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 Length of Time

- 0-3 months
- 4-6 months
- 7-12 months
- 13+ months
BRIDGES User Likes

- User Friendly: 82%
- Billing: 10%
- Reports: 6%
- Other: 2%

Legend:
- 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
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: 29%
- BNSO Billing Update: 11%
- Training Concern: 10%
- Other: 3%
- BRIDGES Suggested Update: 47%
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
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!!

Lesly W. James, PhD, OTR/L, FAOTA
University of South Carolina
School of Medicine- Department of Pediatrics
Research Assistant Professor
SC Part C Data Manager
803-935-5217 (o)
803-935-5300 (f)
lesly.james@uscmed.sc.edu