CAREWare

The Past, Present, and Future

Grantee Forum – June 2014

Wajiha Akhtar, MPH

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

WE ARE WASHINGTON DC

Outline

- What have we accomplished?
- What are we up to?
- Where are we going?
- What to do with your data now?
- What is your role?

What have we accomplished?

CAREWare

- 36 Active Providers
  - DC, Suburban MD, NoVA, WV
- 315 Users
- 2 system-wide upgrades
- Successful Ryan White Services Upload
- 12,654 clients
  - as of December 2014

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

CAREWare Support

- Monthly User Group Calls
- Training Series on CAREWare's Features
- Training Forums:
  - On-site
  - Webinar/Join.Me
  - Telephone

AIDS Drug Assistance Program

- Drug Services for CY2014
- 1,399 Clients
- Data Includes
  - Demographics,
  - Clinical Information,
  - Eligibility Information, and
  - Drug Services

What are we currently working on?

ADAP

- Data Quality Assessment for ADR
- Monthly uploads of Drug Services
- Integrate ADAP operations onto CAREWare
- Automate programmatic reports

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

System-Wide Data-Sharing

- Providers can view services provided by other in-network RW providers for their clients
- Standard Release of Information (ROI) language

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

User Manual and Policies

- Updating Training Tools
  - CAREWare Basics
  - Provider Data Import
  - Administrator Rights Training
- User Manual for build upgrades
  - Define each entry
- User Inactivity Deactivation Policy

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

Routine Data and System Monitoring

- Log Monitoring
- Alert Monitoring
- User Account Deactivation
- User Permission Inventory

Where are we going?

Data Quality Assessment

Observations:

- Duplicate clients
- Implications of missing data
- Multiple services on the same day
- Antiretroviral use

Data Collected

- Information on:
  - Date of Birth
  - Race/Ethnicity
  - Gender
    - Transgender subgroup
  - Health Insurance
  - Housing Status
  - FPL
  - HIV/AIDS Status Diagnosis Year
  - Risk Factor
  - Enrollment Status

- Core Services and Support Services
- HIV risk reduction screen*
- OAMC visit*
- CD4 Counts and Dates*
- Viral Load and Dates*
- Prescribed PCP*
- Prescribed HAART*
- Screened for TB*
- Screened for syphilis*
- Screened for Hep B*
- And more*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

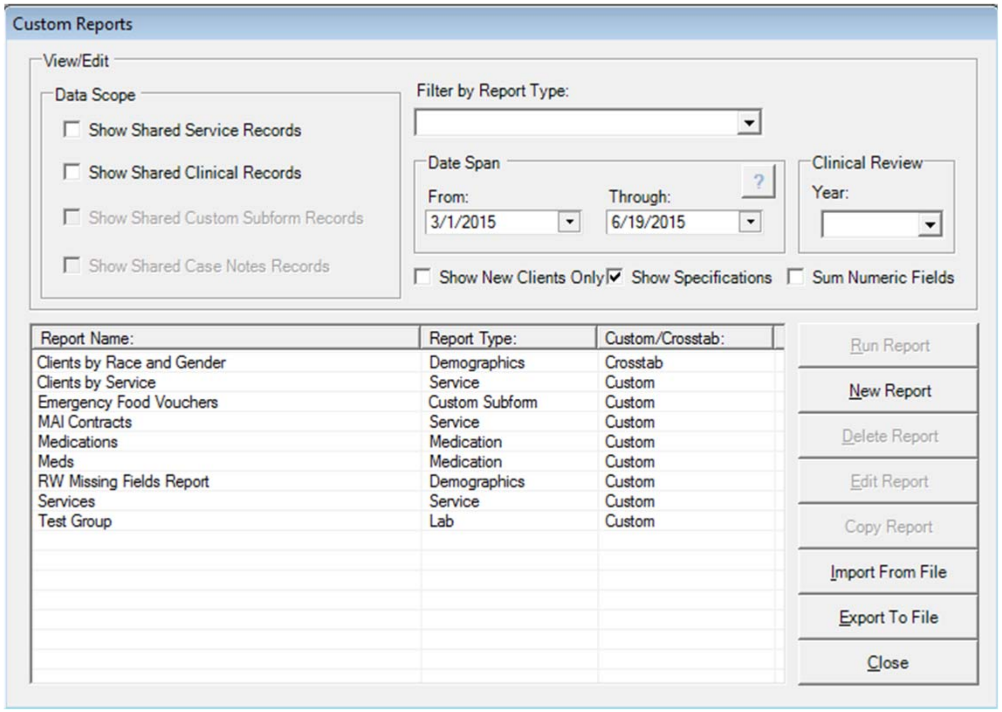
*Required Elements for OAMC

What to do with your data now?

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

Custom Reports

- Designed to produce lists of certain clients, sorted and filtered by specific criteria.
- Examples:
  - List of all clients sorted by last name, or eUCI, or by gender and age within gender
  - We could take this list and filter it to only female clients for a certain age group
  - We could further take this list and restrict it to females whose last viral load in year was greater than 200 copies.



No Service in X days

- Allows you to locate clients who may have fallen or are in danger of falling out of care.
- This report allows you to examine the records of individual clients and determine if action is necessary
- Only assesses clients who are not closed or diseased.

Performance Measures

- How well is my client population doing based on a measure?
  - Example: Among all HIV-seropositive clients that had an OAMC visit last year, what proportion did not have a viral load test?
  - Or did not have a TB test?
- You can quickly isolate populations that are not receiving the standard of care at your site.
- Build your own for your site's specific needs.

Performance Measures

- For example, your denominator or base population could be all clients who are HIV positive and have had 2 or more OAMC visits in the last 12 months

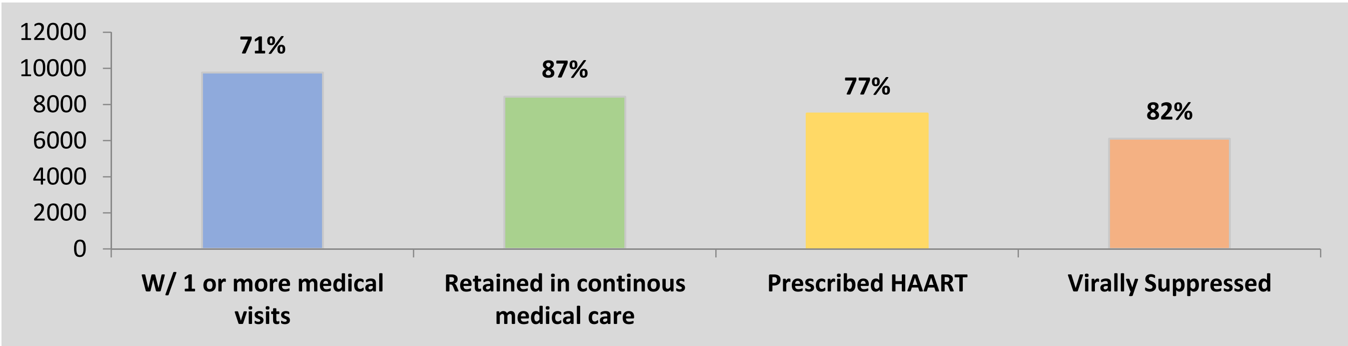
- Your numerator would be selected from the denominator population. For example, of those in the denominator, which clients did not have Hep C screening or a VL test

- CW will generate the PM rate (numerator clients/ denominator) but also a list of those clients who do not meet the numerator criteria and allow you to hyperlink directly to those individuals to examine their records, or send to a report

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

Continuum of Care

- Use of Performance Measures to generate provider-level Continuum of Care
  - Clients Served
  - Clients Retained in Care
  - Clients Prescribed ART
  - Clients Virally Suppressed



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.

What is your role?

Your Role

- Collaborating and Troubleshooting
  - Monthly User Group Calls
  - Training Sessions
- Data Quality Checks
- Fulfilling HAHSTA Reporting Requirements
  - Monthly reports
  - Quarterly reports
  - Mid-year submission
  - Annual report (RSR)
- Provider Needs
  - Submit Change Request Form

Contact Us

Wajiha Akhtar, MPH

CAREWare Administrator

202.671.4983

care.ware@dc.gov

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DOH
DEPARTMENT OF HEALTH
Promote. Prevent. Protect.