DREAMWEAVERS UNLIMITED, INC.

Technology and System Plan

2023

The following serves as the Dreamweavers Unlimited Technology and Systems Plan for 2023. The purpose of this document is to address the current use of technology and data at Dreamweavers while also providing a method for identifying gaps and opportunities in the use of technology.

In correspondence with Dreamweavers Unlimited's assessments of need, and consumer, stakeholder, and employee feedback, this plan also aligns with the strategic plan of our organization. The Technology and Systems Plan is an annual plan, reviewed for relevance and endorsed by the Quality Assurance/Improvement Committee. This plan is updated as needed.

The Technology Plan for the Fiscal Year 2023 includes:
- Goals
- Priorities
- Technology Acquisition
- Technology Maintenance
- Technology Replacement
- Resources Needed
- Timeframes

And supports:
- The business processes of the organization
- Protection of sensitive data
- Efficient operations
- Effective service delivery
- Access to services
- Performance improvement

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1: Business Processes:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
Move electronic forms to Right Signature	1. To consolidate electronic forms to one system. 2. To eliminate unnecessary additional costs accrued through multiple electronic records systems	1. Right Signature	Annual renewal	n/a	Funding	12/23

UPDATES: Qt 1: Mostly completed. Discontinuing MedForward next billing cycle.
Qt 2:
Qt 3:
Qt 4:

2: Protection of sensitive data:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
Check with insurance provider to ensure and explore coverage for cyber security.	1. To eliminate hacking and to ensure HIPAA compliance	n/a	Annual renewal	n/a	Funding for policy	Revised
Investigate and explore any updated HIPAA requirements related to cyber security	1. To eliminate hacking and to ensure HIPAA compliance	n/a	Annual renewal	n/a	Funding for policy	12/23

UPDATES: Qt 1: Covered by Cyber Security Insurance. Revised goal.
Qt 2:
Qt 3:
Qt 4:

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3: Efficient operations:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
Use scheduling functions in OnTarget to increase efficiency in daily operations.	To become more efficient in using the scheduling functions in OnTarget to illuminate need for paper SALs.	1. Review functions in OT. 2. Get information from support if needed.	n/a	n/a	Time and personnel	12/2023

UPDATES: Qt 1: Implemented for Speech Therapy, going well. Ongoing to implement for CBRS.
Qt 2:
Qt 3:
Qt 4:

4: Effective service delivery:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
To access client progress reports regularly	To more easily monitor client progress by regularly reviewing progress reports	Continuing with current EHR provider and understanding all reporting capabilities	n/a	n/a	Time, personnel, finances for EHR system, staff training	12/2023

UPDATES: Qt 1: Ongoing. Will explore using OnTarget Progress Reports for Speech Therapy
Qt 2:
Qt 3:
Qt 4:

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5: Access to services:

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
Identify clients who can benefit from the use of technology, specifically assistive communication technology	To assist clients in exploring assistive technology as a resource for their communication needs.	Trial Devices, partnerships with AAC companies	As needed	As needed	Time, personnel, connections with companies	12/23

UPDATES: Qt 1: Shared iPad station for all therapists usage. Ongoing. Exploring new device options, trial partnership with Lingraphica.
Qt 2:
Qt 3:
Qt 4:

6: Performance Improvement

Goals	Priorities	Tech acquisition	Tech Maintenance	Tech Replacement	Resources needed	Timeframe
Evaluate hardware and software needs.	Assess technology needs of staff in order to improve overall performance at DWU. Update and replace computers, printers, phones as needed.	1. Complete technology GAP assessment. 2. Research acquisition of needed tech.	n/a	n/a	Funds, time, personnel	12/2023

UPDATES: Qt 1: Changing phone service to T-mobile. Therapist will begin using Dialpad phone numbers. HIPAA compliant. Will be teletherapy platform. Ongoing.
Qt 2
Qt 3:
Qt 4: