Massachusetts Department of Public Health

Active Retention in Care for Health (ARCH)

January 2021

Introductions

- Emily Levine, Service Quality Coordinator, (Massachusetts Department of Public Health)

- Molly Higgins-Biddle, Project Director (JSI)
- Chris Tso, Helpdesk Coordinator (JSI)

MASSACHUSETTS careware

Topics Covered In This Webinar

- ARCH Data Requirements
- Entering Data
  - Acuity Scores
  - Referrals and Linkages
  - Custom Fields
  - Clinical Data
- Quality Assurance Reports Available
- Case Scenarios
- Contract Manager Data Review
- Support and Resources

MASSACHUSETTS **care**ware

ARCH DATA REQUIREMENTS

ARCH Data Requirements

- For ARCH clients, enter:
  - Acuity scores
  - Referral and linkage to medical care information
  - STI, Hepatitis, TB screenings
  - CD4/Viral Load

MASSACHUSETTS careware

Types of subservice units

1. Activities (e.g., assessment, linkage, referrals): enter "1" unit when completed

2. Encounters, visits, communication: enter "1" unit for each 15 minute increment

MASSACHUSETTS **care**ware

ARCH: "1" unit each for...

- Intake/initial assessment
- Initial acuity assessment
- MCM acuity reassessment
- ISP/Care Plan
- Referrals (non-medical)
- Linkage to medical care
- Linkage to health insurance
- HDAP linkage and recertification
- Referrals to Partner Services
- Transition out of ARCH services

MASSACHUSETTS careware

ARCH: "1" unit per 15 mins for...

- Communication with medical provider

- Communication with non-medical provider

- Client Communication (in-person)

- Client Communication (telehealth)

- Client communication (not in-person)

- Adherence support (in-person)

- Adherence support (telehealth)

- Adherence support (not in-person)

MASSACHUSETTS careware

ENTERING DATA – ACUITY SCORES

Acuity Scores

For the "ARCH initial acuity assessment," and "ARCH acuity reassessment," subservices, fill in the scores for each section of the acuity tool.

- HIV Care Adherence
- Current HIV Health Status
- Other Non-HIV Related Medical Issues
- HIV Medication Adherence
- Health Insurance and HDAP Status
- Sexual and Reproductive Health Status
- Current Mental Health Status
- Current Substance Use

- Current Housing Status
- Current Legal Status
- Support System and Relationships
- Current Income/Personal Finance Management Status
- Current Transportation/Mobility Status
- Current Nutritional Status
- Total Score

MASSACHUSETTS careware

Acuity Scores

- The "Total Score" is the sum of all sections.
- **Only numeric data** should be entered for these fields

MASSACHUSETTS careware

Acuity Scores

Client:	bet alpha
Date:	11/13/2020
Service Name:	ARCH Acuity Reassessment
Contract:	July 1, 2020 - June 30, 2021 (State)
Units:	1
Price:	0.00 $
Total:	0.00 $
Acuity Score: HIV Care Adherence:	
Acuity Score: Current HIV Health Status:	
Acuity Score: Other Non-HIV Related Medical Issues:	
Acuity Score: HIV Medication Adherence:	
Acuity Score: Health Insurance and HDAP Status:	
Acuity Score: Sexual/Reproductive Health Status:	
Acuity Score: Current Mental Health Status:	
Acuity Score: Current Substance Use:	
Acuity Score: Current Housing Status:	
Acuity Score: Current Legal Status:	
Acuity Score: Support System and Relationships:	
Acuity Score:Current Income/Personal Fin.Mgt.Stat.:	
Acuity Score: Current Transp./Mobility Status:	
Acuity Score: Current Nutritional Status:	
Total Acuity Score:	
Level of Acuity:	

Acuity Level

- **Acuity Level:** Select the level of acuity: basic (1-14), moderate (15-28), high (29-42).

Level of Acuity:

Basic (1-14)

Moderate (15-28)

High (29-42)

MASSACHUSETTS **care**ware

ENTERING DATA – REFERRALS AND LINKAGES

MASSACHUSETTS **care**ware

ARCH Referrals

Subservice ARCH Referrals (Non-medical) only:

- Enter date the referral was initiated.
- Select the **Referral type**:
  - ☐ Substance abuse
  - ☐ Mental health
  - ☐ Housing
  - ☐ Financial/benefits
  - ☐ Legal
  - ☐ Transportation
  - ☐ Peer support services
  - ☐ Food/nutrition support services
  - ☐ Other

- Select the **Referral status** (open, closed, lost to follow-up – 60 days).
- Enter date the referral was **confirmed** (can be later), and close the referral status.

MASSACHUSETTS **care**ware

ARCH Referrals

ARCH Linkage to Medical Care
Subservice ARCH Linkage to Medical Care only:

- Enter **date** the linkage was initiated.
- Select the **Linkage type**:
  - ❑ HIV
  - ❑ HCV
  - ❑ STI screening
  - ❑ Non-HIV related

- Select the **Linkage status** (open, closed, lost to follow-up – 60 days).
- Enter date the linkage was **confirmed** (can be later), and close the linkage status.

ARCH Linkage to Medical Care

Client:	bet alpha
Date:	11/13/2020
Service Name:	ARCH Linkage to medical care

Client:	bet alpha
Date:	11/13/2020
Service Name:	ARCH Linkage to medical care
Contract:	July 1, 2020 - June 30, 2021 (State)
Units:	1
Price:	0.00 $
Total:	0.00 $
Linkage Type:	
Linkage Status:	
Confirmation of Linkage Date:	

ENTERING DATA – CUSTOM FIELDS

MASSACHUSETTS careware

Optional Custom Fields

- Date Closed Out of ARCH Services
  - This field is optional.
  - Select the date closed out of ARCH Services.
- Next Acuity Assessment
  - This field is optional.
  - Select the date of the next acuity assessment

Date Closed Out of ARCH Services:

Next Acuity Assessment:

MASSACHUSETTS
careware

ENTERING DATA – CLINICAL DATA

Clinical Data

Customize
Demographics
Client Report
Encounter Report
Services
Annual Review
Case Notes
Custom Forms
Vital Signs
Hospital Admissions
Medications
Labs
Screenings
Screening Labs
Immunizations
Diagnoses
Sharing Requests
Referrals
Relations
Counseling and Testing
Pregnancy History
Orders
Appointments
User Messages
Search Change Details
Duplicate Client
Performance Measure Status
External Links
Close

- Clinical data is required for ARCH-funded agencies

- Individual sections for:
  - Labs
  - Screenings
  - Screening Labs

MASSACHUSETTS careware

Labs

- Date
- Lab
  - CD4 Count
  - Viral Load
- Test Operator
- Test Result (numeric)

Add

Date: 11/12/2019

Lab: CD4 Count

Test Operator: =

Test Result: ____ (cells/mm³)

Comment:

MASSACHUSETTS careware

Screening Labs

- Date
- Test Definition
  - Chlamydia
  - Gonorrhea
  - HCV(RNA)
  - Hepatitis C antibody
  - IGRA
  - Syphilis
- Result
  - Indeterminate
  - Negative
  - NMI
  - Positive
  - Presumptive
  - Unknown

Save   Back

Add

Test Date: 11/12/2019

Test Definition: Chlamydia

Result:

Treatment:

Titer 1:

Test Comments:

MASSACHUSETTS careware

Screenings

- Date
- Test Definition:
  - Rectal Pap Smear
  - TB Chest Radiograph
  - TST
- Result
  - Indeterminate
  - Negative
  - Positive
  - Presumptive
  - Unknown

MASSACHUSETTS **care**ware

QUALITY ASSURANCE REPORTS

QA Reports for ARCH

- Missing data reports:
  - Missing Acuity Reassessment in 6 months (No service in X days)
  - No CD4/viral load in the past 6 months (Clinical Encounter)
- Financial Report
- RSR Validation Report

- Other custom reports:
  - Client List
  - Service Detail Report
  - Care Access Client List
  - Referral Completions Client List
  - Changes in Acuity Client List
  - Viral Suppression Client List

MASSACHUSETTS careware

CASE SCENARIOS

Case Scenarios

Monday morning: new client, M arrives for his appointment

- 9:00-10:00am: meet with M
  - Complete the intake
  - Sign consents and program agreements
  - Discuss some ISP goals
  - Has not yet connected with his HIV doctor
- 1:00pm: create file for M
  - Complete progress notes
  - Complete acuity assessment and write up an ISP using the service planning goals as discussed with M earlier

Tuesday

- 10:00-10:30am: Team meeting to discuss M's needs and schedule an apt
- 11:30: attempt 2-3 times to call M with appointment time. Last call, leave message for M with all appointment times and other information about the upcoming appointment

MASSACHUSETTS careware

Case Scenarios: M continued

Wednesday

- 10:00-10:15am: call from M saying he needs a ride to his medical apt

- 10:30am: call cab company to make ride reservation for Friday apt

- 11:00-11:45am: call to M, who answers the phone.
  - Confirmed appointment time.
  - Discussed housing issues. M needs a new place to stay. He is currently doubled up and needs assistance getting on housing wait lists.

Thursday

- 2:00-2:45pm: Call to make a referral to APW for housing search and advocacy for next week with M.

Friday

- 2:00-3:00pm: M comes in for his HIV medical appointment
  - You accompany him to the appointment
  - HDAP application completed
  - M given a new prescription
  - M has lots of questions about his new medications.
  - You meet with him after the appointment to review. He receives a pill box and is walked through how to use it
  - You discuss the housing appointment for next week

MASSACHUSETTS careware

A week with M: data reporting

Service Name	Units
ARCH Intake/Initial Assessment	1 unit (complete)
ARCH Initial acuity Assessment	1 unit (complete)
ARCH ISP/Care Plan	1 unit (complete)
ARCH Communication with medical provider	2 units (30 minutes)
ARCH client communication (in person)	7 units (1 hour + 45 min total)
Taxi/Transportation	2 units (round trip)
ARCH Linkage to medical care	1 unit **Note:** Choose "HIV" in the drop down menu and remember the date the appointment happened
ARCH Communication with non medical provider	3 units (45 min total)
ARCH Referrals (non-medical)	1 unit (complete) **Note:** Choose "Housing" in the drop down menu
ARCH Communication with medical provider	2 units (30 minutes)
ARCH Client communication (not in-person)	4 units (45 min + 15 min = 1 hour total)
ARCH adherence support (in-person)	1 unit (15 minutes)
ARCH HDAP Linkage and Recertification	1 unit (complete)

MASSACHUSETTS careware

A week with M in CAREWare

View   Add   Delete   Receipts   Help   Print or Export

Services

Search: [   ]

Date	Subservice	Contract	Units
02/03/2021	ARCH Adherence support (in-person)	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH Client Communication (in-person)	July 1, 2020 - June 30, 2021 (State)	7
02/03/2021	ARCH Client Communication (not in-person)	July 1, 2020 - June 30, 2021 (State)	4
02/03/2021	ARCH Communication with medical provider	July 1, 2020 - June 30, 2021 (State)	2
02/03/2021	ARCH Communication with medical provider	July 1, 2020 - June 30, 2021 (State)	2
02/03/2021	ARCH Communication with non-medical provider	July 1, 2020 - June 30, 2021 (State)	3
02/03/2021	ARCH HDAP Linkage and Recertification	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH Initial acuity assessment	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH Intake/Initial Assessment	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH ISP/Care Plan	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH Linkage to medical care	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	ARCH Referrals (non medical)	July 1, 2020 - June 30, 2021 (State)	1
02/03/2021	MT Taxi/Transportation	July 1, 2020 - June 30, 2021 (Part B)	2

CONTRACT MANAGER
DATA REVIEW

MASSACHUSETTS
careware

Contract Manager Data Review

Description	Count
Total Number of Clients	30

Service Category	No of clients	Total Units
Non CARE Act Service	30	87

Service Category	Subservice	No of clients	Total Units
Non CARE Act Service	ARCH Acuity Reassessment	7	7
	ARCH Adherence support (in-person)	1	4
	ARCH Client Communication (not in-person)	1	2
	ARCH Client Communication (telehealth)	6	6
	ARCH Communication with medical provider	2	2
	ARCH Communication with non-medical provider	2	2
	ARCH Referrals (non medical)	14	29
	ARCH Transition Out of ARCH Services	7	8
	ARCH adherence support (telehealth)	11	27

MASSACHUSETTS **care**ware

QA is everyone's responsibility

- What data are your contract managers reviewing?

- What will they ask you about?

- What tools can you use to address data quality?

MASSACHUSETTS careware

CAREWare MA SUPPORT & RESOURCES

CAREWare MA Documentation

- Subservice Definitions
- Fields and Definitions
- Report Instructions

Fields and Definitions
June 2020 v2.1
Yellow highlights indicate changes since the last version.

MASSACHUSETTS careware

This document describes the fields available in the Massachusetts state CAREWare system. For more details on the field definitions used by the HIV/AIDS Bureau for the Ryan White HIV/AIDS Program (RWHAP), see the most recent Annual Ryan White HIV/AIDS Program Services Report Instruction Manual, available at:
https://careacttarget.org/library/ryan-white-hivaids-program-services-report-rsr-instruction-manual.
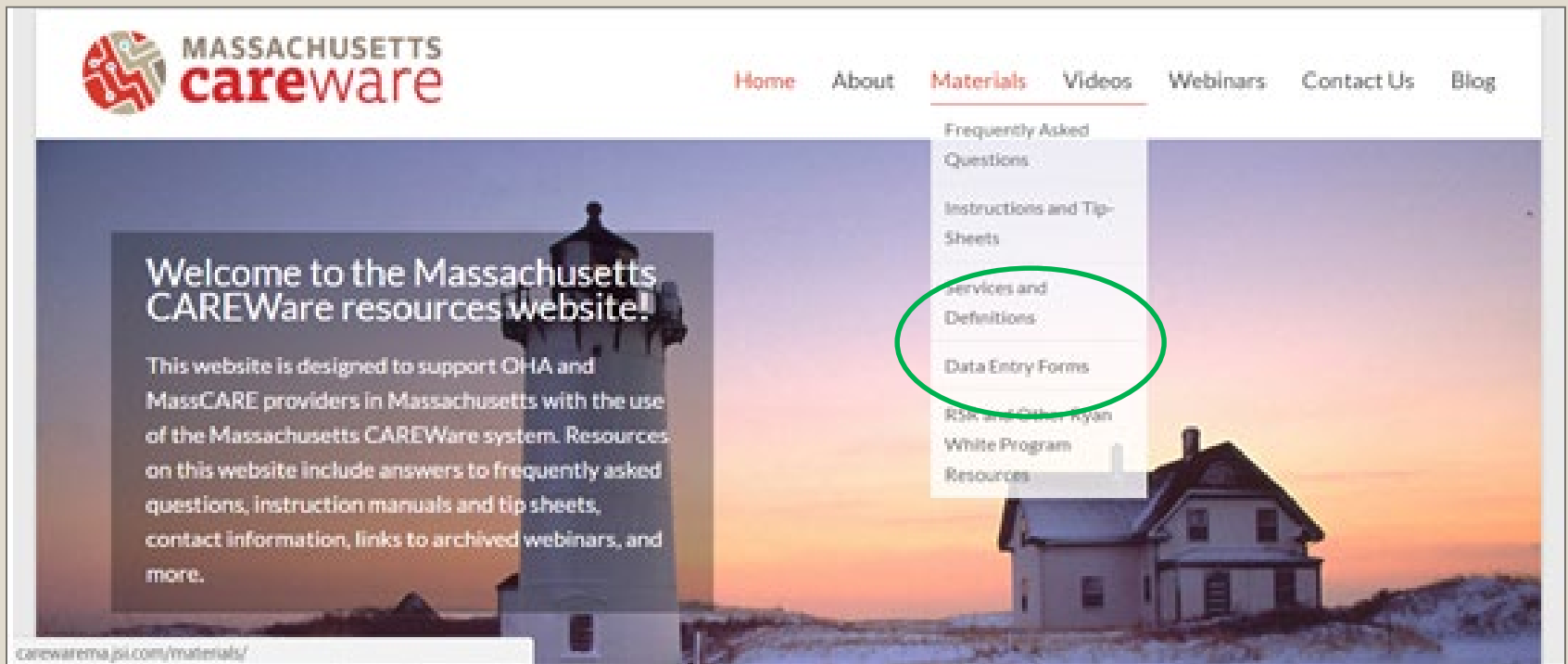
MASSACHUSETTS careware

CAREWare MA Website

Find materials and other resources at
http://carewarema.jsi.com/ under "Materials."

CAREWare MA Helpdesk Support

- Go to www.CAREWareMA.jsi.com
- Email CAREWareMAhelpdesk@jsi.com
- Call 617-385-3991
- Fax 617-482-0617

MASSACHUSETTS careware

THANK YOU!

Massachusetts careware