Connecticut Ryan White Cross Parts
Outcome Measures for Core Medical Case Management Standards

	Part A	Part B	Part C	Part D
Performance measures or outcomes that are being measured in each organization or planning body	▪ Annually ▪ Biannually ▪ Quarterly ▪ Client level outcomes	▪ Annually ▪ Client level outcomes ▪ Grantee level outcomes	▪ Weekly ▪ Monthly ▪ Quarterly	▪ Annually ▪ Quarterly
Capacity to collect measures and outcomes data	▪ QM program (grantee)	▪ Contract monitors ▪ Data analyst	▪ Grantee ▪ Data analyst	▪ Contract monitor ▪ Data analyst
How data is collected (including software used) and how data is compiled within each Part or agency	▪ Data collection system ▪ Chart review ▪ SPSS Aggregate reports from provider	▪ Data collection system ▪ Chart review ▪ Excel	▪ Data collection system ▪ Chart review ▪ HIVQUAL ▪ PECS ▪ Excel	▪ Data collection system ▪ Chart review ▪ HIVQUAL ▪ Training component
How data is being used	▪ QM ▪ Standards ▪ Improvements ▪ Reporting ▪ Baseline ▪ Planning ▪ Funding	▪ QM ▪ Standards ▪ Improvements ▪ Reporting ▪ Baseline ▪ Planning ▪ Funding	▪ QM ▪ Standards ▪ Improvements ▪ Reporting ▪ Baseline ▪ Planning ▪ Funding	▪ QM ▪ Standards ▪ Improvements ▪ Reporting ▪ Baseline ▪ Planning ▪ Funding

Revised 3/11/11

1. Administration Core MCM Standard	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
1.1 All provider Agencies who offer medical case management services shall have a client record system that collects and maintains information about client demographics, assessments, services plans, treatment/services provided, client response to services, updates, treatment goals, etc., that conforms to the information required by the funding Part.	• Agency system	• No. Agencies that have a client record system	• No. Agencies funded by RW Part	• 100 % of Agencies have comprehensive client record system that meet requirements for each Part		☐
1.2 Contents of the client record shall be protected within the parameters of State and federal laws. Record retention expectation is seven years.	• Agency policies & procedures	• No. Agencies that protected client records	• Total No. of funded Agencies	• 100 % have policy & procedure manual that protects client records in a secure location and are retained for a minimum of seven years		☐
1.3 Client's right to privacy will be safeguarded and respected in accordance with federal and state laws, including a private interview area.	• Client record • Electronic data base client records	• No. client records protected • No. of electronic data base client records protected	• Total No. of records reviewed • Total No. of electronic data base records reviewed	• 100 % signed HIPPA (as required by Agency standards) and client release of information form • 100% of clients have safeguarded privacy		☐
1.4 Communication made on the client's behalf (including face to face information sharing) should safeguard the client's right to privacy	• Policies & procedures (Grievance log) and Rights & Responsibility form	• No. of client records with signed form • No. of clients who submitted grievance	• All clients served by agency • All clients served by agency	• 100% client grievances followed grievance procedure according to agency policies & procedures		☐

2. MCM Roles & Responsibilities	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
2.1 Maintain a professional relationship with the client as evidenced by a signed "Rights and Responsibilities of Client" document in the client file	• Client record	• No. of clients with signed Rights and Responsibilities document • No. of agencies that have policies on maintaining professional relationships	• All clients	• 100% signed client Rights and Responsibilities document • Agency, federal and state policies & procedures on privacy are available to staff, client and routinely updated.		☐
2.2 Maintain the client's privacy by adhering to federal, state and agency specific polices.	• Agency policies & procedures • HIPAA	• No. of Agencies with password protected data bases and client records kept in a locked file cabinet • When transporting client records, they must be secured	• All Agencies	• 100% of client records are locked and protected under HIPAA in a permanent location • 100% of client records, when transported, are secured		☐
2.3 Protect the oral, written and electronic confidentiality of the client, as per HIPAA guidelines, by adhering to Agency's polices and protocols.	• Personnel files	• No. of personnel files with signed agreements	• Total personnel files	• 100% confidentiality agreements are signed by personnel		☐
2.4 Client will consent to receive care and be notified of privacy practices, as defined in the consent agreement	• Client Record	• No. of records with signed client Consent Rights & Responsibilities form	• Total number of client records	• 100% client records with signed Consent/Rights & Responsibilities forms		☐
2.5 Inform the client of Agency's grievance policies and procedures	• Client Record	• No. of records with signed client grievance policies & procedures	• Total number of client records	• 100% of records with completed and signed grievance policies & procedures		☐
2.6 Use and complete the "Client Eligibility Worksheet" to demonstrate client eligibility for health and supportive services, as needed or at least every 6 months	• Client Record	• No. of records with completed client eligibility worksheets	• Total number of client records	• 100% of client records will contain completed client eligibility worksheets		☐

2. MCM Roles & Responsibilities	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
2.7 Conduct an intake that includes all necessary information to link and retain client in to Ryan White care	• Client Record	• No. of client records with initial client assessment	• Total number of client records	• 100% client records will contain initial client assessment		☐
2.8 Conduct on going care planning, including re-evaluation and updating.	• Client Record	• 1) No. of client records with medical assessment performed 6 months	• All client records	• 100% of client records contain medical assessment • 100% client records contain eligibility & support services assessment		☐
2.9 Monitor client's progress to meeting established goals of care.	• Client Record	• No. of client records with established goals and updated care plan and progress notes	• All client records	• 100% of client records contain established goals and updated care plan and progress notes		☐
2.10 Coordinate referrals and track linkages and outcomes of clients to other core, support and prevention services, as evidenced by documentation, including forms, Data collection system and progress notes	• Client records • Progress notes • Data collection system	• No. of clients linked with referred services • No. of Agencies documenting referrals via appropriate data base or progress notes	• All client referrals • All Agencies	• 100% of referral linkages will be tracked • 100% of Agencies document referrals in appropriate data base and/or progress notes		☐
2.11 Actively participate in team meetings or case conferences (for your clients) to sustain retention in care and/or to improve your client's quality of life as evidenced by updated information in the client chart.	• Client Record • Data collection system	• No. of client records documenting case conferencing or team meeting participation	• All client records	• 100% of client records will document case conferences or team meeting participation		☐
2.12 Participate in new and ongoing training as mandated by Ryan White grantees.	• Staff file/ letter or certificate of attendance	• No. of staff files documenting mandated training	• All staff files	• 100% of MCMs participate in mandated training.		☐

3. Eligibility for and Assessment of Service Delivery Needs	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
3.1 The MCM will determine eligibility for Ryan White payable services	• Client record	• No. of records documenting eligibility with date	• All records	• 100% of records will contain eligibility documentation		☐
3.2 All Ryan White funds are used as a payer of last resort	• Client record	• No. of records with documentation of services not covered by other insurers or providers	• All records	• 100% of records will show documentation of services not covered by other insurers or providers		☐
3.3 The MCM must secure documentation of the client's HIV status prior to providing services	• Client Record	• No. of records with documentation of client's HIV status	• All records	• 100 % of records show documentation of client's HIV status		☐
3.4 The MCM will conduct a face to face assessment of the client's needs as outlined in the MCM Standards of Care	• Client Record	• No. of records with documentation of face to face assessment	• All records	• 100 % of records show documentation of client's face to face assessment		☐
3.5 A completed service plan, signed by the MCM and client.	• Client Record	• No. of records documenting completed service plan review	• All records	• 100% of records document service plan review with the client		☐
3.6 Clients referred for MCM will be contacted within 2 business days and MCM intake will be performed within 10 business days.	• Client record	• No. of clients who are contacted within two days post referral and 10 business days to complete intake information	• All clients • All clients	• 100% of clients are contacted within two days post referral • 100% of clients are contacted within 10 business days to complete intake information		☐

4. Care Plan	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
4.1 The MCM will develop a Care Plan with the client and input from the client's healthcare team	• Client Record	• No. of clients with comprehensive care plan	• All clients	• 100% of clients will have a comprehensive care plan		☐
4.2 MCMs must ensure that all client needs are identified and prioritized	• Client assessment	• No. of assessments that identify and prioritize client needs	• All client assessments	• 100 % of client assessments contain identified and prioritized needs		☐
4.3 A Care Plan should be developed within ten (10) business days of the first face to face meeting with the client.	• Client Record	• No. of records documenting developed care plan within 10 business days of initial intake	▪ All client records	• 100% of clients will have a developed care plan with 10 business days of initial intake.		☐
4.4 Core Services needs in the Care Plan are reassessed as needed or every six (6) months.	• Client Record	• No. of records documenting core service review as needed or every 6 months	▪ All client records	• 100% of client records show documentation of care plan		☐
4.5 The Care Plan should be signed by the MCM developing the plan and by the client.	• Client Record	• No. of care plans signed by MCM and client	▪ All care plans	• 100% of care plans will be signed by MCMs and clients • 100% of care plans not signed by the client will have accompanying progress note		☐

5. Progress Notes	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
5.1 A progress note must be done for each client at least monthly.	• Client Record	• No. of client records with progress notes updated monthly	• All client records	• 100% of client records will have progress notes updated monthly		☐
5.2 The MCM will document the progress on meeting the goals addressed in the Care Plan in the client's record.	• Client Record	• No. of client records documenting progress on meeting client goals	• All client records	• 100% of client records will have documentation of client progress on stated goals		☐
5.3 The person making the progress note entry must use his/her full legal name with title. The entry must also be dated and time, title and credentials within five (5) business days after an interaction with the client.	• Client Record	• No. of client records with progress notes containing: • Name / title/credentials • Date/time within 5 business days of client interaction	• All client records	• 100% of progress notes will be made within 5 business days of client interaction and contain: • Name / title/credentials • Date/time		☐
5.4 The MCM will document efforts to contact the client as needed	• Client Record	• No. of client records with documented efforts to contact client	• All client records	• 100% of client records will have evidence of all efforts to contact client		☐
5.5 There should not be any blank spaces within the progress notes.	• Client Record	• No. of progress notes without blank spaces	• All progress notes	• 100% of progress notes will not have any blank spaces		☐

6. Confidentiality	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
6.1 Signed and/or initialed Ryan White provider network authorization to release information and Ryan White provider network list.	• Client record	• No. of records with signed releases	• All client records	• 100 % of clients will have signed releases		☐
6.2 Completed signed releases not to exceed 12 months	• Client records	• No. of records with signed releases	• All client records	• 100 % of clients will have signed releases		☐
6.3 MCM's sharing data within data collection system, must obtain informed Consent in writing, not to exceed 12 months	• Client records	• No. of records with signed consent	• All client records	• 100 % of clients will have signed consent		☐

7. Training	Source of Data	Numerator	Denominator	Outcome Measure & Goal	Comments	Approve
7.1 New MCMs must receive training in the following: • Pre-requisite training • Basic training • Intermediate training * * See Standard of Care for training details	• CT Train • Personnel Records	• No. of new MCMs receiving trainings	• All new MCMs	• 100% of new MCMs receive required training		☐
7.2 Seasoned MCM must have 12 hours of continuing education per year	• CT Train • Personnel Records	• No. of MCMs receiving required training	• All seasoned MCMs	• 100% of seasoned MCMs receive required training		☐