### WV Online Case Management (CM) Pilot Project

#### **Orientation Guide**

Revised April 17

### **Overview of Participants Chapter**



The Participants chapter in the WellSky system is configured to organize and match the data collected for the ADW Program. Participant records are structured by defining common data fields on various pages and sub-pages.

Examples: Date of Birth in the Demographics page; Level of Service in the Program page

Paper forms with non-standard questions are setup as Clinical Documents.

Examples: Contact – Case Management Monthly; Person-Centered Assessment – Section 1 (CM)

KEPRO has a core data set for ADW eligibility and Level of Service determination in a separate system including demographics, legal representatives, and agency enrollments. Those data are converted to the WellSky system. The fields included in the conversion are noted in *italics*.

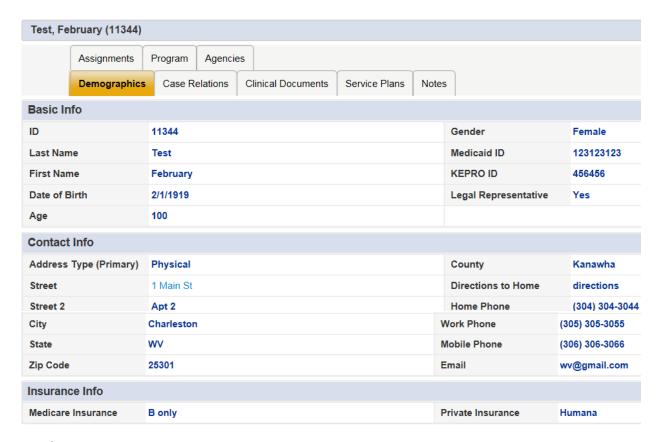
The Participant data structure is shown in Appendix A, with pages and sub-pages grouped as follows:

- <u>People</u> Demographics, Case Relations
- <u>Enrollment</u> Agencies, LOS & Pages, Assignments
- Documentation Clinical Documents, Service Plans, Notes

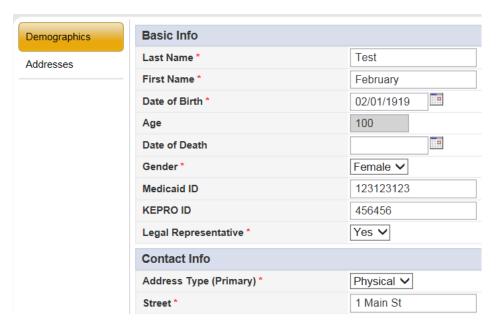
### 1. People

## 1A. Demographics

#### List View



## Detail View



The main page has three sections for Basic Info (including IDs), Contact Info (including primary address), and Insurance Info (Medicare and private). The Addresses sub-page has both physical and mailing address. The list view displays most but not all fields.

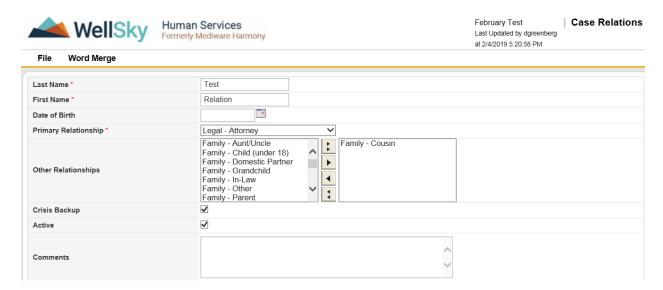
Conversion: Most data fields are populated.

### 1B. Case Relations

### List View

Last Name ▲	First Name	Primary Relationship	Crisis Backup	Active	Street	Street 2	City	State	Zip	Home Phone	Work Phone	Cell Phone	Email	Fax
Test	Relation	Legal - Unspecified	No	Yes	314 Viola Road		Charleston	WV	25314			(304)221- 6677		

### **Detail View**



Legal representatives and people related to the Participant (e.g., family, medical, other) are entered with the types of relationships specified. Relations who serve as Crisis Backup are identified with a checkbox field. There is an optional field for Comments and a section for Contact Info.

Conversion: Legal Representative is populated with the Primary Relationship value as 'Legal – Unspecified', to be updated by the CM.

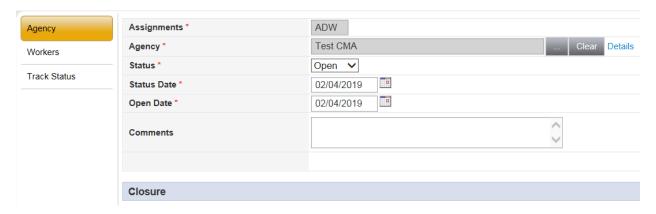
### 2. Enrollment

### 2A. Agency

### List View



### Detail View



The Agency and Primary Worker are identified for Pilot Participants, with a Status value as 'Open'. Additional Workers can be added to that sub-page manually.

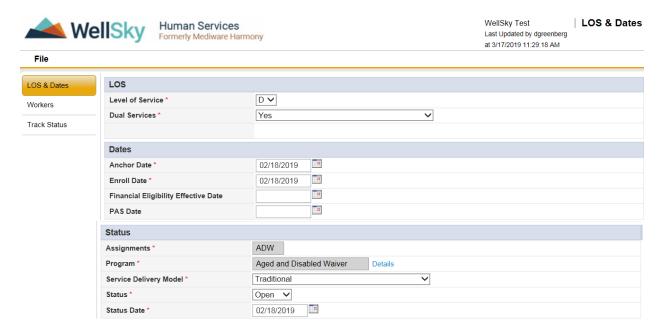
Conversion: All data fields are populated, with the Status and Open Dates as 1/1/19. The Workers sub-page is populated for CM or RN, as relevant to the Agency type.

#### 2B. LOS & Dates

### List View

Level of Service	Anchor Date	Case Manager	Status <b>→</b>	Status Date	Close Date
D	02/04/2019	Hudson, Arlene	Open	02/04/2019	

#### Detail View



The Level of Service (A, B, C, D) and Anchor Date are identified. The Financial Eligibility Effective and PAS Dates are entered by the CM. Pilot Participants have a Status value as 'Open', like Assignments. The Track Status sub-page displays changes made to Status (e.g., 'Hold' during hospitalization).

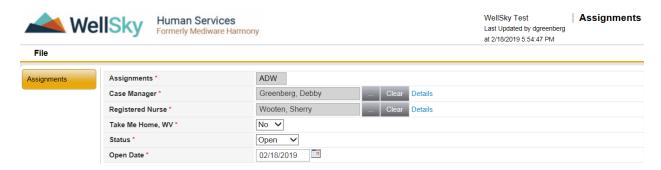
Conversion: Most data fields are populated, with the Status Date as 1/1/19. The Workers subpage is populated for CM only.

### 2C. Assignments

#### List View



### **Detail View**



The CM and RN are identified, as well as Take Me Home, WV. Pilot Participants have a Status value as 'Open, which displays as 'Active' in Advanced Search. Other ADW Participants have a Status value as 'Closed', which may be updated to 'Open' if they replace a Pilot Participant.

Conversion: All fields are populated, with the Open Date as 1/1/19.

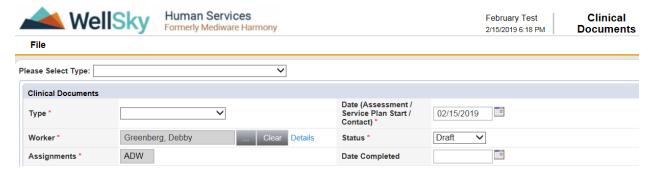
### 3. Documentation

### **3A. Clinical Documents**

### List View

Clinical Document	Type	Date <b>→</b>	Worker	Status	Last Modified
Person-Centered Assessment - Section 1 (CM)	Initial	02/13/2019	Greenberg, Debby	Complete	2/13/2019 6:50:43 PM
Person-Centered Assessment - Section 2 (RN)	Initial	02/13/2019	Greenberg, Debby	Draft	2/15/2019 10:46:59 AM
Service Plan - Supplement	Initial	02/13/2019	Hill, Randy	Draft	2/13/2019 8:55:07 PM

### Detail View



There are six documents adapted from the current set of paper forms, which are configured as follows:

- Contact Case Management Monthly
- Contact Registered Nurse
- Person-Centered Assessment Section 1 (CM)
- Person-Centered Assessment Section 2 (RN)
- Service Plan Interim
- Service Plan Supplement

The header fields are the same across documents. Users select one of the six Type values: 6 Month, Annual, As Needed, Contact, Initial, Initial – Transfer Agency. Initial is for new ADW Participants enrolled as part of the Take Me Home (TMH), West Virginia program.

Users are required to complete all required fields to save the record with the Status value as 'Complete' or 'Active' (used for Service Plan – Supplement only). The system does not enforce this requirement with the Status value as 'Draft'.

The Date Completed field auto-populates when the Status is 'Complete', and the record is locked after saving. Users can duplicate a document to update a new version (e.g., 6 Month follow-up).

#### Conversion Training Plan Info and **Human Services** WellSky Last Updated by dgreenberg Dates Formerly Mediware Harmony at 12/31/2018 7:50:53 PM File Reports Type ' 6 Month **>** Plan Info and Dates Start Date 01/01/2019 Risks and Interventions ... End Date \* 06/30/2019 Services Greenberg, Debby Case Manager Plan Notes Registered Nurse Hill, Randy Status Draft QA Review п Update Date 1 . **Update Date 2** . **Update Date 3**

.

12/31/2018 7:50:53 PM

dgreenberg

### 3B. Service Plans

Update Date 4
Last Modified

Last Modified By

Comments

The Service Plans page has four sub-pages, as displayed above on the left-side. (The last one for QA Review is used by BoSS staff only.) The Service Plan – Supplement is in the Clinical Documents page. The information in the paper form was reorganized to fit this data structure. The summary report is organized like the paper form.

The "shell" of the Plan is created by completing the Person-Centered Assessment – Section 1 (CM) and linking it to a new Plan. This link enables the Risks entered in the Assessment to be pushed to that subpage in the Service Plan. It is created with the Status value as 'Draft' and updated to 'Active' by the CM after the documentation is done. The Status is updated to 'Complete' at the end of the Service Plan period.

The CM is responsible for completing the original version of the Service Plan. Both the CM and RN can update it for minor changes as needed. Simple changes are documented in Plan Info and Dates, using the Update Date and Comments fields. Details can be documented in Plan Notes, which has functionality for Attachments and Note Recipients. For CMs, common updates include changes in risks, resources, or services. For RNs, common updates include PAL changes in days/hours/times of service.

#### 3B.1 Plan Info and Dates

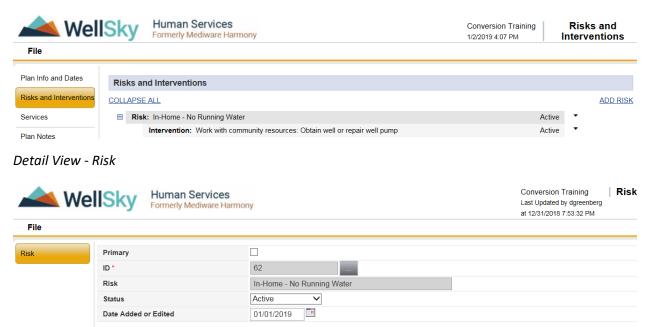
#### List View



This sub-page identifies basic info as shown on the previous page. It also stamps the record with the date/time and worker last modified.

### 3B.2 Risk and Interventions

### List View



#### Detail View - Intervention



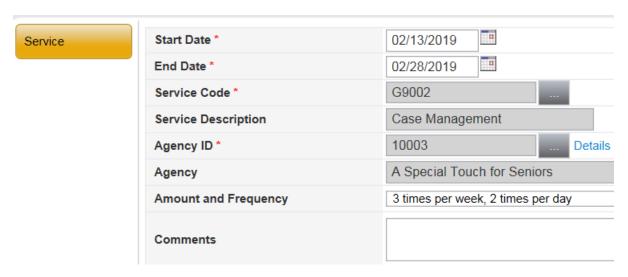
After the Risks are pushed from the Assessment, the CM reviews and updates the Status value from 'Proposed' to 'Active'. Then the CM adds Interventions for each Risk from a searchable list linked to a given Risk. The CM can enter free-text for Interventions (not Risk), especially for the value 'Other'.

### 3B.3 Services

#### List View



#### **Detail View**



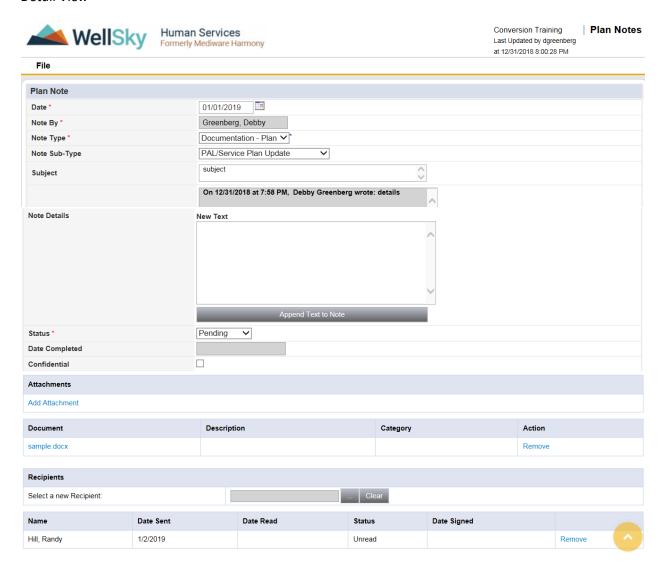
The CM enters each ADW service for the Participant. The Start/End Date range is auto-populated from the Plan Info. After selecting the Service Code, the Service Description is auto-populated. The CM selects the Agency and enters the Amount and Frequency. Comments may be added as needed.

#### 3B.4 Plan Notes

#### List View

Date ▲	Note By	Note Type	Note Sub-Type	Subject	Status	Date Completed	Attachment
01/01/2019	Greenberg, Debby	Documentation - Plan	PAL/Service Plan Update	subject	Pending		No

### Detail View



Users document Plan-specific notes in this sub-page with the Note Types 'Documentation – Plan', and all others in the Notes page. The Status value defaults as 'Draft', which is viewable by that worker only. Users can update it to 'Pending' to be viewed by others (e.g., supervisor) while incomplete. When final, they update it to 'Complete'.

For Alert Notes, users update the Status to 'Alert' to enable a pop-up message as well as to display in a work list, along with the Note Recipient. Users "Mark as Read" with the Tools menu. They can append text in 'Pending' or 'Alert' Notes, and add one or more attachments by uploading files.

### 3C. Notes

The functionality for the Notes page is the same as Plan Notes. The Notes list view displays records entered in Plan Notes.

Note Types are listed below. Note Sub-Types are linked to specific Note Types, as shown in Appendix B.

- Plan Notes: Documentation Plan
- <u>Notes</u> (add/edit for Agency workers): Behavior/Environment, Case Note CM, Case Note RN,
   Documentation Participant, Summary Shared with Participant
- <u>Notes</u> (add/edit for BoSS, read-only for Agency workers): Case Transfer, New Participant,
   Quality Assurance, Technical Assistance

#### 4. Status Values

The Status field has different values to select on various pages. What follows is an explanation for use.

- <u>Active</u>: Service Plans are updated as 'Active' and editable during the plan period. This includes
  the sub-pages Plan Info and Dates as well as Risks and Interventions, plus the page Clinical
  Documents for the Service Plan Supplement.
- <u>Alert</u>: Notes are marked as 'Alert' to display in that work list, as well as a pop-up message when the Participant record is selected.
- <u>Closed</u>: Enrollment pages are marked as 'Closed' when the Participant has left the ADW program or the pilot, as well as those not selected for the pilot.
- Complete: Documentation pages are marked as 'Complete' when data entry is done.
- Draft: Clinical Documents and Notes default as 'Draft'.
- Hold: Agencies can be updated as 'Hold' if a Participant is temporarily inactive in ADW.
- Not Ready for QA Review: For use by BoSS Reviewers on Service Plans as appropriate.
- Open: Enrollment pages are marked as 'Open' when the Participant is active in the pilot.
- <u>Pending</u>: Service Plans default as 'Pending' when the system links from the PCA Section 1
  (CM). Agency workers can mark Notes as 'Pending' to enable supervisors to view and edit.
- Pending RN: For use by CM if Service Plan is done except for any information required from RN.
- <u>Proposed</u>: Risks default as 'Proposed' when the system links and pushes Risks.

### 5. Role Security and Permissions

Seven Roles are configured: Case Manager (CM), CM Supervisor, CM and RN Supervisor, Registered Nurse (RN), RN Supervisor, BoSS Reviewer, and WV Admin. Roles vary in access level to Participant records, access to reports, security permissions (add, edit, read-only, delete), and minor differences in the display of pages and work lists.

<u>Access Level</u>: Agency workers can view Participants assigned to themselves. Supervisors can view those of their workers. BoSS staff can view all Participants.

<u>Report Groups</u>: Agency workers can use operational reports, including the Assessment and Service Plan summaries and standard Notes reports. BoSS Reviewers can use those plus Participant lists by Agency and Case Manager in the Reports chapter; supervisors can view similar lists in the Agencies chapter.

<u>Supervisor Permission</u>: Supervisors and BoSS staff can "Unlock" or "Reverse Disposition" for records marked as complete. It also enables Supervisors to view Supervisor work lists for their workers.

<u>Security Permissions</u>: BoSS staff can add new Participants; Agency workers can edit (but not add) Demographics. Supervisors can add/edit their own workers. Appendix C summarizes the differences in permissions for Agency Workers by page and sub-page.

# Appendix A – Participant Data Structure

# Appendix B – Note Types and Sub-Types

## **Agency Workers**

Behavior/Environment	
·	Behavior Contract
	Summary of Issues
Case Note - CM	·
	7-Day Contact (TMH)
	Assessment/Service Plan Due
	Communication with Participant/Family
	Member
	Consultation with RN
	Incident Investigation
	Initial Contact
	Interim Service Plan
	Other
Case Note - RN	
	Assessment/Service Plan Due
	Communication with PA
	Communication with Participant/Family
	Member
	Consultation with CM
	Incident Investigation
	Other
Case Note - Supervisor	
	Other
Documentation - Participant	
	APS Report
	Current Medications List
	Legal Decision Maker Documents
	Medical Records
	MNER
	Take Me Home WV Transition Plan
Summary Shared with	
Participant	PCA – Section 1 (CM) and Service Plan
	PCA – Section 1 (Civi) and PAL
	TCA - Jection 2 (MN) and FAL

# Appendix B – Note Types and Sub-Types (continued)

## **BoSS Staff**

Case Transfer	
	Transfer from CMA
	Transfer from PAA
	Transfer to CMA
	Transfer to PAA
New Participant	
	Assign Worker
Quality Assurance	
	Remediation
	State Quality Assurance
Technical Assistance	
	Clinical Recommendations
	Incident Management
	Mortality Reporting
	Other

### **Plans**

i idiis	
Documentation -	
Plan	
	7-day Contact
	Medication Profile
	PA Service Start
	PAL Upload
	PAL/Service Plan Update
	PC POC
	Signed Assessment/Service
	Plan

# Appendix C – Role Permissions for Agency Workers

	People	ple		Enroll	Enrollments		_	Documentation	
Role	Demographics	Relations	Agencies	Agency Wkr.	LOS & Dates	LOS & Dates Assignments Clinical Docs. Service Plans	Clinical Docs.	Service Plans	Notes
CM	Edit	Add/Edit	Read	Read	Edit	Hide	Add/Edit	Add/Edit	Add/Edit
CM Supervisor	Edit	Add/Edit	Edit	Add/Edit	црЭ	Edit	Add/Edit	Add/Edit	Add/Edit
RN	Edit	Add/Edit	Read	Read	Edit	Hide	Add/Edit	see below	Add/Edit
RN Supervisor	Edit	Add/Edit	Edit	Add/Edit	Edit	Edit	Add/Edit	wolad aas	Add/Edit
Key:	Edit	Read	Hide		Service Plans Info + Dates	Info + Dates	Services	Risks + Interv.	Plan Notes
					for RNs:	Edit	Edit	Read	Add/Edit