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**of**  
**Orange County**  
**California**

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***Using Information Technology to Enhance  
Person-Centered Approaches***

# Regional Center of Orange County

● **One of 21 regional centers in the State of California**

● **Consumers - 13,222**

● **Budget - \$134 million**

● **Medicaid Waiver - 3,400**

● **MW allocation - \$29.8 million**

● **Employees - 369**

# California Framework

- **Entitlement**
- **Unions**
- **For profit residential providers**

# **Challenge of Self-Determination**

- ◆ **Brokerage model**

# ***Technology as a Tool for Cultural Change***

- ◆ **Medical / professional model versus computer literate “service / brokerage” model**

# **Virtual Chart Case Management Tool**

- **User friendly**
- **One-time data entry**
- **Work off-line**
- **Improves productivity (forms – auto-fill)**
- **Access to all consumer and provider data**
- **Integration of consumer and provider data**
- **Audit proof**
- **Facilitates oversight / compliance management**

# CDER Data Auto-Fills Medicaid Waiver Eligibility Form

**CDER – MW Data**  
Auto-Fills into  
MW Eligibility DS3770  
Form

## MW Eligibility DS3770 Form

- Consumer Data
- **MW Deficits**
- **Special Health Care Requirements**

# Medicaid Waiver and Purchase of Service Data Auto-Fills Annual Review/Person Centered Plan

## MW Eligibility Form

- Consumer Data
- Qualifying Diagnosis
- MW Deficits
- Special Health Care Requirements
- Chronic Major Medical Conditions

- Purchase of Service (POS)

## Annual Review Report (PCP) Form

- Consumer Data
- Qualifying Diagnosis
- MW Deficits
- Special Health Care Requirements
- Chronic Major Medical Conditions
- Purchase of Service



# **CMS Concerns:**

## **What is Really Happening Out There?**

- **Real time response**
- **Remedy / follow through**
- **Pattern of problems**
- **Prevention of problems**
- **Incident management**

# **Incident Reporting Virtual Chart's Solution**

- **Virtual Chart Special Incident Report (SIR) system**
- **Cross-over links between Case Manager (consumer) and Quality Assurance Coordinator (provider)**
- **Instant messaging**
- **Reporting / provider or incident patterns**
- **Virtual Chart changes to meet changing needs**

# **Virtual Chart Development**

- ◆ **Started in 1998 with Title XIX module**
- ◆ **Added modules gradually: purchase authorization, medical evaluation, PCP, SIR, ticklers, scheduling, forms and imaging.**
- ◆ **Developed from the ground-up with user involvement**