

Lessons Learned in the Quest for the Perfect RDR/RSR

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2010 Ryan White Grantee Meeting

August 26, 2010

8:00-9:30 AM

Fenway Community Health Center

- ❑ Located in Boston, MA
- ❑ Founded 1971
- ❑ Ryan White Parts A, C and D
- ❑ Federally Qualified Health Center



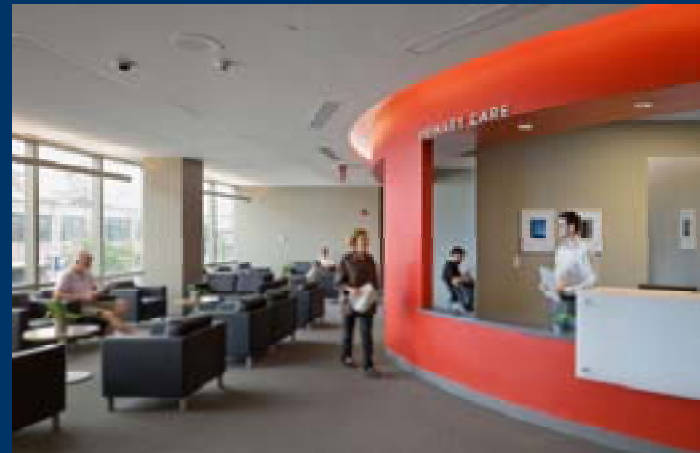
Fenway Community Health

- ❑ Specializing in LGBT health
- ❑ Largest ambulatory facility caring for MSM in New England
- ❑ >13,000 Patients
- ❑ 1,400 HIV-infected patients , ~1,200 MSM



Fenway Community Health Services

- ❑ Medical: Primary and Specialty Care
- ❑ Behavioral Health: Individual, Group, Psychiatry, Case Management, Acupuncture Detox, Violence Recovery
- ❑ Counseling and Testing Services: HIV, STD, Hepatitis
- ❑ The Fenway Institute: Research, Education and Training, Advocacy
- ❑ Dental
- ❑ Optometry



Fenway's Clinical Electronic Systems



- ❑ GE Centricity EMR – started in July 1997
- ❑ Medical Manager – started in January 1999
- ❑ Dentrix – started in April 2009
- ❑ Primary reporting tools
 - ❑ Crystal Reports
 - ❑ Toad
 - ❑ Touchpoint

Learning Objectives

- Assessing strengths and deficiencies in RDR/RSR
- “Selling” Data Capture Improvements
- Utilizing third party tools to proactively collect and report
- Involving Patients in improving their own care

“Selling” Data Capture Improvements

- Upper Management Commitment
- Emphasize benefits (primary and secondary) to stakeholders
- Involve stakeholders in Design, Build, Training
 - Pilot with smaller group that management feels is representative –computer savvy, less experienced
- Respond to improvement requests

Utilizing third party tools

- Medical Manager
- GE Centricity EMR
- Visual Form Editor
- Crystal Reports, TOAD
- Social Security Death Master File (SSDMF)

Third party tools-Medical Mgr

- Initial Registration
- Annual Update
- Age, Race/Ethnicity, Gender, Insurance, Income
- Contact Information, Veteran Status, Marital Status, Preferred Name
- One way link to Centricity EMR

Third party tools-Centricity EMR

- Visits
- Diagnoses
- Medications
- Labs
- Data Capture Forms for discreet site-specific data –eg-HIV Risk Group

Third party tools-VFE

- Visual Form Editor
- Imbed Forms in Centricity
 - HIV Intake – structure intake process, get patient talking about transfer of care, needs and wants
 - HIV Visit – regular care, proactive not reactive
 - Immunization and PPD
 - Behavioral Health – Treatment Plan, Progress Note, SOS
 - Case Management – Phone Note
 - Substance Abuse – Suboxone Eval

HIV Intake Form

EMMS HIV Intake: Kerry M. Lee

Parent Info | **Medical Information** | Preventative Care

HIV Testing with confirmatory test results Yes No
Date of last HIV Test date: 07/10/2009

HIV Status

- HIV+ not AIDS
- HIV+ AIDS dx unknown
- AIDS CDC defined

TB Assessment

Date of last PPD: 12/14/2009 PPD Test Result: Positive Negative

Chest X-ray: Yes No

Date began TB prophylaxis: _____
Type of Prophylaxis: _____

Status of TB prophylaxis:

- Lost before 12 months
- Still on RX
- Has completed 12 months
- Side effects no completion
- Other (specify)

Current HIV-related symptoms

Add date of last HIV ROS

History of Opportunistic Infection

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

HIV Visit Form

HIV Form: Kerry M. Lee

Self Management | Specialized Care | **HIV Codes**

Please Check all topics discussed:

Medical Management <ul style="list-style-type: none"><input type="checkbox"/> Case Consultation<input checked="" type="checkbox"/> Care Retention<input type="checkbox"/> Patient Discharge<input checked="" type="checkbox"/> HIV Transportation<input type="checkbox"/> Care Coordination<input checked="" type="checkbox"/> Disability Paperwork<input type="checkbox"/> Medical Prior Authorization	Referral to: (Internal or External) <ul style="list-style-type: none"><input type="checkbox"/> Primary Care Provider<input checked="" type="checkbox"/> Behavioral Health Provider<input type="checkbox"/> Substance Abuse Provider<input checked="" type="checkbox"/> Other HIV Support Services<input type="checkbox"/> Medical Specialist<input type="checkbox"/> Partner Counseling and Referral<input type="checkbox"/> Home Health Provider<input type="checkbox"/> Diagnostic Testing<input type="checkbox"/> Financial Assistance<input checked="" type="checkbox"/> Other
Treatment Adherence <ul style="list-style-type: none"><input type="checkbox"/> Initial Assessment<input type="checkbox"/> Readiness<input type="checkbox"/> Self Report<input checked="" type="checkbox"/> Side-Effect Management<input type="checkbox"/> Adherence Assessment<input checked="" type="checkbox"/> Adherence Reassessment<input type="checkbox"/> Adherence Discharge	Health Education/Risk Reduction <ul style="list-style-type: none"><input type="checkbox"/> Hepatitis C<input type="checkbox"/> Positive Prevention<input checked="" type="checkbox"/> Risk Reduction Activities<input type="checkbox"/> Basic Risk Assessment<input type="checkbox"/> Comprehensive Risk Assessment
Insurance Enrollment <ul style="list-style-type: none"><input checked="" type="checkbox"/> HDAP Application<input type="checkbox"/> HDAP Enrollment<input type="checkbox"/> HDAP Follow-up<input type="checkbox"/> HDAP Billing Issue<input type="checkbox"/> HDAP Pharmacy Assistance<input type="checkbox"/> HDAP Other<input type="checkbox"/> Insurance Enrollment: Mass Health<input type="checkbox"/> Insurance Enrollment: Other	

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

Third party tools-Reporting

- Crystal Reports and TOAD
 - visits, diagnoses, medications, labs
 - Discrete data captured in forms
 - Establish cohort up front, based on
 - Problem list
 - Kept appt in last year
 - Library of reports, used as blueprint for the next RDR/RSR
 - SOPs, team
- Extract from Centricity into Excel, MS Access

RDR Library

Windows Explorer window showing the '2009 RDR' folder. The address bar shows the path: P:\PROJECTS\Ryan White\2009 RDR. The file list includes various Crystal Reports files with columns for Name, Size, Type, and Date Modified. A tooltip is displayed over the file 'Q32 inactive.rpt'.

Name	Size	Type	Date Modified
Q24 Ien Q32 Ien.rpt	16 KB	Crystal Reports	1/29/2010 12:44 PM
Q24 Ien New HIV.rpt	34 KB	Crystal Reports	1/29/2010 12:46 PM
Q24 New HIV Pts.rpt	16 KB	Crystal Reports	1/29/2010 1:36 PM
Q25 and 26 - Gender and Age.rpt	26 KB	Crystal Reports	1/22/2010 3:45 PM
Q27 - Race and Ethnicity.rpt	32 KB	Crystal Reports	1/22/2010 5:12 PM
Q28 & Q30-Insurance & Income.rpt	20 KB	Crystal Reports	2/23/2010 4:23 PM
Q29 homeless.rpt	35 KB	Crystal Reports	2/2/2010 6:24 PM
Q31 - AIDS-defining Disease (ODG).rpt	1,821 KB	Crystal Reports	1/29/2010 12:17 PM
Q31 - AIDS-defining Disease (problems).rpt	16 KB	Crystal Reports	1/29/2010 12:13 PM
Q32 active continuing in gaakaw.rpt	18 KB	Crystal Reports	1/29/2010 2:02 PM
Q32 active new to progr	8 KB	Crystal Reports	1/29/2010 1:37 PM
Q32 decessed.rpt	8 KB	Crystal Reports	1/29/2010 1:54 PM
Q32 inactive.rpt	8 KB	Crystal Reports	1/29/2010 2:02 PM
Q33 06.rpt	19 KB	Crystal Reports	2/17/2008 5:58 PM
Q33 06F.rpt	19 KB	Crystal Reports	2/1/2008 1:00 PM
Q33 07.rpt	21 KB	Crystal Reports	1/29/2009 4:19 PM
Q33 07a.rpt	12 KB	Crystal Reports	2/2/2008 4:18 PM
Q33 07F.rpt	21 KB	Crystal Reports	2/1/2008 3:23 PM
Q33a use this one next time.rpt	17 KB	Crystal Reports	2/11/2010 5:16 PM
Q33a.rpt	17 KB	Crystal Reports	1/22/2010 4:30 PM
Q33a 2009.rpt	16 KB	Crystal Reports	1/26/2010 7:24 PM
Q33a 2009.rpt	16 KB	Crystal Reports	1/29/2010 12:53 PM
Q33a new.rpt	19 KB	Crystal Reports	2/23/2010 11:54 AM
Q33c.rpt	19 KB	Crystal Reports	2/1/2010 1:45 PM
Q33f.rpt	30 KB	Crystal Reports	2/1/2008 12:30 PM
Q33i.rpt	40 KB	Crystal Reports	2/25/2010 6:37 PM
Q33j.rpt	30 KB	Crystal Reports	2/25/2010 6:37 PM
Q33k 09.rpt	33 KB	Crystal Reports	2/26/2010 7:12 PM
Q33k all appls 06.rpt	24 KB	Crystal Reports	2/2/2009 5:38 PM
Q33p 2009.rpt	16 KB	Crystal Reports	1/26/2010 7:24 PM
Q33u ad.rpt	13 KB	Crystal Reports	2/23/2010 1:53 PM
Q33u.rpt	10 KB	Crystal Reports	2/1/2010 7:10 PM
Q33v 07.rpt	22 KB	Crystal Reports	2/4/2008 2:52 PM
Q33v 2006.rpt	17 KB	Crystal Reports	2/3/2009 3:25 PM
Q33v 2009.rpt	17 KB	Crystal Reports	1/26/2010 7:24 PM
Q33y 2009.rpt	16 KB	Crystal Reports	1/26/2010 7:24 PM
Q33y and as 2007.rpt	27 KB	Crystal Reports	2/29/2008 4:55 PM
Q33z 2007.rpt	23 KB	Crystal Reports	2/29/2008 11:29 AM
Q33z 2009.rpt	18 KB	Crystal Reports	2/1/2010 4:18 PM
Q44 2009.rpt	25 KB	Crystal Reports	1/29/2010 3:45 PM
Q45 and 46 2009.rpt	29 KB	Crystal Reports	1/29/2010 2:28 PM
Q47 - TB Screenings.rpt	698 KB	Crystal Reports	1/22/2010 5:11 PM
Q48 hepatitis.rpt	40 KB	Crystal Reports	1/24/2010 7:24 PM

Third party tools-Reporting

- T-REX – for RSR
 - Transform data to appropriate format for Client Report, preferably at time of extraction
- Provider Reports for interim QC work
 - Active patients with no appt, no depression screen
 - On ARV but with detectable VL

RSR Client Report Question 62

Value indicating whether the client was screened for mental health during this reporting period.

```
sample crystal code.txt - Notepad
File Edit Format View Help

(person.pid) in [
11111111111111111111,
11111111111111111112,
11111111111111111113,
11111111111111111114,
11111111111111111115,
11111111111111111116,
11111111111111111117,
11111111111111111118,
11111111111111111121,
11111111111111111122,
11111111111111111123,
11111111111111111124,
11111111111111111125,
11111111111111111126,
11111111111111111127,
11111111111111111128,
.
.
.]

(OBS.PID) = {?Pm-PERSON.PID} and
(OBS.HDID) in [4104,145325,145326,145327,145328,145329,155048,145331,145332,145333] and
(OBS.OBSDATE) in Date (2009,1,1) to Date (2009,12,31)

if isnull( {obs.obsid}) then
1
else
2
```

Third party tools-SSDMF

- Subscription
- Feed SSN
- Mortality in current/past patients
- Some SSN do not match



Involving Patients in Own Care



- HIV Intake – Medications, Adherence
- HIV Visit - Self Management Education, Goals
- Behavioral Health – objectives
- Research and Support Group Opportunities
 - Medication failure, salvage regimens
 - Analyze clinical data for trends
- myFenway

HIV Visit Form

HIV Form: Kerry M. Lee

Patient Education

Self Management

Specialized Care

Self Management Goal History

I will tell my sexual partners about my HIV status. I will talk to my partner about safer sex. I will take my HIV medications everytime I am supposed to. I will visit the eye specialist. I will visit the dentist. I will make an appointment with a nutritionist. (07/22/2010 10:59:24 AM)

Self Management Goal Assessment

Was last self management goal met? Yes No

Self Management Goal Today

Choose a self management goal from the list below. If necessary, provide qualifying information below.

Lifestyle

- I will walk 30 minutes day(s) a week; If I notice chest pain, shortness of breath, or chest tightness, I will seek medical attention.
- I will try to attain my ideal body weight. I will lose lbs in one month.
- I will stop smoking/tobacco use.
- I will stop using illegal drugs.
- I will stop drinking alcohol.
- I will use condoms for insertive sex always.
- I will avoid people/places that cause me to take chances.
- I will tell my sexual partners about my HIV status.
- I will limit my number of sexual partners.
- I will talk to my partner about safer sex.
- I will make a list of friends/family members with whom I can talk.
- Other

Medical Care

- I will take my HIV medications everytime I am supposed to.
- I will keep my medical, mental health, and social work appointments.
- I will visit the eye specialist.
- I will visit the dentist.
- I will work with the pharmacy on adherence improvement techniques.
- Other

Behavioral Health

- I will seek mental health counseling with a therapist.
- Other

Nutrition

- I will make an appointment with a nutritionist.

Prev Form (Ctrl+PgUp)

Next Form (Ctrl+PgDn)

Close

20 Years of Leadership
A LEGACY OF CARE



2010 RYAN WHITE ALL GRANTEE MEETING AND 10TH ANNUAL CLINICAL CONFERENCE

Request a Referral - Windows Internet Explorer

https://access.fenwayhealth.org/portal/Request+Referral/default.aspx

Request a Referral

Fenway Health
1340 Beacon Street
Boston, MA 02215
617-267-5900
688-342-5900

FENWAY HEALTH

South End Associates of Fenway Health
142 Seaverns Street
Boston, MA 02218
617-267-7755

Home | Forms and Instructions | Contact Us | Resources | Send a Message to your Doctor | Request a Referral | Refill Medication | Send a Message to your Behavioral Health Provider | About Us

Request a Referral

* Required fields

Referral Information (Required)

Name of Specialist to be referred to: Dr Roberta Swanson

Date of the appointment: 8/16/2010

Phone number of Specialist: 617-685-1717

Location of Specialist: 10 Harbor Seal Drive Boston, MA

Reason for referral: persistent ear pain

Disclaimer

Message Center

RE: endoscopy
5/17/2010 10:23:09 AM
RE: test results
4/6/2010 6:38:57 AM
RE: test results
4/5/2010 4:38:00 PM
RE: test results
4/5/2010 4:37:10 PM
RE: uric acid test
4/1/2010 12:11:07 PM
[View My Inbox](#)

Updates

If you would like to receive occasional email updates (for instance updates about upcoming Influenza Vaccination Clinics), then please select the Receive Newsletter option in your profile. Follow these directions:

1. Log into MyFenway
2. In the upper left hand corner,

Internet 100%



Conclusion – Fenway Model

- Do
 - Utilize EMR as data repository
 - Utilize third party data collection and reporting tools
 - Get buy-in from user management and train staff
 - Create SOPs for data extraction and manipulation, and libraries of reports
 - Enlist patients as proactive in their own care

Conclusion – Fenway Model

- Don't
 - Overburden staff with unnecessary data entry tasks
 - Complicate Data Entry
 - Assume that job is done once tools and training are delivered
 - Re-invent the wheel every RDR and RSR season
 - Stop improving!