

# Charlotte/ TGA Presentation

## Medical Case Management

# Charlotte TGA

- The Charlotte –Gastonia – Concord-Rock Hill, S.C. region was awarded Ryan White grant funding in 2007.
- The total number of clients served for the 2007-2008 years were 1700, 2008-2009 years were 1947 and 2009-2010 were 2130.

- 18 Agencies:

Amb/Out Pt Medical care

Case Management

Oral Health

Mental Health

Nutritional Therapy

Substance Abuse

Transportation

Legal Services

Outreach

Health Insurance

EIS

Food Bank

Housing Assistance

Emergency Financial Assist.

Psychosocial

Drug Reimbursement



# Quality Management Infrastructure

- The Quality Management Committee
- The QM Committee---collaboration of core and support service providers, consumers, and specialty experts in the Charlotte TGA. Specialty experts will be invited to participate in meetings on an ad hoc basis. The structure of the committee will be geographically representative of the TGA.
- Meetings are held bi-monthly

# Indicators and Data Collection

- Percentage of HIV-infected medical case management clients who had a medical case management care plan developed and/or updated two or more times in the measurement year.
- Percentage of clients who received an annual assessment.
- Increase caseloads by 40% by adding five new clients per year. (Charlotte TGA has the highest unmet need in the country at 52% in 2007 to 39% 2010)

# Indicators Developed:

- Through recommendation from the HAB Performance Measure Guide (09)
- From the unmet need percentage and
- From surveys result taken during the 2007 needs assessment focus groups.
- All data is collected through the CAREWare system or by manual record review.

# Challenges

- Communication to explain the measures, the TGA Initiative as well as to emphasize how important medical care and adherence is for good health outcomes.
- Some providers did not understand the importance of collecting the data and reporting to the grantee's office.
- Discuss the challenges to differentiating non-medical CM with Medical CM. (N/A – the TGA does not fund non-medical case management)

# Measure

- Two agencies have 80% home visits
- One agency conducts 40% of their visits in the home
- The remaining three agencies provide 25% or less of the visits in the home

# Improvement Projects

- Increase the caseload by making less home visits and more in office visits.
- Instead of 1-2 client encounters per day increasing the encounters to 4-5.
- Voluntarily assess acuity level of each client to evaluate need.



# Successes

- Increased the number of clients newly accessing care
- Help to eliminate barriers to Office Visits by providing transportation services
- 92% of all files had a medical case management care plan developed and/or updated two or more times in a 12-month period.

# Next Steps

- Standardization of forms and process' to ensure the highest quality of care is given.
- Continue to collect data