



 NATIONAL

2018

RYAN WHITE

CONFERENCE ON HIV CARE & TREATMENT

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

Peta-Gaye K. Nembhard, MS BA

Systems Analyst, Ryan White Part A Hartford

City of Hartford Department of Health and Human Services

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

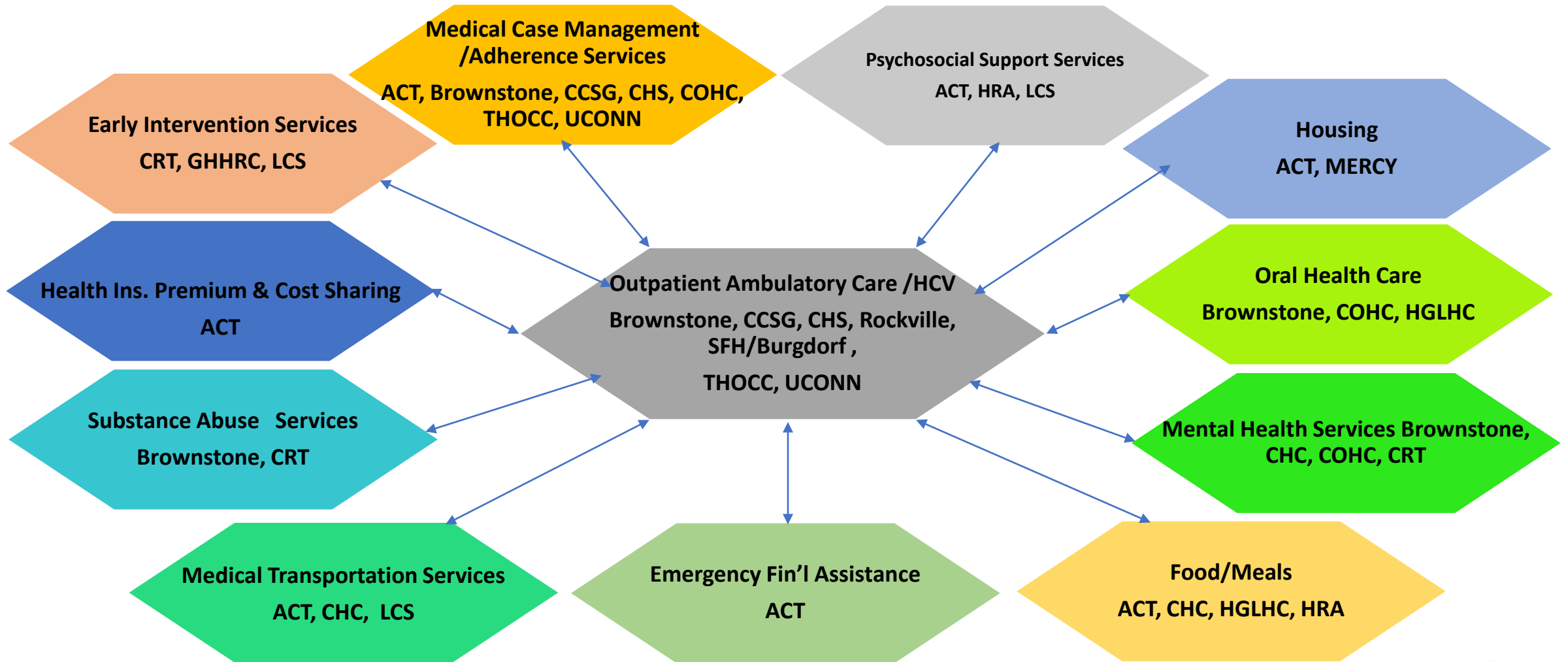
Core Services

- 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



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



Here comes the SPNS RFP

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 Continuum¹, 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)~~'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,² 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-15-152*).

We Were Funded



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

Doo, Scooby X

Appointments | Orders | Forms | Change Log | Client Report | Merge Client | Delete Client | Find List | New Search | Close

Demographics | Service | Annual Review | Encounters | HIV C&T

First Name: Scooby Middle Name: X
 Last Name: Doo Date of Birth: 4/13/1987 Est?
 Gender: Male Client URN: SOD00413871U Encrypted URN: gyDjgE5Rn
 Encrypted UCI: 95C821355FF87B5FC50FAEC5E68705FC8D28260DU

Ethnicity: Hispanic Non-Hispanic Unknown
 Race: White American Indian or Alaska Native Other
 Black or African American Native Hawaiian or Other Pacific Islander Unknown
 Asian

Client ID: Address: 100 Doggy Way City: Minneapolis
 State: Minnesota Zip Code: 55404
 County: Hennepin Phone Number: Include on label report


HIV Status: CDC defined AIDS HIV+ Date: 9/8/2008 Est? AIDS Date: 5/5/2009 Est?

HIV Risk Factors
 Male who has sex with male(s) Heterosexual contact Receipt of transfusion of blood, blood components, or tissue
 Injecting Drug Use Perinatal Transmission Other, specify:
 Hemophilia/coagulation disorder Undetermined/unknown, Risk not reported or identified

HOPWA CaseWorthy System

Client Dashboard

Client Photo



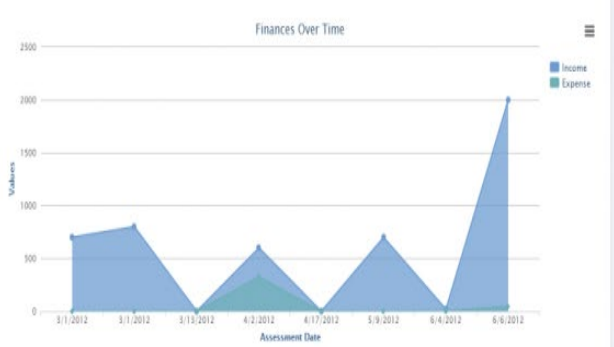
Client Alerts

Date	Summary	Severity	Type
12/24/2011	This is a Test Alert for Mitch Wrapp	Informational	Client Status

Barred From Programs or Services

Begin - End Date	Bar From	Bar Type	Reason
03/08/2012 - 12/31/9999	09 Head Start	Program	Entrance, Unauthorized
02/20/2012 - 12/31/9999	Anger Management	Service	Lying to Gain Services
02/01/2012 - 12/31/9999	Crossing	Program	Drug Use/Selling/Possession

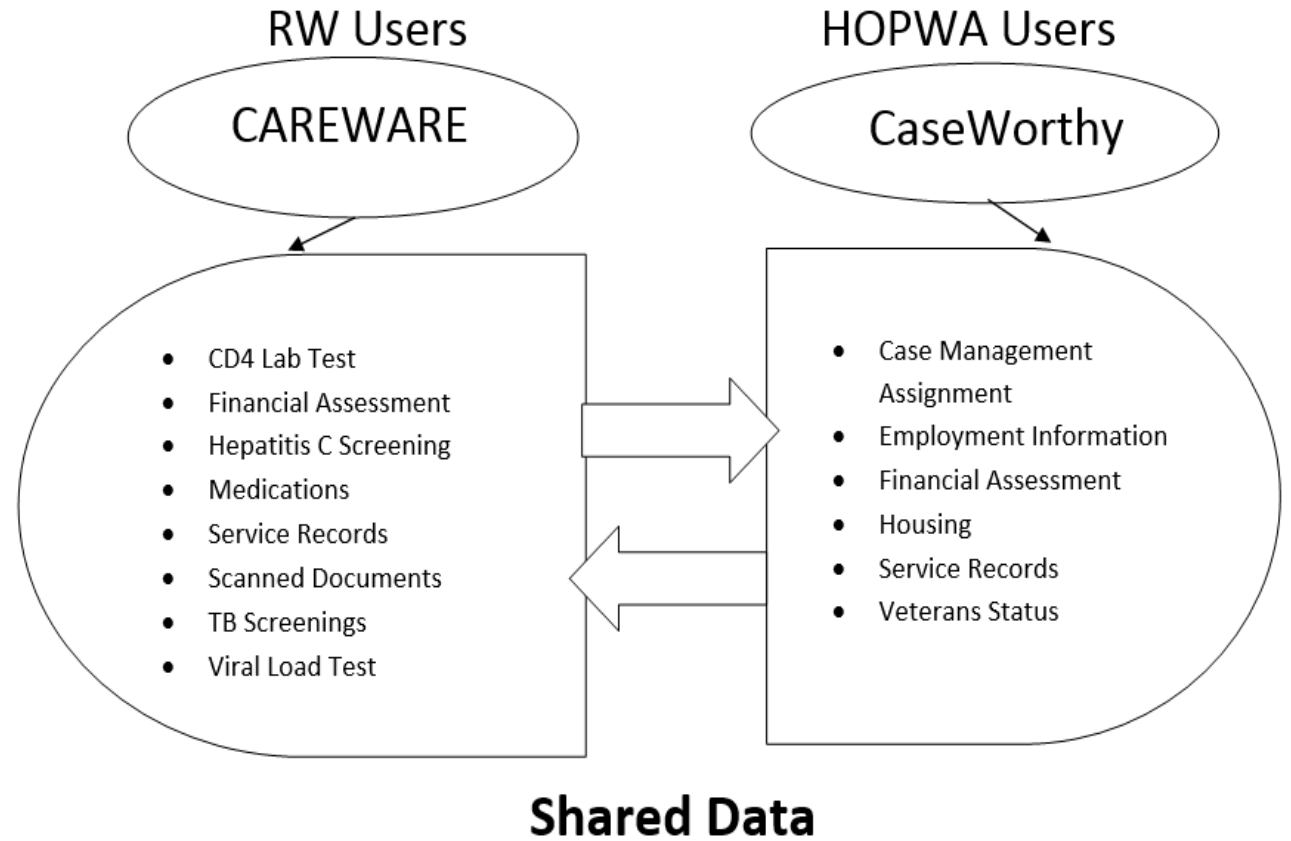
Finances Over Time



Document Check

Type Description	Verification Method	Storage Location
Map or Project Layout	Scanned	Electronic File
Description of Method of Procurement	Scanned	Electronic File
PhotoID	Scanned	Electronic File
PhotoID	Scanned	Electronic File
PhotoID	Scanned	Electronic File
Green Card	Scanned	Electronic File
High School Diploma	Copied	Electronic File
Utility Bill	Visual	Electronic File

- 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

The Hartford DIG Operational Plan



OPERATIONAL PLAN

City of Hartford

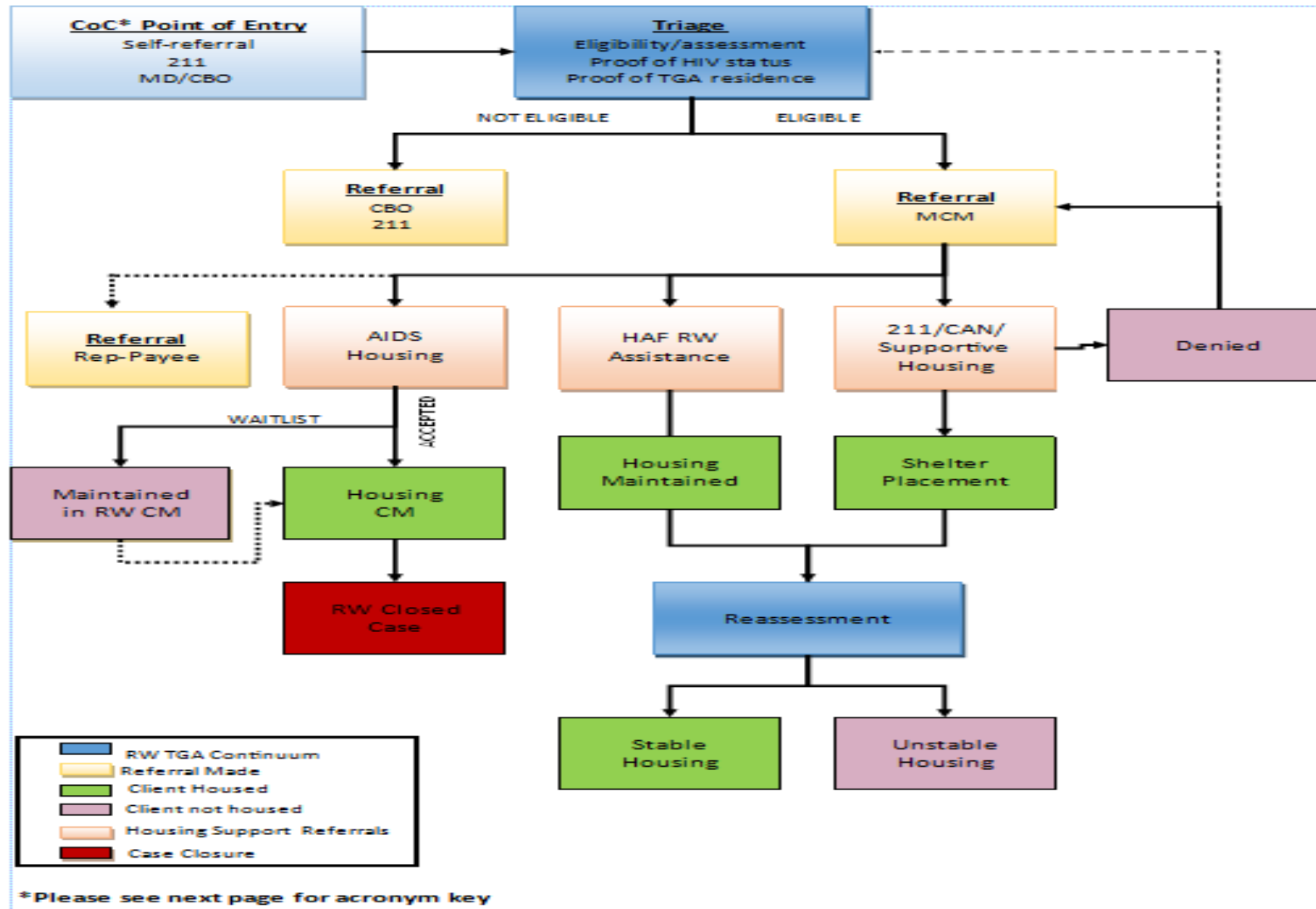
Ryan White HIV/AIDS Program and Housing Opportunity
for People Living with HIV/AIDS Housing Program
Data Integration

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)'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 (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-15-152).

Table of Contents

Operational Plan Summary.....	Page 3
Staffing.....	Page 4
Data Systems & Integration.....	Page 6
a. Technical Specifications.....	Page 6
b. Interface.....	Page 8
c. Reporting.....	Page 14
d. Data Management and Security.....	Page 15
Enhanced Service Coordination and Client Flow Diagram.....	Page 17
Client Flow Diagram.....	Page 20
Monitoring and Evaluation.....	Page 22
Training.....	Page 28

Data Integration Grant: Client Care & Housing Integration Process



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 Evaluation

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.

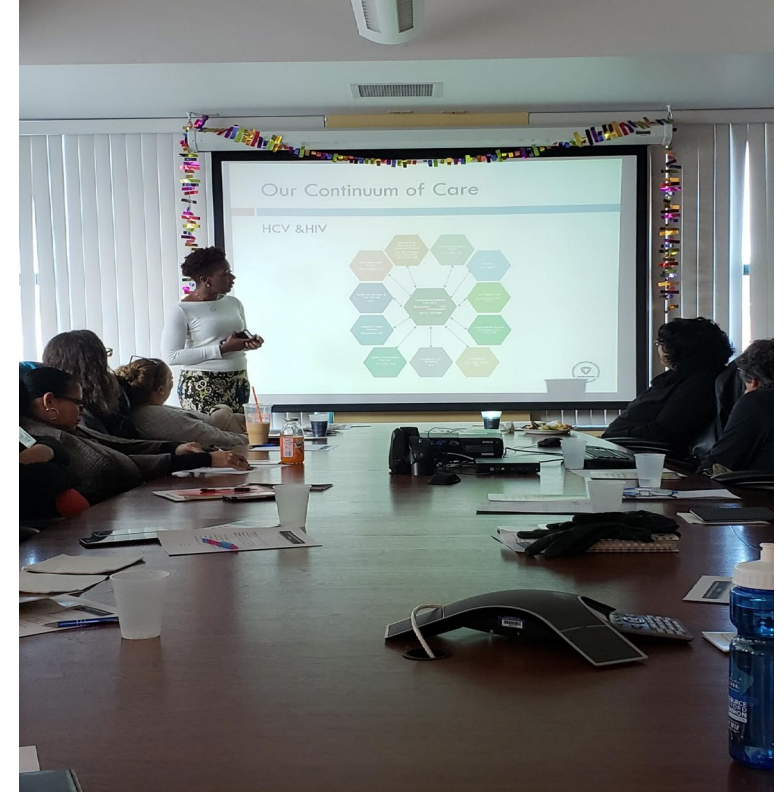
3. Were you contacted (or did you contact) anyone you met in a prior session?

- 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?





Peta-Gaye Nembhard, MS, BA

Systems Analyst

City of Hartford

Department of health and Human Services

nembp001@Hartford.gov

860-757-4705