



Case Management Services Standards and Performance Measures

A. Client-level measures

The standards presume that ALL the services indicated below are documented.

Standard	Indicator	Numerator	Denominator	Exclusions	Notes
<p>Eligibility Screening Every case management chart includes documentation of eligibility for case management services</p>	<p>Percent of case management clients whose chart documents screening for eligibility (initial or re-screening) for case management services at least once during the measurement year</p>	<p>Number of case management clients whose chart documents assessment for eligibility (initial or re-assessment) for case management services at least once during the measurement year</p>	<p>Number of case management clients in the measurement year</p>	<p>Case management clients who initiated case management services in the last 6 months of the year. Case management clients who were discharged from case management services prior to receipt of six months of services</p>	<p>Screening for service eligibility in most cases only needed annually. Assessment may occur more often SOP-1</p>
<p>Case management referral Anyone seeking a referral for RW case management services will be screened and assigned a level of urgency, and will be seen by a case manager within a standard number of days, depending on their needs</p>	<p>Percent of case management clients who have a referral for case management within <see SOP criteria> days of completion of screening during the measurement year</p>	<p>Number of case management clients who have a referral for case management within < see SOP criteria > days of completion of screening during the measurement year</p>	<p>Number of case management clients who complete a screening for case management during the measurement year</p>	<p>None</p>	<p>SOP-1 L4: Within 24 business hours. L3: Within 24 hours. L2: Within 5 business days. L1: Within 5 business days. May be measured through a review of AFC agency database in the future, with possible chart reviews at agencies.</p>

M indicators apply only to medical case management clients

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Standard	Indicator	Numerator	Denominator	Exclusions	Notes
<p>Third party payer eligibility and other benefits</p> <p>Each client receiving RW case management services will be assessed for eligibility for third party payer and other benefits during the measurement year</p>	<p>Percent of case management clients whose chart documents assessment for eligibility for third party payer source (i.e., Medicaid, Medicare, ADAP, VA, CHIC) and other benefits addressed each time that the service plan of care, or after the client has a change in medical status or a crisis (e.g. loss of job, housing, hospitalization, incarceration) during the measurement year</p>	<p>Number of case management clients whose chart documents assessment for eligibility (initial or ongoing) for third party payer source (i.e., Medicaid, Medicare, ADAP) and other benefits during the measurement year</p>	<p>Number of case management clients in the measurement year.</p>	<p>None.</p>	<p>Program expectations, may be specific to individual funder requirements</p>
<p>Intake appointment</p> <p>Clients initiating case management services will receive an intake visit within a maximum of three days of their assignment to a case management agency. Service initiation is dependent on the severity of need determined at the point of telephone screening. Intake means: face to face visit with case manager at the minimum.</p>	<p>Percent of case management clients who completed an intake visit within a maximum of three days of application for (referral to a case management agency by self or another agency)-case management agency during the measurement year</p>	<p>Number of case management clients who completed an intake visit within three days of applying for case management during the measurement year</p>	<p>Number of case management clients who had applied or were referred to a case management agency within three days of the end of the measurement year</p>	<p>Case management clients who had a referral/assignment to a case management agency within three days of the end of the measurement year</p>	<p>SOP -1 L4: Within 48 hours. L3: Within 3 working days L2: Within 10 business days. L1: Within 20 business days</p> <p>Depending on client needs, and required paperwork the process can take more than one visit.</p>
<p>Consent for case management services.</p> <p>RW case management clients provide signed consent to enroll in case management</p>	<p>Percent of case management clients who consent to enroll in case management</p>	<p>Number of case management clients who consent to enroll in case management</p>	<p>Number of case management clients</p>	<p>None</p>	

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Ambulatory medical care access	Percent of case management clients who did not have a primary care provider (PCP) at time of enrollment in medical case management services who had a medical care appointment in an HIV setting	Number of case management clients who had a medical care appointment in an HIV setting within 30 days of enrollment in medical case management services during the measurement year	Number of medical case management clients who did not have a primary care provider (PCP) at time of enrollment in medical case management services during the measurement year	Medical case management clients who have a PCP at time of enrollment in medical case management services.	
PCP identification Every RW medical case management client will have an identified primary medical care provider, or be connected to a primary medical care provider within 30 days of enrollment in the program	Percentage of case management clients enrolled in the program for at least 30 days who have an identified primary medical care provider whose chart documents the name and contact information for the client's PCP during the measurement year	Number of medical case management clients whose chart documents the name and contact information for the client's PCP during the measurement year	Number of medical case management clients in the measurement year	None	Medical Assessment and Eligibility Verification Form SOP5B
Client assessment All RW case management clients will be assessed at least twice during the year	Percent of case management clients with an initial-client assessment updated semi-annually or if there is a major change in the client's medical condition or other crisis (including eviction, incarceration, hospitalization) during the measurement year	Number of case management clients with an initial and/or updated client assessment within the last six months during the measurement year	Number of case management clients within the measurement year	Case management clients who initiated case management services in the last six months of the measurement year Case management clients who were discharged from case management services prior to receipt of six months of services	SOP 5A SOP 8 SOP 9 Case intake forms Case status change/reassessment form
Health literacy assessment All new case management clients will be assessed for their health literacy and updated as needed based on changes in client's condition or regimen.	Percent of new case management clients who have a health literacy assessment during the measurement year	Number of case management clients who have a health literacy assessment during the measurement year	Number of case management clients initiating case management services during the measurement year	None	Training and materials on health literacy screening are available from the National Quality Center: www.nationalqualitycenter.org

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<p>Medication adherence assessment</p> <p>All RW clients receiving medical case management will receive a medication adherence assessment and updated based on changes in client's medical status or HIV related regimen or at least twice yearly.</p>	<p>Percent of medical case management clients whose chart documents medication adherence changes in client's medical status or HIV related regimen or at least two or more times at least 3 months apart in the measurement year</p>	<p>Number of medical case management clients on HAART whose chart adherence initial assessment and updates based on changes in medical status or HIV related medication regimen two or more times at least 3 months apart in the measurement year</p>	<p>Number of medical case management clients during the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	
<p>Medication history documentation</p> <p>All RW clients receiving medical case management services will be assessed and have a medication history documented at least twice each year.</p>	<p>Percent of medical case management clients whose chart documents and/or updates their current medications within the last six months during the measurement year</p>	<p>Number of medical case management clients whose chart documents and/or updates their current medications within the last six months in the measurement year</p>	<p>Number of medical case management clients during the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	
<p>Mental health screening</p> <p>All RW clients receiving case management services will be screened for mental health needs each year.</p>	<p>Percent of case management clients who receive a mental health screening during the measurement year</p>	<p>Number of case management clients who receive a mental health screening during the measurement year</p>	<p>Number of case management clients in the measurement year</p>	<p>None</p>	
<p>Substance abuse screening</p> <p>Each RW case management client will be screened for substance abuse annually..</p>	<p>Percent of case management clients who receive a substance abuse screening during the measurement year</p>	<p>Number of case management clients who receive a substance abuse screening during the measurement year</p>	<p>Number of case management clients in the measurement year</p>	<p>None</p>	

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<p>Care plan</p> <p>All RW case managed clients will have a care plan on file that is tied to the most recent assessment of client needs and states identified problems and goals reviewed at least two times during the year.</p>	<p>Percent of case management client care plans tied to the most recent assessment of client needs and states identified problems and goals developed and/or updated quarterly or if there is a major change in the client's medical condition or other crisis (including eviction, incarceration) during the measurement year</p>	<p>Number of case management clients who had a case management care plan developed and/or updated quarterly or if there is a major change in the client's medical condition or other crisis (including eviction, incarceration) during the measurement year.</p>	<p>Number of case management clients during the measurement year</p>	<p>Case management clients who were discharged from case management services prior to receipt of six months of services</p>	<p>SOP 6 SOP 8</p>
<p>Care plan consent</p> <p>All case management client care plans will be signed by the client.</p>	<p>Percent of case management client care plans (initial or update) that are signed by the case management client during the measurement year</p>	<p>Number of case management client care plans (initial or update) that are signed by the case management client during the measurement year</p>	<p>Number of case management clients who have a care plan (initial or update) during the measurement year</p>	<p>Case management clients who do not have a care plan (initial or update) during the measurement year</p>	<p>SOP 6</p>
<p>Service plan goal related to medical/ adherence issues</p> <p>The service plan for each RW client receiving medical case management services will include at least one goal related to medical care and/or medication adherence</p>	<p>Percent of medical case management clients whose care plan contains at least one goal relating to medical care and/or medication adherence during the measurement year</p>	<p>Number of medical case management clients whose care plan contains at least one goal relating to medical care and/or medication adherence during the measurement year</p>	<p>Number of medical case management clients in the measurement year</p>	<p>None</p>	

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<p>Interagency/ multi-disciplinary case conference</p> <p>The cases for all clients receiving medical case management will be reviewed in an interagency/multi-disciplinary conference at least twice each year.</p> <p>An interagency/multi-disciplinary case conference involves the review of the client's achievement care plan goals and objectives and revision of the care plan. It engages a variety of health professionals and paraprofessionals involved in the provision of services to the client, and may include both internal and external service providers. The case conference is client-specific, is documented in the client's case management chart. The multi-disciplinary team may consist of: case management, medicine, nursing, pharmacy, pastoral services, social work, nutrition, occupational therapy, physical therapy, clinical laboratory services, peer workers, and health information/education. Typically, case conferencing occurs monthly. If a client is in crisis, the team or selected members may meet informally to stabilize the client.</p>	<p>Percent of medical case management clients who had a case conference including at least one member of the client's medical care team at least twice during the measurement year</p>	<p>Number of medical case management clients who had a case conference during the measurement year</p>	<p>Number of medical case management clients in the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	<p>Case conference should incorporate feedback from mental health and substance abuse clinicians if the client's services are provided by an agency including these services</p>

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<p>Medical case management visits</p> <p>Clients enrolled in medical case management will have at least two face-to-face visits with their case manager in the year. Examples of these visits include but are not limited to: specialized case management activities like reviewing care plan/adherence counseling, or other issues like handling client fare card etc.</p>	<p>Percent of medical case management clients who have a face to face encounter with their assigned case manager at least three times during the measurement year</p>	<p>Number of medical case management clients whose chart documents a face to face encounter with their assigned case manager at least three times at least 90 days apart, during the measurement year</p>	<p>Number of medical case management clients during the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	
<p>Supportive Case management visits</p> <p>All clients receiving supportive case management services will meet face-to-face in home, office or program sites with the case manager at least once every 6 months.</p>	<p>Percent of supportive case management clients who have a face to face encounter with their assigned case manager two or more times during the measurement year</p>	<p>Number of supportive case management clients whose chart documents a face to face encounter with their assigned case manager two or more times, at least 90 days apart, during the measurement year</p>	<p>Number of supportive case management clients during the measurement year</p>	<p>Supportive case management clients who initiated supportive case management services in the last six months of the measurement year.</p> <p>Supportive case management clients who were discharged from supportive case management services prior to receipt of six months of services</p>	

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<p>Medical visits</p> <p>All RW clients receiving medical case management services will have two or more visits to their primary medical provider in an HIV care setting during the year, additional visits will occur based on medical deterioration and need.</p>	<p>Percent of medical case management client who had two or more medical visits in an HIV care setting during the measurement year</p>	<p>Number of case management clients who had a medical visit with a provider with prescribing privileges two or more times, at least 90 days apart, in the measurement year which are documented in the medical case management record.</p>	<p>Number of case management clients during the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	
<p>PCP communication</p> <p>Medical case managers will communicate with the primary care provider regarding each RW client at least twice each year.</p> <p>Note: requires patient consent for sharing information and specific reason for communication</p>	<p>Percent of medical case management clients whose chart documents communication between medical case manager and client's PCP two or more times during the measurement year</p>	<p>Number of medical case management clients whose chart documents communication between medical case manager and client's PCP two or more times, at least 60 days apart, during the measurement year</p>	<p>Number of medical case management clients in the measurement year</p>	<p>Medical case management clients who initiated medical case management services in the last six months of the measurement year</p> <p>Medical case management clients who were discharged from medical case management services prior to receipt of six months of services</p>	<p>Medical Assessment and Eligibility Verification Form SOP-5B</p> <p>The reference to the Medical Assessment and Eligibility form is confusing. The purpose of the form is to document medical eligibility (HIV status) for RW services, and not to assist in managing medical care</p>

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<p>Referrals</p> <p>Case managers will document the outcomes for all referrals made for RW case management clients within 14 days of the referral.</p> <p>Definition: Referrals includes identifying resource, linking client to the resource and providing assistance to ensure client is engaged in resource program and follow-up contact to ensure referral is actualized. Follow-up is conducted and additional activities, such as phone calls, client report etc. occur as needed to achieve confirmation of achievement of referral goals.</p>	<p>Percent of case management clients whose chart documents outcome of all referrals within 14 days of referral made by the case manager during the measurement year</p>	<p>Number of case management clients whose chart documents the outcome of all referrals made by the case manager during the measurement year</p>	<p>Number of case management clients whose chart documents one or more referrals made by the case manager during the measurement year</p>	<p>Referrals made within 14 days of the end of the measurement year</p>	<p>Linked this to the definitions in the psychosocial category</p>
<p>ADAP application</p> <p>All RW case managed clients who are qualified and need ADAP will submit an application annually</p>	<p>Percent of identified case management clients who meet ADAP eligibility requirements who submit application for ADAP during the measurement year</p>	<p>Number of identified case management clients who meet ADAP eligibility requirements who submit an application for ADAP (initial or re-application) during the measurement year</p>	<p>Number of case management clients whose assessment indicates a need for initial or continuing prescription drug coverage during the measurement year</p>	<p>Case management clients whose assessment does not indicate a need for initial or continuing prescription drug coverage during the measurement year</p>	

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<p>Adherence counseling</p> <p>All RW case managed clients will receive medication counseling at least twice during the year that will focus on adhering to medications and keeping medical appointments</p>	<p>Percent of case management clients whose chart documents adherence (medication/medical appointments) counseling and/or support to keep appointments and adhere to regimens by their case manager quarterly during the measurement year</p>	<p>Number of case management clients whose chart documents adherence quarterly during the measurement year</p>	<p>Number of medical case management clients identified as needing adherence counseling during the measurement year</p>	<p>Case management clients who enrolled in the last three months of the measurement year</p> <p>Case management clients who were discharged from services prior to receipt of three months of service</p>	
<p>Adherence counseling/support: mental health services</p>	<p>Percent of case management clients with mental health needs whose chart documents a service plan including referral to adherence counseling (mental health service) and/or support by their case manager for medication and appointment adherence two or more times during the measurement year</p>	<p>Number of case management clients whose chart documents adherence (mental health services) counseling and/or support by their case manager two or more times, at least 90 days apart, during the measurement year</p>	<p>Number of case management clients during the measurement year who are enrolled in mental health services</p>	<p>Case management clients who enrolled in mental health services the last six months of the measurement year.</p> <p>Case management clients who were discharged from mental health services prior to receipt of six months of service</p>	
<p>Adherence counseling/support: outpatient substance abuse services</p>	<p>Percent of case management clients with chemical dependency needs whose chart documents a service plan including referral to adherence counseling (outpatient substance abuse services) and/or support by their case manager for medication and appointment adherence two or more times during the measurement year</p>	<p>Number of case management clients whose chart documents adherence (outpatient substance abuse services) counseling and/or support by their case manager two or more times, at least 90 days apart, during the measurement year</p>	<p>Number of case management clients who are enrolled in outpatient substance abuse services during the measurement year</p>	<p>Case management clients who enrolled in outpatient substance abuse services the last six months of the measurement year</p> <p>Case management clients who were discharged from outpatient substance abuse services prior to receipt of six months of service</p>	

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Standard	Indicator	Numerator	Denominator	Exclusions	Notes
<p>Discharge summary</p> <p>A discharge summary for each case management client who terminates or leaves services for any reason during the year must include: the date of discharge, the reason for discharge, and the client progress toward meeting the care plan goals and objectives</p>	Percent of case management clients discharged/terminated from case management services whose chart documents a discharge summary during the measurement year	Number of case management clients discharged/terminated from case management services whose chart documents a discharge summary during the measurement year.	Number of case management clients discharged/terminated from case management services during the measurement year	Case management clients who were not discharged/terminated from case management services	SOP 4
<p>Transfer summary</p> <p>Charts for all RW case management clients who are transferred will contain a transfer summary that includes the date of the transfer, the reason for the transfer, and the client progress in achieving the care plan goals.</p> <p>Transfer summary includes: 1) date of transfer; 2) reason for transfer; and 3) client progress in achievement of care plan goals and objectives</p>	Percent of case management clients transferred to another case manager and/or case management agency whose chart documents a transfer summary during the measurement year	Number of case management clients transferred to another case manager and/or case management agency whose chart documents a transfer summary during the measurement year	Number of case management clients transferred to another case manager and/or case management agency during the measurement year	Case management clients not transferred to another case manager and/or case management agency	SOP 11
<p>Lost to follow-up: medical case management</p> <p>Case managers will document attempts to reconnect clients to care when they have been determined as "lost to follow-up". Examples of attempts to reconnect clients to care are at least one telephone call per month for three consecutive months, followed by mailing a certified letter.</p>	Percent of medical case management clients whose case manager contact a client who has been "lost to follow-up" during the measurement year	Number of medical case management clients whose case manager documents attempts to contact client who has been "lost to follow-up" during the measurement year	Number of medical case management clients who have been "lost to follow-up" during the measurement year	Medical case management clients who were "lost to follow-up" Clients who have been terminated from care	"Lost to follow-up" is defined as no documented direct client contact for 90 consecutive days (telephone or face to face) which addresses client care plan implementation

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Standard	Indicator	Numerator	Denominator	Exclusions	Notes
<p>Lost to follow-up: supportive case management</p> <p>Case managers will document attempts to reconnect clients to care when they have been determined as "lost to follow-up"</p>	<p>Percent of supportive case management clients whose case manager documents attempts to contact a client who has been "lost to follow-up" during the measurement year</p>	<p>Number of supportive case management clients whose case manager documents attempts (at least one telephone call per month for three consecutive months, followed by mailing a certified letter) to contact client who has been "lost to follow-up" during the measurement year</p>	<p>Number of supportive case management clients who have been "lost to follow-up" during the measurement year.</p>	<p>Supportive case management clients who were not "lost to follow-up"</p> <p>Clients who have been terminated from care</p>	<p>"Lost to follow-up" is defined as no documented direct client contact for 180 consecutive days (telephone or face to face) which addresses client care plan implementation</p>

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B. Agency-level measures

Standard	Measure	Numerator	Denominator	Exclusions	References/Notes
Agency case management chart review	Percent of case management charts reviewed by agency during the measurement year	Number of case management charts reviewed by agency during the measurement year	Number of case management clients within the measurement year	None.	SOP 13
Case management client service complaint/inquiry Client grievances will be handled in a timely way consistent with the standard operating procedures of the Case Management Cooperative, and be resolved within 180 days of the initial complaint	Percent of case management grievances that are resolved within 180 days of the initial complaint during the measurement year	Number of case management grievances that are resolved within 180 days of the initial complaint during the measurement year	Total number of case management grievances filed during the measurement year	None	
Case management Supervision	Percent of case managers with at least four hours of supervision during the measurement month	Number of case managers with at least four hours of supervision during the measurement month	Number of case managers	Case managers employed less than the full month	SOP 13 For experienced case managers may not always be needed

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