

Division of Developmental Disabilities Services

Project Status Update

The Joint Application Development (JAD) sessions were completed on July 30th. They were attended by DDDS staff and Provider staff representing each service unit. Core Solutions is currently in the process of creating their Design Specification Document (DSD). The DSD will include the identified work flows, forms and reports associated with supporting individuals with Developmental Disabilities in Delaware. The next step is for Core Solutions to present the DSD to those DDDS staff and Community Provider staff who attended the JAD sessions in early September. The DSD will be reviewed with each business group and their feedback provided to identify either items captured incorrectly or changes needing to be made based on recent policy and procedure revisions. A designee for each service unit will be in contact with community providers to solicit feedback as appropriate.

The designees are:

1. Programmatic – Case Management, Behavioral, Nursing, and State Run Day Programs (Vanessa DeLoach/DDDS)
2. Fiscal – OBCBS (Valerie Smith/DDDS)
3. Provider – Residential (Lisa Green/Salvation Army), Day (Marissa Catalon/DDDS)
4. Applicant Services, Respite, Shared Living, ETLA, and Resource Development (Meghan Morgan/DDDS)
5. Authorizations and waiver processing/tracking (Bob Goodhart/DDDS)
6. Incident Reporting and OQI (Robert Paxson/DDDS)
7. Stockley (Adele Wemlinger/DDDS)

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Benefits of the New Electronic Record

Please look for details in future editions of the newsletter where we will share with you what some of the potential benefits will be when the system is fully implemented. Benefit topics may be applicable to all users or particular groups of users. Such items are:

- Individual based record accessible by all those who are supporting the individual (role based security access)
- Enabling Meaningful Outcomes for those we support
- Delivering Integrated Care Coordination
- Improving Consumer Engagement in the Community
- Increased efficiency of reporting and analyzing aggregate or individual based information
- Enterprise electronic health record platform specifically built to address the unique clinical, administrative, quality and regulatory environment for development disability health professionals and facilities (Continued – Page 2)

New Electronic Record Benefits (continued)

- Business efficiency/cost reduction, increase the quality of services, improve their consumer relationships, improve outcomes, enable participation in new care delivery models, reduce reimbursement complexity and rapid regulatory compliance (HIPAA, HITECH, ACA and MU)
- Experience (state experience) as a Solution Partner (Deliver strategic vs. tactical solutions)
- Simplicity, depth and design to creation a solution built for users
- One, integrated platform easing implementation, maintaining and growing business
- Increased user satisfaction and integrity of organization resulting in focus on the individual being supported
- Increase control, reduce departmental and process redundancy, business efficiency/cost reduction, regulatory compliance (HIPAA, HITECH, ACA and MU) and ability to orchestrate different reimbursement arrangements

Name This Newsletter – WINNER ANNOUNCED

We are very pleased to have received 27 entries for naming of this newsletter. After voting was completed by members of the System Advisory Committee and DDDS Leadership, there was a tie between “Bits and Bytes” and “Cyber Chat – News and Updates about Electronic Case Records”. The DDDS Director’s office who abstained from the original vote broke the tie with the winning vote going to... “Cyber Chat”. The individual who submitted the winning entry is **Joan Hudson** of Stockley Center. She is the winner of a \$10.00 Wawa Gift Card. Congratulations Joan!

Cx360

Individual based record accessible by all those who are supporting the individual (role based security access)

Cx360 will be a system that is designed such that everything that is pertinent to the individual will be located in one file/record for the person. Think about the individual record being set up in Cx360 as a filing cabinet. A system user who is supporting the individual will go to the filing cabinet designated for that individual. Based on your supporting role with the individual determines which of the drawers in that filing cabinet your key will work to open. Once you are able to open the drawer, your role/rights to the individual’s record in Cx360 will determine what you can view, what you can update, what you can create as new, etc.

Currently the individual’s record is set up separately in each provider account. What this means is that you first have to go to your agency’s file room, then access the individual’s specific record by going to one of many filing cabinets (individual, health, etc.) before you find their file and can view, update, or add to the record. It is our expectation that by having this more streamline access to the necessary parts of the individual’s record will result in improved communications across multiple providers, increase everyone’s ability to support the individual in a more consistent manner, and decrease the amount of administrative effort. By achieving efficiency of administrative effort will allow for increased direct service time with the individuals we support.



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