



NATIONAL

2018

RYAN WHITE

CONFERENCE ON HIV CARE & TREATMENT



UNDERSTANDING THE FUNDAMENTALS OF DATA SYSTEM INTEGRATION TO ENHANCE HIV CARE AND HOUSING SERVICE COORDINATION: A WORKSHOP

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RAND Corporation

Agenda

Introductions

Overview of the data integration project to provide context for workshop participation

How data system integration can improve service coordination

Technical models of data integration

Preliminary multi-site evaluation results

Workshop: how you can start the process

- Facilitated by our implementation partners
- Learn about data system functionalities that can improve service coordination
- Identify goals of integration, key stakeholders, and actions that can be taken today at your organization

Introductions

Cascade AIDS Project (CAP) **Nicki Turk, Meghan Smith**

Kansas City Health Department (KCHD) **Jamie Matney, Kathryn Resch**

City of Hartford Health and Human Services
Department (HHHS) **Peta-Gaye Nembhard, Angelique Croasdale**

Palm Beach County Department of
Community Services (PBC DCS) **Mark White, Taruna Malhotra**

RAND Corporation **Vivian Towe, Shira Fischer, Ryan McBain,
Lisa Wagner, Clare Stevens, Laura Bogart**

Health Resources and Services
Administration – HIV/AIDS Bureau **Chau Nguyen**

Housing and Urban Development **Amy Palilonis**

Audience Poll 1

Handouts

<http://www.rand.org/HIVdataint>

Slido

<https://sli.do/>

RAND RW Conference

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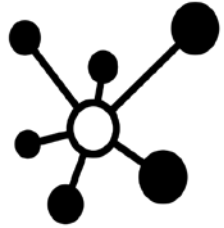
Project overview

Project Information

Funded by Department of Health and Human Services (HHS) Secretary's Minority AIDS Initiative, the Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) through the Special Projects of National Significance (SPNS) Program

Project ongoing (2015–2019)

Project Goals



1. Integration of local **housing** (HOPWA) and **HIV care** (Ryan White) electronic data systems



2. Enhance **coordination** of services for PLWH between providers of housing and HIV care services



3. Improved client **housing and HIV care continuum outcomes**

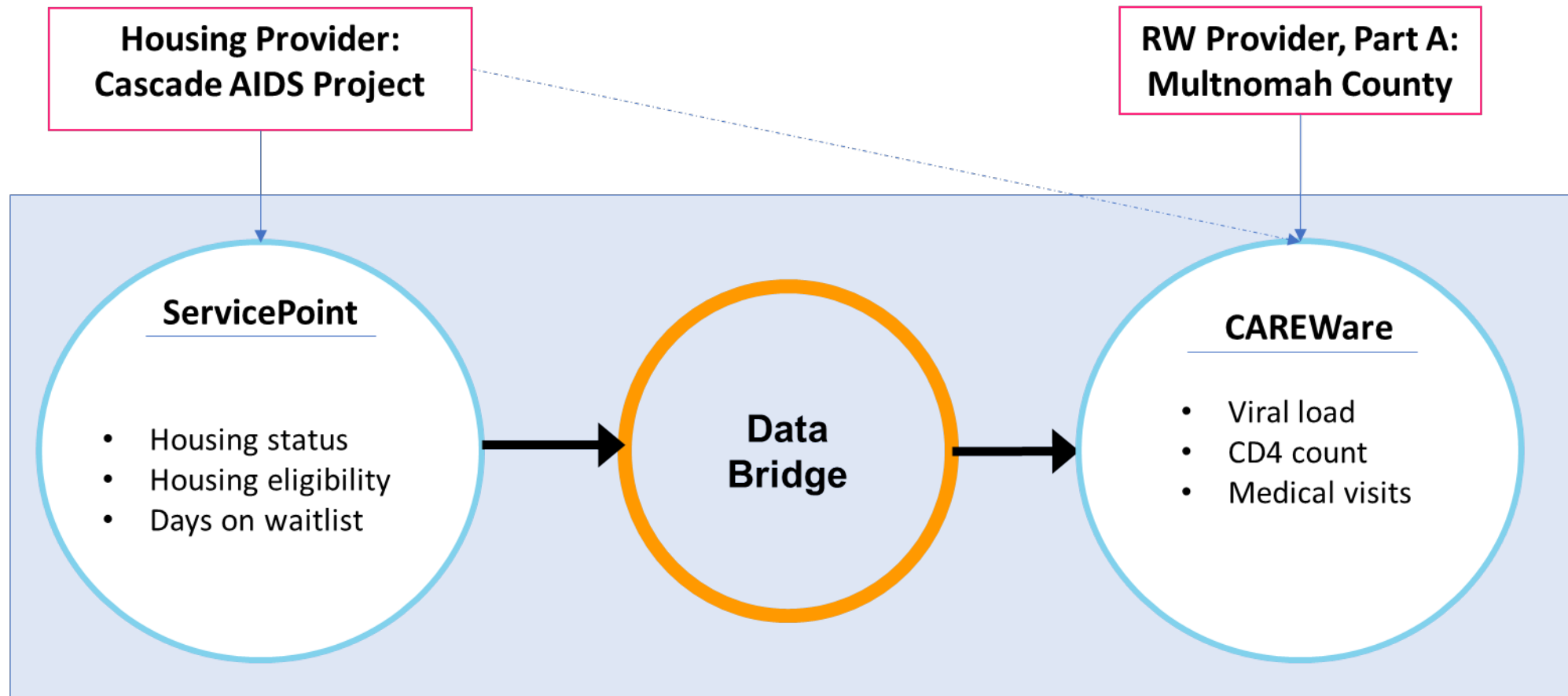
Project Participants

RAND serves as the Coordination and Technical Assistance Center (CTAC)

- Provides technical assistance to sites
 - Project implementation
 - Local and cross-site evaluation
 - Cross-site learning
- Conducts the multisite evaluation
 - Service coordination
 - Housing outcomes
 - HIV-related health outcomes

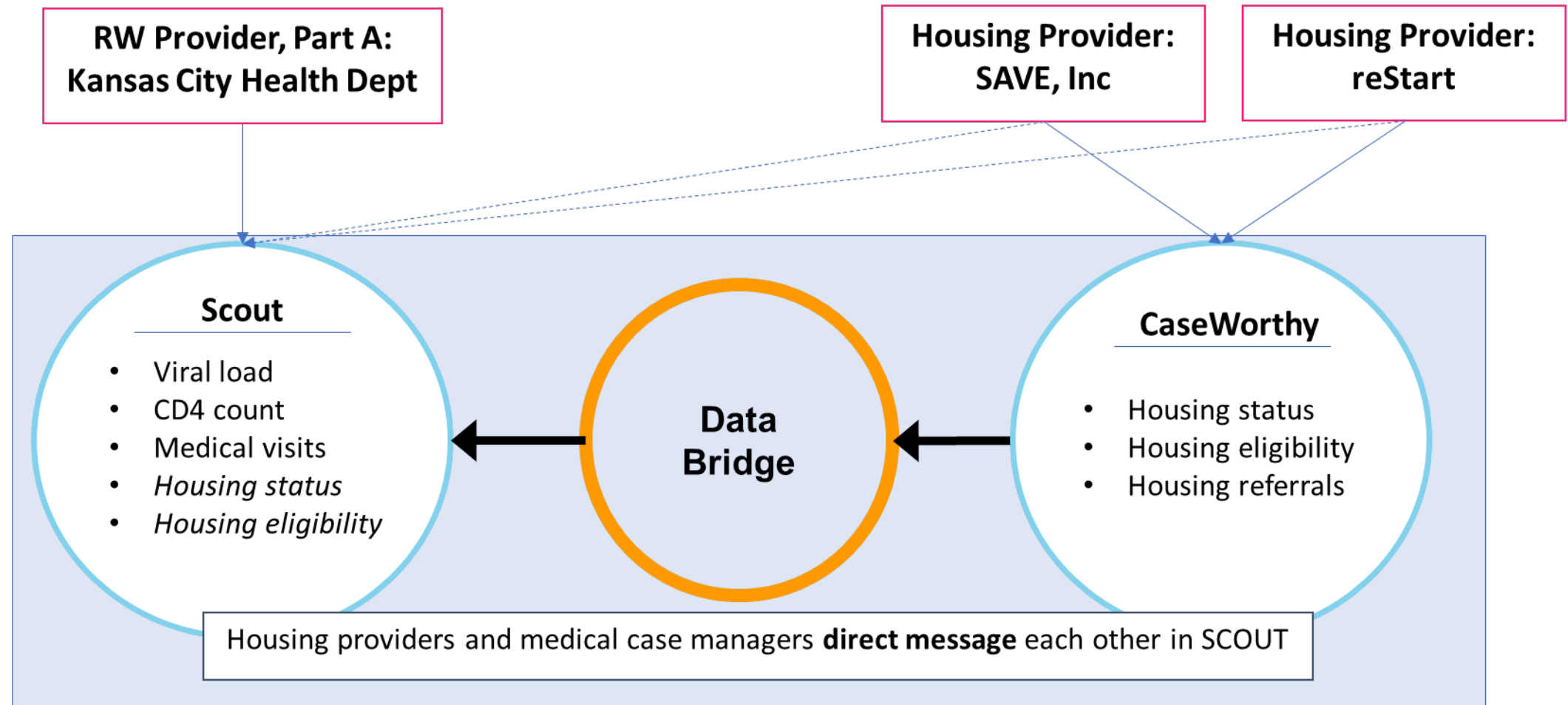
Project Participants: Implementation

Cascade AIDS Project (CAP)



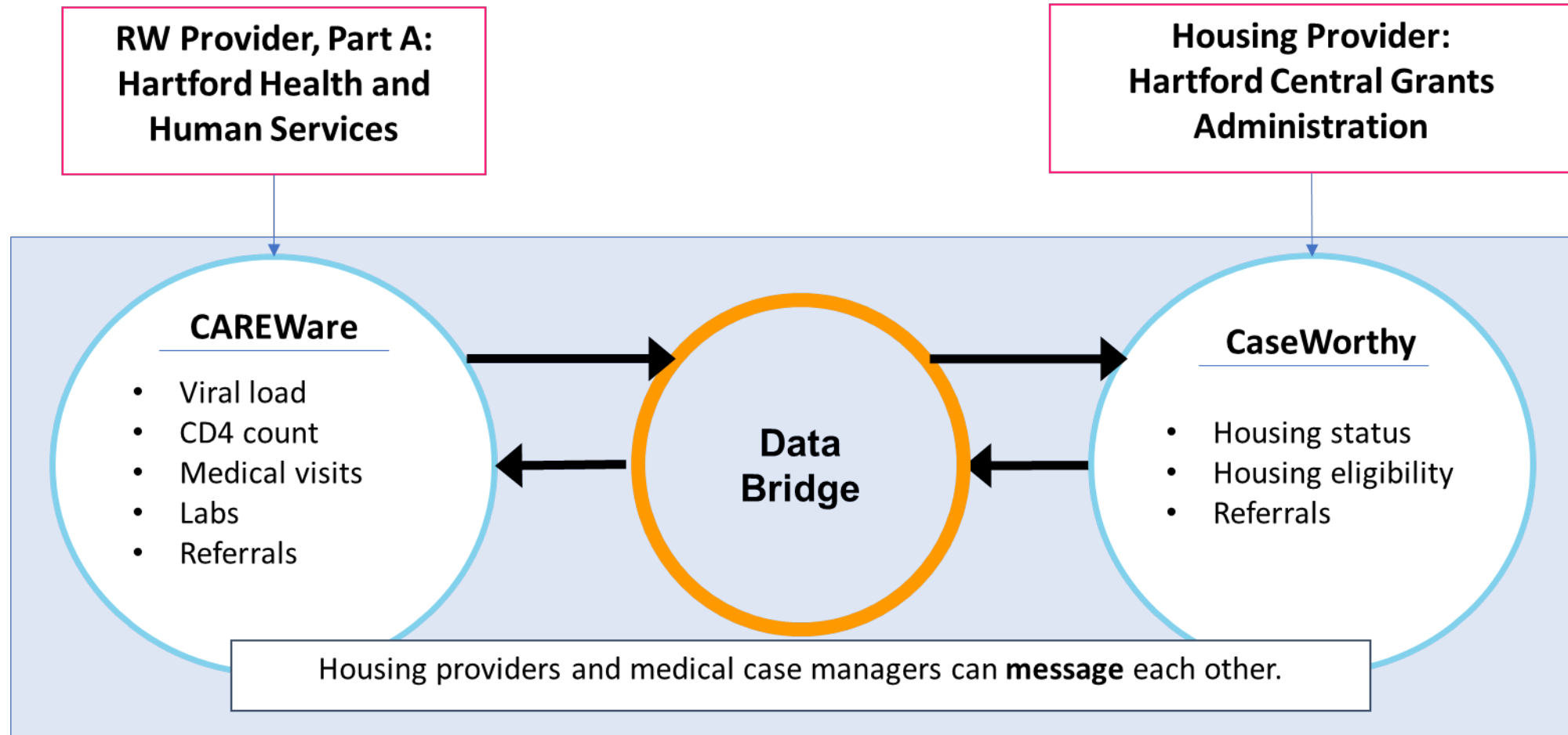
Project Participants: Implementation

Kansas City Health Department (KCHD)



Project Participants: Implementation

Hartford Health and Human Services (HHHS)



Project Participants: Implementation

Palm Beach County (PBC)

**RW Provider, Part A:
Palm Beach County Dept
of Community Services**

**Housing Provider:
City of West Palm
Beach**

Provide Enterprise

- Viral load
- CD4 count
- Medical visits
- Referrals
- Housing status
- Housing eligibility
- Housing services

Housing providers and
medical case managers
direct message each other.

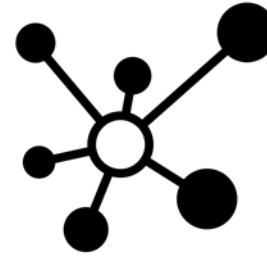
How can data systems integration improve service coordination?

HIV care providers can now see **client housing information**.

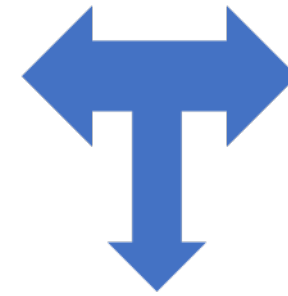
HIV housing providers can now see **client medical outcomes**.

Contact info about the client's providers are now available to both sets of providers.

If clients are **out of care**, there are now more eyes to find client and more opportunities to **reconnect clients to care**.



HIV care data system



HIV housing data system



Service Coordination

Data system functionalities can improve service coordination

Flags when specific client data fields (e.g., housing status) have not been updated over a certain period of time

Alerts for clients that are out of care or have changes in viral load

Secure **direct messaging** to providers that are HIPAA-compliant

Shared data and documents to streamline eligibility

Shared reports from both sets of providers facilitate engagement with clients

Reports by site or by provider to identify major issues across all clients

Critical, foundational aspects of maintaining integrated data system

Providers must keep client data up-to-date

- RAND recommends that Ryan White Providers (e.g., medical case managers) ask clients about their housing status every three months.



Don't ignore flags or turn them off without addressing them

- Track their use if you can



Continued training for HIV care and housing providers to understand

- How to interpret new client data they are seeing
- What to DO when they see data that causes concern
- Specific mechanisms for coordinating services
- How to navigate new data system functionalities



Audience Poll 2

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TECHNICAL MODELS OF DATA INTEGRATION

Theoretical Options for Integration Design



- Directionality of data flow
- Read vs. write for each user
- Vended vs. homegrown
- New system for one program vs. for both
- Requirements – legal, cultural
- Integration with other external systems
- Other factors and priorities (familiarity with existing system, etc.)

Models Selected by Four Sites

Bi-directional system



One-way system



Single data system



Determine What Works for You

Flow Diagrams

- Sketch the flow of information between the involved systems
- Include infrastructural constraints
- Specify assumptions
- Review, iterate, and revise to form a consensus

Identify Decisions that Need to be Resolved with Partners

How will data be exchanged?

- What are the differences between the way data is derived and stored between systems?
- How are errors tracked and resolved?
- Are there data quality issues or conflicts that need to be resolved?

How often will the systems exchange data?

How much data will be exchanged and what types of data?

What capabilities need to be supported?

When there are errors or one system is unavailable or other issues, what is the approach for continuity of business?

What else needs to be considered?

Consider Design Options

User-friendly

- A system is ineffective if it is not used

A thoughtful design can yield efficiency gains

- Reduce costs
- Improve the quality of services provided to clients
- Simplify upgrades

Suggestions for Preparing for an Integrated System

Engage key stakeholders early in the process and frequently

- Experienced with system data
- Decision-making authority

Prepare a detailed plan

- Input from relevant stakeholders
- Follow a structured plan to clean and prepare data for an integration

Preliminary evaluation results

Evaluation Questions

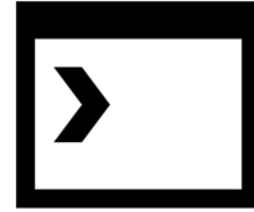
Topics:



Client Outcomes



Service
Coordination



Data System
Change



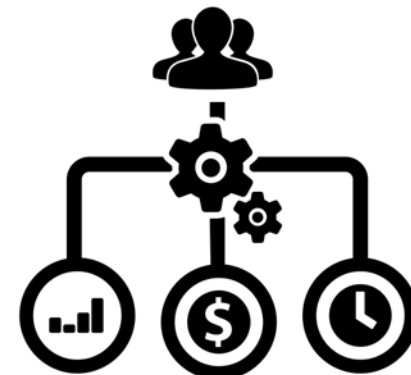
Cost

Approach:

Qualitative



Quantitative



Data Sources: Multi-Site Evaluation

Collecting qualitative and quantitative data

- Site documentation (e.g., system codebooks, implementation plan)
- **Provider and client focus group data**
- Provider surveys
- Client-level HIV and housing outcomes, and service use
- System meta-data (audit data)
- Cost data

Perceptions of Anticipated Data System Changes

Supervisors were concerned about push-back

Providers expressed a need for adequate training

From a supervisor's standpoint, I think I'm going to have some push back on learning a new system, on going to more meetings is the big one. Every time you have to announce there's another meeting, there's a lot of push back.

Medical Case Manager Supervisor

A chronic issue for us is regular turnover with staff, a lot of the times people are dropped into positions, it's on the fly like - okay, here's basic training, and you're writing, doing the work pretty quickly. Making sure that somebody's had their regular trainings is key

Housing Case Manager

Pre-Integration Perceptions of Service Coordination

Some providers discussed communication issues between RWHAP and HOPWA providers

I don't know if [medical case managers] 100% know what we do or what we can do. A lot of times, especially in the past, it's been 'well, we expect help beyond what medical case management actually does', and they've expected us to assist beyond what our capacity is and there's a lot of areas in which the needs are not met

Housing Case Manager

A lot of times, by the time we get contacted... it's when the client's facing eviction. There hasn't been communication all along when there have been problems. Then all the sudden, we get the call, 'oh, we have a hearing in two days. Your client's getting evicted. Can you please call your client and let them know about the hearing?'

Medical Case Manager

Pre-Integration Perceptions of Service Coordination

Providers and clients perceived structural issues impacting service coordination

Some people are cut out for jobs and some people aren't. I mean you can get bad case managers... that you know, get a social work degree and then find out they're living below poverty level. You're not going to retain people and you're not going to get the people to put their best effort into it. There's always usually a large turnover.

Client

Housing is kind of the biggest flaw within the Ryan White system. It's just so limited. There's limited funds and very few places we can send people

Medical Case Manager

Questions?

Workshop Groups

Small Groups: Facilitated by Sites

3 LEARNING OBJECTIVES FOR WORKSHOP

1. To identify goals for potential data integration
 - What challenges could be resolved through data integration?
2. To identify key stakeholders for data integration, understand their priorities, and brainstorm how to engage these stakeholders in the process
3. To plan pre-activities
 - Identify areas that could be prepared now to enable integration in the future

Goals

What is the problem to be addressed/solved?

What are your goals for what an integrated system can do?

- What functionalities would you like to see?
- What outcomes would you like to see change?

Managing expectations

Stakeholders

How to identify stakeholders

How to engage and benefit from them

Stakeholders and partnerships are key for

- Obtaining and maintaining buy-in and support
- Establishing DUAs
- Achieving client consent
- Creating trust and a true partnership
- Ensuring user buy-in and participation through planning and implementation

Preparatory Activities

WHAT CAN BE DONE RIGHT NOW?

Consent forms

Data sharing

Software updates

Vendor relationships

Leadership buy-in

Purpose of the Exercise

Role of the facilitators

Role of participants

Report back

Audience Poll 4 – Report Back

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Next Steps

Take-Aways

Is this something you want to do and why?

How would you do it? What are your next steps?

Who can you turn to for help?

Contact

Materials and project information

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