**LOS ANGELES COUNTY DESIGN REQUEST TO THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES–
ELECTRONIC PSYCHOTROPIC MEDICATION AUTHORIZATION SYSTEM USER STORIES**
12/14/16

Prescribing Doctor

1. As a Prescribing Doctor, I want a system that allows me to complete, sign, and submit the JV-220A or JV-220B to the Department of Children and Family Services (DCFS) or Probation, so that I can speed up the time it takes to obtain Court authorization.

2. As a Prescribing Doctor, I want a system that allows me to search/view all active, past approved or pending PMAs including any non-pharmacological treatments (including information from DHCS and the County's Department of Mental Health) for a given child/youth, so that I can make the most informed decision as to the medical course of action for the child/youth.

3. As a Prescribing Doctor, I want the system to pre-populate the JV-220A form with the Child's medical history and information from the last PMA request, including all psychotropic medications and non-pharmacological treatments, so that the information is readily available for me to update or edit and I can complete the JV-220A form quicker.

4. As a Prescribing Doctor, I want the system to pre-populate my contact and license information for the JV-220A question #4, so that I can quickly complete the JV-220A.

5. As a Prescribing Doctor, I want the system to let me know if my prescription falls outside the County's/State's psychotropic medication prescribing guidelines, so that I can be sure to address the reasoning in the JV-220A or JV-220B forms and understand that under SB1174 this information may be reported to the Medical Board.

6. As a Prescribing Doctor, I want to be able to attach supporting documents and lab results, so that I can provide support to the JV-220A or JV-220B form, if necessary.

7. As a Prescribing Doctor, I would like the system to alert me automatically about possible need for Treatment Authorization Requests (TARs) that may need to be completed, so that I can submit the form as required by DHCS for psychotropic medications (especially but not limited to antipsychotic meds) prescribed to child/youth under 18 years old.

PMA Unit

1. As a PMA unit within DCFS or Probation, I want a system where the JV forms (220, 220A or 220B, 221, 224) can be completed by each party through a web-based system, force completion of mandated fields, and allow for electronic signatures, so that I no longer need to return incomplete or illegible forms to the prescribing doctor and/or Children's Social Worker or Probation Officer.

2. As a PMA unit within DCFS or Probation, I want a system that can route the JV-220A or JV-220B forms based on whether the child/youth is under Probation, DCFS, or dual status jurisdiction, but allow for manual routing, if necessary, so that I can eliminate the time needed to re-route the form to either DCFS, Probation, or both.

3. As a PMA unit within DCFS or Probation, I want a system that can assign a unique identifying "log number" that will populate to each successive JV form associated with the JV-220A request packet submitted by the prescribing doctor, so that it will be easy to identify the packet when a child/youth is subject to more than one PMA request at any one time.

4. As a PMA unit within DCFS or Probation, I want a system that can prepopulate the header of the JV-218 and JV-219 (name and case #) and name/dob boxes, the headers and questions 9(d) and 10 in the JV-220 and the headers and questions 1-5 on the JV-224, so that the forms can be completed quicker.

5. As a PMA unit within DCFS or Probation, I want a system where the JV forms (218, 219, and 222) can be completed by each party through a web-based system, so that the responders have the option of completing these forms electronically which may potentially increase the number of forms submitted to the Court to help inform their decision.

6. As a PMA unit within DCFS or Probation, I want the system to be able to prepopulate questions 1, 3 and 4 of the JV-220 form from the child/youth's record, so that I can reduce the amount of time it takes to process an authorization request for treatment.

7. As a PMA unit within DCFS or Probation, I want the system to automatically send alerts/notifications as the forms that need to be completed move through the process stages, e.g., notify the child/youth's assigned Children's Social Worker (CSW) and supervisor (SCSW)/Probation Officer (DPO) and supervisor (SDPO) that the signed JV-220A and JV-220 forms are waiting for their action and alert/notify the PMA unit when the JV-220 form is completed, so that the system can reduce the amount of time it takes to process an authorization request for treatment and eliminates the multiple faxing of the forms which makes the forms illegible.

8. As a PMA unit within DCFS or Probation, I want the system to allow all parties involved to be able to monitor the PMA process, so that I can analyze trends, bottlenecks, etc. in the PMA process and make adjustments to meet the timeline required by the Court.

9. As a PMA unit within DCFS or Probation, I want the system to be able capture/store/retrieve other PMA related documents (e.g. Parent/guardian/tribe/ caregiver/child notification letters or emails) as PDF files, so that the back-up support for my attestation on the JV-221, and/or other documents are available to inform the Court.

10. As a PMA unit within DCFS or Probation, I want the system to be able to alert and send a copy of the JV-223 to the CSW/DPO, their supervisor and the Department of Public Health's Public Health Nurse (PHN) and their supervisor (PHNS), so they can be notified of the Court order.

11. As a PMA unit within DCFS or Probation, I want the system to be able to alert and link or send a copy of the JV-223, JV-220, and the JV-220A or JV-220B to the child/youth's caregiver, so that the caregiver knows they can begin providing the new medication to the child/youth.

12. As a PMA unit within DCFS or Probation, I want the system to send a notice when a PMA will expire within 45-days to the CSW, SCSW, Area Regional Administrator, PHN, PHNS, DPO, SDPO, caregiver and physician, so that they can anticipate the need for a new PMA.

13. As a PMA unit within DCFS or Probation, I want to be able to have the system alert and send a rejection of the JV-200A or JV-220B back to the prescribing doctor, so that I can let the prescribing doctor know when a PMA is no longer required (e.g., child/youth is in home of parent or child/youth is over the age of 18).

CSW/DPO

1. As a CSW or DPO, I would like to be able to view the child/youth's records, through age 22, from CWS-CMS/Probation Case Management System (PCMS) while completing the JV-220 forms, i.e., not needing to exit one system in order to view the other, so I can quickly complete the JV-220 form and electronically forward to my respective PMA unit.

2. As a CSW or DPO, I would like the system to pre-populate the information from the JV-220, JV-220A or JV-220B, and JV-223 into the CWS-CMS/PCMS, so that we can eliminate the manual data entry of the forms, data entry errors, and ensure the information is readily available in the CWS-CMS/PCMS.

3. As a CSW or DPO, I would like the system to alert me when the court has denied a request for psychotropic medication, so that I can follow up with the caregiver to let them know not to administer the newly prescribed medication.

4. As a CSW or DPO, I would like the system to alert me when the court has ordered a follow up progress report on the medications that the court approved, so that I have as much time as possible to gather information needed for the progress report.

5. As a CSW or DPO, I would like the system to alert me 45 days prior to the expiration of the PMA, so that I can prompt the caregiver to make an appointment with the prescriber and remind the provider to submit a new JV-220A or JV-220B.

6. As a CSW or DPO, I would like the system to provide a different, more urgent type of alert if the newly approved PMA will expire within the 45 day period, so that I can prompt the caregiver to get an appointment scheduled with a prescriber immediately.

Public Health Nurse

1. As a PHN, I want the system to alert me and my supervisor that a PMA was approved or denied and enter the necessary information regarding the proposed medication regime into CWS-CMS/PCMS, so that I can follow-up with the caregiver and child/youth, if approved, or the prescribing doctor for possible alternate treatment strategies, if denied.

Psychotropic Desk Unit

1. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to electronically track receipt of the forms, so that I can start the clock on the 7-day timeframe for action on the PMA.

2. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to validate the case information contained in the JV forms, so that I can make sure the information on the child/youth is correct.

3. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to place an image of the Court stamp into the electronic JV forms, so that I can distinguish which forms have been accepted into the Court.

4. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to have the option to print out the electronic JV forms as well as the PDF Notices, so that the appropriate forms are provided to the child/youth's attorney, the CASA, and the parent's attorney.

5. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to capture/store other PMA related documents (e.g. Attorney letters) as PDF files, so that I can include the back-up support for my attestation on the JV-221 and/or other documents for the Court files.

6. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to indicate the child/youth's attorney and firm, so that the child/youth's attorney information can be provided to the County's Juvenile Court Mental Health Services (JCMHS) unit.

7. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to provide an alert that the electronic JV-220, JV-220A or JV-220B forms

are available for the County's JCMHS unit, so that their input can be received quickly for the Court.

8. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to send reminders to the JCMHS Unit the day after receipt of the PMA packet and to the Judicial Officer on the 6th day, so that I can ensure the process is completed within the 7 days.

9. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to provide an alert to me and the Court Assistant/Judicial Assistant that the JCMHS unit recommendation is complete, so that their recommendation can be provided quickly to the Judicial Officer.

10. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to pre-populate the JV-223 with pertinent information and link to the appropriate PMA packet, so that the information can be provided timely to the Judicial Officer.

11. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to create a PDF packet of the entire PMA (JV-220, JV-220A or JV-220B, JV-221, JCMHS recommendations and comments, any JV-218, JV-219, JV-222 forms received), so that I can export the packet into the Court's repository.

12. As a Psychotropic Desk unit within the Dependency and Delinquency Courts, I want the system to be able to provide an alert and electronically forward the appropriate documents, such as the signed JV-223, so that I can provide the information to all appropriate parties, such as the child/youth's attorney, parent's attorney, CASA, JCMHS, PMA units, and/or prescribing physician as applicable.

Juvenile Court Mental Health Services (JCMHS) Unit (expert consultants to the Court regarding the PMA requests)

1. As the County's JCMHS unit, I want to able to quickly receive and view the JV-220 and JV-220A or JV-220B forms electronically, so that I can make a clinical review of the proposed medication regimen.

2. As the County's JCMHS unit, I want to able to access through the system, previously approved JV-220, JV-220A and/or JV-220B, and JV-223 (entire PMA packet), which may be in a PDF format, so that I can review the child/youth's medical history to provide my clinical review.

3. As the County's JCMHS unit, I want the system to be able to generate a review page with form modification functions, such as narrative space and drop boxes, so that I can relate my

clinical review and relevant information to the Judicial Officer via the Psychotropic Desk and also relay information to prescribing doctors.

4. As the County's JCMHS unit, I want the system to be able to alert the child/youth's attorney of the electronic availability of my recommendations, so I can provide quick notification in case they would like to file a JV form to the Court.

5. As the County's JCMHS unit, I want all parties to be able to view the entire PMA package including the JV-223 after the order has been made, so that I can review any objections or questions that were raised regarding the medication.

Judicial Officer

1. As a Judicial Officer, I want the system to be able to quickly gather as much information on the PMA request as possible within the seven day timeframe, so that I can make an informed decision whether to grant, deny, or set for hearing the PMA request.

2. As a Judicial Officer, I want the system to be able to complete and store multiple JV-223 forms for the same JV-220A, so that I can set for hearing and then complete an additional JV-223 following the hearing.

3. As a Judicial Officer, I want the system to be able to set reminders to all parties, so that I can follow-up on my orders for a 40-day progress report on any new medications or increased dosage prescribed to a child/youth.

Court Assistant/Judicial Assistant

1. As a Court Assistant/Judicial Assistant, I want the system to automatically alert the Judicial Officer (or identified Judge if the Judicial Officer is not present) that the PMA Packet (JV-220, JV-220A or JV-220B, JV-221, JCMHS recommendations and comments, any JV-218, JV-219, JV-222 forms received), and the JV-223 is available, so the Judicial Officer is provided with sufficient time to review the file.

2. As a Court Assistant/Judicial Assistant, I want the system to be able to PDF and place the entire PMA packet (JV-220, JV-220A or JV-220B, JV-221, JV-218, JV-219, JV-222, JV-223 and the JCMHS recommendations/comments) in the child/youth's court file, so that I can ensure the complete file is maintained in the court file.

3. As a Court Assistant/Judicial Assistant, I want the system to be able to provide an alert and forward the signed JV-223 to all parties, so that the Psychotropic Desk is alerted to the disposition.

4. As a Court Assistant/Judicial Assistant, I want the system to be able to send notices and forward the signed JV-223, so that all parties can be notified if the Court sets the matter for hearing.

Local Court Administrator

1. As a local court administrator, I want the system to be able to run statistical reports that cover submission requests, rejection cases and categories, and numbers of petitions submitted within a monthly and annual time frame, so that an analysis of the requests for psychotropic medications can be done.

County Administrator

1. As a County Administrator, I want the system to capture all the data elements entered and the data matched against the State (DHCS), so that a thorough analysis of psychotropic medications within the County's child welfare system can be done.

2. As a County Administrator, I want to see aggregate data on how the child/youth throughout the County fall outside the County's/State's psychotropic medication prescribing guidelines, so that I can identify systemic issues with respect to the use of psychotropic medications that need to be addressed.

3. As a County Administrator, I want the system to allow me to view the detail of which child/youth are falling outside of our psychotropic medication prescribing guidelines, as well as the associated prescribing doctors, so that I can follow-up to ensure that the prescriptions are appropriate and necessary.

4. As a County Administrator, I want the system linked to the Medi-Cal pharmacy approval system, so that the approved PMA would trigger reimbursement for the approved medications to prevent child/youth from receiving psychotropic medications that are not authorized by the court.

5. As a County Administrator, I want the system to be easily customizable for local control issues, so that the County's Physician Credentialing requirement can be included and to reflect our psychotropic medication prescribing guidelines, which are slightly different from the State's.

County's System Administrator

1. As a system administrator, I want to have the flexibility of system that can easily integrate with clinical information and be able to use National Drug Codes (NDC) to categorize drugs under certain classifications as needed, so that if other information becomes available such

as patient allergies, that clinical alerts may be available when a doctor is prescribing certain medications.