Ryan White CAREWare Overview
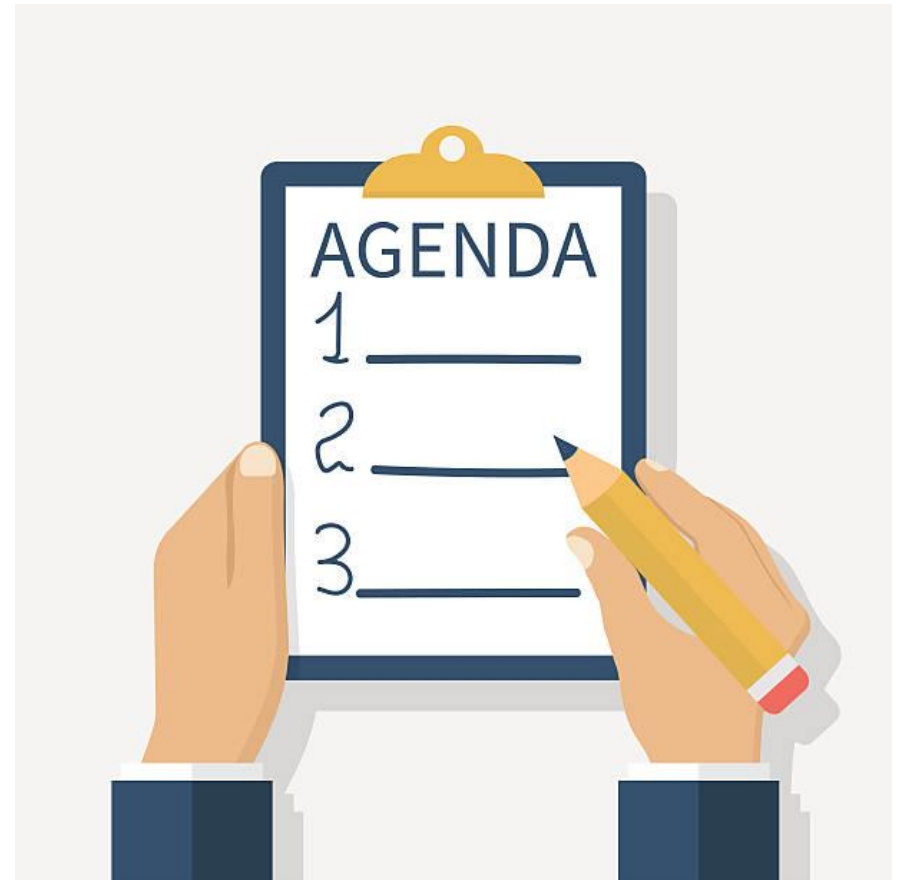
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City of **Philadelphia**

Agenda

- **Overview of required data entry**

- **Data collection process**

- **Data use**

- **Questions**

Housekeeping Items

- Feel free to ask questions throughout! You can either come off mute or drop questions into the chat.

- Goal is for this to be as useful as possible for you.

- All screenshots in this presentation are of fake test clients (no actual PII)

RSR Reporting

- The Ryan White Services Report (RSR) is a data report that subrecipients submit to HRSA/HAB every February.

- Reporting period is calendar year.

- Report contains required data elements, which are defined by HRSA and are different for each service category.

- Must be at no more than 10% missing data by the time of the submission.

CAREWare

- CAREWare is free HRSA-supported software for managing and monitoring HIV clinical and supportive care

- Maintained by jProg

- Required for all direct Ryan White service providers funded by DHH

- Each program has its own instance of CAREWare (not on one central server)

Primary CAREWare Uses

- Entering and maintaining client records
- Running custom reports
- Monitoring and reporting on performance measures
- Continuous Quality Improvement (CQI)
- RSR cleanup and reporting

CAREWare Record

AACO > Bo (Apple, Banana, Birthdate: 4/7/1992, Last service: 5/17/2024)

Reminder: fake client!

Find Client > Search Results > View Details > Demographics
Back

Demographics

Customize
Demographics
2024 RSR: 0 issues
2023 RSR: 1 issues
Client Report
Encounter Report
Drug Payments
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
Custom Subform
HNS
Appointments
Cap On Charges
User Messages

Button	Detail
Personal Info	Client ID: Name: Bo (Apple, Banana) Gender: Female DOB: 04/07/1992
Change URN	BNAP0407922U
Contact Information	123 Fake Street Philadelphia, PA 19144
Race/Ethnicity	Black, Hispanic (Mexican)
HIV Risk Factors	MSM, Hemophilia, Heterosexual
Vital and Enrollment Status	Vital Status: Alive Enrolled: 01/01/2019 Current Status: Active
Eligibility	Ryan White Eligible
HIV Status	CDC defined AIDS Estimated HIV Date: 04/01/1999 AIDS Date: 04/01/2024
Common Notes	Notes Part A MCM Emergency contact is mother - aware of HIV status SPBP # 23456789 Exp 7/24
Provider Notes	No description supplied

CAREWare - Demographics

- Providers are required to enter the following Demographic data in CAREWare:
    - Name
    - Gender
    - Sex at Birth
    - Date of Birth
    - ZIP Code
    - Race/Ethnicity
    - HIV Risk Factors

CAREWare – Demographics

- (Continued from previous page)
  - Vital Status
  - Enrollment Status
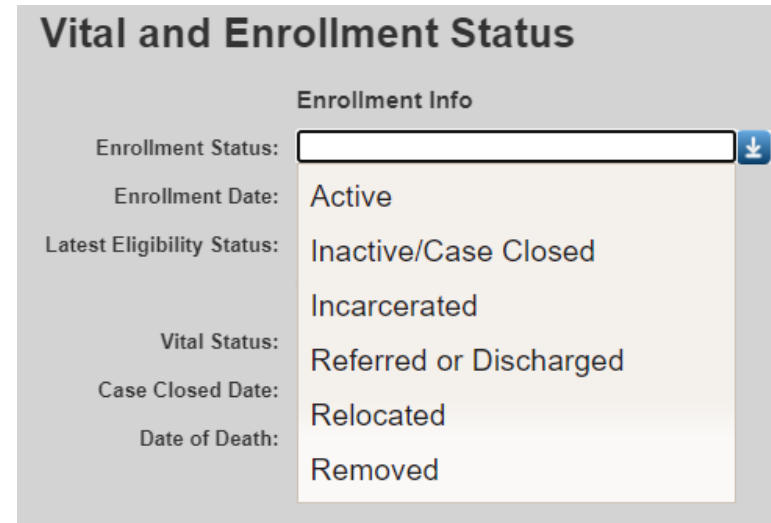 - Ryan White Eligibility
  - HIV Status and Date

FAQs About Demographics

- Why are these fields required?
    - RSR and/or performance measures (e.g. risk factor of MSM required for certain PMs)
- What are the gender options in CW?
    - Male, Female, Transgender FtM, Transgender MtF, Transgender Other, Unknown
    - Defined by HRSA; options cannot be changed or edited

FAQs About Demographics

- How can you tell if someone is incarcerated?

  - Enter "Incarcerated" under Enrollment Status
  - Once client is back in care, Enrollment Status is changed back to Active and there is no record of incarceration

Vital and Enrollment Status

Enrollment Info

Enrollment Status:	
Enrollment Date:	Active
Latest Eligibility Status:	Inactive/Case Closed
	Incarcerated
Vital Status:	Referred or Discharged
Case Closed Date:	Relocated
Date of Death:	Removed

FAQs About Demographics

- How do you enter ZIP if someone is homeless?
    - Per HRSA: "*When a ZIP code location is unavailable for a homeless client or the location offered is questionable, providers should use the service location ZIP code as a proxy.*"

CAREWare - Services

CAREWare – Services

- When recording services in CW, subrecipients must enter:
  - Date
  - Contract Name
  - Service Category
  - Service Name (aka "Subservice")
  - Number of Units

CAREWare - Services

- Allowable Subservices vary by service category, and by provider site
- E.g. Medical Case Management
  - Some providers only have basic subservices, others have subservices broken out into many subcategories
- Unit definition varies by service category

FAQs About Services

- Why are these fields required?
  - Number of clients and units per service category collected from DHH quarterly and used for monitoring
  - End-of-year service utilization calculations presented to HIPC
  - End-of-year grant reporting
  - Performance measures
  - RSR

FAQs About Services

- Is telehealth recorded?
    - Telehealth is currently captured for O/AHS services (see below)
    - Some providers may capture it for the other service categories, but not standardized

CAREWare – Annual Review

- Providers are required to enter the following Annual Review data in CAREWare on an annual basis:

Data Element	Required Service Categories
Housing	O/AHS, MCM, Housing, EHE
Health Insurance	All Core services
Poverty Level	O/AHS, MCM, EHE
Substance Use	O/AHS
Mental Health	O/AHS

FAQs About Annual Review

- Why are these fields required?
    - RSR Reporting
    - Substance Use and Mental Health impact O/AHS performance measures
- Is this how you can tell if a client uses substances or has a mental health diagnosis?
    - No! Data entry of "Yes" or "No" refers to whether a client was screened, not whether they have a history

CAREWare – Labs and Screening Labs

- O/AHS providers are required to enter the following Lab/Screening Lab data in CAREWare:
    - Viral Load (required for MCM as well)
    - CD4
    - Lipids
    - Hepatitis C
    - Gonorrhea
    - Chlamydia
    - Syphilis
    - Hepatitis B
    - TB

CAREWare – Screenings

- O/AHS providers are required to enter the following Screenings in CAREWare:
    - Pap Smear
    - Colposcopy
    - Hysterectomy (if applicable)
    - Point-of-care and Confirmatory HIV test data (used for iART measure)
    - iART follow up

CAREWare – Screenings

- MCM providers are required to enter the following Screenings in CAREWare:
    - MCM Tier (Comprehensive or Standard)
    - Service Care Plan Creation/Update

Other CAREWare Entry

- MCM Providers
  - Case Notes
  - Medications (ART)
- O/AHS Providers
  - Immunizations (Hep A/B)
  - Medications (ART and PCP Prophylaxis)

Data Collection Process

- CAREWare is not centralized in Philadelphia
    - If Provider A and Provider B both see the same client, and Provider A makes an update in CW, Provider B will not see it on their version
    - DHH does not have direct access to subrecipients' CAREWare data
- Subrecipients must run reports and submit them via secure FTP site

Report Summary

- Financial Reports
    - Clients and units
    - Quarterly
- Performance Measure reports
    - O/AHS and MCM
    - Bimonthly
- Provider Data Export (PDE)
    - Export of all CW data
    - Quarterly

Data Collection Processes

- WICY Report
    - Breakdown of contracts by gender and age for HRSA's WICY report
    - Annually
- RSR Reports
    - Required data elements for RSR, along with percent missing
    - 3x per year

Data Use

What does DHH do with this data?

Data Use

Data from these reports is used for:

- Monitoring and quality assurance
- Disparity calculations
- Outcomes reporting for grants (e.g. MAI viral load outcomes)
- Fulfilling HIPC data requests
- CQM activities (performance measurement and CQI)
- Running service utilization data per PCN 15-02
- Data validation
- And more!

Questions?