Lessons Learned in the Quest for the Perfect RDR/RSR

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2010 Ryan White Grantee Meeting

August 26, 2010

8:00-9:30 AM

Fenway Community Health Center

❑Located in Boston, MA

❑Founded 1971

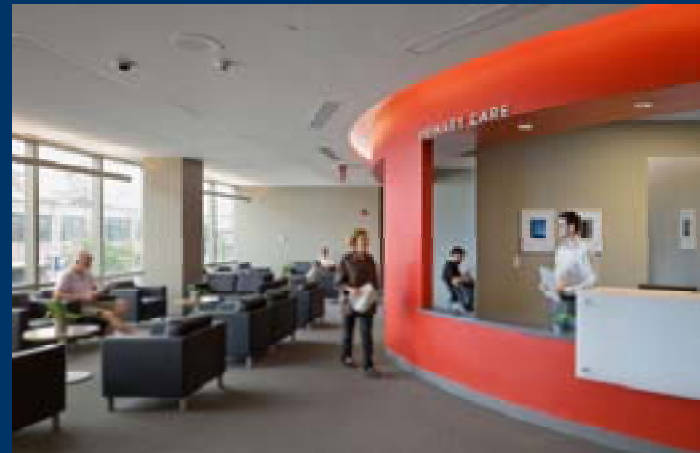❑Ryan White Parts A, C and D

❑Federally Qualified Health Center

Fenway Community Health

❑Specializing in LGBT health

❑Largest ambulatory facility caring for MSM

  in New England

❑ >13,000 Patients

❑1,400 HIV-infected patients , ~1,200 MSM

Fenway Community Health Services

❑Medical: Primary and Specialty Care

❑Behavioral Health: Individual, Group, Psychiatry, Case

  Management, Acupuncture Detox, Violence Recovery

❑Counseling and Testing Services: HIV, STD, Hepatitis

❑The Fenway Institute: Research, Education and Training,

  Advocacy

❑Dental

❑Optometry

Fenway's Clinical Electronic Systems

❑GE Centricity EMR – started in July 1997

❑Medical Manager – started in January 1999

❑Dentrix – started in April 2009

❑Primary reporting tools

    ❑ Crystal Reports

    ❑ Toad

    ❑ Touchpoint

Learning Objectives

- Assessing strengths and deficiencies in RDR/RSR

- "Selling" Data Capture Improvements

- Utilizing third party tools to proactively collect and report

- Involving Patients in improving their own care

"Selling" Data Capture Improvements

- Upper Management Commitment

- Emphasize benefits (primary and secondary) to stakeholders

- Involve stakeholders in Design, Build, Training
  - Pilot with smaller group that management feels is representative –computer savvy, less experienced

- Respond to improvement requests

Utilizing third party tools

- Medical Manager

- GE Centricity EMR

- Visual Form Editor

- Crystal Reports, TOAD

- Social Security Death Master File (SSDMF)

Third party tools-Medical Mgr

- Initial Registration
- Annual Update
- Age, Race/Ethnicity, Gender, Insurance, Income
- Contact Information, Veteran Status, Marital Status, Preferred Name
- One way link to Centricity EMR

Third party tools-Centricity EMR

- Visits
- Diagnoses
- Medications
- Labs
- Data Capture Forms for discreet site-specific data –eg-HIV Risk Group

Third party tools-VFE

- Visual Form Editor
- Imbed Forms in Centricity
    - HIV Intake – structure intake process, get patient talking about transfer of care, needs and wants
    - HIV Visit – regular care, proactive not reactive
    - Immunization and PPD
    - Behavioral Health – Treatment Plan, Progress Note, SOS
    - Case Management – Phone Note
    - Substance Abuse – Suboxone Eval

HIV Intake Form

EMMS HIV Intake: Kerry M. Lee

Patient Info	**Medical Information**	Preventative Care	

HIV Testing with confirmatory test results   ⊙ Yes   ○ No

Date of last HIV Test date: 07/10/2008

HIV Status

- ⊙ HIV+ not AIDS
- ○ HIV+ AIDS dx unknown
- ○ AIDS CDC defined

TB Assessment

Date of last PPD 12/14/2009   PPD Test Result ⊙ Positive   ○ Negative

Chest X-ray   ○ Yes
           ⊙ No

Date began TB prophylaxis [   ]

Type of Prophylaxis [   ]

Status of TB prophylaxis

- ○ Lost before 12 months
- ⊙ Still on RX
- ○ Has completed 12 months
- ○ Side effects no completion
- ○ Other (specify)

Current HIV-related symptoms

[Add date of last HIV ROS]

[History of Opportunistic Infection]

[Prev Form (Ctrl+PgUp)] [Next Form (Ctrl+PgDn)]   [Close]

20 Years of Leadership
A LEGACY OF CARE

HIV Visit Form

Third party tools-Reporting

- Crystal Reports and TOAD
    - visits, diagnoses, medications, labs
    - Discrete data captured in forms
    - Establish cohort up front, based on
        - Problem list
        - Kept appt in last year
    - Library of reports, used as blueprint for the next RDR/RSR
    - SOPs, team
- Extract from Centricity into Excel, MS Access

RDR Library

Third party tools-Reporting

- T-REX – for RSR
  - Transform data to appropriate format for Clien Report, preferably at time of extraction
- Provider Reports for interim QC work
  - Active patients with no appt, no depression screen
  - On ARV but with detectable VL

RSR Client Report Question 62

Value indicating whether the client was screened for mental health during this reporting period.

```
sample crystal code.txt - Notepad
File  Edit  Format  View  Help

{person.pid} in [
1111111111111111,
1111111111111112,
1111111111111113,
1111111111111114,
1111111111111115,
1111111111111116,
1111111111111117,
1111111111111118,
1111111111111121,
1111111111111122,
1111111111111123,
1111111111111124,
1111111111111125,
1111111111111126,
1111111111111127,
1111111111111128,
.
.
.]

{OBS.PID} = {?Pm-PERSON.PID} and
{OBS.HDID} in [4104,145325,145326,145327,145328,145329,155048,145331,145332,145333] and
{OBS.OBSDATE} in Date (2009,1,1) to Date (2009,12,31)


if isnull( {obs.obsid})   then
1
else
2
```

Third party tools-SSDMF

- Subscription
- Feed SSN
- Mortality in current/past patients
- Some SSN do not match

Involving Patients in Own Care

- HIV Intake – Medications, Adherence

- HIV Visit - Self Management Education, Goals

- Behavioral Health – objectives

- Research and Support Group Opportunities
  - Medication failure, salvage regimens
  - Analyze clinical data for trends

- myFenway

HIV Visit Form

HIV Form: Kerry M. Lee

Patient Education	**Self Management**	Specialized Care

Self Management Goal History

I will tell my sexual partners about my HIV status.◻I will talk to my partner about safer sex.◻I will take my HIV medications everytime I am supposed to.◻I will visit the eye specialist.◻I will visit the dentist.◻I will make an appointment with a nutritionist. (07/22/2010 10:59:24 AM)

Self Management Goal Assessment

Was last self management goal met? ◯ Yes   ◯ No

Self Management Goal Today

Choose a self management goal from the list below. If necessary, provide qualifying information below.

Lifestyle

☑ I will walk 30 minutes   [3]   day(s) a week; If I notice chest pain, shortness of breath, or chest tightness, I will seek medical attention.

☐ I will try to attain my ideal body weight. I will lose [   ] lbs in one month.

☐ I will stop smoking/tobacco use.

☐ I will stop using illegal drugs.

☐ I will stop drinking alcohol.

☐ I will use condoms for insertive sex always.

☐ I will avoid people/places that cause me to take chances.

☐ I will tell my sexual partners about my HIV status.

☑ I will limit my number of sexual partners.

☐ I will talk to my partner about safer sex.

☐ I will make a list of friends/family members with whom I can talk.

☐ Other [   ]

Medical Care

☐ I will take my HIV medications everytime I am supposed to.

☑ I will keep my medical, mental health, and social work appointments.

☐ I will visit the eye specialist.

☐ I will visit the dentist.

☐ I will work with the pharmacy on adherence improvement techniques.

☐ Other [   ]

Behavioral Health

☐ I will seek mental health counseling with a therapist.

☐ Other [   ]

Nutrition

☐ I will make an appointment with a nutritionist.

Prev Form (Ctrl+PgUp)   Next Form (Ctrl+PgDn)   Close

myFenway.org

Conclusion – Fenway Model

- Do
    - Utilize EMR as data repository
    - Utilize third party data collection and reporting tools
    - Get buy-in from user management and train staff
    - Create SOPs for data extraction and manipulation, and libraries of reports
    - Enlist patients as proactive in their own care

Conclusion – Fenway Model

- Don't
  - Overburden staff with unnecessary data entry tasks
  - Complicate Data Entry
  - Assume that job is done once tools and training are delivered
  - Re-invent the wheel every RDR and RSR season
  - Stop improving!