Catalyzing Success: Leveraging Integrated Ryan White and HOPWA Data Systems to Improve Quality of Care

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Today’s Objective

- Recognize the importance of having an integrated data systems between Ryan White and HOPWA programs

- Identify ways in which integrated data structure can be the catalyst for restructuring siloed service delivery systems for PLWHA

- Identify ways to help interested jurisdictions implement their own integrated structure within programs that jointly provide services to PLWHA
Who Are We
Who are We

Ryan White Part A Recipient Office
131 Coventry Street
Hartford, CT 06112
www.ryanwhitehartford.org
Meet Our Team

Angelique Croasdale-Mills
Project Manager

Thomas Williams
Finance Officer

Peta-Gaye Nembhard
Systems Analyst

Anila Ceka
Contract Manager
Quick Stats About Part A Hartford

- Hartford, Middlesex and Tolland County
- 1,214,400 individuals live within the Transitional Grant Area
- In our Transitional Grant Area 3,623 PLWHA
- 14 Sites were funded
- 13 HRSA Defined Service Categories
- 2 Minority AIDS Initiative funded sites
  - 269 HIV+ Hispanic and Black/African American consumers
    - Housing services
    - Medical Case Management
    - Medical services
- In FY 17/18 2,030 Clients were served for 61,841 encounters
- Of the 2,030 clients served 1,449 were HIV+
What We Fund

Core Services

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

Non Core

- Case Management (Non-Medical)*
- Emergency Financial Assistance
- Food Bank- Home Delivered Meals
- Housing
- Medical Transportation
- Psychosocial Support
Continuum of Care

- Outpatient Ambulatory Care /HCV
  - Brownstone, CCSG, CHS, COHC, THOCC, UCONN

- Medical Case Management /Adherence Services
  - ACT, Brownstone, CCSG, CHS, COHC, THOCC, UCONN

- Psychosocial Support Services
  - ACT, HRA, LCS

- Housing
  - ACT, MERCY

- Oral Health Care
  - Brownstone, COHC, HGLHC

- Mental Health Services
  - Brownstone, CHC, COHC, CRT

- Substance Abuse Services
  - Brownstone, CRT

- Health Ins. Premium & Cost Sharing
  - ACT

- Early Intervention Services
  - CRT, GHHRC, LCS

- Medical Transportation Services
  - ACT, CHC, LCS

- Emergency Fin'l Assistance
  - ACT

- Food/Meals
  - ACT, CHC, HGLHC, HRA

- Psychosocial Support Services
  - ACT, HRA, LCS
Let’s Talk Data Integration

The Problem

• 2 Different Programs (HOPWA and Ryan White) with different modus operandi
• 2 data systems (CAREWare and CaseWorthy) that don’t interface with one another
• Both provide services to the SAME CLIENTS!!!!
• Only 1 Housing Case Manager OR 1 Medical Case Manager allowed in our jurisdiction
........So then
Addressing HIV Care and Housing Coordination through Data Integration to Improve Health Outcomes along the HIV Care Continuum

Funding Opportunity Description

Executive Summary
This request for proposal (RFP) announcement solicits applications to support a minimum of four (4) performance sites for a new initiative entitled Addressing HIV Care and Housing Coordination through Data Integration to Improve Health Outcomes along the HIV Care Continuum. This initiative seeks to support the electronic integration of housing and HIV care data systems in the coordination of housing and HIV care services to improve health outcomes along the HIV Care Continuum, especially among racial and ethnic minority people living with HIV (PLWH) who are unstably housed, at risk for, or experiencing homelessness.

A minimum of four (4) performance sites will be selected following in-person site visits from the project’s Coordination and Technical Assistance Center (CTAC) with candidate sites. The funding period for performance sites will be over two years, from an estimated start date of May 1, 2016 to August 31, 2018, to allow time for implementation and evaluation.

Background
This initiative is funded through the U.S. Department of Health and Human Services (HHS) Secretary’s Minority AIDS Initiative Funding (SMAIF) as authorized under the Consolidated and Further Continuing Appropriations Act, 2015 (P.L. 113–235), Division G, Title II, and administered through the Health Resources and Services Administration (HRSA)’s HIV/AIDS Bureau (HAB) through the Special Projects of National Significance (SPNS) Program. In response to the National HIV/AIDS Strategy (NHAS), call to strengthen collaboration across Federal agencies and the NHAS recommendation to better coordinate and align the provision of housing services with medical care for people living with HIV, this initiative is also being conducted in partnership with the U.S. Department of Housing and Urban Development (HUD)’s Office of HIV/AIDS Housing (OHH). On September 1, 2015, the RAND Corporation (RAND) was awarded as the Coordination and Technical Assistance Center (CTAC) through a competitive funding opportunity announcement (HRSA-15-122).
We Were Funded

YOU GET SOME DATA

AND YOU GET SOME DATA!!
Key Partners

- City of Hartford Ryan White Part A Hartford Recipient
- City of Hartford HOPWA recipient Offices
- AIDS CT, Inc
- Connecticut Children’s Specialty Group,
- Community Health Center Inc
- Chrysalis Center
- Community Health Services Inc
- Charter Oak Health Center,
- Community Renewal Team
- Hartford Gay and Lesbian Health Collective
- Hands on Hartford
- Human Resource Agency of New Britain,
- Latinos Community Services,
- Mercy Housing and Shelter,
- Rockville Hospital,
- Hospital of Central Connecticut,
- Hartford Hospital
- Saint Francis Hospital,
- St Phillips House,
- University of Connecticut Health Center
- Zezzo House
- CONSUMERS!!!!
The Hartford Data Integration Project

- Enact new policies and processes to support data exchange and analysis;
- Create a bi-directional interface between the CAREWare and CaseWorthy systems;
- Develop and implement a cross training curriculum to foster improved service delivery, data exchange and analysis;
- Analyze comprehensive data to assess changes in health outcomes;
- Document and disseminate challenges, lessons learned, best practices, and innovative models.
- Improve health outcomes including viral load suppression for persons living with HIV/AIDS and those prone to homelessness.
The Data Systems

Ryan White CAREWare System

HOPWA CaseWorthy System
• Bidirectional
• Daily Imports/Exports of new data (if data is available)
• CaseWorthy will export housing data
  • Housing status, veterans status, financial assessment, CM assignment etc
• CAREWare will export Clinical and service Information into CaseWorthy
  • Medications, Labs, screenings, referrals, services, etc
• Alert/messaging system that allows users to send communications between systems
Hartford DIG Steering Committee

- Peta-Gaye Nembhard
- Angelique Croasdale
- John Merz
- Melanie Alvarez
- Lionel Rigler
- Russ Cormier
- Kate Bassett
- Barbara Shaw
- Sheryl Horowitz
- Tachica Murray
- Tahaira Nicolas
- Danielle Warren-Diaz
- Yolanda Potter
- Shawn Lang
- Catellia Casey
- Abbie Kelly
- Ricardo Cruz
- Zaida Hernandez
- Joan Barere
- Shanay Hall
- Mary Ellen Laskarzewski
Operational Plan Summary

Staffing

Data Systems & Integration
  a. Technical Specifications
  b. Interface
  c. Reporting
  d. Data Management and Security

Enhanced Service Coordination and Client Flow Diagram

Client Flow Diagram

Monitoring and Evaluation

Training

This initiative is funded through the U.S. Department of Health and Human Services (HHS) Secretary's Minority AIDS Initiative Funding (SMIAF) as authorized under the consolidated and further continuing Appropriations Act, 2015 (P.L. 113-235), Section 6, Title II, and administered through the Health Resources and Services Administration (HRSA)/HIV/AIDS Bureau (HAB) through the Special Projects of National Significance (SPNS) Program. In response to the National HIV/AIDS Strategy (NHAS)'s call to strengthen collaboration across federal agencies and the NHAS Recommendation to better coordinate and align the provision of housing services with medical care for people living with HIV, this initiative is also being conducted in partnership with the U.S. Department of Housing and Urban Development (HUD)'s Office of HIV/AIDS Housing (OHAH). On September 1, 2015, the RAND corporation (RAND) was awarded as the Coordination and Technical Assistance Center (CTAC) through a competitive funding opportunity announcement (HRSA-15-142).
Ryan White and HOPWA Data Sharing Consent Form

Consent for the collection and sharing of patient information to providers for persons who have HIV under Ryan White CAREWare and Housing Opportunities for People with AIDS Programs

_Name of Agency_ is mandated to collect certain personal information that is entered and saved in a database system called CAREWare and/or CaseWorthy. CAREWare and CaseWorthy records are maintained separately in encrypted statewide databases, and secure servers by the City of Hartford and Nutmeg Consulting, LLC respectively. Both CAREWare and CaseWorthy aggregate reports may be used for advocacy, both statewide and federally, any client information used will be done so without revealing names or other identifying information.

The CAREWare and CaseWorthy database programs allow 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, prescribed medications, emergency financial assistance, nutritional supplements, case management, transportation, housing, substance abuse and mental health counseling services.

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 to coordinate Ryan White and Housing Opportunity for People with AIDS services.

I, ___________________ [Print Name], hereby provide my consent and authorization for ___________________ [Name of Agency] Ryan White Provider and Housing Opportunity for People with AIDS Network to share my client-specific health, treatment, and support service information in the encrypted CAREWare and Housing Opportunities for People with AIDS database programs which is operated and maintained by the City of Hartford, through its Health Department, and Nutmeg Inc. respectively.

I further provide consent and authorization for the City of Hartford, through its Health and Grants Management Departments, to allow the disclosure and sharing of the information entered into the encrypted CAREWare and CaseWorthy database programs by ___________________ [Name of Agency]. This information will only be shared with providers to which I consent to share my information.
Joint Peer Led Case Management Meeting

- Meets Monthly
- Housing and Medical Case Managers
- New speaker/trainer every month
- Topics are selected by Case Managers
- Topics range from housing Program resources to updates on new medication and improved regimens.
- Evaluation is done after every session
- Both HOPWA and Ryan White (among others) updates are provided at this meeting
Peer-led - Care Coordination Sessions

1. Was new information presented at this session?
   - I learned a few new things at this session
   - Some of the information presented was new to me
   - Most of the material presented was new to me.
   - I already knew all the information presented today.

2. Did you broaden your professional network from attending this session?
   - I met 1 or 2 people who can help me do my job better
   - I met between 3 and 5 people who can help me do my job better
   - I met more than 5 people who can help me do my job better.
   - I already know all of the people at the session.

3. Were you contacted (or did you contact) anyone you met in a prior session?
   - This was my first session
   - Yes- I contacted or was contacted by 1 or 2 people that I met in a prior session
   - Yes- I contacted or was contacted by 3 or more people that I met in a prior session
   - No- I did not contact or was not contacted by anyone that I met in a prior session.

4. How would you rate your confidence to put into action what you learned today?
Joint Peer Led Case Management Meeting cont’d

- Opportunities to discuss active PDSAs or other quality improvement projects
- Opportunities to client conference
- Case Managers also use that time to alert recipient staff about challenges that might need revised procedures
Major Accomplishments

- 80+ HOPWA and Ryan White system users have been successfully trained.
- Improved communication between Ryan White and HOPWA program and sub-recipient staff.
- Monthly Steering Committee with key project partners has opened pathways to problem solving strategies to advance system and service delivery coordination.
- Improved continuum of care for RW and HOPWA clients
- Newly established monthly peer led integrated case management meetings/trainings to address service coordination gaps.
- Language for contracts and forms for client consent have been developed and implemented.
- Locating “Out of Care” clients who are permanently housed but are not virally suppressed.
Major Challenges

Differing usage of software systems:
- CAREWare is the required data system for all Ryan White service providers and houses all core and non core RW services; CAREWare is used for data entry, QM and reporting.
- CaseWorthy has capacity for case management but is mainly used for reporting to funders; HOPWA sites do not all use CaseWorthy for case management.

Differing cultures and approaches of recipients/sub-recipients:
- RW Part A office is more directive in program development, implementation, quality management and oversight;
- HOPWA system allows for sites to operate more independently with emphasis on compliance with HUD law and regulations.
- In the Hartford TGA Consumers only have one case manager; they cannot have both a Ryan White and HOPWA case manager because the financial and staff capacity
Challenges Cont’d

• Larger HOPWA providers with multiple programs have invested in other data systems; for them, integration has not provided a “one-stop” solution.

• The CAREWare platform will be changing which will have implications for the future of the project

• Changes to the HOPWA Coordinated Access Network that will drastically change the continuum of care structure
Sustainability Plan

• Increasing AND maintaining provider buy-in for Long-term use of CaseWorthy sites as they experience increased value in adapting to the new platform alongside or instead of ones already in use.

• Allocate HOPWA and Ryan White funds to maintain activities and trainings that have been developed through DIG.

• Connecticut Coalition to End Homelessness will also be integrating into the system, bringing a direct link to state support.

• Contract language addressing ongoing implementation in both RW & HOPWA sub-recipient agreements will remain in contracts.
Questions?
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