## CAREWare 6: Running a Performance Measure

#### What is a Performance Measure?

• Performance measures generate reliable data on the quality of care clients receive; this can be measured at an agency level or by funding sources such as Part A or Part B. Performance measures are used to calculate many things including:

The number of virally suppressed clients

The number of clients prescribed ARTs

The number of clients that had medical visits during the year

• There are two ways to run performance measures:

Run a Basic Performance Measure

Run a Performance Measure Client List

- The Basic measure pulls the percentage of clients that meet the criteria of the performance measure.
- The Client List report pulls the actual clients that meet or do not meet the criteria for the performance measure.

This guide was created in partnership By Genna Owens



For any questions, please contact MDHHS - Division of HIV/STD Programs (MDHHS-DHSP-TAandData-Requests@michigan.gov).

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## **Running a Basic Performance Measure**

### **Quick Overview:**

- 1. Login to CAREWare.
- 2. Select the Reports tab.
- 3. Select the Performance Measures tab.
- 4. Select Run Performance Measures.
- 5. A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.
- 6. Select **Evaluate Selected** at the top of the page.
- 7. This will take you to the page to set the parameters of your report.
- 8. Click Edit.
- Specify the As of Date (this will be the date at which the performance measure stops). For example, an as of date of 09/30/19 would indicate to CW to run data for one year back from that date (09/30/18—09/30/19). Once you add the date, Save it.
- 10. Select **Run.** On the right-hand side, you will see a box that lets you know the report is running.
- 11. Once the report has generated, you will receive a message that says **Report Generation Complete** (on the right-hand side too). Select **View Report.**
- 12. If you want to run multiple reports at once, click all the ones you want to run (step 5). Then follow the subsequent steps.

Note: The report will open on a separate tab. In order to get back to CAREWare, simply exit the tab. That will take you back to the performance measure tab.

# Running a Performance Measure Client List

### **Quick Overview:**

- 1. Login to CAREWare.
- 2. Select the Reports tab.
- 3. Select the Performance Measures tab.
- 4. Select Create Client List.
- 5. A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.
- 6. Select **Use Selected** at the top of the page.
- 7. This will take you to the page to set the parameters of your report. This is where you choose the date, section, and output format.
- 8. Click Edit.
- Specify the As of Date, Performance Measure Section (there are four options: Not In Numerator, In Numerator, In Denominator, and Not in Denominator) and Output Format (this is how you will see the report — as a separate document or in CAREWare).
- 10. Once you make your selections, click Save.
- 11. Select Create Client List.

Note: If you run the report as a separate document, you will receive a message on the right-hand side that says the report is generating and lets you know once you can view it.

## **Detailed Overview: Running Basic Performance Measure**

1. Select the **Reports** tab.

_	
	Customize
	Add Client
	Find Client
	Deserts
	Reports
	Rapid Entry
	Appointments
	M. O.W.
	wy Settings
	System Information
	System Messages
	Administrative Options
	Administrative Options
	Switch Providers
	Log Off
	Log on

#### 2. Select Performance Measures.

Customize     CAREWare Reports				
Add Client Find Client Reports	CAREWare Reports			
Rapid Entry Appointments	HRSA Reports	RSR and ADR		
System Information System Messages	Custom Reports	Run or manage custom reports		
Administrative Options Switch Providers	Performance Measures	Run or Manage Performance Measures		
	Client Data Reports	Run reports on client information		
This is a test notification	Financial Report	Setup and run the financial report		
Don't forget to contact the helpdesk if you would like to schedule an appointment to	Administrative Reports	Administrative reports and options		
receive assistance upgrading to CAREWare 6.	Permission Reports	Run and search permissons held by a user at a point in time		

#### 3. Select Run Performance

Measures.

Customize	CAREWare Reports > Performance Measures	
Add Client	Back	
Find Client		
Reports	Performance Measures	
Rapid Entry		
Appointments		
My Settings	Run Performance Measures	Evaluate the current status of one or more performance measures
System Information		
System Messages	Create Client List	Examine clients in the performance measure sections
Administrative Options		
Switch Providers	Create Assessate Report	Track results for a performance measure over time
Log Off	Create Aggregate Report	mack results for a performance measure over time
	Set up. Conv. and Customize Performance Measures	Manage the list of available performance measures
This is a test notification		
	Import Performance Measures	Import external performance measures from file
Don't forget to contact the helpdesk if you would like to	Expert Performance Measures	Croate an expert containing performance measure configurations
schedule an appointment to	Export Performance Measures	create an export containing performance measure configurations
CAREWare 6.	Rotup Client Tob	Configure the performance measure tab within the client record
	Setup Client Tab	Conligure the performance measure tab within the chent record
	HIVQM Export Groups	Manage HIVQM Export Groups

4. A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.

	CAREWare Repo	orts > Performanc	e Measures > Evaluat	e Measures		
Add Client	Evaluate Selecte	ed Evaluate Gro	oup Back Print or E	Export		
Find Client Reports	Evaluate Measures					
Rapid Entry	Search: CORE01	Ą				
System Information	Selected	Code	Name	Description		
System Messages		CORE01AH	Viral Load Suppress	Percentage of client		
Switch Providers		CORE01AM	HAB: Viral Load Su	Percentage of client		
Log Off		CORE01A	HAB: Viral Load Su	Percentage of client		
For system issues please contact us at MDHHS- CAREWareSupport@michigan.gov						

5. Select Evaluate Selected (top of page).

Customize	CAREWare Reports > Performance Measures > Evaluate Measures					
Find Client Reports	Evaluate Measures					
Rapid Entry My Settings	Search: CORE01A					
System Information	Selected	Code	Name	Description		
System Messages		CORE01AH	Viral Load Suppress	Percentage of client		
Administrative Options Switch Providers		CORE01AM	HAB: Viral Load Su	Percentage of client		
Log Off		CORE01A	HAB: Viral Load Su	Percentage of client		
For system issues please contact us at MDHHS- CAREWareSupport@michigan.gov						

6. This will take you to the page to set parameters for your report. Click Edit.

O Customize	CAREWare Reports > Per	formance Measures > Evaluate Measures > Performance Measure Settings
Add Client	Edit Selected Providers	Today Run Back
Find Client		
Reports	Performance	Measure Settings
Rapid Entry		P
My Settings		Parameters
System Information	AsOfDate:	12/31/2018
System Messages	Performance Measures:	HAB: Viral Load Suppression_Part A. (CORE01A)
Administrative Options		
Switch Providers		
Log on		
For system issues please contact		
us at MDHHS-	Solocted Drovidore:	Henry Ford Hospital Matrix Human Services Oakland Integrated Health
CAREWareSupport@michigan.gov	Selected Providers.	Network

- Select the As of Date (this will be the date at which the performance measure stops). For example, an as
  of date of 09/30/19 would indicate to CW to run data for one year back from that date (09/30/18—
  09/30/19).
- 8. Save.



#### 9. Select Run.

Customize	CAREWare Reports > Performance Measures > Evaluate Measures > Performance Measure Settings
dd Client	Edit Today Run Back
nd Client	
eports	Performance Measure Settings
lapid Entry	
ppointments	Parameters
ly Settings	AsOfDate: 9/30/2019
ystem Information	Defermine Measure HAP: HTV vicel lood supposition (Conc01)
ystem Messages	Performance Measures: HAD: HIV VIPal load suppression (Coreal)
dministrative Options	
witch Providers	
og Off	
his is a test notification	

Note: On the right-hand side, you will see a box that lets you know the report is generating.



10. Once the report has generated, you will receive a message that says **Report Generation Complete** (on the right-hand side too). Select **View Report.** 



The report will open on a separate tab. This is what it looks like:

Multiple Performance Measures Report 9/30/2019				
Selection:	State ADAP Program			
Code:	Name:	Numerator:	Denominator:	Percent:
Core01	HAB: HIV viral load suppression	0	2	0.00%

In order to get back to CAREWare, simply exit the tab. That will take you back to the performance measure tab.

## **Detailed Overview: Running a Performance Measure Client List**

- 1. Follow steps 1-3 of running a basic performance measure.
- 2. Select Create Client List.

O Customize	CAREWare Reports > Performance Measures	
Add Client	Back	
Find Client Reports Rapid Entry	Performance Measures	
My Settings	Run Performance Measures	Evaluate the current status of one or more performance measures
System Information System Messages Administrative Options	Create Client List	Examine clients in the performance measure sections
Switch Providers	Create Aggregate Report	Track results for a performance measure over time
This is a test notification	Set up, Copy, and Customize Performance Measures	Manage the list of available performance measures
	Import Performance Measures	Import external performance measures from file
Don't forget to contact the helpdesk if you would like to schedule an appointment to receive assistance upgrading to	Export Performance Measures	Create an export containing performance measure configurations
CAREWare 6.	Setup Client Tab	Configure the performance measure tab within the client record
	HIVQM Export Groups	Manage HIVQM Export Groups

- 3. A list of all performance measures will appear. Select the performance measure you want to run.
- 4. Select Use Selected.

Customize	CAREWare Reports > Performance Measures > Client List					
dd Client	Use Selected Back Print or Export					
ind Client Reports	Client	Client List				
apid Entry	Search: core					
y Settings	Code	Name	Description			
tem Information	Core02	HAB: Prescription of antiretroviral the	Percentage of client			
tem Messages	Core01	HAB: HIV viral load suppression	Percentage of client			
ninistrative Options	Core04	HAB: Gap in HIV medical visits	Percentage of client			
a Off	Core03	HAB: HIV medical visit frequency	Percentage of client			



5. This will take you to the page to set parameters for your report. Select Edit.



6. Specify the As of Date, Performance Measure Section, and Output Format.

#### 7. Select Save.

Customize Add Client	CAREWare Reports > Performance Save	Measures > Client List > Performance Measure Client List Settings
Find Client	Derfermenee Me	acura Client List Settings
Reports	Performance Me	asure chent List Settings
Rapid Entry	Derfermenes Messures	LAP: LIV viral load supprassion
Appointments	Performance measure:	HAD. HIV VIIAI IOAU SUPPLESSION
My Settings	As Of Date:	9/30/2019
System Information	Derformance Measure Section	In Numerator
System Messages	Performance measure section.	
Administrative Options	Output Format:	Quick Paper List 👤
Switch Providers		
Log Off		

**Note:** For **Performance Measure Section,** there are four options: <u>Not in Numerator</u> pulls clients who don't meet the criteria of the measure; <u>In Numerator</u> pulls clients that meet the criteria for the measure; <u>Not in Denominator</u> pulls clients who are not even considered for the measure; <u>In Denominator</u> pulls all clients who are considered for the measure.

For example, you are running a report to pull the number of clients who are virally suppressed:

-In Numerator would pull all clients who are virally suppressed

-Not in Numerator would pull all clients in the denominator but are not virally suppressed

-Not in Denominator pulls clients who are not even considered for the measure— ex. those who did not have an appointment within the measurement year

-In Denominator pulls all clients who could potentially be virally suppressed

For Output Function, you have two options:

1. <u>Real-time Lookup List</u> allows you to click on client in the list and go to their CW file. There is no need to exit the performance measure tab.

2. <u>Quick Paper List</u> generates a report that can be viewed, saved, or printed.

#### 8. Select Create Client List.

O Customize	CAREWare Reports > Performan	ce Measures > Client List > Performance Measure Client List Settings		
Add Client	Edit Today Create Client List	Back		
Find Client	Derfermenne Me	aura Client List Sattings		
Reports	Performance Me	asure Client List Settings		
Rapid Entry				
Appointments	Performance Measure:	HAB: HIV viral load suppression		
My Settings	As Of Date:	9/30/2019		
System Information	Derformance Measure Section	In Numerator		
System Messages	Performance measure section.	In Numerator		
Administrative Options	Output Format:	Quick Paper List		
External Links				
Switch Providers				
Log Off				

9. Once the report generates, you will receive a message that says **Report generation complete** (on the right-hand side). Click **View Report.** The report will open in a separate tab.

This only happens if you select **Quick Paper List** as the report output.



10. If you select **Real-time Lookup list** as the output, then this is what the report will look like. Select the client you would like to view, then click **Go to Client.** This will take you to the client record in CAREWare.

© Customize Add Client Find Client Reports Rapid Entry Appointments My Settings	CAREWare Reports > Go To Client Back	Performance Measu Print or Export	res > Client List >	Performance Measure Client List Settings
	HAB: Prescription of antiretroviral therapy			
	Client	Viewed		
System Information	Fields, Sally			
Administrative Options External Links Switch Providers	Queen, Oliver Samuels, Tammie			
	Samuels, Tammie			
Log Off	Samuels, Tammie			