

Massachusetts Department of Public Health

Psychosocial Support

January 2021



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Introductions

- Emily Levine, Service Quality Coordinator, (Massachusetts Department of Public Health)
- Molly Higgins-Biddle, Project Director (JSI)
- Chris Tso, Helpdesk Coordinator (JSI)

Topics Covered In This Webinar

- Psychosocial Support Data Requirements
- Entering Data
- Quality Assurance Reports Available
- Case Scenarios
- Contract Manager Data Review
- Support and Resources

PSYCHOSOCIAL SUPPORT DATA REQUIREMENTS



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Types of subservice units

1. Group-Level Peer Support Session
 - Enter “1” unit when completed
2. Individual-Level peer support session (in-person and not in-person)
 - Enter “1” unit for each 15 minute increment

ENTERING DATA

Entering Data – PS Services

- Date of Service
- To narrow search, type in “PS” in the Service Name Field
- Units

Client:	<input type="text" value="bet alpha"/>
Date:	<input type="text" value="11/13/2020"/> 
Service Name:	<input type="text" value="PS Individual-Level peer support session (in-person)"/>
Contract:	<input type="text" value="July 1, 2020 - June 30, 2021 (Part B)"/> 
Units:	<input type="text" value="1"/>
Price:	<input type="text" value="0.00"/> \$
Total:	<input type="text" value="0.00"/> \$

QUALITY ASSURANCE REPORTS



QA Reports for PS

- Financial Report
- RSR Validation Report
- Other custom reports:
 - Client List
 - Service Detail Report

CASE SCENARIOS

Case Scenario:

A week of peer support

Monday

10:00-10:30am

- Phone call from Simon to discuss his anxiety about an upcoming appointment.

Peer Support Adherence Group 11:00-12:00

- Brittney, Christina, Lance, Justin, and Ryan all attend the weekly support group
- All members of the group sign the attendance list.

Thursday

9:00-9:45am

- Office visit with Ryan; follow up on a discussion topic from the group on Monday

11:00-12:00

- Michelle, Jill, Hillary, Ruth, and Kamala attend the weekly Women's Group
- All sign in on the attendance list

A week of peer support: data reporting

- **Individual-Level peer support session (not in person):** 2 (30 minutes)
- **Group-Level peer support session:**
 - 1 unit (complete) for each client who attended the group
 - 5 clients attended the Monday group
 - Make sure there is a sign in sheet
- **Individual-Level peer support session (in-person):** 3 (45 minutes)
- **Group-Level peer support session:**
 - 1 unit (complete) for each client who attended the group
 - 5 clients attended the Thursday group



A week of peer support in CAREWare for Ryan

Find Client > Search Results > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units
01/25/2021	PS Group-level peer support session	July 1, 2020 - June 30, 2021 (Part B)	1
01/28/2021	PS Individual-Level peer support session (in-person)	July 1, 2020 - June 30, 2021 (Part B)	3

CONTRACT MANAGER DATA REVIEW

Contract Manager Data Review

<i>Description</i>	<i>Count</i>
Total Number of Clients	217
Total Number of Newly Enrolled Clients	26

<i>Service Category</i>	<i>No of clients</i>	<i>Total Units</i>
Food Bank/Home-delivered Meals	1	1
Medical Case Management	62	1633
Medical Transportation Services	12	144
Psychosocial Support	164	1369

<i>Service Category</i>	<i>Subservice</i>	<i>No of clients</i>	<i>Total Units</i>
Food Bank/Home-delivered Meals	FS Congregate Meals	1	1
Medical Case Management	MCM Acuity Reassessment	23	23
	MCM Client communication (not in-person)	37	201
	MCM Communication with medical provider	2	6
	MCM Communication with non-medical provider	7	22
	MCM ISP/Care Plan	30	30
	MCM In-person session	54	1304
	MCM Initial acuity assessment	9	9
	MCM Linkage to medical care	1	1
	MCM Referrals (non medical)	8	13
	MCM Referrals to Partner Services	1	1
Medical Transportation Services	MCM Telehealth session	9	23
	MT Public transportation pass	1	2
Psychosocial Support	MT Public transportation ride	11	142
	PS Group-level peer support session	85	517
	PS Individual-Level peer support session (in-person)	111	623
	PS Individual-Level peer support session (not in-person)	91	229



QA is everyone's responsibility

- What data are your contract managers reviewing?
- What will they ask you about?
- What tools can you use to address data quality?

CAREWARE MA SUPPORT & RESOURCES



CAREWare MA Documentation: MT Services

- Subservice Definitions
- Fields and Definitions
- Report Instructions

Fields and Definitions

June 2020 v2.1

Yellow highlights indicate changes since the last version.



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This document describes the fields available in the Massachusetts state CAREWare system. For more details on the field definitions used by the HIV/AIDS Bureau for the Ryan White HIV/AIDS Program (RWHAP), see the most recent Annual Ryan White HIV/AIDS Program Services Report Instruction Manual, available at:

<https://careacttarget.org/library/ryan-white-hiv-aids-program-services-report-rsr-instruction-manual>.

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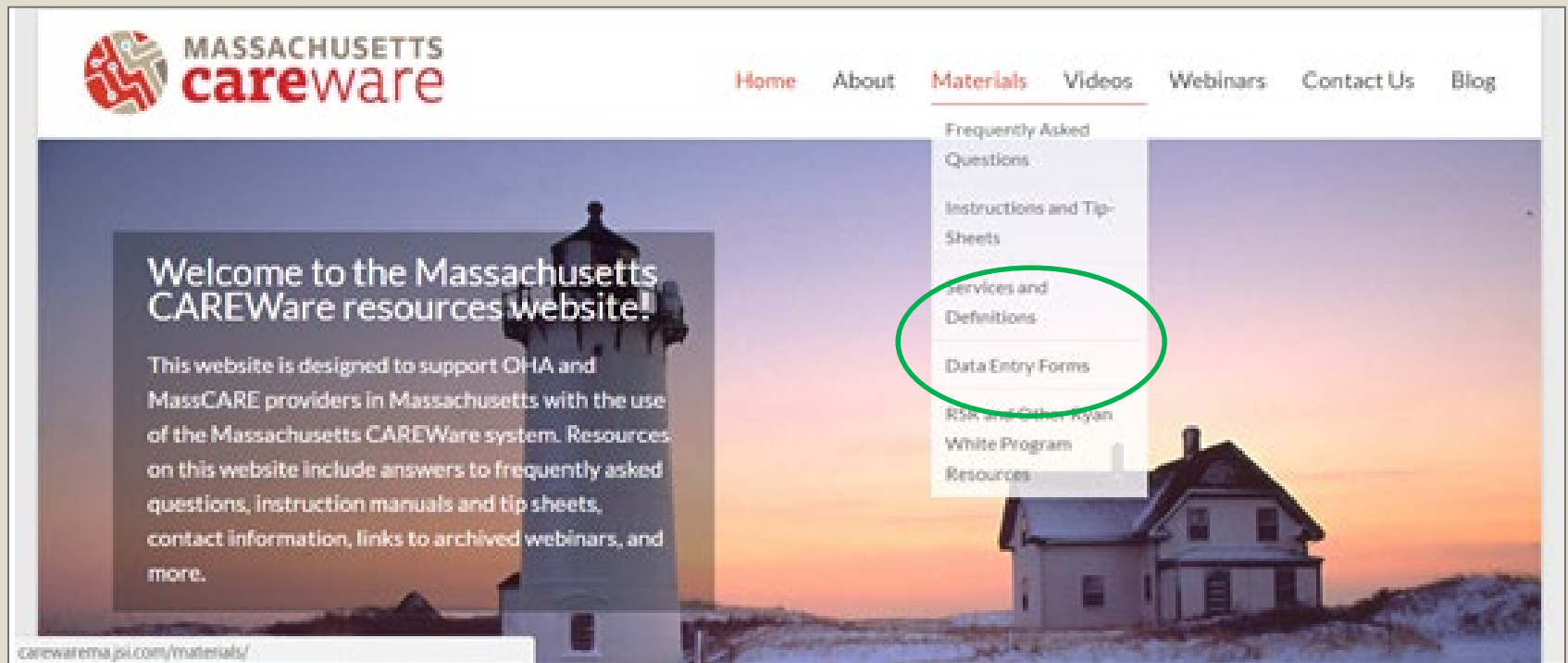
CLIENT IDENTIFIERS.....	4
Field 1 First Name	4
Field 2 Middle Name	4
Field 3 Last Name	4
Field 4 Gender	4



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CAREWare MA Website

Find materials and other resources at <http://carewarema.jsi.com/> under “Materials.”



The screenshot displays the homepage of the Massachusetts CAREWare website. The header features the logo on the left and a navigation menu on the right with items: Home, About, Materials, Videos, Webinars, Contact Us, and Blog. The 'Materials' menu is expanded, showing a list of resources: Frequently Asked Questions, Instructions and Tip-Sheets, Services and Definitions (circled in green), Data Entry Forms, Role and Responsibilities, White Program, and Resources. A large banner on the left contains a welcome message and a description of the website's purpose. The background image shows a lighthouse and a house at sunset.

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Frequently Asked Questions
Instructions and Tip-Sheets
Services and Definitions
Data Entry Forms
Role and Responsibilities
White Program
Resources

Welcome to the Massachusetts CAREWare resources website!

This website is designed to support OHA and MassCARE providers in Massachusetts with the use of the Massachusetts CAREWare system. Resources on this website include answers to frequently asked questions, instruction manuals and tip sheets, contact information, links to archived webinars, and more.

carewarema.jsi.com/materials/

CAREWare MA Helpdesk Support

- Go to www.CAREWareMA.jsi.com
- Email CAREWareMAhelpdesk@jsi.com
- Call 617-385-3991
- Fax 617-482-0617

THANK YOU!

