

# LOUISIANA HIV/AIDS PROGRAM:

MENTAL HEALTH,  
SUBSTANCE ABUSE, &  
DOMESTIC VIOLENCE

CAREWARE PERFORMANCE MEASURES

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# Louisiana Part B Program



14 agencies using CAREWare across 18 domains, plus ADAP

9 Part B case management agencies

4,573 non-ADAP Part B clients served in 2009

# CAREWare

## Performance Measures Module

### **Used at LA Part B primarily for:**

- Screening potentially ADAP-eligible clients on ADAP Unmet Need list;
- Checking for ADAP clients with FPL >300%;
- Tracking missing/unknown RDR/RSR fields by provider;
- Tracking mental health, substance abuse, & domestic violence screenings and referrals.

# Mental Health, Substance Abuse, & Domestic Violence

## Components:

- **Recording Screenings:** MH, SA, & DV screening results are entered on Encounters>>Screening tab using customized values for Current Test, Current Result, & Current Action showing whether referral was indicated and accepted;

Add/Edit

Current Test: Mental Health Assessment

Current Result: Referral Indicated (S)

Current Action:

Save

Delete

Referral Accepted (Referral)

No Referral Indicated (Referral)

Referral Not Made - No Interest (Referral)

Referral Not Made - No Resource (Referral)

Referral Not Made - No Appt Available (Referral)

| Test:                        | Date of Prior Test: | Prior Result:                           |
|------------------------------|---------------------|---|
| Domestic Violence Assessment | Geno/Pheno          | History of sexual activity (adolescent) |

- **Recording Referrals:** Accepted referrals entered & updated on Referrals tab;
- **Performance measures to track compliance, process, & outcome**
- **CAREWare email notifications weekly**

# Mental Health, Substance Abuse, & Domestic Violence

## **Follow Up:**

- Results are reviewed at regularly held MHSA Subcommittee CQI meetings;
- Part B case management supervisor reviews individual cases with agencies and does chart audit yearly to look at reliability.

# MH/SA/DV Performance Measures

## 1. **MH SA DV Screenings for New Clients**

Denom: clients with Intake service & Assessment service

Numer: clients with all 3 screenings entered

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## 2. **Substance Abuse Screening – Referral Indicated & Made**

### **Mental Health Screening – Referral Indicated & Made**

Denom: ANY client with “referral indicated” MH/SA screening result regardless of screening action

Numer: MH or SA service category referral

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## 3. **Subs Abuse Referral Clients with Outcome Entry**

### **Mental Health Referral Clients with Outcome Entry**

Denom: ANY client with MH or SA service category referral

Numer: Referral status that is NOT “pending”

# MH, SA, DV Screenings for New Clients

## Denominator

CLs w/ intake & assessment SERVICE after 11/1/09

## Numerator

CLs w/ mental health, substance abuse, AND domestic violence screening results entered on Encounters tab

Performance Measure:

MH, Sub Abuse, DV Screenings for New Clients

| Code:   | Provider:                      | Nmr Count: | Dnm Count: | Percent: |
|---------|--------------------------------|------------|------------|----------|
| Screens | Central Louisiana AIDS Support | 32         | 32         | 100.00%  |

Description:

Numerator includes clients with MC Intake or MC Assessment/Reassessment date after 11/1/09 who have the required MH, SA, and DV screenings entered on the encounters tab.

Denominator:

Clients enrolled or assessed after 11/1/09

Numerator:

Clients with the required MH, SA, and DV screenings entered on the encounters tab



# Denominator: calculated field

**Custom Reports - Calculated Field**

Calculated Field Name:

Criterion

Field:   Not   >=   <=   Null

| Pos... | Opera... | Par... | Field Name     | Is Not | =           | >=        | <=        | Null |
|--------|----------|--------|----------------|--------|-------------|-----------|-----------|------|
| 1      |          | (      | Srv Short Name |        | MCM: Intake |           |           |      |
| 2      | AND      |        | Srv Date       |        |             | 11/1/2009 | 1/31/2012 |      |
| 3      | AND      |        | domain wide    |        | No          |           |           |      |
|        |          |        |                |        |             |           |           |      |
|        |          |        |                |        |             |           |           |      |





# Substance Abuse Screening – Referral Indicated & Made

## Denominator

ANY client with  
“referral indicated”  
MH/SA screening  
since 11/1/09 result  
regardless of  
screening action

## Numerator

MH or SA service  
category referral

The screenshot shows a software window titled "Performance Measure Setup". On the left side, there are keyboard shortcuts: F1: Denominator Filter, F2: Numerator Filter, F3: Refresh Counts, F4: Save, F5: Cancel, and Esc: Exit. The main area contains a "Performance Measure:" field with the text "Sub Abuse Screening - Ref Indicated & Made". Below this is a table with columns for Code, Provider, Nmr Count, Dnm Count, and Percent. The table shows a single row with Code "SA2", Provider "Acadiana CARES", Nmr Count "8", Dnm Count "28", and Percent "28.57%". There is a "Read Only" checkbox in the top right corner. Below the table are three text boxes: "Description:" containing "Clients with a referral indicated as a result of their substance abuse screening, since 11/1/09.", "Denominator:" containing "All clients with a Substance Abuse Assessment (screening) since 11/1/09 with a REFERRAL INDICATED result, regardless of Action.", and "Numerator:" containing "Clients with Substance Abuse referral indicated since 11/1/09 who have had a substance abuse referral since 11/1/09."

| Code: | Provider:      | Nmr Count: | Dnm Count: | Percent: |
|-------|----------------|------------|------------|----------|
| SA2   | Acadiana CARES | 8          | 28         | 28.57%   |



# Denominator: calculated field

## Custom Reports - Calculated Field

Calculated Field Name:

Has Qualitative Test Result

Save Field

Cancel

Criterion

Field:

Not

>=

<=

Null

Save

Cancel

| Pos... | Opera... | Par... | Field Name    | Is Not | =                                     | >=        | <=        |
|--------|----------|--------|---------------|--------|---------------------------------------|-----------|-----------|
| 1      |          | (      | Qual Test     |        | Substance Abuse Assessment            |           |           |
| 2      | AND      |        | Qual Lab Date |        |                                       | 11/1/2009 | 3/31/2012 |
| 3      | AND      |        | Qual Result   |        | Referral Indicated (Screening Result) |           |           |
| 4      | AND      |        | domain wide   |        | No                                    |           |           |
|        |          |        |               |        |                                       |           |           |
|        |          |        |               |        |                                       |           |           |

Edit Criterion

# Numerator

Sub Abuse Screening - Ref Indicated & Made - Denominator

Report Type:  Operator:   Advanced ?

Criterion

Not =  >=  <=   Null

| Opera... | Paren. | Field Name                    | Is Not | =   | >= | <= |
|----------|--------|-------------------------------|--------|-----|----|----|
| OR       |        | Has referral of specific type |        | Yes |    |    |
|          |        | Has referral of specific type |        | Yes |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |
|          |        |                               |        |     |    |    |

Two referral service categories: Substance Abuse Residential & Substance Abuse Outpatient

