**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

- <u>Documentation</u> – Clinical Documents, Service Plans, Notes

## 1. People

### 1A. Demographics

*List View*

| Test, February (11344) | | | | |
|---|---|---|---|---|

Assignments | Program | Agencies

**Demographics** | Case Relations | Clinical Documents | Service Plans | Notes

**Basic Info**

| ID | 11344 | Gender | Female |
|---|---|---|---|
| Last Name | Test | Medicaid ID | 123123123 |
| First Name | February | KEPRO ID | 456456 |
| Date of Birth | 2/1/1919 | Legal Representative | Yes |
| Age | 100 | | |

**Contact Info**

| Address Type (Primary) | Physical | County | Kanawha |
|---|---|---|---|
| Street | 1 Main St | Directions to Home | directions |
| Street 2 | Apt 2 | Home Phone | (304) 304-3044 |
| City | Charleston | Work Phone | (305) 305-3055 |
| State | WV | Mobile Phone | (306) 306-3066 |
| Zip Code | 25301 | Email | wv@gmail.com |

**Insurance Info**

| Medicare Insurance | B only | Private Insurance | Humana |
|---|---|---|---|

*Detail View*

**Demographics**
Addresses

**Basic Info**

| Last Name * | Test |
|---|---|
| First Name * | February |
| Date of Birth * | 02/01/1919 |
| Age | 100 |
| Date of Death | |
| Gender * | Female ∨ |
| Medicaid ID | 123123123 |
| KEPRO ID | 456456 |
| Legal Representative * | Yes ∨ |

**Contact Info**

| Address Type (Primary) * | Physical ∨ |
|---|---|
| Street * | 1 Main St |

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*

2 Agencies record(s) returned - now viewing 1 through 2

| Agency | Worker | Status | Open Date ▾ | Close Date |
|--------|--------|--------|-------------|------------|
| Test CMA | Hudson, Arlene | Open | 02/04/2019 | |
| Test PAA | Hill, Randy | Open | 02/04/2019 | |

*Detail View*

| | |
|---|---|
| **Agency** | |
| Workers | |
| Track Status | |

| | |
|---|---|
| Assignments * | ADW |
| Agency * | Test CMA  ...  Clear  Details |
| Status * | Open ⌄ |
| Status Date * | 02/04/2019 📅 |
| Open Date * | 02/04/2019 📅 |
| Comments | |

**Closure**

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 ▼ | 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 sub-page is populated for CM only.*

### 2C. Assignments

*List View*

```
┌ 1 Assignments record(s) returned - now viewing 1 through 1 ─────────────────────────┐
```

| | Case Manager | Registered Nurse | Status | Open Date ▾ | Close Date | |
|---|---|---|---|---|---|---|
| | Hudson, Arlene | Hill, Randy | Open | 02/04/2019 | | |

*Detail View*

| | | | | WellSky Test | **Assignments** |
|---|---|---|---|---|---|
| **WellSky** Human Services *Formerly Mediware Harmony* | | | | Last Updated by dgreenberg at 2/18/2019 5:54:47 PM | |

**File**

| Assignments | Assignments * | ADW | | |
|---|---|---|---|---|
| | Case Manager * | Greenberg, Debby | ... Clear Details | |
| | Registered Nurse * | Wooten, Sherry | ... Clear Details | |
| | Take Me Home, WV * | No ▾ | | |
| | Status * | Open ▾ | | |
| | Open Date * | 02/18/2019 | | |

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 ▾ | 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*

| | | | February Test | **Clinical** |
|---|---|---|---|---|
| **WellSky** Human Services *Formerly Mediware Harmony* | | | 2/15/2019 6:18 PM | **Documents** |

**File**

**Please Select Type:** [                    ▾]

**Clinical Documents**

| Type * | [          ▾] | Date (Assessment / Service Plan Start / Contact) * | 02/15/2019 |
|---|---|---|---|
| Worker * | Greenberg, Debby   ... Clear Details | Status * | Draft ▾ |
| Assignments * | ADW | Date Completed | |

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).

### 3B.    Service Plans



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 sub-page 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*

| Type | Start Date ▾ | End Date | Case Manager | Status | Update Date 1 | Update Date 2 | Update Date 3 | Update Date 4 |
|------|-------------|----------|--------------|--------|---------------|---------------|---------------|---------------|
| 6 Month | 02/15/2019 | 08/05/2019 | Carpenter, Deanna | Pending | 02/27/2019 | | | |

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 - Risk*

*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

- Notes (add/edit for Agency workers):  Behavior/Environment, Case Note – CM, Case Note – RN, Documentation – Participant, Summary Shared with Participant

- Notes (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.

- Active:  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.

- Alert:  Notes are marked as 'Alert' to display in that work list, as well as a pop-up message when the Participant record is selected.

- Closed:  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.

- Pending: 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.

- Proposed:  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.

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

Report Groups:  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.

Supervisor Permission:  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.

Security Permissions:  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.

# WV Online CM Pilot: Participant Chapter - Data Structure

Revised Mar. 18

**Key:**
- Pages
- Sub-Pages

## People:

**Demographics**
- Demo.
  - IDs and Legal Rep.;
  - Contact Info;
  - Insurance Info
- Addresses
  - Physical and Mailing

**Case Relations**
- Legal Representatives and other Relationships (family, medical, other);
- Enter in Assessment and Service Plan – Supplement documents (CM only);
- Crisis Backup

**Agencies**
- Agency
  - Case Management (CMA) and Personal Attendant (PAA)
- Workers
  - Primary
- Track Status

## Enrollment:

**Assignments**
- Case Manager (CM) and Registered Nurse (RN);
- Take Me Home WV;
- Status "Open" for pilot Participants ("Active" in Advanced Search)

**LOS & Dates**
- LOS & Dates
- Workers
  - CM only
- Track Status

## Documentation:

**Clinical Documents**
- Person Centered Assessments (PCA) – Section 1 (CM) and Section 2 (RN);
- Service Plan – Supplement;
- Service Plan – Interim;
- Contacts – CM (monthly) and RN (billable home visits)

Services/Resources:
- Needs identified in PCA – Section 1 (CM);
- Providers identified in Service Plan – Supplement

**Service Plans**
- Plan Info and Dates
  - Update Dates and Comments
  - Status values: Pending, Active, Complete
- Risks and Interventions
  - Risks "pushed" from PCA – Section 1 (CM);
  - Interventions linked to Risks
- Services
  - ADW services setup by Agency Type (CMA, PAA);
  - Amount and Frequency of PA service entered by RN
- Plan Notes
  - Documentation specific to Plan;
  - Communication between CM and RN about updates
- QA Review
  - Monthly audit form used by BoSS reviewers;
  - Basis for Quality Measures (QM) report

**Notes**
- Note Types and Sub-Types linked

**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 2 (RN) and PAL |

**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**

| 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**

| Role | People | | | | Enrollments | | Documentation | | |
|---|---|---|---|---|---|---|---|---|---|
| | Demographics | Relations | Agencies | Agency Wkr. | LOS & Dates | Assignments | 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 | Edit | 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 | see below | Add/Edit |

| Service Plans for RNs: | Info + Dates | Services | Risks + Interv. | Plan Notes |
|---|---|---|---|---|
| | Edit | Edit | Read | Add/Edit |

| Key: | Edit | Read | Hide |
|---|---|---|---|