



Case Study

New York State Office for People with Developmental Disabilities (OPWDD)

An EHR and Care Coordination Platform Serves the Unique
Needs of 130,000 Individuals with Developmental Disabilities

Executive Summary



The New York State Office for People with Developmental Disabilities (OPWDD) is an executive agency responsible for overseeing services to more than 130,000 citizens with developmental disabilities. To help those individuals lead richer lives, the organization aims to empower personal growth, foster meaningful relationships, and encourage greater community participation for these individuals.

OPWDD sought an automated electronic health and care coordination solution to power its state-run and operated residential, clinic, and day service systems. The goal was to support individuals served and optimize workflow efficiencies for the systems' 18,000 users.

Core Solutions Inc. (Core) supports the mission of OPWDD and other provider organizations by pairing electronic health record (EHR) technology and data to improve whole person care and quality of life for those with intellectual and developmental disabilities (I/DD) and autism spectrum disorder (ASD).

Learn how Core and OPWDD collaborated to address the organization's challenges and *fuel better experiences* for its staff and the individuals they serve.

Learn How OPWDD Accomplished Its Goals with Core's Cx360 Advanced EHR Platform

Challenge

Find an EHR solution to standardize, streamline, and improve the managed care of 130,000 individuals

Solution

Build and implement the Core Cx360 platform on an accelerated program timeline

Results

Improved data collection and management to optimize the delivery of whole person care

Challenge

OPWDD conducted a multi-year search for an electronic health record and care coordination solution that would enable the shift from a paper-based system to a comprehensive EHR on a HIPAA-compliant network.

The organization sought an EHR partner to meet its technology needs and accelerated implementation goals. With the adoption of this new technology and the help of an experienced strategic partner OPWDD aimed to optimize its services while centralizing and automating care coordination. Meeting New York state security and Centers for Medicare & Medicaid Services (CMS) standards was also a key requirement for the project.



Project Objectives Included:



Adopt a comprehensive, out-of-the-box EHR solution



Standardize care for 130,000+ individuals at 24,000+ locations



Centralize and automate care coordination



Streamline data collection and develop electronic forms



Support 90+ programs, including residential and clinics

Solution

Out of numerous vendors, OPWDD selected Core to integrate its Cx360 EHR, specifically configured for I/DD service providers. Cx360 is designed to help I/DD and ASD providers successfully navigate future healthcare changes and achieve business growth by offering maximum flexibility, scalability, and security. By using Cx360, provider agencies simplify the end-to-end EHR experience and better support the delivery of integrated care coordination.

Core worked with OPWDD and collaborated with the N.Y. Office of Information Technology Services (ITS) to complete an accelerated 18-month program build and implementation of Cx360. Following a successful pilot phase at select OPWDD sites, Core conducted a rapid deployment of Cx360 at OPWDD's remaining sites moving region by region across New York. Deployment included providing secure access and training for OPWDD's 18,000 EHR users, from physicians, nurses, and direct service providers to individuals and family members, who deliver support services to 130,000-plus individuals.

Cx360 Supports:

- Assessments & Workflows
- Credentialing
- Scheduling & Appointment Coordination
- E-Prescribing
- Electronic Recordkeeping
- Analytics & Reporting
- Billing & Business Intelligence
- Managed Care
- Wellness Monitoring & Preventative Care
- Individualized Service Plans (ISP)
- Care Portal & Telemedicine
- N.Y. Security Requirements & Compliance



Over 100+ clinical forms and workflows covering I/DD, psychology, and medical domains



Interfaced with 10+ systems, including the exchange of clinical data with various external systems



Seamless flow of clinical data to achieve integrated billing and revenue cycle



Proven scalability to meet workloads of 5,000 concurrent users with ongoing service level agreement (SLA) monitoring



Achieved and maintained stringent security and process requirements based on National Institute of Standards and Technology (NIST) standards

Results

Implementing Cx360 allowed OPWDD to improve the management of its behavioral, social, habilitative, and clinical data by enabling comprehensive clinical workflows. The Core platform empowered providers by supporting whole person health efforts in a value-based system and affording greater opportunities for personalized treatment plans and protocols.

Configured to interface with the Statewide Health Information Network for New York (SHIN-NY) OPWDD's health information exchange and other external systems, Core's Cx360 helped the organization seamlessly transfer patient data and compliance with NIST security and meaningful use standards. Once established, interoperability between Cx360 and SHIN-NY was and remains flawless. The rapid and on-budget deployment and implementation of the new Core EHR system led to high user adoption and a successful transition for OPWDD to modern electronic care coordination.

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Core Solutions is a true partner who supports OPWDD's mission of helping people with developmental disabilities live richer lives. Cx360 offers a comprehensive yet easy-to-use EHR solution that meets the technology needs of our organization, creating efficiencies for our staff to better serve the unique needs of individuals with developmental disabilities.

— Health Information Management, OPWDD

Key Results for OPWDD Include:

- ✓ **Provided seamless integrated services to MORE THAN 130,000 INDIVIDUALS**
- ✓ **Converted MORE THAN 100 PAPER-BASED FORMS to automated workflows, improving staff efficiency and productivity**
- ✓ **MIGRATED THE DATA OF 65,000 INDIVIDUAL RECORDS from a legacy system**
- ✓ **INTEGRATED WORKFLOWS and standardized data collection processes**
- ✓ **REDUCED MEDICATION ERRORS and improved data security initiatives**



Office for People With
Developmental Disabilities

opwdd.ny.gov

Find Out How a Supportive EHR Solution and Partner Can Transform Your Organization

Learn How Core's CX360 Platform Can Drive Improved Outcomes and Help Your Organization Deliver Better Care

- ✓ An industry leader committed to helping I/DD and behavioral health organizations use modern technology to increase efficiency and processes to better support clients and improve clinical care
- ✓ EHR platform trusted by care providers for 20+ years
- ✓ Cash flow improvement and efficient, accurate revenue capture by seamless billing interface and reconciliation modules
- ✓ Reduced possibility of liability through internal controls screening for compliance
- ✓ A partner-first, vendor-second approach



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