



Office of Children and Family Services

Impact Analysis Family Services Stage Modernization - Phase 5 (Health Services Module)

Functional Area

Health Services Module

Overview

The Modernization of CONNECTIONS continues in 2016 with updates to the Health Services Module. The updates will be similar to the changes made to other areas in CONNECTIONS, such as the Family Services Stage (FSS) and the CPS Investigation (INV) stage. The majority of changes will be to the overall look of the windows, with many enhancements to navigation and layout. These changes may require some adjustment on the part of staff who maintain or view Health Services information in CONNECTIONS.

What Remains the Same?

The mandates and requirements for maintaining, viewing and modifying health information remain unchanged. In addition, no changes will be made to the existing CONNECTIONS security and rules for accessing Health Services information. The CONNECTIONS Health Services Module will continue to provide an organized, central location for staff to record and view essential Health information for foster children and required Early Intervention information regarding children under the age of three named in an indicated CPS investigation.

What's Changing?

Many of the functions in the Health Services windows that are now accessed via menus or buttons will be accessed through links on the window or in the Navigation Pane. Content previously located and maintained on grids on the main page will be moved to new windows to allow for improved ease of use. The following list outlines other changes that will be included in the modernized windows:

- The ability to select and designate health responsibility for multiple children when the same agency is responsible for the children. This new option will save time by reducing the need to perform this function separately for each child.
- After Hours Agency Contact and Primary Care/Medical Home fields will no longer display on the Child Health Info tab. This information will be located in a separate window accessed via the new Primary/Health Contacts link on the Navigation Pane.
- Outputs previously available via the Reports drop-down menu will now be accessed via the Navigation Pane Outputs section.
- The four grids that exist on the Child Health Info tab will be changed to sub-tabs under the Child Health Info tab:
 - ✓ Medications sub-tab (displays by default)
 - ✓ Allergies sub-tab
 - ✓ Durable Medical Equipment sub-tab
 - ✓ Hospitalizations sub-tab

- A new link, **Add Medication**, will replace the existing **Medications** button.
- The invalid indicator (INV) will move to the first column in the grid order to increase visibility.
- The **Select Health Provider** and **Add/Modify Prov.** button functions will be replaced by the **Add/Select Health Provider** link in the **Options** section of the Navigation Pane.
- Another big enhancement with this build includes the ability to add a provider *while* entering an appointment. Previously, if the provider was not already added, workers had to either cancel out of the appointment or save the appointment without a provider.
- A **New Using** link replaces the current ability to copy to an appointment.

Training/Documentation and Preparation Tools

Regional Implementation

In preparation for the build, CONNECTIONS Regional Implementation staff will be reaching out to districts and agencies and offering on-site support to the workers most impacted by the Health Services build. Sessions with staff will focus on the changes to Health Services windows and provide a preview of the changes.

Job Aid

The *Changes to the CONNECTIONS Family Services Stage (FSS) – Phase 5 Job Aid* will provide an overview of the major build change(s), a review of the window security and required health assessments, images and descriptions of the modernized *Health Services* window, and a review of the Open Caseload Inquiry (OCI) Report and its health-related cues. The Job Aid is intended for workers who are already familiar with recording health information in Family Services Stages.

Practice Simulations.

Hands-on simulations of the new screens will be made available online and accessed via the OCFS CONNECTIONS Internet and intranet sites. These simulations will include an introductory scenario and reminders/prompts throughout in order for staff to have the opportunity to practice completing specific tasks on the modernized *Health Services* window:

Workers will not receive instruction on the modernized windows in these simulations; they are intended for practice purposes only. The *Changes to the CONNECTIONS Family Services Stage (FSS) – Phase 5 Job Aid* can be used in conjunction with the simulations, as step-by-step instructions for the simulation tasks will be included in the Job Aid.

Recommendations

- Local district/voluntary agency administrators should be alert to communications and announcements from the CONNECTIONS team concerning these changes and share that information with their staff. Local District/Voluntary Agency administrators should identify which staff will be affected by changes to the Health window and insure that these users are aware of the changes and adequately trained prior to implementation of the build.
- Local district/voluntary agency administrators are encouraged to reach out to CONNECTIONS Regional Implementation staff with any questions or requests for on-site support before and/or after the release of the build.