

STAYING ON TARGET

CAREWare Performance Measures Module



Statewide CAREWare System

- New Mexico Department of Health is a Part B grantee
- 11 CAREWare domains including an ADAP domain
- One dedicated staff member to oversee CAREWare and Clinical Quality Management
- Data is evaluated for completeness and reliability using case notes in CAREWare (entered at provider locations) and enrollment application
- Performance Measures Module is used for HAB and program-specific compliance and outcome measures



Compliance Measures

- Assessment, acuity scale, and service plan within 30 days of enrollment in the HIV Services Program
- Medical Case Management subservices
 - Assessment
 - Acuity Scale
 - Service Plan
- Domain-wide performance measure
- Assessment Performance Measure design
 - Denominator: Number of clients enrolled in the program
 - Numerator: Number of clients enrolled in program who had an assessment completed
- Using the real-time look up list for clients who have not had an assessment, CQM Coordinator reviews the performance measure and uses the Orders Module to assign the completion of the assessment/data entry to the client's Case Manager



Outcomes Measures

- What are we trying to accomplish?
 - Medical Case Management will increase access to primary medical care
 - Non-medical Case Management will link clients with available community resources/public programs prior to utilizing Ryan White funding
- Use Performance Measures Module to monitor outcomes of provider activities through desktop audits
 - Does the data indicate that clients receiving Medical Case Management are accessing primary care?
 - Does the data indicate that clients receiving Ryan White-funded emergency financial assistance, housing services, and food bank receive Non-medical Case Management for linkage to community resources/public programs?



Using Data to Improve Performance

- What have we done to improve performance of outcomes measures?
 - Training
 - Standardized forms
 - Introduced new tools
 - Updated existing forms
- Has performance improved?

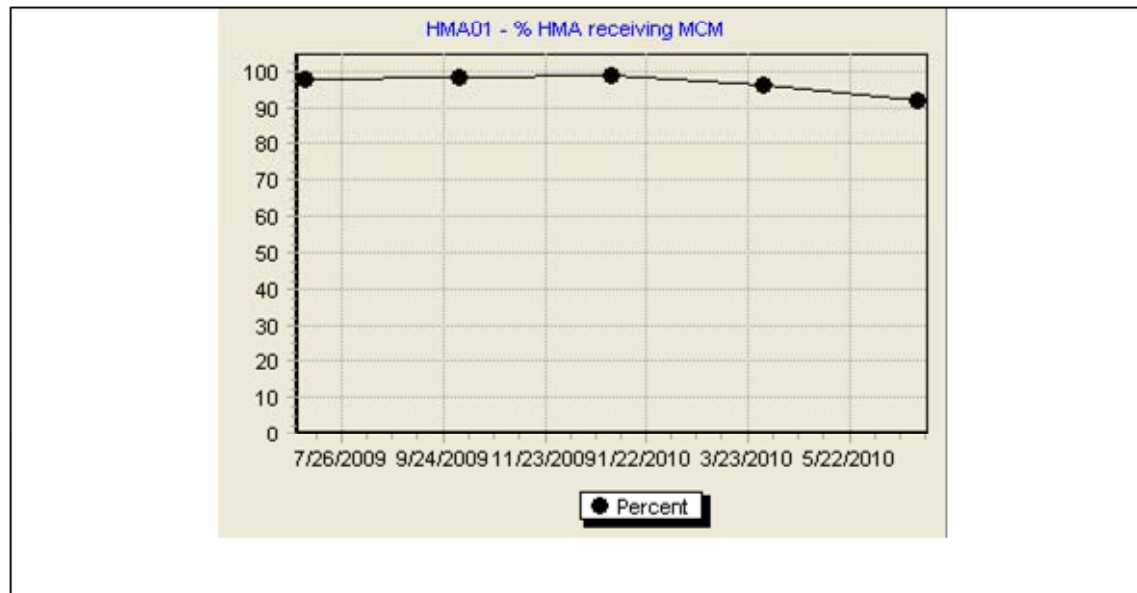


Performance Over Time

Medical Case Management

- Graphing function of Performance Measures Module provides trends over time (performance improvement)

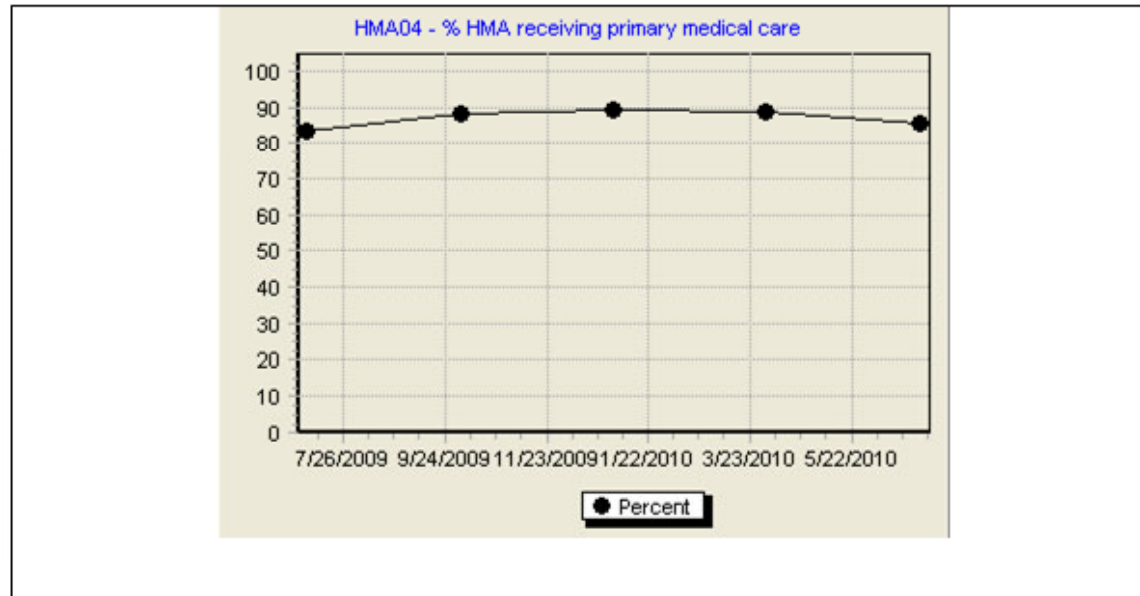
As Of Date:	Numerator:	Denominator:	Percent:
06/30/2010	386	419	92.12%
04/01/2010	400	415	96.39%
01/01/2010	400	405	98.77%
10/03/2009	384	390	98.46%
07/05/2009	357	365	97.81%



Performance Over Time

Primary Care

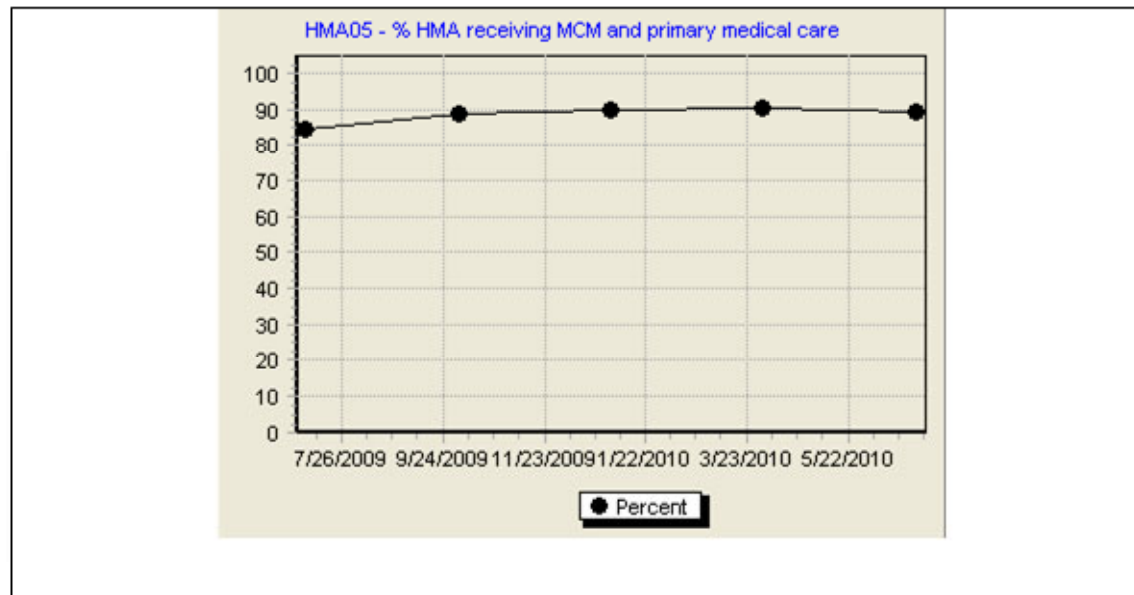
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04/01/2010	369	415	88.92%
01/01/2010	362	405	89.38%
10/03/2009	344	390	88.21%
07/05/2009	304	365	83.29%



Performance Over Time

Medical Case Management and Primary Care

As Of Date:	Numerator:	Denominator:	Percent:
06/30/2010	344	386	89.12%
04/01/2010	361	400	90.25%
01/01/2010	360	400	90.00%
10/03/2009	341	384	88.80%
07/05/2009	301	357	84.31%





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