track the history of services provided to children/youth and families is a significant focus of the CCWIS.

The OnBase document imaging system continues to be the main electronic database Children's Division operates and maintains to compile a full and accurate medical record for children/youth in foster care. The OnBase system provides a centralized source for Children's Division staff to locate a variety of documents that refer to services provided to the child/youth. Also, documents with medical information may be kept in the case manager's physical case file. In order to ensure that potentially relevant documents are maintained, all Children's Division and Foster Care Case Management staff, and Residential Contractors are directed to maintain in the physical case file any medical documents received that relate to the treatment of a child/youth in foster care who has a prescription for psychotropic medications. These documents must be kept, even if the information is entered into an electronic system. The OnBase database contains an array of other service documents related to the care and services for children/youth.

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

The OnBase system and physical case files are the current statewide medical records systems. The new CCWIS system can provide numerous ways to upload, view, and download medical documents and information. The CCWIS is a Federal government initiative which contains several Federal requirements that must be met to acquire funding. The fundamental functions of a CCWIS authorized case management and data-collection system are to provide state agencies with current information through the use of new technology. The agencies can use this information to guide services delivered to children/youth and their families, while meeting the Federal government's reporting requirements.