



Improving Ryan White Service Delivery and Capacity through Web Based Tech Assistance



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Learning Objectives



- Navigate available TARGET Center TA resources to meet your local agency needs.
- Organize an itinerary of self-serve TA products and sessions for your program staff.
- Submit grantee-developed resources to the TARGET Center for inclusion, to benefit other Ryan White providers.

How TARGET Center Delivers TA

- TARGET Center = Technical Assistance, Resources, Guidance, Education and Training
- A web-based center for self-serve TA provided nationwide through webcasts, teleconferences, and downloadable documents.
- Primarily for Ryan White providers, though clients can benefit as well.

TARGET Team Goals

- Enhance site usability
- Increase grantee success in locating TA products
- Maintain site functionality
- Raise awareness about TARGET
- Add cultural competence to TA offerings.

Your TARGET Center Team



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20th RYAN WHITE ALL GRANTEE MEETING AND 10th ANNUAL CLINICAL CONFERENCE

Who Uses the TARGET Center?

- 2,250 – 3,000 unique visitors each month.
- 4,000 – 6,000 total visits.
- Average visitor views 3-4 pages, stays 4.5 minutes.

Challenges and Opportunities

- Balance: Loyal users like familiarity, but new TA consumers have new needs / perspectives.
- Competition for Attention: Those most in need of TA may feel too busy to utilize even self-serve TA.
- Technology: More dynamic / graphic formats make download difficult for those on slow connections.

TA Collection

- Hundreds of HRSA and grantee items to enhance Ryan White work in many fields.
- Not just random postings.
- All HRSA prescreened, reviewed, and of high quality.

TA Collection (cont'd)

- Write down some kind of TA information that you've been interested in finding.
- Let's go onto the TARGET Center, and see if the something fits.
- Approximately 600 items on the TARGET Center, but always looking to add more.

No Time for TA?

Identify Your Needs

- New procedures?
- Changing services?
- Staff / infrastructure changes?

Find Your Resource

- Search when you want
- Choose TA format that fits your time frame or needs.

Put it to Use

- Download for self-study
- Or join webcast, call, blog.
- Give feedback. We'll add more!

Finding Resources

- How do you find and obtain resources useful to your work? Via the web? Your colleagues? The state health department?
- HRSA-funded grantee creates a tool, directory, process, or guide; TARGET Center can share it.
- *This keeps professionals from having to recreate the wheel!*



Examples of Shared Resources

- Missouri HIV Case Management Manual (2010)
- ***Outlines policies, standards, roles and responsibilities, monitoring, recordkeeping.***
- Someone mentioned its helpfulness on a listserv. HRSA contacted Missouri PO, who agreed that it was a valuable tool.
- Missouri staff had recently updated manual, were glad to share. Helped write a Feature article on the tool. http://www.careacttarget.org/feature/case_management.asp

Examples of Shared Resources

Submit a Resource/Face of Ryan White Nomination

Search the TA Library

Search



Search the TA Library

Webcasts & Calls

Topics

Ryan White Community

TA Calendar

Help Desk



Case Management Tools in Missouri

Missouri's Ryan White Part B Program has developed multiple tools to both improve case management services and implement the Ryan White HIV/AIDS Program's increased focus on medical case management. Among these are the following:

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FEATURE ARTICLE Case Management by Computer

Missouri employs an electronic client level database to help carry out medical case management. The system records demographic data, verifies eligibility, captures service referral and utilization data, and more. The system, called FACTORS, creates and monitors care plans for both medical case management and psycho-social case management services for Ryan White clients.

FACTORS is based, in part, on client level databases created nearly a decade ago in Missouri (see below, Looking Back—and Ahead). FACTORS also replaced an old paper-based system, which was seen as less effective in helping case managers develop care plans and monitor success. The process of converting all case managers to electronic media took several years. It was facilitated by a statewide coordinated effort of all Ryan White grantees and the use of a single database administrator.

While States and communities across the Nation are using varied approaches to developing care plans, programs are united in their focus on implementing the Ryan White legislation's increased emphasis on core medical services—linking clients into primary care. As a result, the work of case managers is more focused on engaging and retaining clients in health care services, including providing treatment adherence counseling—along with

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Examples of Shared Resources

CASE MANAGEMENT ORIENTATION CHECKLIST

Employee Name: _____ Date of Hire: _____

Case Management Agency: _____ Orientation Packet Received: _____

COMPLETE WITHIN 30 DAYS OF HIRE DATE

I. BASICS:

TOPIC	TRAINING/METHOD USED	SUPERVISOR/TRAINER SIGNATURE	DATE
Epidemiology <small>(local, state, national, world)</small>			
Medical Aspects of HIV			
Immunology			
Infections			
Testing			
Transmission			
History of HIV Infection			
AIDS			
Opportunistic Infections			
Multiple Diagnosis			
Substance Abuse			
Mental Health			
Risk Reduction Behaviors			
Personnel Policies <small>(specific to your agency)</small>			
Personal Safety for Case Manager/Agency Safety Procedures			
TB Test Completed			
Background Check			
HIV Laws and Regulations			
Confidentiality			
Benefits Package			

II. CASE MANAGEMENT PROCESS AND PAPERWORK:

Intake			
Enrollment			
Assessment and Individual Service Plan			
Encounters & Notes			
Biopsychosocial Acuity Tool			
Client Data Worksheet			

Creating and Sharing Resources

- How often do you develop something from scratch? How much time does it take to do that?
- You can save peers this trouble.
- Share your resource with your Project Officer, or contact TARGET Center directly for us to clear with PO.

Examples of Shared Resources

- New York Priority Setting Tool (2010)
- *Quantitative tool helps with developing service priorities and funding.*
- *Grid uses five criteria, and weighs scores.*

Examples of Shared Resources

NYC HIV Health and Human Services Planning Council FY 2009
Priority Setting Tool

Step 2 Score Each Service Category (for each service category below, select score in each cell's drop-down box)	Step 1 Review Decision Criteria Factors (see definitions below)					Instructions		Scoring System				
						1. Review decision criteria and their definitions		8	Points = Very high value (Any number of 8's may be given to each column)	2. For each of the service categories, select the score for each criteria in the drop-down box		5
	Service Category	Fayer of Last Resort	Access to Care and/or Maintenance in	Consumer Priority	Specific Gaps/ Emerging Needs	Core Services			1	Points = Low value (Any number of 1's may be given to each column)	9	Points = No value (only to be used to the Core Services column)
	15%	35%	25%	15%	10%	Total Score	Total Percentage	PC 09 Rank	PC 2010 Rank	HRSA 2010 App Rank	Approved 2009-2010 Spending Plan	Proposed 2010-2011 Spending Plan
						0.00	0.00%					
						0.00	0.00%					
						0.00	0.00%					
						0.00	0.00%					
						0.00	0.00%					
						0.00	0.00%					
						0.00	0.00%					
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						0.00	0.00%					

Creating and Sharing Resources

- Many others, i.e. a policy on sliding fee scales, job descriptions for peers, and for data wonks. It's not just which data form you fill out; data collection and reporting guidance, etc.
- Most TARGET resources explain rationale for the information you'll use, and walk you through.
- Have you developed anything that you'd like to share?

Adding Your Voice

- Providers' resources and time are at a premium. Your home-grown TA tool, guide, or document can help others!
- Your agency / client / staff success story can inspire others, and prevent burn out!
- Visit the TARGET Center, and consider contributing.

Will My Product Get Accepted?

- HRSA shares submissions with appropriate Project Officer.
- Project Officer ensures accuracy, cultural competence, relevance.
- If the Project Officer approves it, it goes up.
- It's that simple.

Coming Soon

- We want to make it easier for you to learn through the TARGET Center.
- There will be significantly more webcasts and more on-demand learning tools (such as the Data Academy page).

Examples of HRSA Resources



- Home icon
- Search the TA Library
- Webcasts & Calls
- Topics
- Ryan White Community
- TA Calendar
- Help Desk

DATAacademy

To link the Data Academy in your blog, your iGoogle home page, your Facebook profile or website, please [click here](#).

Welcome to DATAacademy.

Data Academy was created for Ryan White HIV/AIDS Program grantees and service providers. This resource can help you build skills and become more efficient in the ways you collect, use and share data.

You can take Data Academy modules in any order.

Essential Data Steps: A Self Assessment

Simplify Your Data Collection



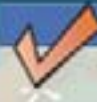
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