



2nd Semiannual 2022

Children's Division Maintaining Medical Records Report

Report for July 1, 2022 – December 31, 2022

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, 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 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 Agreement allows Children's Division to develop and operate one or more statewide systems for maintaining medical records and/or medical information of each child in Children's Division custody. On July 1, 2022, Missouri moved from a healthcare delivery system administered by three different managed care plans to SMHK as the single specialty managed care health plan for foster children. The implementation of the newly awarded contract for SMHK provides medical assistance to not only the roughly 3,000 children in Alternative (Foster) care on psychotropic medications but, the remainder of the foster care population. The sheer volume of the additional members creates complex issues such as: a need to onboard staff in critical positions, new and/or revised structural/procedural changes, providing continuous medical coverage for new/current members, and developing sound implementation plans.

In the SMHK Specialty Plan, each member must be linked with a Primary Care Provider (PCP) of their choice. The PCP is required to maintain a comprehensive, current medical record for the member, including documentation of all services provided to the member by the PCP, as well as any specialty or referral services, diagnostic reports, and any physical or behavioral screens. In accordance with Senate Bill No. 1024, enacted by the General Assembly of the State of Missouri, Section A., Chapter 334, RSMo, amended to be known as Section 334.097 RSMo, physicians shall maintain an adequate and complete medical record for each member and may maintain electronic records, provided the record keeping format is capable of being printed for review. The requirements in Section 334.097 RSMo, and a few specific additions comprise a complete (full) medical record that is required in the Joint Settlement Agreement.

The conversations surrounding the utilization of SMHK as the comprehensive medical records system have centered on feasibility and cost-effectiveness of implementing the entire system as specified in the contract.

The amount of issues has conveyed the probability that a complete (full), comprehensive medical records system with SMHK is not feasible or cost-effective at this time. SMHK has discussed with Children's Division a plan to assist with manually collecting medical records, specifically historical records for new members.

The Health Information Specialist team and Children's Division case managers continue to utilize the following methods to acquire medical records:

- 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; and
- ShowMeVax, tracking an individual's immunization history and status.

OnBase and the case managers' physical case files are Children's Division essential sources for storing, maintaining, and retrieving medical documents. The documents are scanned and uploaded into OnBase and can be retrieved with the child/youth's departmental client number. The medical documents stored in the physical files continue to be in accordance with the Council on Accreditation standards of practice.

In addition, the Children's Division has researched and reviewed several contractors able to assist in the development of a complete (full) and comprehensive medical records system. An in-depth review of each contractor's capabilities in creating a medical records system has been in progress since August 2022.

Plans to Develop a Medical Records System

A medical information service within SMHK's Specialty Plan is the Health Passport (Passport). The Passport retrieves clinical and claims data from both internal and external systems and exports the information into a format that allows providers to load a Specialty Plan member's health/medical information directly into that provider's Electronic Health Record system. The essential purpose of the Passport is to utilize the current/historical information about the child/youth's health/medical status to ensure a coordinated treatment approach. The Passport is in the early stages of implementation and is being tested to assess functionality. SMHK's Passport system is projected to be a great service to Specialty Plan members. Children's Division, MOHealthNet Division, and SMHK continue talks about a future goal of an SMHK comprehensive medical records system.

The review of the probability of establishing an Oracle/Cerner's longitudinal records system statewide continues to be focused on the financial commitments needed for the HealtheIntent platform.

The Children's Division has been exploring ways to collaborate with various Health Information Networks (HIN) to discuss having direct access to the HIN portals. A HIN contains a set of standards, services and policies that enable secure health information exchange over the Internet. The Children's Division is searching for a health information exchange platform that is shared with various entities and can be utilized by health care providers and specific Department of Social Services staff. The preliminary search and review of various HIN platforms is underway.

The development, implementation, operation, and maintenance of a highly efficient medical records system is paramount to the delivery of appropriate and effective health/medical services. The delicate balance between quality and affordability can play a key role in the selection of any particular medical records system. Although the review and evaluation of a compressive medical system can be a monumental task, Children's Division continues to keep the focus on the children/youth in Alternative (Foster) Care and their use of psychotropic medications.