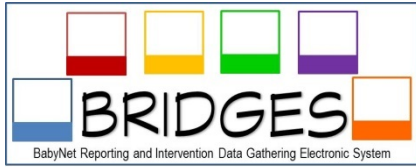




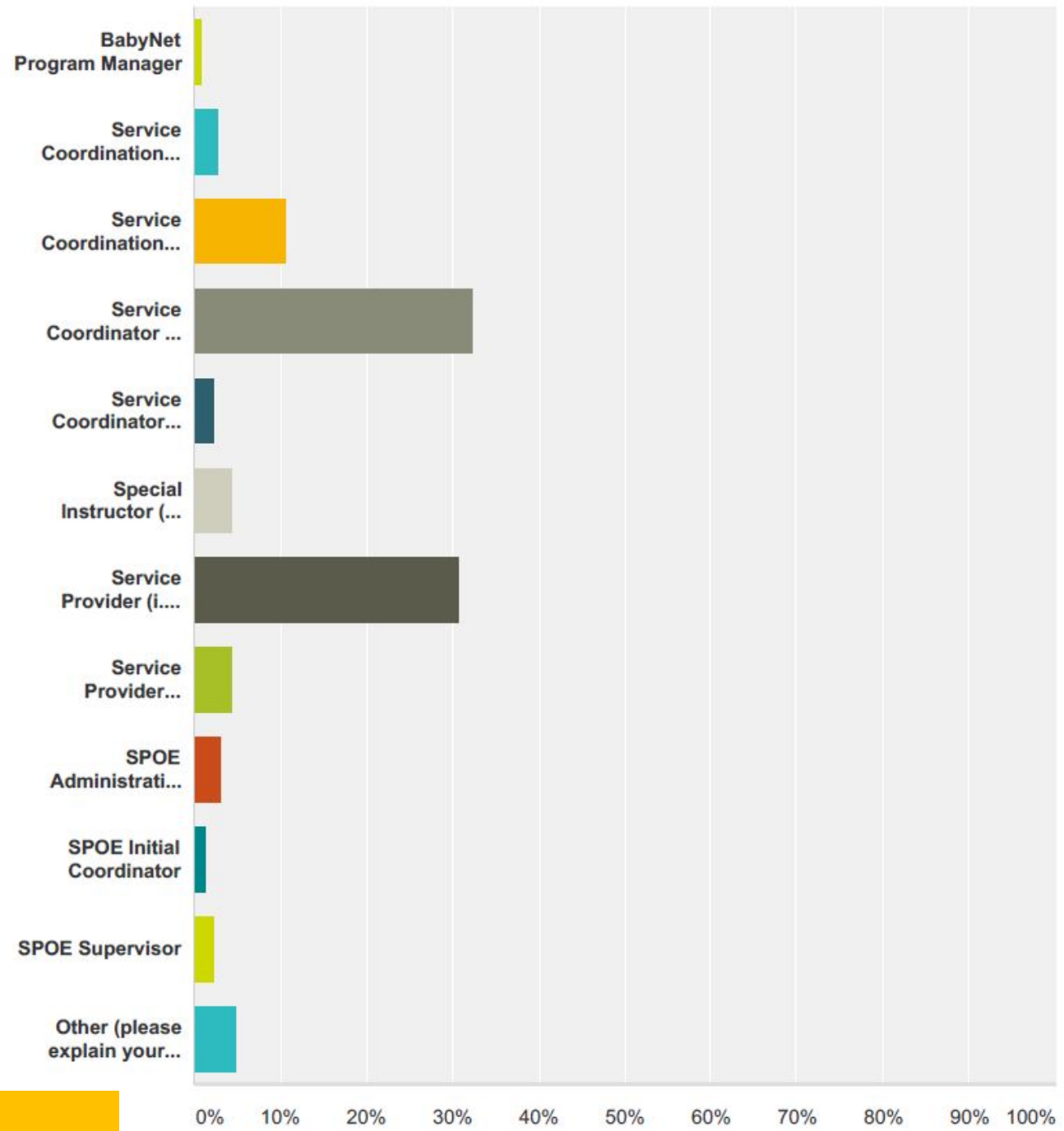
User Survey Results

April 2015



User Evaluation Overview

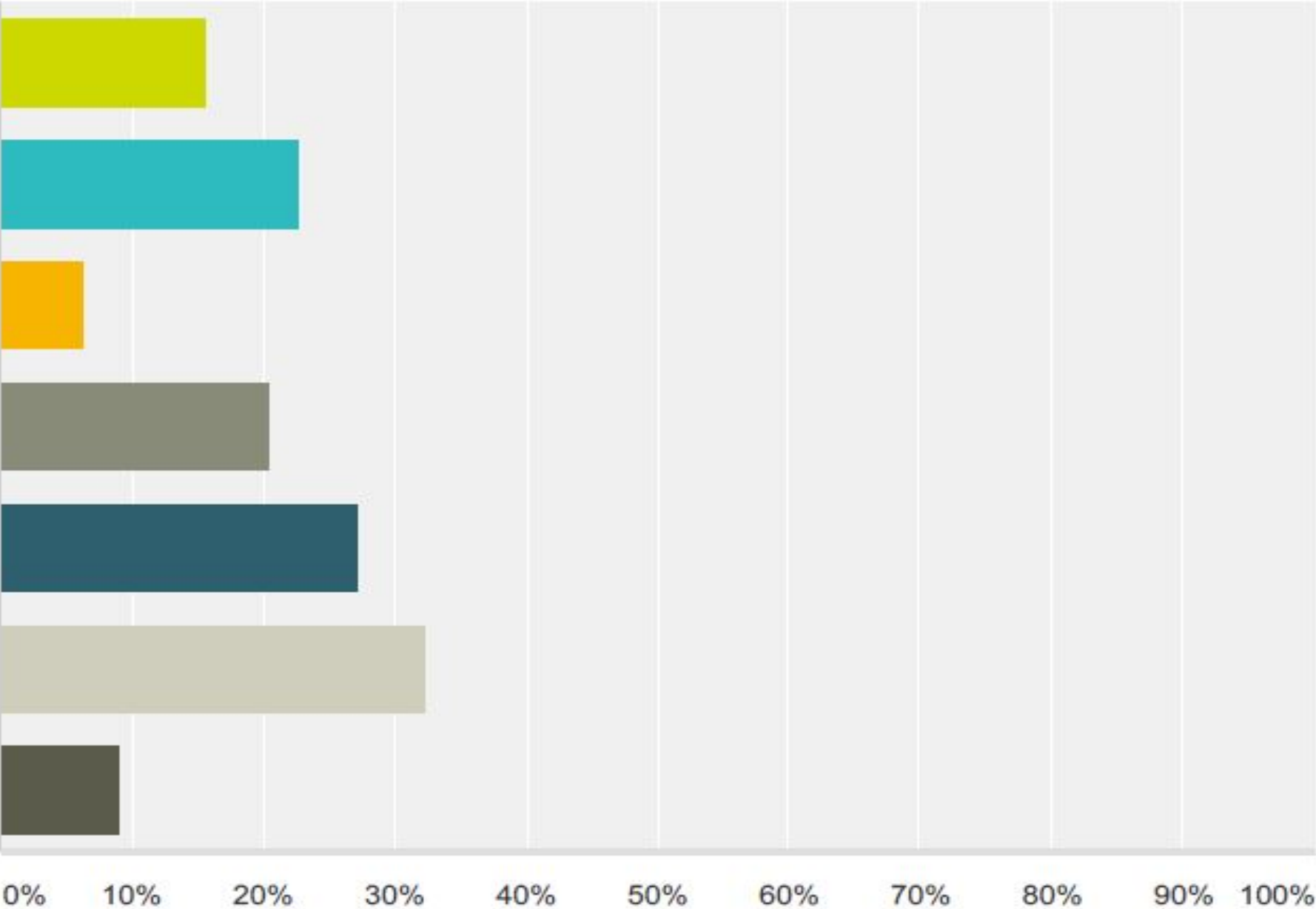
- BRIDGES user Evaluation sent out for two week period in March-April
- Online evaluation sent via email to 1,540 BRIDGES users
- Responses were collected from:
 - 15% (n=225) BRIDGES users
 - all roles in BabyNet
 - all seven BabyNet Districts
- The majority of respondents had at least seven months experience using BRIDGES
- 96% of respondents had accessed one or more BRIDGES TA resource



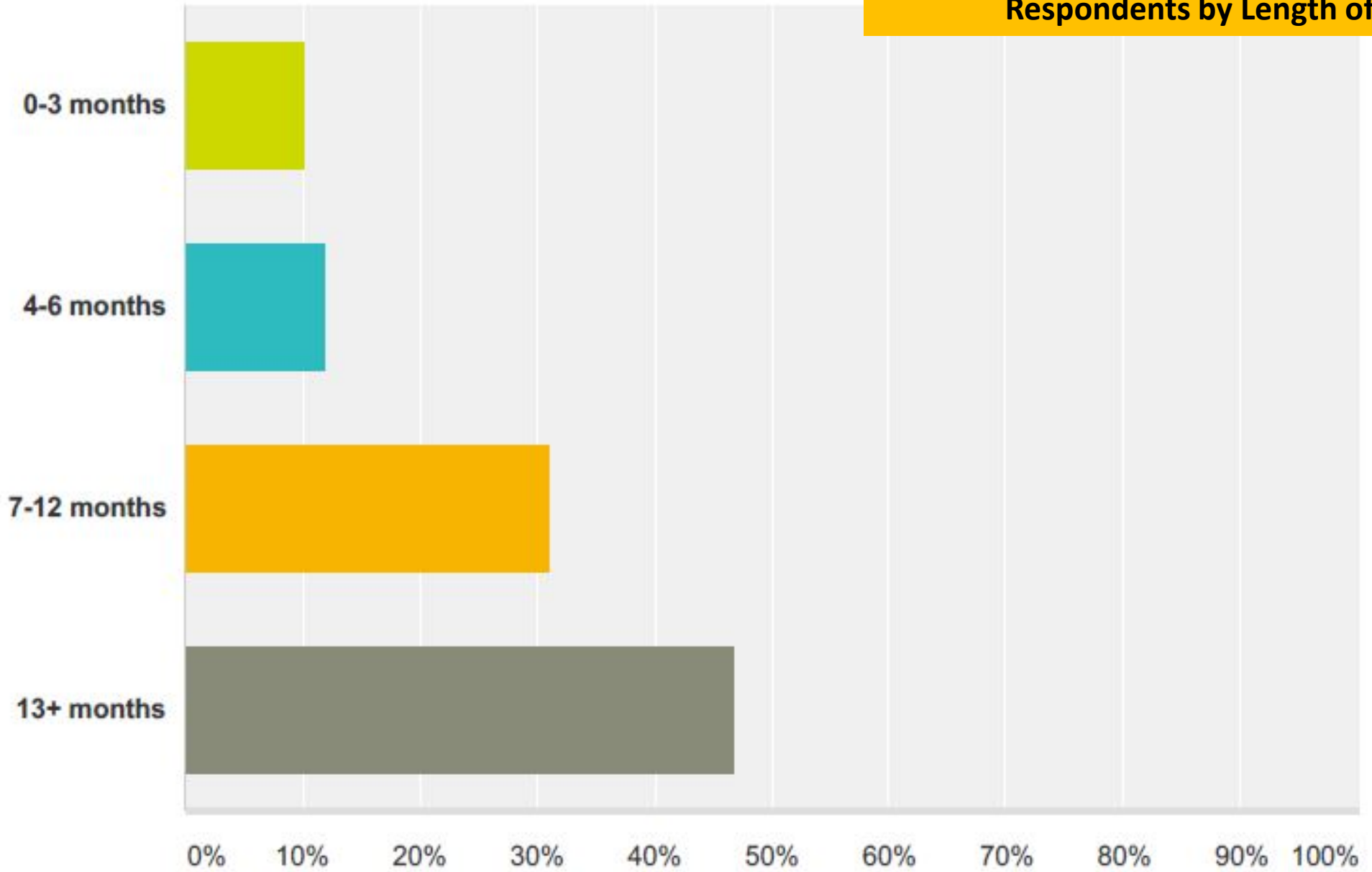
Respondents by BN Role

Respondents by SPOE District

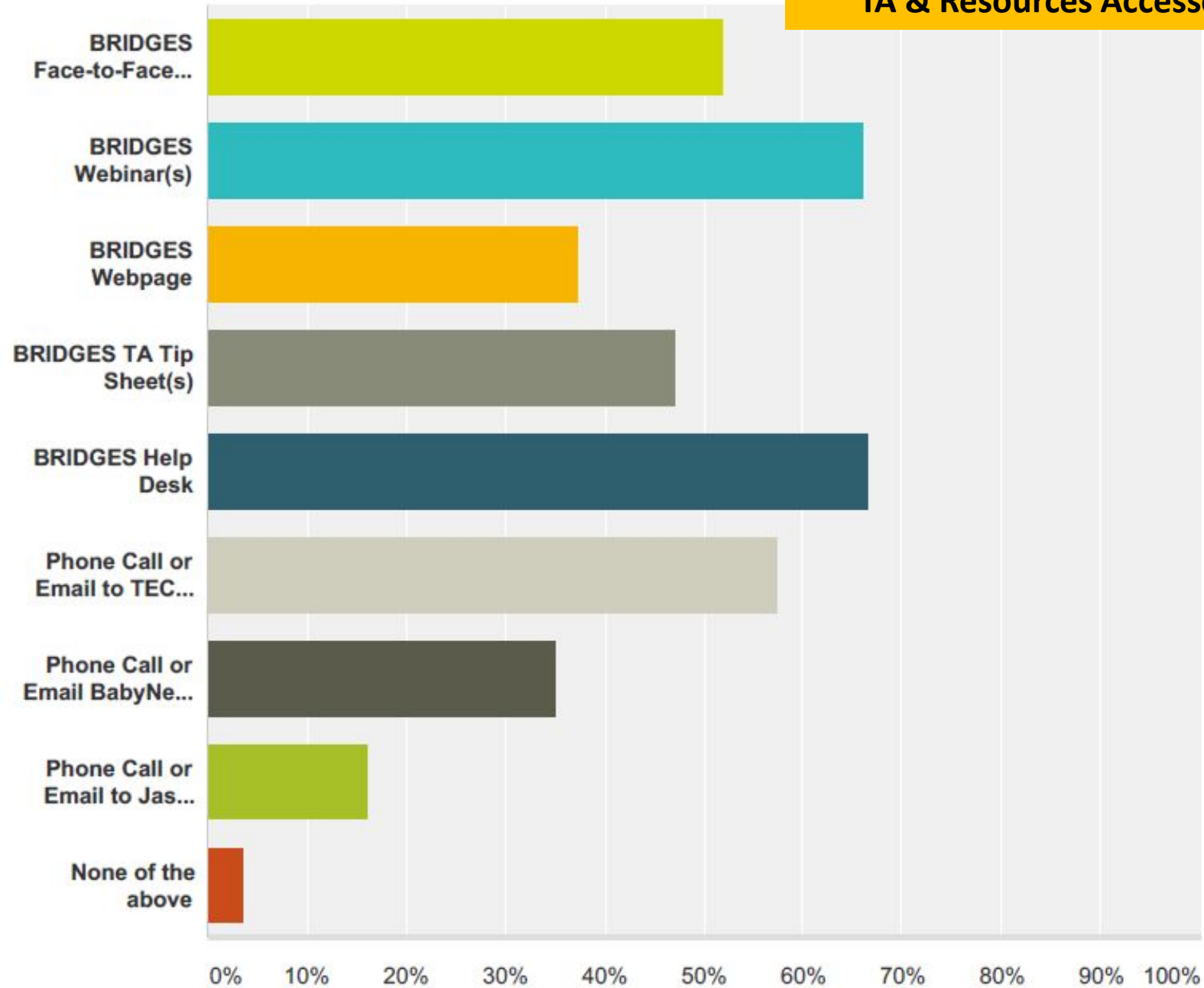
- Anderson (AN)- Abbeville,...
- Charleston (CH)- Berkel...
- Colleton (CO)- Beaufort,...
- Horry (HO)- Chesterfield...
- Richland (RI)- Aiken,...
- Spartanburg (SP)- Cherok...
- York (YO)- Chester,...



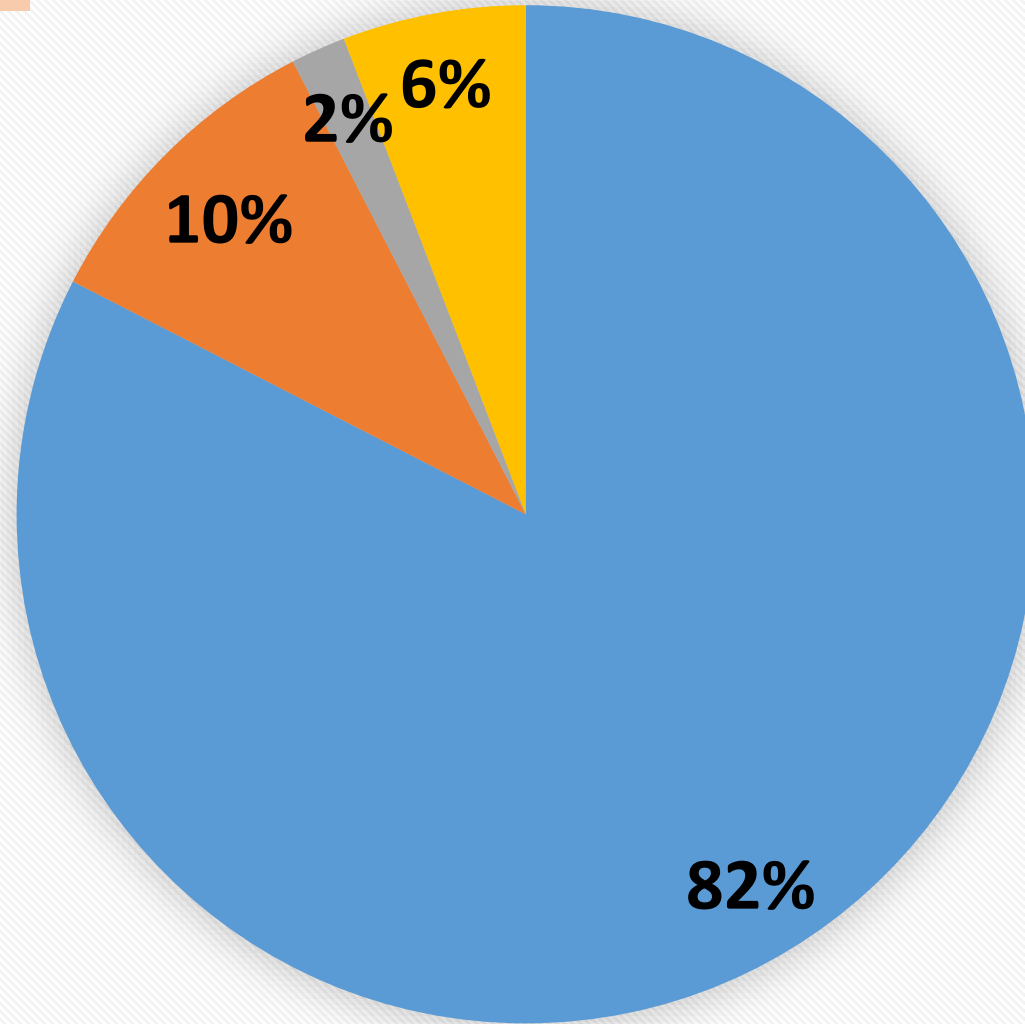
Respondents by Length of Time



TA & Resources Accessed by Respondents



BRIDGES User Likes

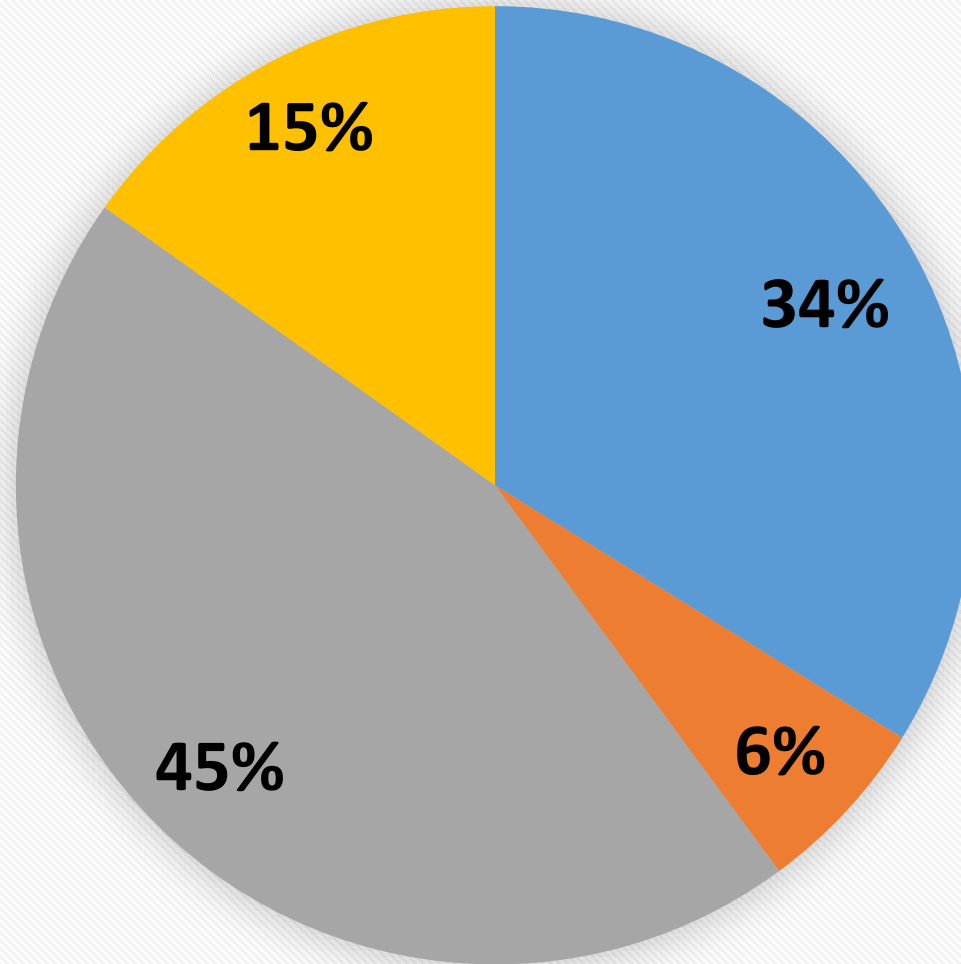


■ User Friendly ■ Billing ■ Reports ■ Other

Most Common BRIDGES User Likes

- Being able to see evaluations, assessments and service notes of other team members in one place
- Having IFSP electronic and being able to access electronic record and data system online
- Being able to have electronic/paperless service authorizations
- Typed notes are easier to read and follow

BRIDGES User Challenges



■ BNSO System Concern ■ Billing Related Concern ■ BRIDGES Concern ■ Other

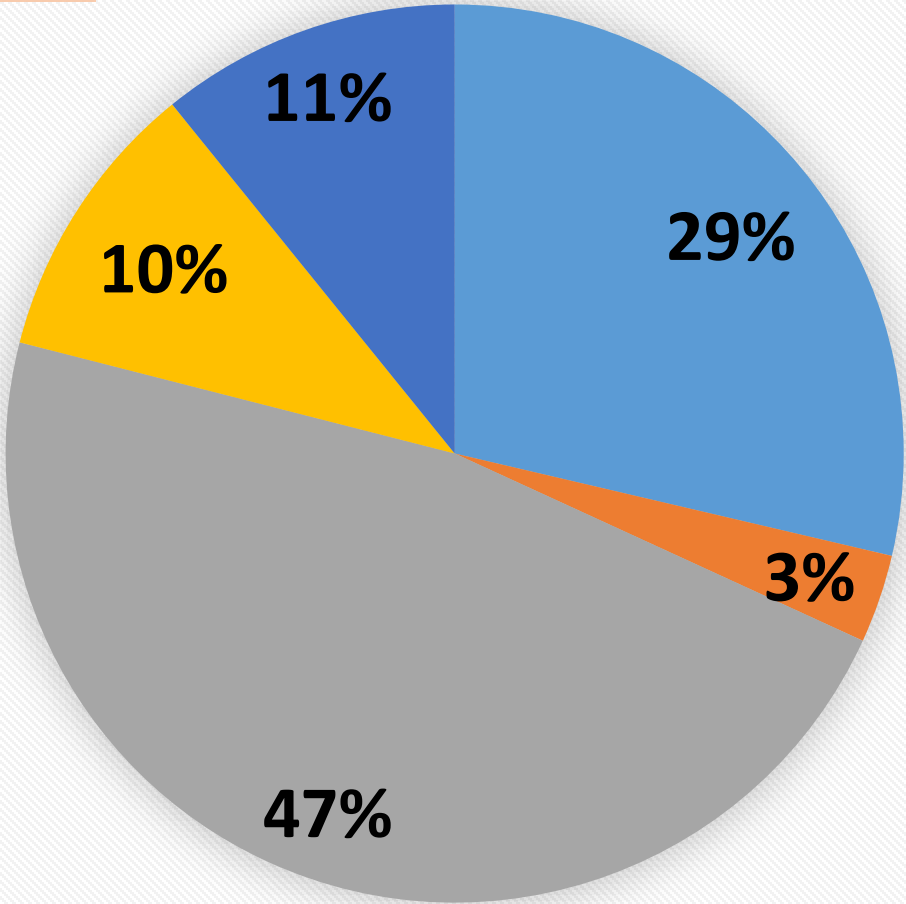
Most Common BRIDGES User Challenges

- Inability to easily unlock or correct IFSP plans
- Inconsistent and confusing BRIDGES guidance related to policy and procedure
- Not all Service Providers are enrolled in or using BRIDGES
- Service Coordination and Special Instruction service logs not being in child's record
- Being unable to edit or correct common errors in child's record
- IFSP printing format and being unable to print individual discipline service logs

Most Common BRIDGES User Challenges

- Obtaining access to children who have been assigned to my caseload
- Having individual service provider connected to child's record verses company
- Depending solely on Service Coordinator for accuracy that impacts billing and reimbursement
- Having children on my dashboard who I am not serving
- Response time for TA and Helpdesk can be delayed
- Having to use correction/addendum box for errors

BRIDGES User Suggestions



■ BNSO System Update

■ BNSO Billing Update

■ BRIDGES Suggested Update

■ Training Concern

■ Other

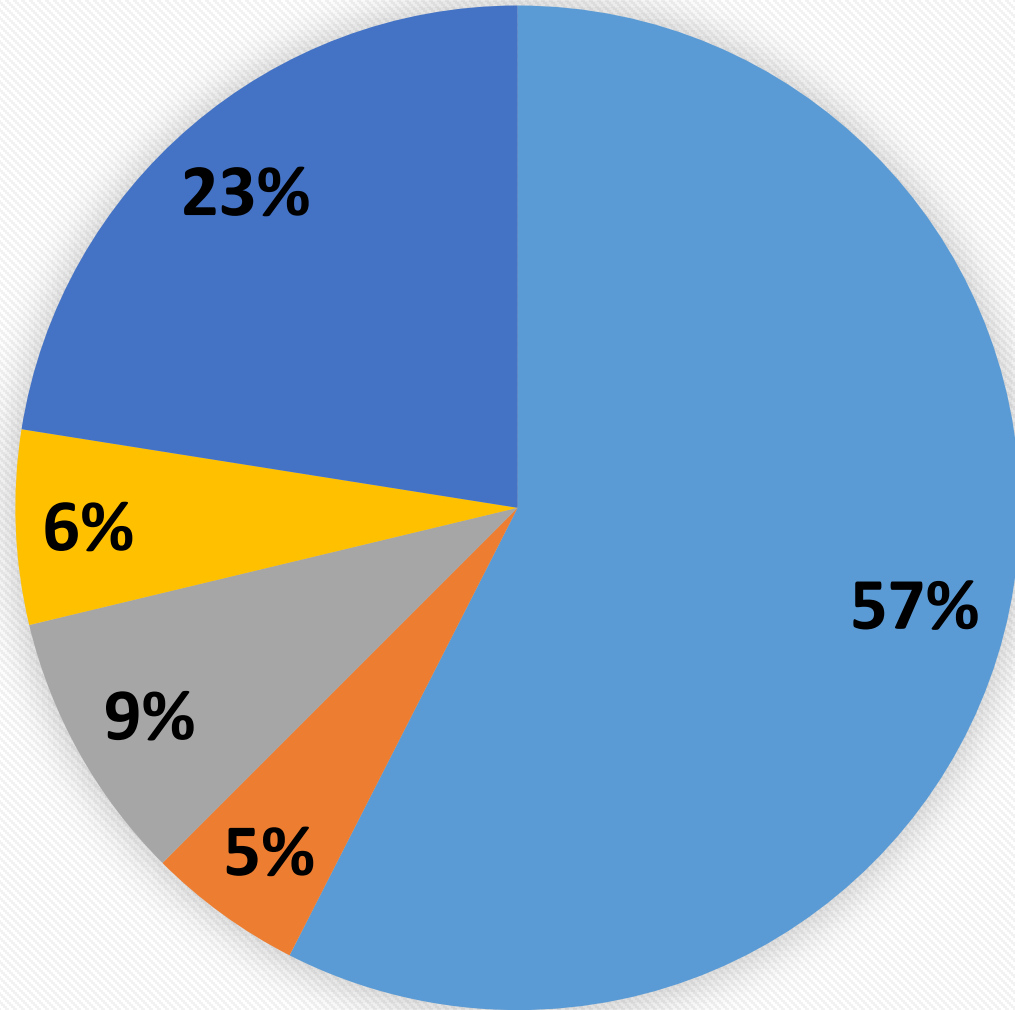
Most Common BRIDGES User Suggestions

- Allow users to edit service logs, assessments, and other documentation in real time when in child's record
- Add a re-referral button
- Allow assessment, notes and other documents to be uploaded into child's record
- Fix forms so they auto fill with child's information when working in child's record
- Fix forms so they convert to proper Spanish
- Make sure all service providers are using BRIDGES to input their documentation for all team members to see

Most Common BRIDGES User Suggestions

- Figure out how not to have need for prepopulating so many change reviews by offering ability to edit documentation
- Create a Billing Manual for users
- Allow EOBs to be uploaded in BRIDGES for each billable service or faxed to Jasper
- Improve the fonts and printing format for IFSP making in more family friendly to view

BRIDGES User Requested Additional Support



■ Role Specific ■ BNSO Support ■ BRIDGES General ■ Billing ■ Other

Requested Additional Support

- Figure out how not to have need for prepopulating so many change reviews by offering ability to edit documentation
- Create a Billing Manual for users
- Allow EOBs to be uploaded in BRIDGES for each billable service or faxed to Jasper
- Improve the fonts and printing format for IFSP making in more family friendly to view
- More role specific training
- IFSP goal writing and transition goal writing

Thank You!!



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