

*Forward Momentum: Accelerating Access to Care and
Improving Quality through Centralized Data system*

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Disclosures

Peta-Gaye K. Nembhard has no financial interest to disclose.

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PESG, HRSA, and LRG staff has no financial interest to disclose.



Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Identify ways to improve HIV/AIDS care continuum through integrating and centralizing data systems
2. Identify ways to standardize processes for data collection that can reduce barriers and improve quality of care
3. Improve priority setting and resource allocation processes by incorporating quality management data



Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>



Who Are We



City of Hartford Skyline

Who Are We



Ryan White Part A Recipient Office

131 Coventry Street

Hartford, CT 06112

www.ryanwhitehartford.org

Who Are We

Peta-Gaye Nembhard- Data Manager

Beth Mertz, RN- Quality Management Nurse

Thomas Williams- Fiscal Officer

Angelique Croasdale-Mills-Project Manager

LaShaunda Drake-Contract Manager

Who Are We

- 1,214,400 individuals live within the Transitional Grant Area
- 3,623 PLWHA
- Three Counties:
Hartford
Tolland
Middlesex
- Cases by county
7% Middlesex
3% Tolland
90% Hartford



Who We Fund

- AIDS CT
- Charter Oak Health Center
- Community Renewal Team
- Community Health Centers
- Community Health Services
- CT Children's Medical Center
- Hartford Gay & Lesbian Health Collective
- Hartford Hospital
- Human Resource Agency;
- Latino Community Services;
- Mercy Housing & Shelter
- Rockville General Hospital
- St. Francis Hospital/ Burgdorf
- The Hospital of Central CT
- University of CT Health Center

What We Fund

CORE

- Outpatient Ambulatory Care Services
- Medical Case Management
- Mental Health
- Substance Abuse
- Oral Health
- Early Intervention Services
- Health Insurance Premium & Cost Sharing Assistance

NON-CORE

- Case Management
- Emergency Financial Assistance
- Housing Services
- Medical Transportation
- Psychosocial Support Services
- Food Bank/Home Delivered Meals

WHY
ARE
WE
HERE?

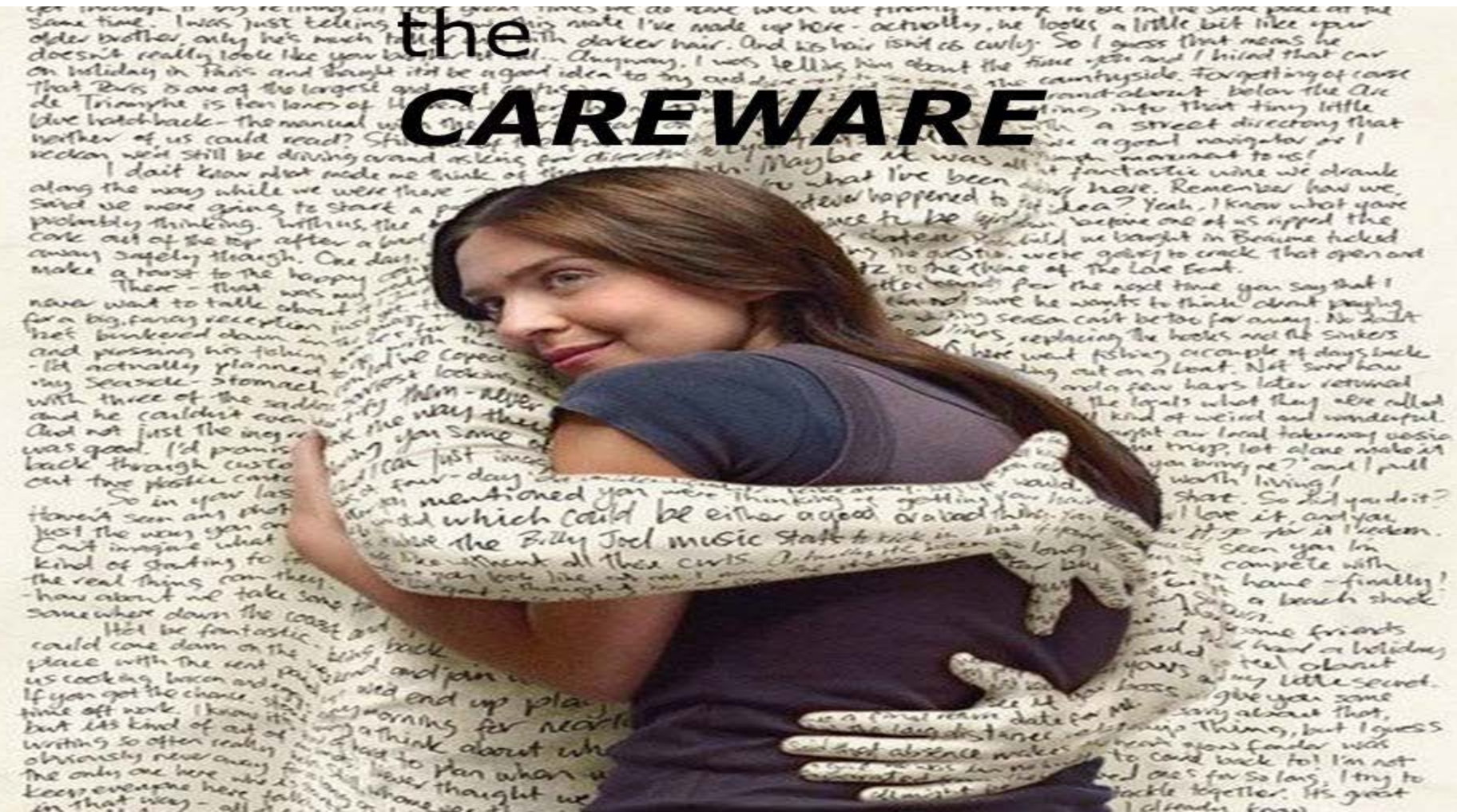


Let's talk Data.....



CT's Centralized RW Information system

the
CAREWARE



Centralized CAREWare in CT



- CAREWare has been centralized in CT since 2008
- All Ryan Providers- Part A thru Part D are on CAREWare
- There are 48 funded sites, 100s of users, 28K clients
- CAREWare is required for all funded Ryan White Programs
- All CW user forms, data sharing consent forms are standardized

Centralized CAREWare in CT



- Data share across programs for client level info
- Uniformity of contracts(i.e. MCM, Housing etc)
- De-duplication of services
- Continuum of Care
- Minimize paperwork
- Client level reporting



LUKE BRONIN
Mayor

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GARY RHULE MD
Director

CAREWare User Agreement

I, _____, am a user on the Ryan White Part A-managed statewide CAREWare system with permission to add new clients to the system.

I understand that when I add a new client to the CAREWare system, I may see other clients who are listed in the database, in order to determine if the new client is a match with an existing client (i.e., a client who I may share with another agency).

Initial: _____

I understand that during this process, it is possible that I will learn information about other individuals with similar demographic characteristics (name, gender, date of birth) as the clients I enter, who are not in fact clients of my agency (i.e., limited information about a non-disclosed person with HIV).

Initial: _____

I agree that I will not attempt to add anyone to the database, unless he or she is a new client to my agency (i.e., I will not 'phish' for client names through the CAREWare system).

Initial: _____

I agree that if, through adding a client to the CAREWare system, I view information for which I do not have a Release of Information, I will not divulge any information about those individuals.

Initial: _____

I agree that any information I view is confidential, and I agree not to discuss, transmit, or narrate any such information. Electronic transmittal of client names is unauthorized.

Initial: _____

I understand that unauthorized or willful disclosure of such information will be considered grounds for disciplinary action, up to and including termination or prosecution.

Initial: _____

I understand that client-level CAREWare data records may show unlawful and/or unauthorized access to client information.

Initial: _____

I understand that I will not write down nor share my CAREWare login information with anyone.

CAREWare User Signature

Date

Witness – Supervisor Signature

Date

Prevent. Promote. Protect.





LUKE BRONIN
Mayor

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Director

Confidentiality and Nondisclosure Statement

In accordance with C.G.S. §4d-8a, the Office of Policy and Management is responsible for developing and implementing an integrated set of policies governing the use of information and telecommunications systems for state agencies. The City of Hartford has adopted these policies and has determined that individuals who use the City of Hartford CAREWare server resources directly, or who may otherwise have access to computerized information of the City of Hartford, be advised of, acknowledge, and agree to the following:

1. Any USERID and password issued to you is for your exclusive business use only, shall remain confidential, must not be divulged to anyone, and may only be used as required to perform your assigned work duties.
2. You may use the City of Hartford CAREWare server resources for business purposes only and only through those processes/programs specifically authorized to you by the Metro Hartford Information Systems (MHIS), or its agent(s).
3. The "Standards for Privacy of Individually Identifiable Health Information" (the Privacy Rule), which implemented the HIPAA, require that certain health care providers maintain patient confidentiality and other patient rights. The Privacy Rule is administered and enforced by the Department of Health and Human Services' (HHS) OCR and is codified at 45 CFR parts 160 and 164. The Privacy Rule applies to "covered entities," as defined by the Rule, which include health plans and most health care providers, including most recipients of Ryan White HIV/AIDS Program funding. A letter from HAB, dated April 2004, and accompanying manual entitled "Protecting Health Information Privacy and Complying with Federal Regulations," explained the definitions and requirements related to "covered entities," inclusive of many Ryan White HIV/AIDS Program grantees, contractors and sub-grantees. Given the increase in the collection and use of client level data, and risks to data security and personally identifiable information, it is the expectation of the HIV/AIDS Bureau (HAB) that all Ryan White HIV/AIDS Program (RWHAP) grantees that are covered entities are in full compliance with the Privacy Rule and with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, 42 U.S.C. § 1320d *et seq.*, including the requirement to report data breaches to the Office for Civil Rights (OCR).
4. All information viewed on the database, in whatever manner accessed, and including data not specifically part of the CAREWare system, is confidential and you shall not discuss, transmit, or narrate any such information. Unacceptable system usage is generally defined as any activity not in conformance with the purpose, goals, and mission of the City and or agency. Any usage in which acceptable use is questionable must be avoided. Besides being a violation of City of Hartford policy an unacceptable use of computer, software, or other technology property may be a punishable crime under Connecticut General Statutes §53-451.
5. Connecticut General Statutes §53-451, "Computer Crimes", provides criminal penalties for criminal misuse of computers and computer networks. Any person who violates any provision of C.G.S. §53-451 shall be guilty of a class B misdemeanor, except that if such person's reckless disregard for the consequences of such person's actions causes damage to the property of another person in an amount exceeding two thousand five hundred dollars, such person shall be guilty of a class A misdemeanor, and if such person's malicious actions cause damage to the property of another person in an amount exceeding two thousand five hundred dollars, such person shall be guilty of a class D felony.
6. All data are the property of the agency or agencies responsible for their collection and utilization. Therefore no individual may access data files or computer information in any manner which is not authorized by the owner agency, or which may be subject to nondisclosure under Connecticut State Law.
7. Individuals shall not be added to the databases unless they are new clients to your agency (i.e., client names may not be "phished" through the CAREWare system). In adding individuals to the database, any information for which you do not have a Release of Information shall not be divulged.

Individuals having access to CAREWare server maintained by the City of Hartford are required to read and sign a copy of this statement indicating their acknowledgement, agreement, and understanding of it.

Signature: _____

Date: _____

Name (Print or Types): _____

Agency: _____

Witness or Supervisor Signature: _____

Date: _____

Please sign and return this form to the city of Hartford
Rev 1/16 City of Hartford

Prevent. Promote. Protect.

INSERT AGENCY LETTERHEAD HERE

Consent for the collection and sharing of patient information to providers for persons who have HIV under Ryan White CAREWare

Program _____ (Name of agency)
is mandated to collect certain personal information that is entered and saved in a database system called CAREWare. CAREWare records are maintained in an encrypted statewide database, in a secure server by the City of Hartford. CAREWare aggregate reports may be used for advocacy, both statewide and federally, and any client information used will be done so without revealing names or other information that would identify any specific client.

The CAREWare database program allows for certain medical and support service information to be shared among providers involved with your care, this includes but is not limited to medical visits, lab results, medications prescribed, emergency financial assistance, nutritional supplements, case management, transportation, substance abuse and mental health counseling.

You have a right to opt out of this electronic sharing. If you choose to opt out of electronic sharing it may make it more difficult for you to receive Ryan White Services.

I _____ (Print Name) hereby provide my consent and authorization for _____ (Name of agency/or the Ryan White Provider Network) to enter my client-specific health, treatment, and support service information in the encrypted CAREWare database program which is operated and maintained by the City of Hartford through its Health Department.

I further provide consent and authorization for the City of Hartford through its Health Department to allow the disclosure and sharing of the information entered into the encrypted CAREWare database program by _____ (Name of agency). This information will be shared with any other provider to which I apply for Ryan White services that requests the information for the purpose of informing and coordinating treatment and benefits I receive under the Ryan White Program. By signing this form, I further acknowledge that if I fail to show for scheduled medical and other support appointments, I may be contacted by an authorized representative of the above-referenced agency in order to re-engage and link me back to care.

This consent will expire eighteen months from the date of this document

Client Signature

Date

Witness Signature

Date

Developed by the state of CT ACDS; rev by the city of Hfd. 3/15/9/15

How does this centralized system help with data collection and reporting?





Standardized Data Collection

- Medical Case Management engagement
- Streamlined eligibility process
- Uniform Intake Process
- Uniform Referral Process
- Data sharing is permitted on a client by client basis to reduce duplication of effort
- Domain Wide Performance Measure Data





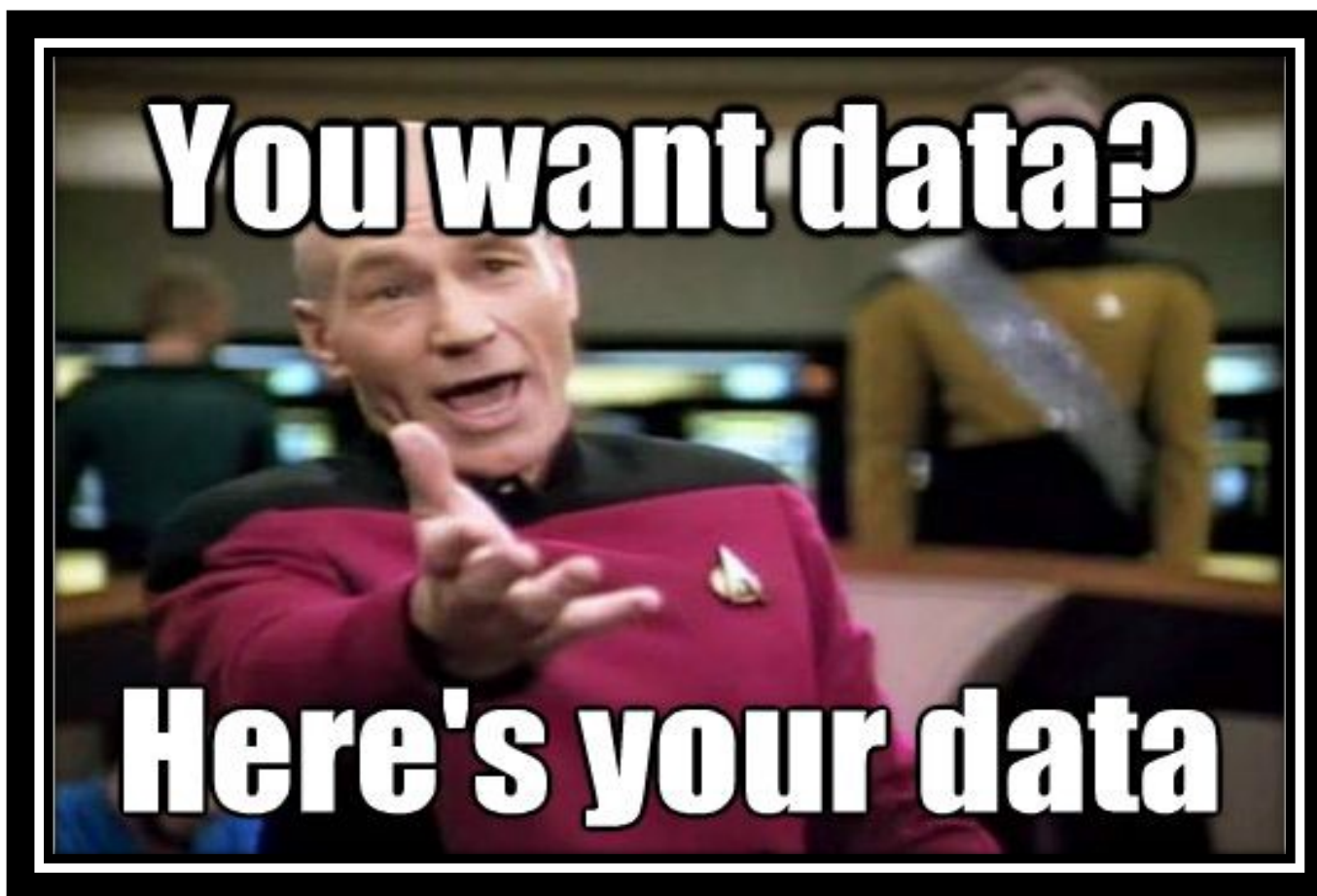
Data Reporting: Client Level

- HRSA Ryan White Service Report (RSR) ready system
- HRSA Ryan White Part A Service Implementation Service category Table
- HRSA MAI Report
- HRSA HIV Care Continuum Table
- Site visit
- Quarterly Reporting

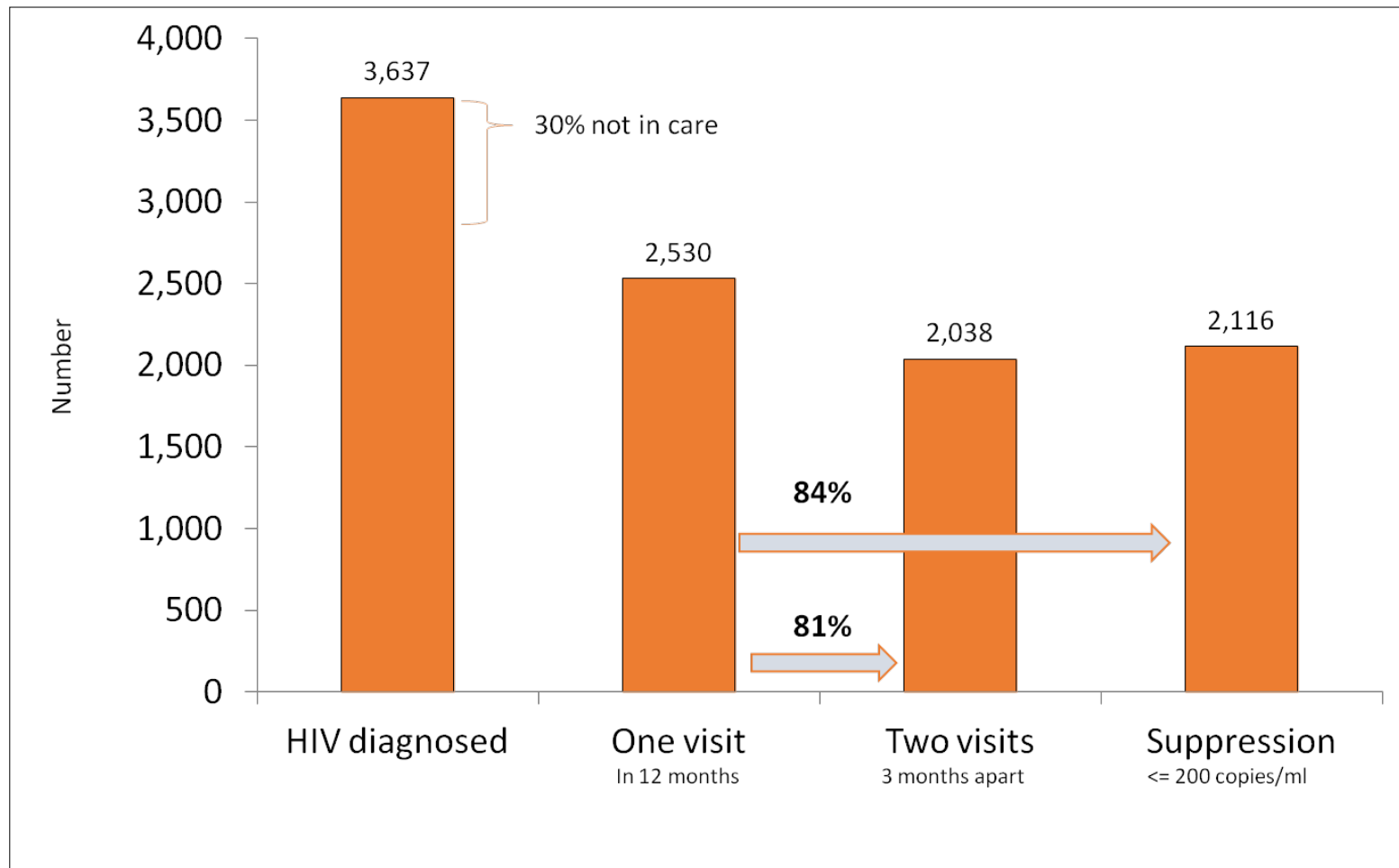


Data in Quality Management Program

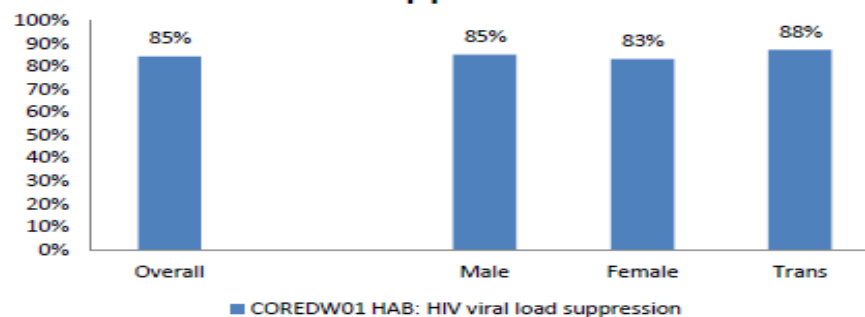
- We collect 17 HRSA HAB Performance Measures
- Provide Quarterly Feedback to Medical Providers
- We created and monitor Custom Performance Measures for some core and non core service categories
- Monitor HIV Continuum table
- Cross Part Collaborative (now merged into our statewide body)
- Implement Plan Do Study Act (PDSA) projects
- Connecticut HIV Planning Consortium
- Able to identify data gaps in real time



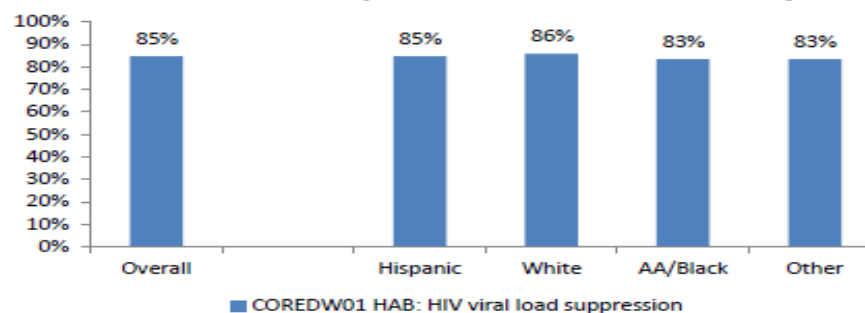
Hartford TGA 2014 Continuum of Care



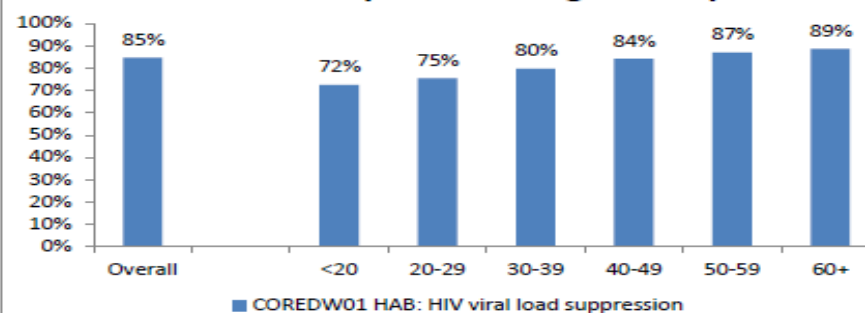
Viral Load Suppression: Gender



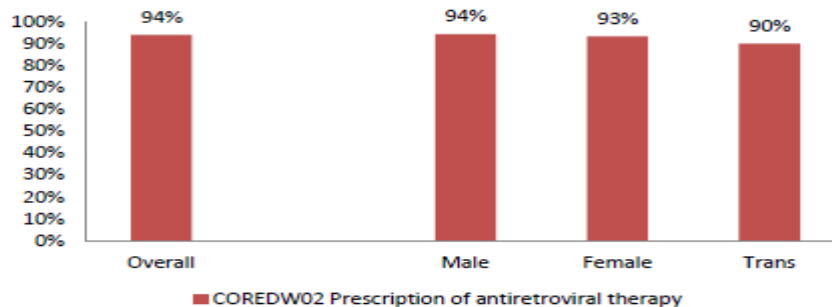
Viral Load Suppression: Race/Ethnicity



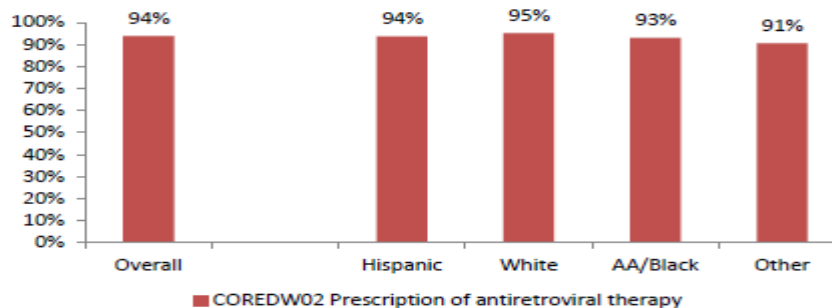
Viral Load Suppression: Age Group



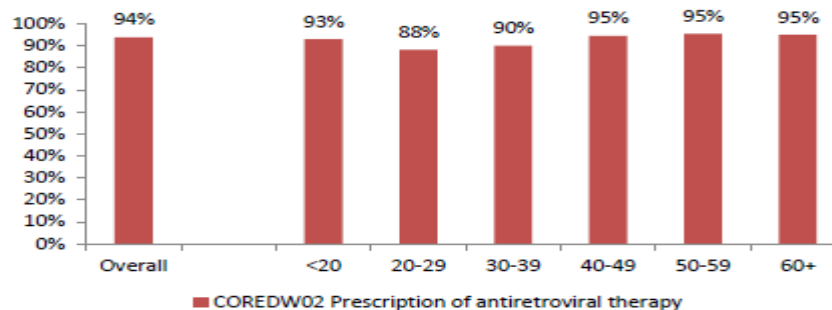
Prescription of ARV: Gender



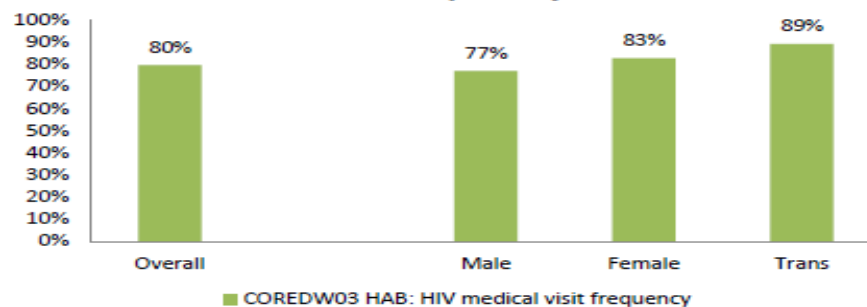
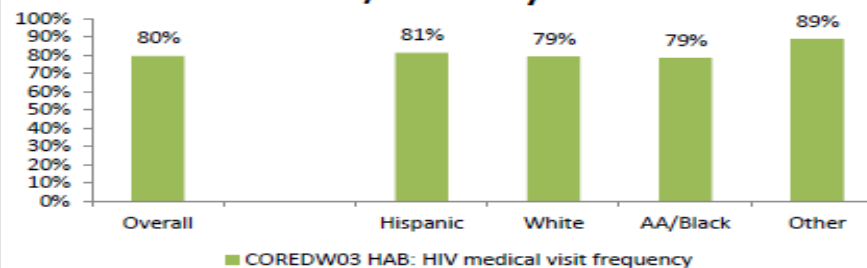
Prescription of ARV: Race/Ethnicity



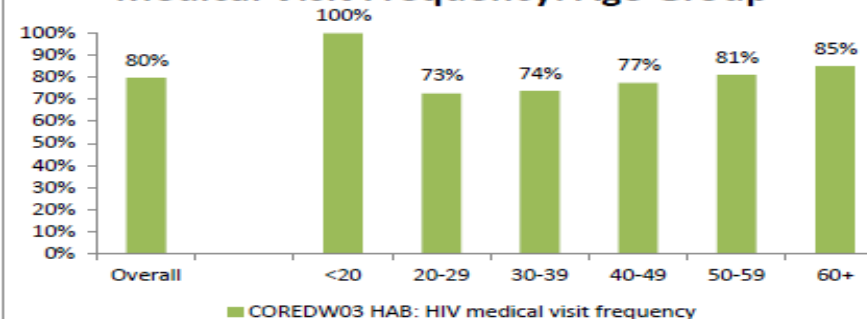
Prescription of ARV: Age Group



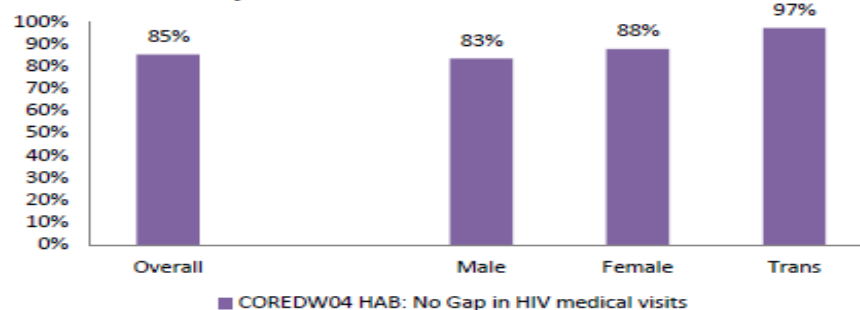
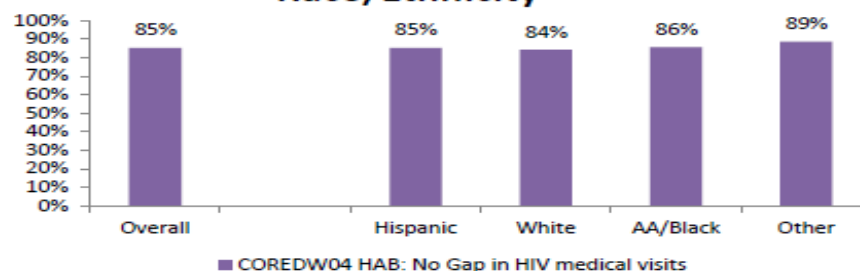
Medical Visit Frequency: Gender

Medical Visit Frequency:
Race/Ethnicity

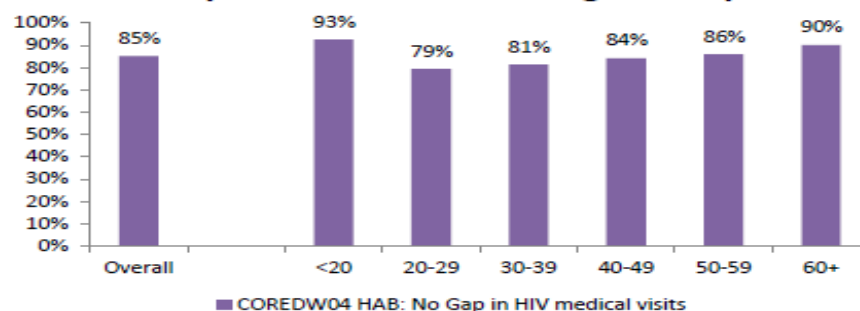
Medical Visit Frequency: Age Group



No Gap in Medical Visits: Gender

No Gap in Medical Visits:
Race/Ethnicity

No Gap in Medical Visits: Age Group



Service: Health Insurance Premium & Cost Sharing Assistance	Goal	TGA Score
Local Measure		
1. % of HIV Positive clients who were referred for and received Health Insurance Premium & Cost Sharing Assistance (Proof documented completed referral)	80%	100%
2. % of HIV Positive clients that received Health Insurance Premium& Cost Sharing Assistance that have at least two HIV Medical visits at least three months apart within the measurement year.	85%	95%
Service: Housing Services	Goal	TGA Score
Local Measure		
1. % of HIV Positive Housing clients who were referred for and received Housing Services (were referred and had a successful referral	80%	97%
2. % of HIV Positive Housing Clients who receive affordable housing that have received at least two HIV Medical visits at least three months apart within the measurement year	85%	77%
Service: Medical Transportation	Goal	TGA Score
Local Measure		
1. % of HIV Positive clients who were referred and Medical Transportation Services (had a documented completed referral)	80%	100%
2. % of HIV Positive Clients who received Medical Transportation services who had at least two HIV Medical visits at least three months apart within the measurement year	85%	87%

Service: Medical Case Management	Goal	TGA Score
Local Measure		
1. % of HIV Positive clients who receive Medical Case Management that have an updated care plan twice at least six months apart in the measurement year	90%	81%*
2. % of HIV Positive clients who receive Medical Case Management who received at least two HIV Medical visits at least three months apart within the measurement year	85%	93%
Service: Non-Medical Case Management		
Local Measure	Goal	TGA Score
1. % of HIV Positive clients who receive Non-Medical Case Management that have an updated care plan twice at least six months apart in the measurement year	90%	58%
2. % of HIV Positive clients who receive Non-Medical Case Management who received at least two HIV Medical visits at least three months apart within the measurement year	85%	70%
Service: Psychosocial Support		
Local Measure	Goal	TGA Score
1. % of HIV Positive clients who were referred for and received Psychosocial Support (Had a documented Completed Referral)	80%	50%
2. % of Newly Infected HIV clients who received at least one Psychosocial Support Service within the measurement year	85%	16%

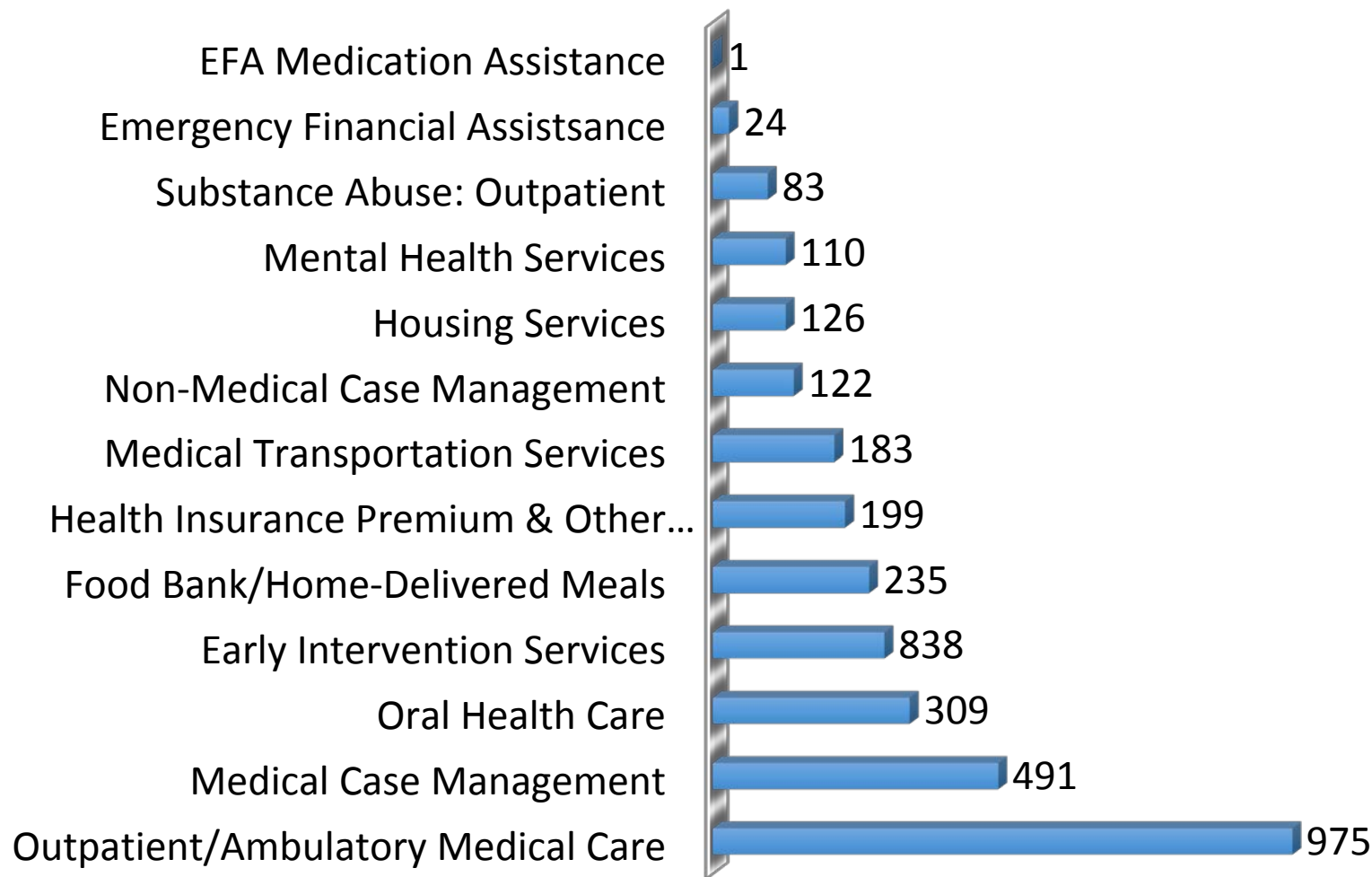
Looking Good CT!



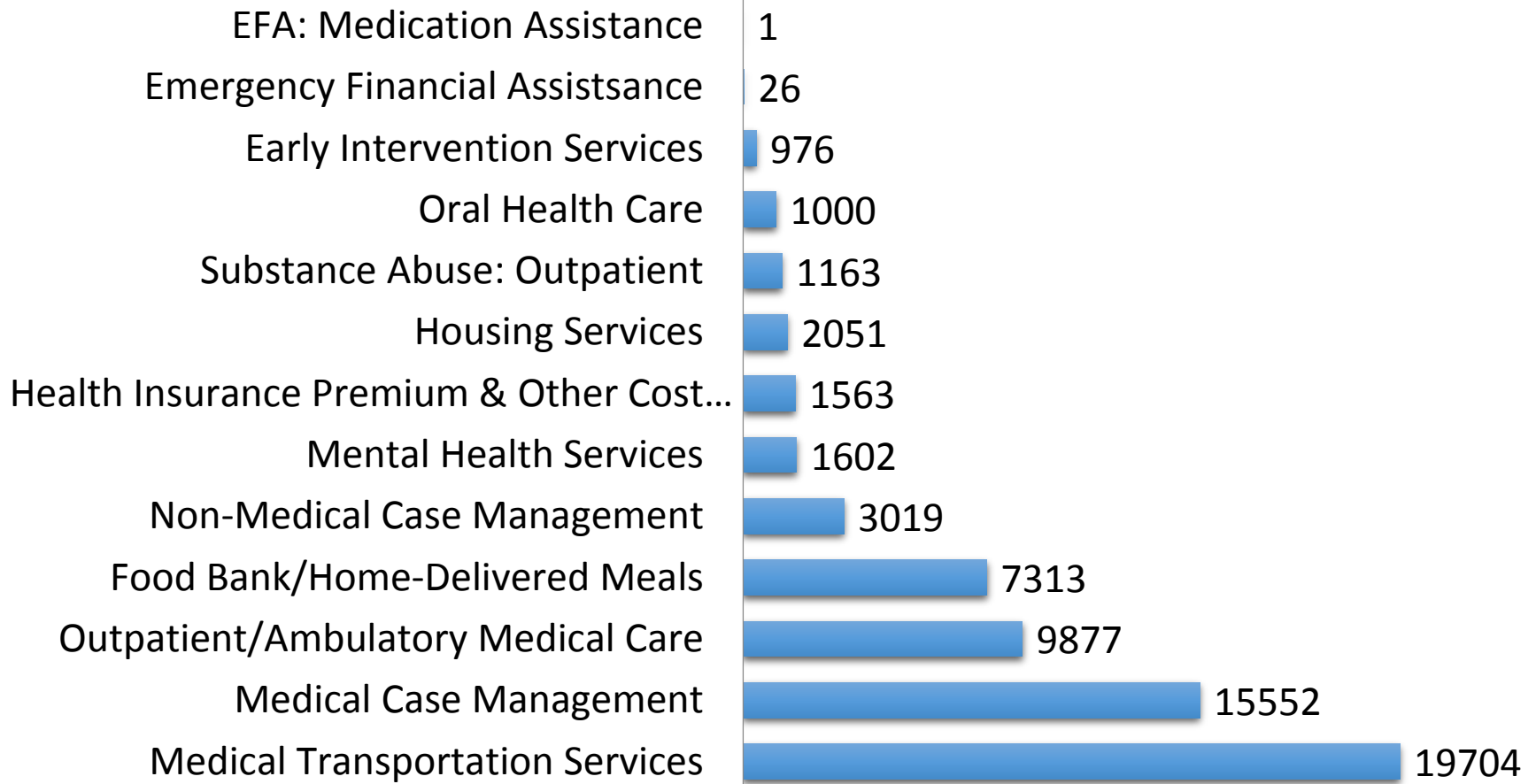
Data and Priority Setting

- Utilization information of clients and encounters by service category of the previous fiscal year is prepared
- Submitted to Planning Council for review
- This data informs and directs planning council on how many clients are being served and how many services they are receiving
- Based on utilization data and other data sets planning council votes on the priority of funding and the percentage of the full award for the upcoming years funding.
- The Planning Council also receives regular updates on our Quality management program

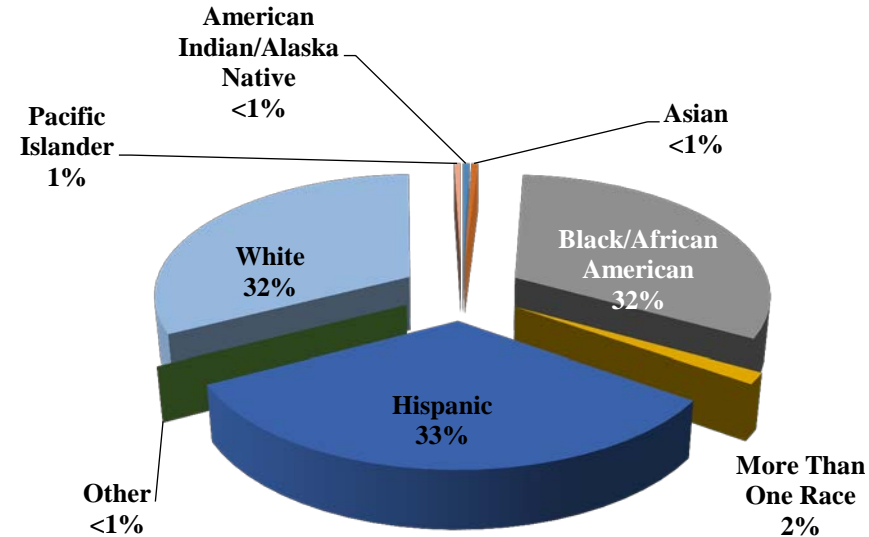
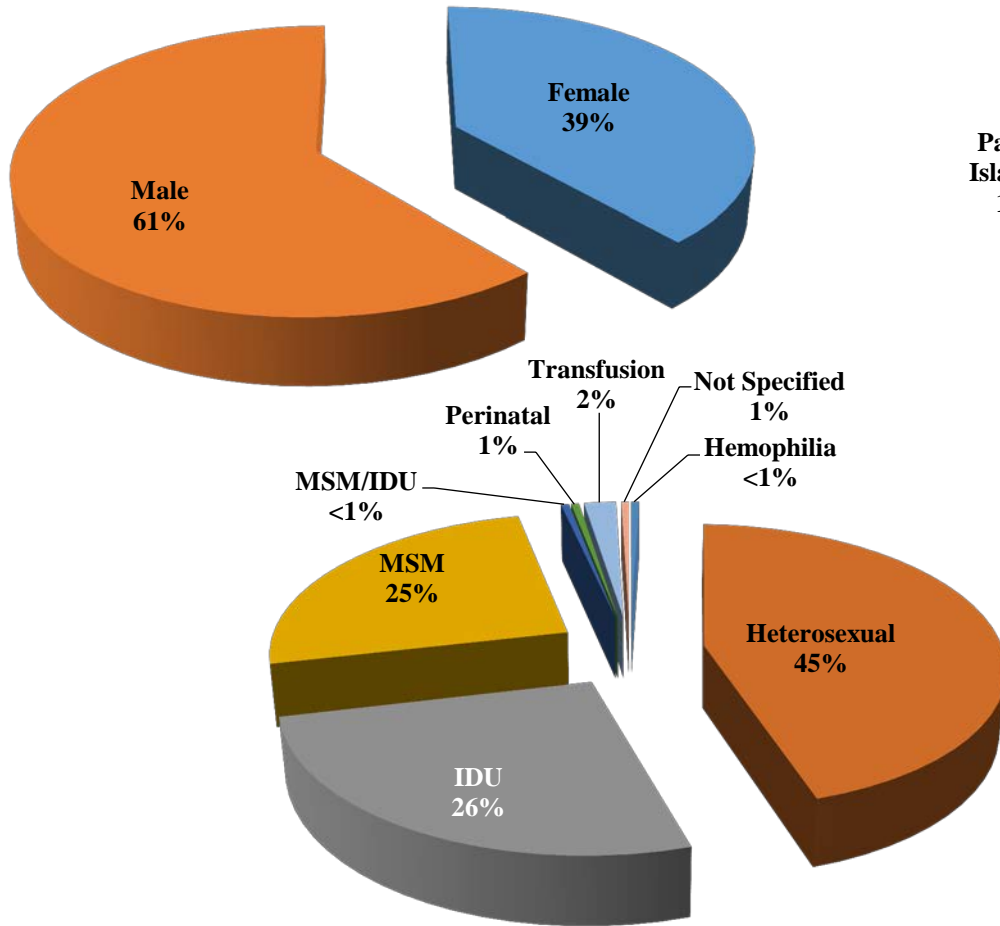
Client Count by Service Category



Service Units by Service Category



Health Insurance Premium & Other Cost Sharing Assistance		Planned	Actual
Annual Cap Per Client: \$1200.00	Dollars	\$47,369	\$47,369
	Clients	92	199
	Encounters	368	1,563



Any Dizziness or Nausea?



So what do we now know?.....

Centralized Data...

- Can reduce duplication of effort
- Can help to streamline processes and reduce barriers
- Can help identify gaps in systems of care
- Can see clients as a whole through continuum of care structure
- Can help providers work together on Quality Improvement
- Can provide accurate unduplicated data reports to our funders

Thank You

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Systems Analyst

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Any Questions... Just Ask!

