



VIRTUAL
2020 NATIONAL
RYAN WHITE
CONFERENCE ON
HIV CARE & TREATMENT

Electronic Case Management Tracking System: A Tool for case managers and managers

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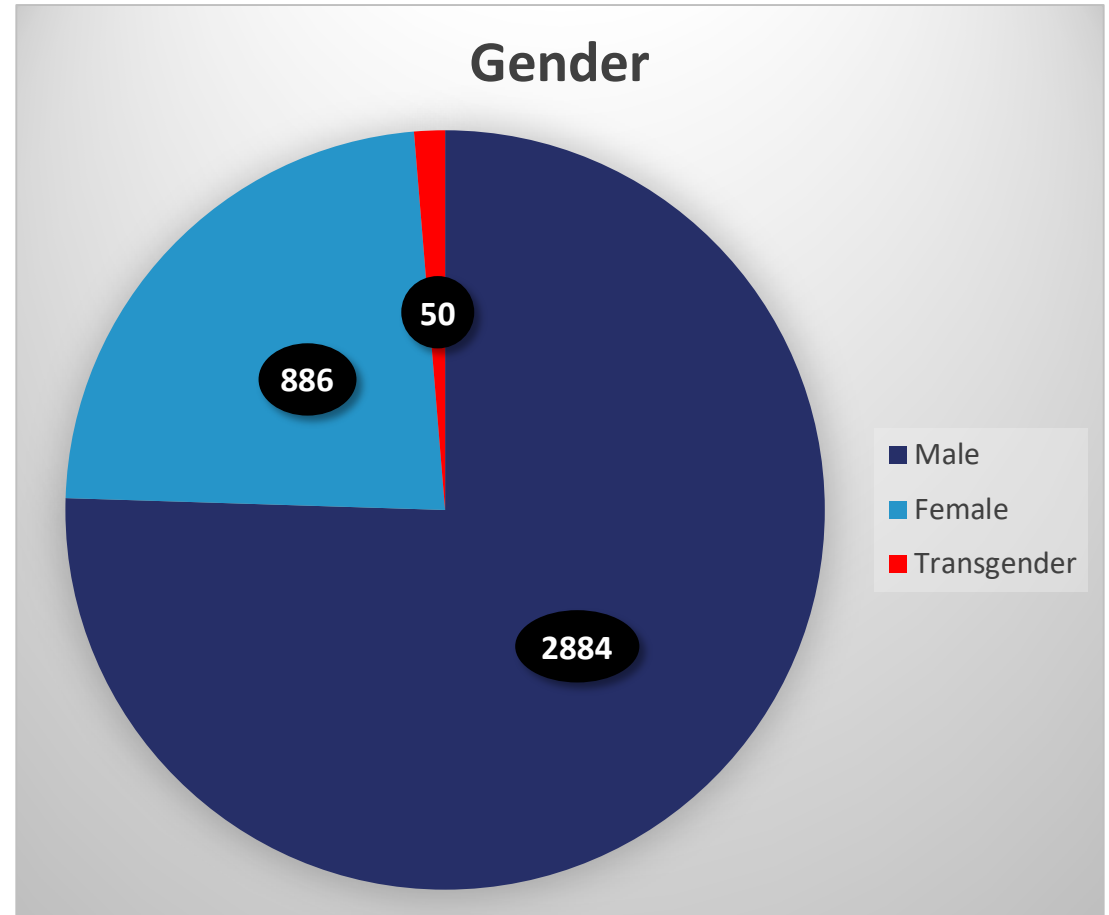
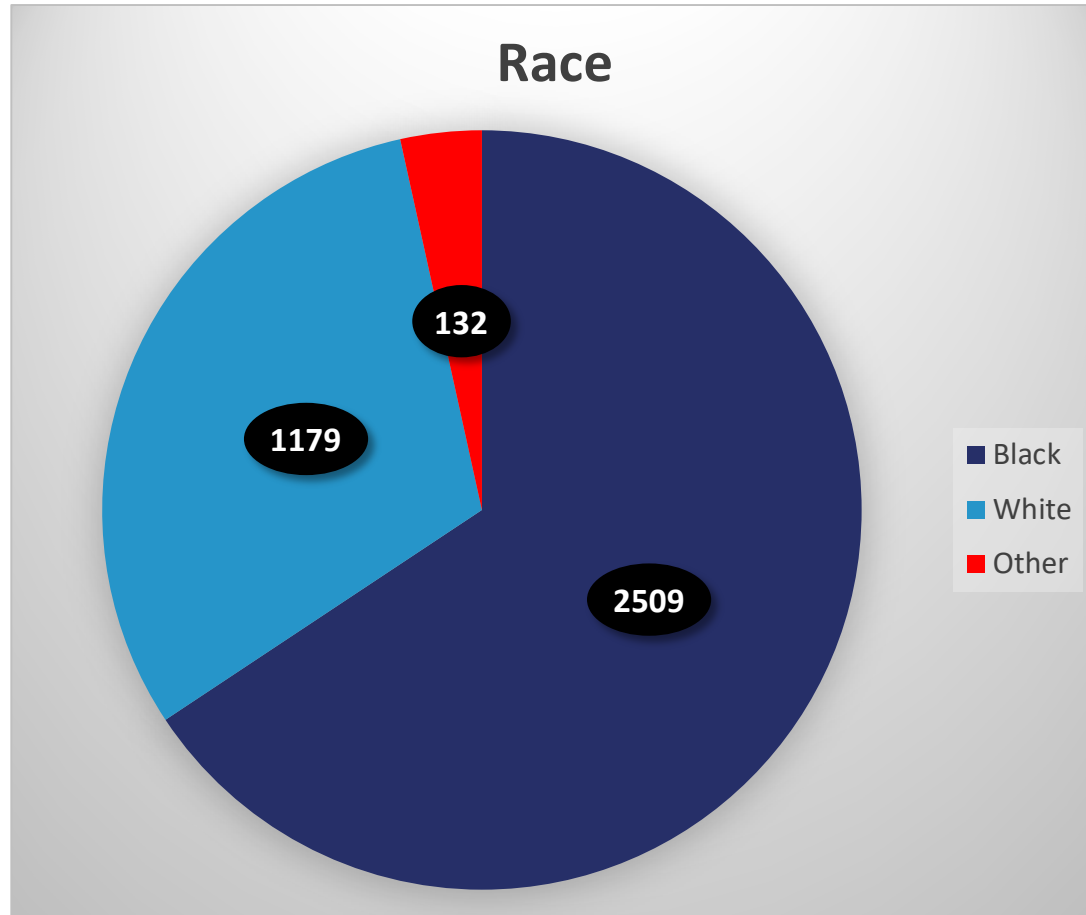
Objectives



- Identify benefits of providing case managers tools to manage their caseload.
- Identify key factors to develop an electronic tracking system for case management.
- Understand UAB 1917 Clinic's electronic tracking system.

UAB 1917 Clinic Demographics

Clinic Patients = 3820



Services Provided



Medical Services

- HIV Primary Care
- Women's Health
- Psychiatry
- Neurology
- Nephrology
- Dermatology
- Endocrinology
- Chronic Pain Management
- OBOT (Office-based Opioid Treatment)
- Dental

Comprehensive Services

- Pharmacy
- Case Management
- Mental Health
- Nutrition
- Education
- Support Groups
- HIV Testing
- Health Education/Risk Reduction/Outreach
- Volunteer Opportunities & Advisory Boards

2014 CM Challenges

- Large caseloads: 340-450
- Crisis driven
- No stratification for those at higher risk of falling out of care
- Unable to identify patients who had fallen out of care
- Patient information was not consolidated



Two Strategies to Address Challenges



1. Identify the most vulnerable patients by risk stratification and develop a responsive **case management system**.
2. Gather information from multiple data sources and deploy a **unified tracking system** to manage high caseloads and implement this case management system.



Case Management at 1917 Clinic

4 Levels of Case Management



Intensive

- Monthly contact
- Complete Social Service Assessment every 6 months

Intermediate

- Quarterly contact
- Complete Social Service Assessment every 6 months

Supportive

- Complete Social Service Assessment every 6 months

Annual

- Complete Social Service Assessment annually

Eligibility Criteria



- **Intensive** (one or more of the following)
 - HIV Viral Load greater than 1000
 - 2 or more “no show” visits
 - Request from any person on the medical team
(provider, nurse, case manager, patient, dietitian, etc.)
- **Intermediate** (one or more)
 - Transitioning from Intensive
 - Request from team

Eligibility Criteria



- **Supportive** (one or more)
 - Income less than 400% of the Federal Poverty Level (FPL)
 - More than one identified goal in social service assessment
- **Annual** (one or more)
 - Income more than 400%
 - Only one goal identified in social service assessment

Purpose of Case Management Contacts

BUILD RELATIONSHIPS

Intervention may include:

- Upcoming medical appointments
- Assessing barriers to care
- Medication Adherence
- Strengths based focus
- Motivational Interviewing





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1917 Social Work Dashboard

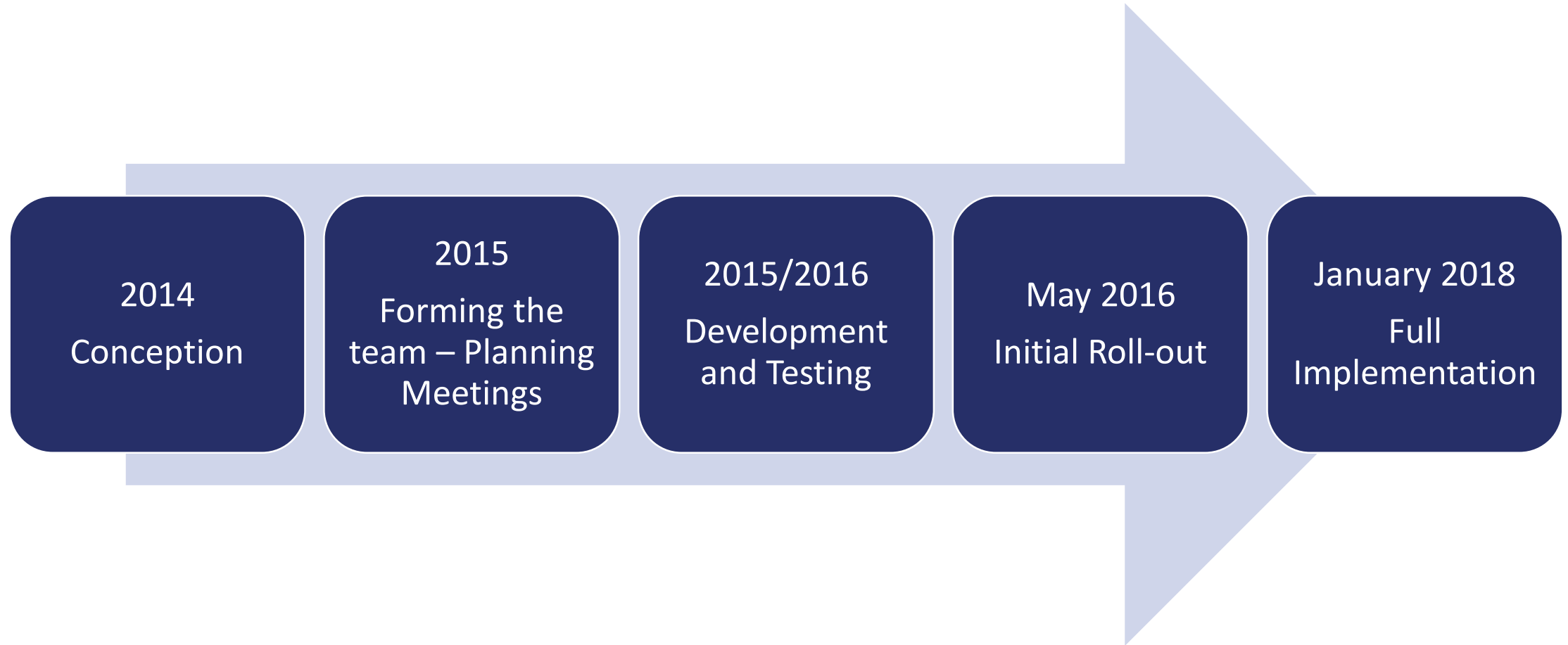
A secure web-based software system to assist case managers and managers in providing services in a more consistent and efficient way



Team



Timeline

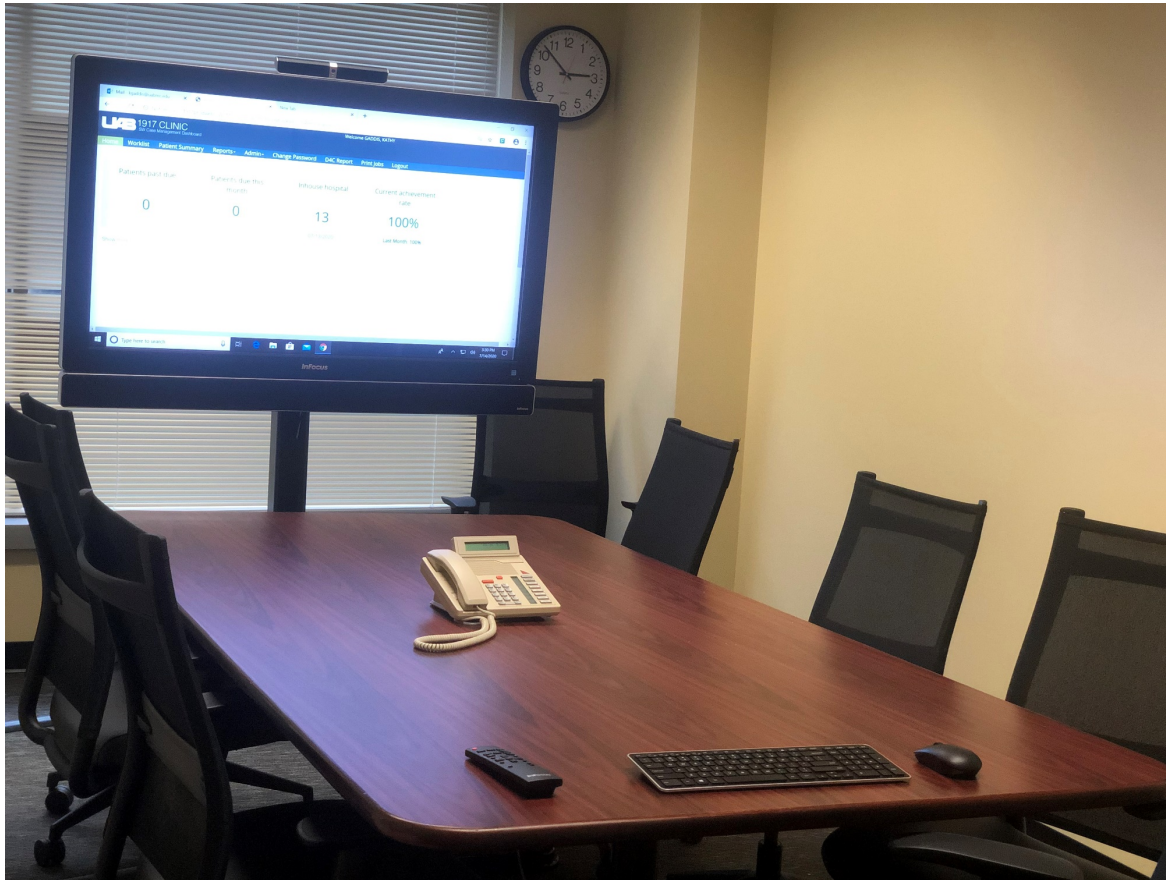


Conception



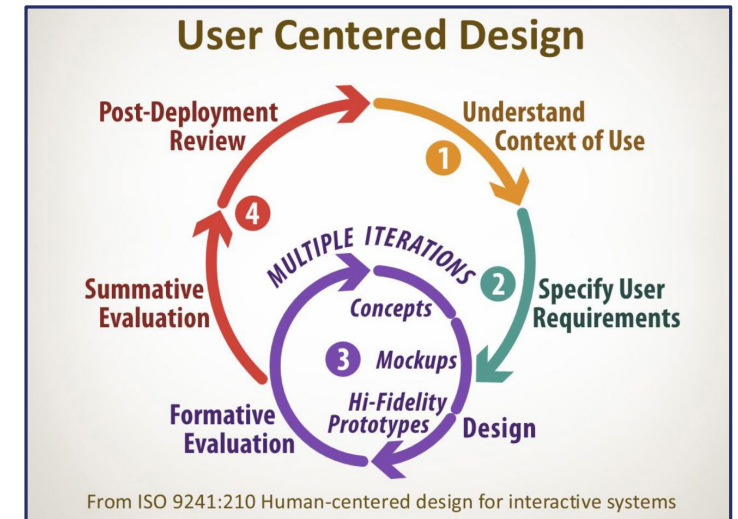
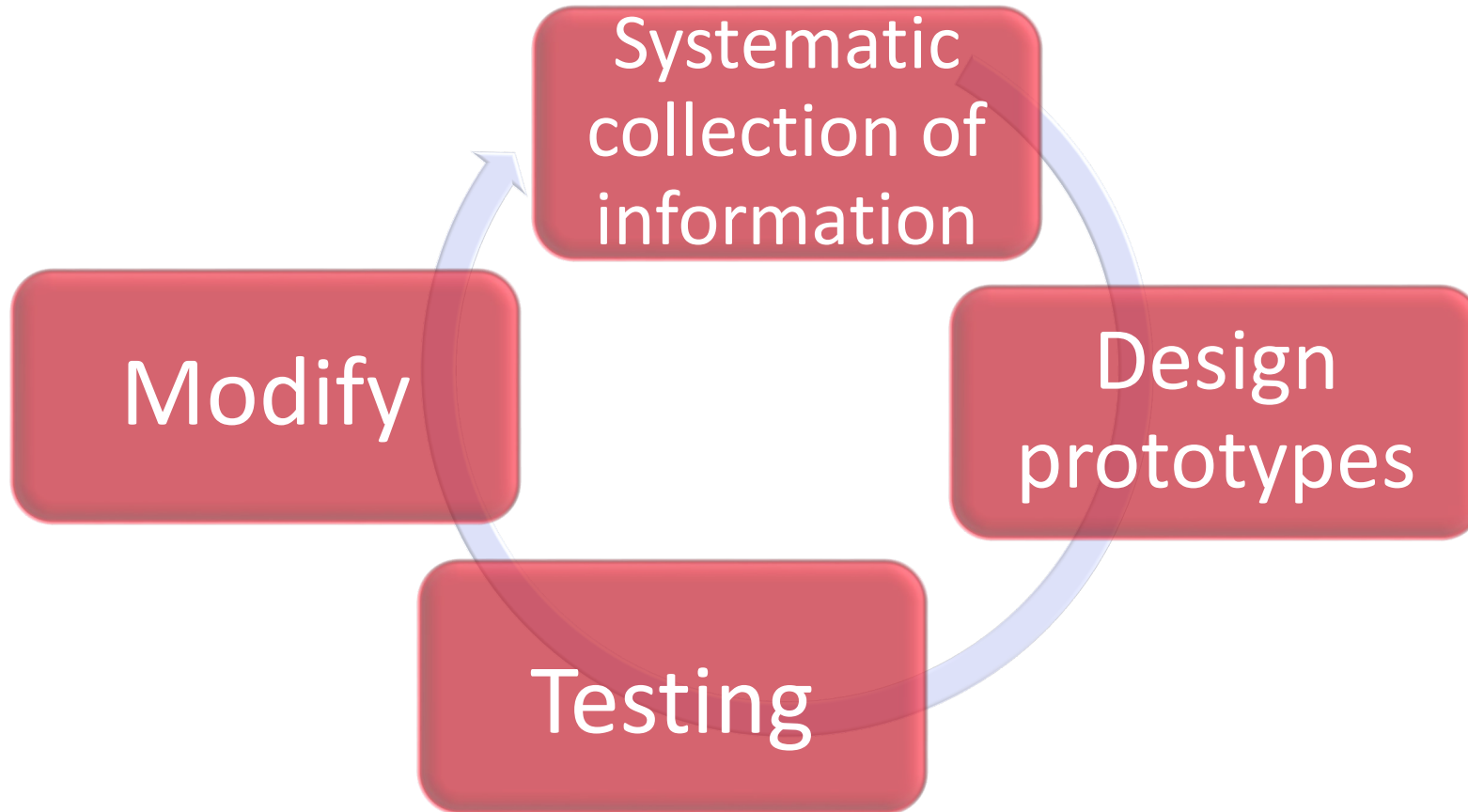
- A Tool for case managers
 - Pull information from multiple systems to one place
 - Organize and consolidate information (Read only)
 - Create a list of notifications for case management requirements
 - Help case managers successfully reach the benchmarks
- A Tool for managers
 - Assess the caseload intensity and distribution.
 - Human Resource Management
 - Recognize case managers who are successfully reaching benchmarks and share best practices
 - Identify challenges and need for support

Development Team



- Information Systems Analysts
- Social Workers/Case Managers
- Data Managers
- Medical Providers

Design Development



Initial Challenges



- Case managers were not prepared for high number of “past due” notifications
- Case managers did not understand that the high number of “past due” notifications demonstrated the need for the tool
- Eligibility for Intensive case management was too broad
- Unreliable and inconsistent data

- Full implementation of Social Work Dashboard
 - Modify stratification for “Intensive Case Management” based on case manager feedback
 - Set goal of 80% successful contacts (Achievement Rate)
 - Develop strategies to allow case managers to focus on patients who had “past due” notifications
-
- Case managers started hearing patient’s appreciation
 - Patients were reengaging in care

Keys for an Electronic CM Tool



- Collaboration between users, clinical staff, and informatics experts
- Increased user input during development, implementation, and testing leads to greatest potential for success
- Secure web-based software system
- Accurate and dependable data
- User friendly interface
- Ability for case managers to easily see worklist and progress
- Leadership support
- Financial resources
- Personnel

Benefits to Case Managers



- Identifies patients needing assessments and/or case management contacts
- Patient information is consolidated in one place (saves time)
- Allows for easy identification of patients without scheduled appointments
- Highlights important lab values
- Easily creates list of patients on a case manager's caseload and the level of case management

Navigation Banner



UAB 1917 CLINIC
SW Case Management Dashboard

[Home](#)

[Worklist](#)

[Patient Summary](#)

[Reports](#)

[Admin](#)

[Change Password](#)

[Logout](#)

Patients Past
Due

13

Patients Due this
Month

38

Inpatient
Hospital







8

Current
Achievement

92%

Worklist Notifications

Allows case managers a method to identify those patients they need to contact for assessments or case management contacts

| Status | MRN | Name | CM Level | Notification | Completed | Due | Next Appt | Notes | Close |
|---|-------|--------------|------------|-----------------|-----------|---------|-----------|-------|--|
|  | 12345 | Adams, John | Supportive | Assessment | 10/22/19 | 4/22/20 | 5/21/20 | (1) |  |
|  | 12346 | Smith, Ruth | Intensive | Case Management | 11/22/20 | 5/22/20 | 5/21/20 | (2) |  |
|  | 12347 | Willis, Tony | Annual | Assessment | 9/22/20 | 3/22/20 | 5/21/20 | (0) |  |

Patient Summary

DEMOGRAPHICS

Address: 1234 Smith Road

Zip: 35294 **City:** Birmingham **State:** AL

Phone: (205) 969-9599

Date of Birth: 01/01/1981

SSN: 425-99-9999



Patient Summary

DEMOGRAPHICS

Address: 1234 Smith Road
Zip: 35294 City: Birmingham State: AL
Phone: (205) 969-9599
Date of Birth: 01/01/1981
SSN: 425-99-9999

1917 ASSESSMENT

Date of Last 1917 Assessment: 4/19/2018
Date of Most Recent Income: 4/19/2018
Date of Most Recent Residency: 4/19/2018
Most Recent Primary Contact: 4/19/2018
Ryan White Eligible: Yes

VISITS

Next PC Appointment: 07/18/2019
Last three Primary Care HIV Visits:
09/10/2019 No Show
10/8/2019 Arrived
4/19/2020 Arrived

CM

CM Level: Intensive-minimal monthly contact
Nurse Practitioner/Fellow: Raper, James CRNP
Attending: Saag, Michael MD
Nurse: Upton, Karen
Social Worker: Penney, Candace, LGSW

CD4 & VIRAL LOAD

Most Recent CD4: 133
Most Recent CD4 Date: 4/9/2020
Most Recent VL: 19,093
Most Recent VL Date: 4/9/2020

ADAP & HEALTHPLUS

Effective Date: 3/17/2015
Status: ADAP Approved
Last 3 Pickup dates for ADAP Medications:
1/22/19
3/22/19

Patient Summary



Case managers can easily view:

Ryan White Eligibility

1917 ASSESSMENT

Date of Last 1917 Assessment: 4/19/2018
Date of Most Recent Income: 4/19/2018
Date of Most Recent Residency: 4/19/2018
Most Recent Primary Contact: 4/19/2018
Ryan White Eligible: Yes

Medical Appointments

VISITS

Next PC Appointment: 07/18/2019
Last three Primary Care HIV Visits:
09/10/2019 No Show
10/8/2019 Arrived
4/19/2020 Arrived

Patient Summary



Case managers can easily view:

Level of CM and Team

CASE MANAGEMENT / MEDICAL TEAM

CM Level: Intensive-minimal monthly contact
Nurse Practitioner/Fellow: Raper, James CRNP
Attending: Saag, Michael MD
Nurse: Upton, Karen
Social Worker: Penney, Candace, LGSW

Lab Values

CD4 & VIRAL LOAD

Most Recent CD4: 133

Most Recent CD4 Date: 4/9/2020

Most Recent VL: 19,093

Most Recent VL Date: 4/9/2020

Case managers can easily view:

Insurance information

| INSURANCE | | | |
|-------------------------|----------|-----------|----------|
| Primary | Date | Secondary | Date |
| Blue Cross/ Blue Shield | 2/1/2019 | APIC | 2/1/2019 |

Case management goals

| TARGET GOALS | |
|----------------|---|
| Area of Focus | Goal |
| Medical Goal | Obtain medication |
| Transportation | Attend medical appointments utilizing UBER Health |

Auto populated Forms

- Checklist for Ryan White Eligibility
- ADAP forms
- Authorization to Release information

Select forms you would like to print:

- Assessment Summary
- Checklist New/Full ADAP/HPAL
- Community Release
- ADPH Release
- BCBS Authorization of Disclosure
- Checklist Partial CER
- Checklist MEDCAP
- BCBS Dental

Blank Forms ONLY

Printers:

BBRB Work Room
1917 Social Worker
Front Desk
Main Pod
1917 Research

Print

Back To Patient Summary

Benefits to Managers



- Easily view number of patients on each case manager's caseload and on each level of case management
- Use as a tool to view and evaluate caseloads
- Identify when case managers may need assistance and/or support
- Provide tangible data to administrators to inform progress of case managers and make staffing decisions

Standard Report (PCAR)



Patient Contact Achievement Rate (PCAR)

| <u>Social Worker</u> | <u>Current</u> | <u>April</u> | <u>March</u> | <u>Feb</u> | <u>Jan</u> |
|----------------------|----------------|--------------|--------------|------------|------------|
| Rashundra Allred | 80% (308) | 90% (308) | 92% (312) | 91% (312) | 90% (312) |
| Shanika Hall | 87% (330) | 86% (330) | 84% (329) | 92% (329) | 83% (327) |
| Tiffany Boyd | 88% (347) | 83% (347) | 80% (350) | 76% (353) | 75% (353) |

Standard Report (Caseload)



- Case Manager Dashboard (Summary of all of the case managers' Caseloads)
- Managers can see overview of the clinic caseloads
- Managers can see details of each case manager's caseload

| <u>Social Worker</u> | <u>Past Due Intensive</u> | <u>Total Intensive</u> | <u>Past Due Intermediate</u> | <u>Total Intermediate</u> | <u>Past Due Supportive</u> | <u>Total Supportive</u> | <u>Total Past Due</u> | <u>Total Caseload</u> |
|----------------------|---------------------------|------------------------|------------------------------|---------------------------|----------------------------|-------------------------|-----------------------|-----------------------|
| Tiffany Boyd | 21 | 44 | 7 | 10 | 45 | 264 | 23 | 356 |
| Juandolyn Byrd | 6 | 39 | 0 | 10 | 22 | 262 | 18 | 323 |
| Savannah Fails | 18 | 31 | 3 | 5 | 47 | 254 | 47 | 336 |

Standard Reports (D4C)



- Data for Care (D4C) – a systematic way for clinic staff to provide Enhanced Personal Contact (EPC) to patients who have missed past appointments
- EPC is provided before the appointment as a reminder
- EPC is provided to reschedule the appointment if the appointment is missed

| <u>MRN</u> | <u>Name</u> | <u>Home Phone</u> | <u>Visit Date</u> | <u>Visit Time</u> | <u>Day of Appointment</u> | <u>AM/PM</u> | <u>Provider</u> | <u>Number of Missed Visits</u> | <u>Risk</u> |
|------------|--------------|-------------------|-------------------|-------------------|---------------------------|--------------|-----------------|--------------------------------|--------------|
| 12345 | Adams, John | 205-999-9999 | 8/14/2020 | 9:00 | Friday | AM | Gina Dobbs | 2 | Intermediate |
| 12346 | Smith, Ruth | 334-999-9999 | 8/14/2020 | 9:30 | Friday | AM | Gina Dobbs | 1 | Intermediate |
| 12347 | Willis, Tony | 256-999-9999 | 8/21/2020 | 11:30 | Friday | AM | Gina Dobbs | 4 | High |

Customized Reports



Ability to create reports by selecting any of the following:

- Case Manager
- Nurse Practitioner or Fellow
- Attending physician
- Clinic Day
- Level of case management
- Types of notifications

Added Benefits



- Easy visibility of patients without upcoming appointment
- Social Security Number is easy to find
- Nurses use to complete Medicaid referrals
- Type in a portion of a patient's name and you can view a number of patients with similar names (helps with voice messages that are unclear)
- D4C: Upload reports for other staff to utilize for retention in care efforts

Before and After



Pre Dashboard

- Unable to identify patients who had fallen out of care
- Manually accrue data from multiple sources
- Crisis oriented case management
- No system to track case management requirements
- Inconsistently monitor high risk patients

Post Dashboard

- Easily identify patients who need to be re-engaged
- One quick snapshot of patient data
- Proactive case management
- Automatically track case management requirements
- Visually draw focus to patients at high risk

Summary



- Case managers need tools to help them organize their workflow
- The benefits of providing case managers tools to manage their case load:
 - Saves time by consolidating information
 - Provides a method for case managers to implement this model of case management
 - Identifies those most at risk of falling out of care
 - Highlights important lab values

- Utilizing technology can play a key role in improving retention in care and improved health outcomes
- Key Factors needed to develop an electronic tracking system for case management:
 - Collaboration between users, clinical staff and informatics experts
 - Easy to navigate
 - Visible worklist and progress for case managers
 - Accurate and dependable data
 - Secure web-based software system
 - Resources – financial and personnel

Summary



UAB 1917 Clinic's electronic tracking system

- Incorporates data from multiple sources to help case managers manage their caseload.
- Allows managers to easily view distribution of caseloads and intensity distribution to assist with adequate staffing
- Continues to develop and evolve

Contact Information



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Thank you!



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- Manisha Jaiswal
- Candis Riggs
- David Butler
- Elizabeth Allred
- Ashley Bartee
- Shanika Boyd
- Amanda Byrd
- Juandolyn Fails
- LaKendra Grimes
- Tiffiny Hall
- Joanna Hawkins
- Rachel Hanle
- Savannah Henderson
- Rashundra Hopkins
- Tarae Hornsby
- Vanessa Hudson