



1st Semiannual 2025

Children's Division Maintaining Medical Records Report

Report for January 1, 2025 – June 30, 2025

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 Children's Division medical records systems are individual physical files that include medical documents/information and an electronic database. The physical files are maintained by the Children's Division case managers who compile the documents/information for each child/youth in foster care. Children's Division utilizes OnBase as the centralized electronic database used to store, review, and retrieve various medical documents/information.

The Health Information Specialist (HIS) staff and Children's Division case managers/supervisors use the following methods to request and obtain medical documents/information:

- Datavant (formally CIOX): A clinical data technology system that securely connects healthcare decision makers with patient medical records for agencies that are enrolled with CIOX Health
- CyberAccess: MO HealthNet (Missouri Medicaid) Billing Claims system
- Biscom Fax: A secure file transfer system for medical documents from various entities through digital fax
- ShowMeVax: Missouri's Immunization Information System

In addition to the above-mentioned methods, the Health Information Networks (HIN) such as Velatura, Show-Me Health Information Network of Missouri (SHINE), and the Tiger Institute for Health Innovation continue to provide medical documents/information. Velatura, works closely with Medicaid and other state agencies to improve information sharing through the Health Information Exchange (HIE) to achieve public health goals and improve population health. SHINE is a physician-led HIN with the Missouri State Medical Association that offers health information technology tools to help health professionals with continuity of care. The Tiger Institute is a joint venture between the University of Missouri System and Oracle Cerner with the goal to share health information with other members in local and national networks through the Institute's HIE.

Children's Division Central Office and HIS staff continue to utilize the Show Me Healthy Kids (SMHK) portal, "Envolve." The Envolve portal contains access to SMHK specialty plan members' medical information. The information in the portal includes the child/youth's care plan and appointments. Envolve is a secure web portal for specialty plan members and health care providers. SMHK and HIS staff are collaborating to create and maintain a comprehensive health care procedure that focuses on collecting current/historical health information when a child/youth enters foster care. The SMHK staff upload medical documents/information into Envolve, and HIS staff pull the documents/information from Envolve and upload into OnBase. The HIS team has a designated HIS team member who is responsible for ensuring that the information is uploaded to OnBase in real-time.

In addition to providing access to medical documents/information, case managers have the ability to extract documents from the Hospital Industry Data Institute (HIDI) system. A circuit manager receives an alert when a child/youth on their caseload enters a hospital emergency department and/or has been admitted as an in-patient for behavioral healthcare in a hospital that participates in the HIDI system. Children's Division staff can obtain medical information such as reason for hospital visit, vital signs, and medications at time of discharge. The circuit managers utilize the HIDI system to assist with oversight and provide support to case managers/supervisors.

The progress on the new Comprehensive Child Welfare Information System (CCWIS) entitled Missouri Families and Children's System (MOFACS) continues to move forward. The MOFACS teams are the Business Process Reengineering, Data, and Organizational Change Management. The teams have been working with various Children's Division staff to learn more about current processes and functions within the Family Assessment and Case Evaluation System (FACES) and identify/resolve any key data issues. The teams have developed a wish list for staff to enter functions that are currently in FACES that they wish to be added and/or improved in MOFACS. The project is in the final stages of the pre-planning phase.

Plans to Develop a Medical Records System

OnBase will continue to be the medical records system for Children's Division. There have been no reviews/determinations during this semiannual period to discontinue the use of OnBase and/or replace it with another system. Due to OnBase's immense amount of current/historical data in all areas of Children's Division services, the commitment to upgrade technology and consolidate access within other State of Missouri data systems, and the cost of developing/implementing a new system(s), changes to OnBase are not feasible at this time.

The incorporation of OnBase into MOFACS rest on the performance standards developed within the projects Request for Proposal (RFP). An RFP is a document that outlines a project's requirements and invites qualified vendors to submit proposals outlining how they would fulfill those requirements. Children's Division plans to finalize the RFP and prepare it for public circulation during the next semiannual period.