

## *Division of Developmental Disabilities Services*

### Did You Know Cx360 Offers...

#### **Increased Efficiency of Reporting and Analyzing Aggregate or Individual Based Information**

Designated DDDS staff and Provider Agency staff will be able to use the Cx360 feature "Report Wizard" to design reports to run from the database pulling in the desired criteria for the information that is needed. In the Therap system, if a specific report was needed and not already available in the system or an existing report needed one or two additional data items, a request would have to be generated to Therap for them to program the report. If a Provider agency wanted to pull out information, the request would have to be sent to DDDS for a report template to be created and published, or a direct request was made by the Provider to Therap. This Report Wizard will allow Provider agencies, as well as DDDS to monitor service delivery and measure the impact of system changes by creating simple reports pulling out a finite number of data elements.

This added ability will create a time sensitive response to most requests for information from DDDS or oversight organizations such as CMS, etc. For more complex reports, requests will be placed with Core Solutions in which their staff will program the report for us and publish into the system for those with report access to run the newly created report.

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#### **Simplicity, Depth and Design to Create a Solution Built for Users**

The Cx360 system allows users to take advantage of efficiencies such as a feature known as "Mail Merge". The Mail Merge function allows users to populate known information from the individual's record into forms that were in the past completed by hand writing or typing the information into a word document. An example of a Mail Merge advantage is the completion of a Medical Appointment Information Record (MAIR). When you are in the individual's record, the MAIR can be produced with the system auto populating the individual's demographic information, current medications, and any other known information pertaining to that specific appointment. Additional information can then be inserted by the user prior to printing the form and taking it to the medical appointment. Once the form is completed by the medical office, the form can then be scanned and uploaded as an external document to the system for future reference. Follow Up appointments can then be placed into the Scheduler portion of the system.

## Simplicity, Depth and Design to Create a Solution Built for Users (continued)

The Scheduler allows for tracking appointments for the individual, as well as users. By tracking each individual's appointments, allows for users to see what is scheduled across all providers supporting the individual. For example, day program staff will be able to see that a participant has a medical appointment scheduled during a specific day and will know not to take the participant out into the community causing the individual to miss a medical appointment. More information regarding the Scheduler will be covered during roll out training in Spring, 2016.

A list of current forms is being compiled to be created as Mail Merges within the system. As we move forward, designated DDDS system administrators will be able to revise existing Mail Merge forms or create new ones (making them available to all users for access).

## Name This Newsletter – PRIZE AWARDED

We were very pleased to have received 27 very creative entries for naming of this newsletter. **Joan Hudson** of Stockley Center submitted the winning entry “Cyber Chat – News and Updates about the Electronic Case Record”. Here is Joan receiving her award from project Lead Bob Goodhart. Congratulations again Joan!



*Valuing persons with intellectual and developmental disabilities, honoring abilities, respecting choice, achieving possibilities. working together to support healthv. safe and fulfilling lives.*

DDDS Wants YOUR feedback. As we consider the options for training, we'd like your thoughts on the most effective/efficient way for your agency's staff to receive training about Cx360. Please take a moment to complete this brief form and return it to Bob Goodhart or Leslie Hailey at DDDS. You can email your response to Bob at: [bob.goodhart@state.de.us](mailto:bob.goodhart@state.de.us) or to Leslie at [leslie.hailey@state.de.us](mailto:leslie.hailey@state.de.us) or drop it off the next time you are at DDDS Fox Run.

The best way for my staff to receive training is:

- On-line / web based
- Video conferencing
- In a classroom setting
- I prefer a train-the-trainer model where my agency will select staff to be trained who will, in turn, train the remainder of my staff
- A combination - please explain: \_\_\_\_\_
- Other - please explain: \_\_\_\_\_

Name: \_\_\_\_\_

Agency: \_\_\_\_\_