

# 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

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- 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 with Genna Owens



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

# 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**.
9. 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

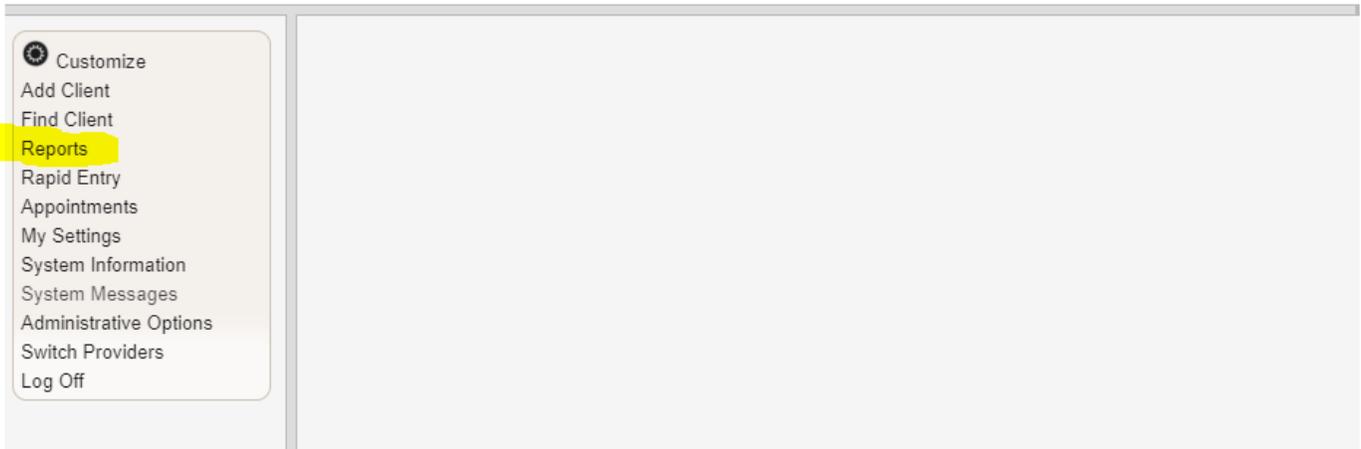
## Quick Overview:

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**.
9. 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

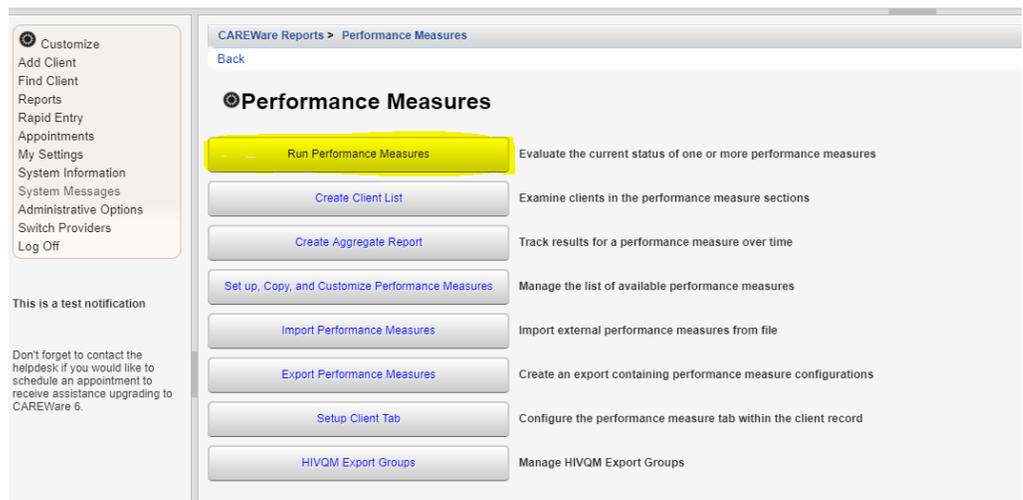
1. Select the **Reports** tab.



2. Select **Performance Measures**.



3. Select **Run Performance Measures**.



- 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 Reports > Performance Measures > Evaluate Measures

Evaluate Selected Evaluate Group Back Print or Export

### Evaluate Measures

Search: CORE01A

Selected	Code	Name	Description
<input type="checkbox"/>	CORE01AH	Viral Load Suppress	Percentage of client
<input type="checkbox"/>	CORE01AM	HAB: Viral Load Su	Percentage of client
<input checked="" type="checkbox"/>	CORE01A	HAB: Viral Load Su	Percentage of client

For system issues please contact us at MDHHS-CAREWareSupport@michigan.gov

- Select **Evaluate Selected** (top of page).

CAREWare Reports > Performance Measures > Evaluate Measures

Evaluate Selected Evaluate Group Back Print or Export

### Evaluate Measures

Search: CORE01A

Selected	Code	Name	Description
<input type="checkbox"/>	CORE01AH	Viral Load Suppress	Percentage of client
<input type="checkbox"/>	CORE01AM	HAB: Viral Load Su	Percentage of client
<input checked="" type="checkbox"/>	CORE01A	HAB: Viral Load Su	Percentage of client

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

CAREWare Reports > Performance Measures > Evaluate Measures > Performance Measure Settings

Edit Selected Providers Today Run Back

### Performance Measure Settings

Parameters

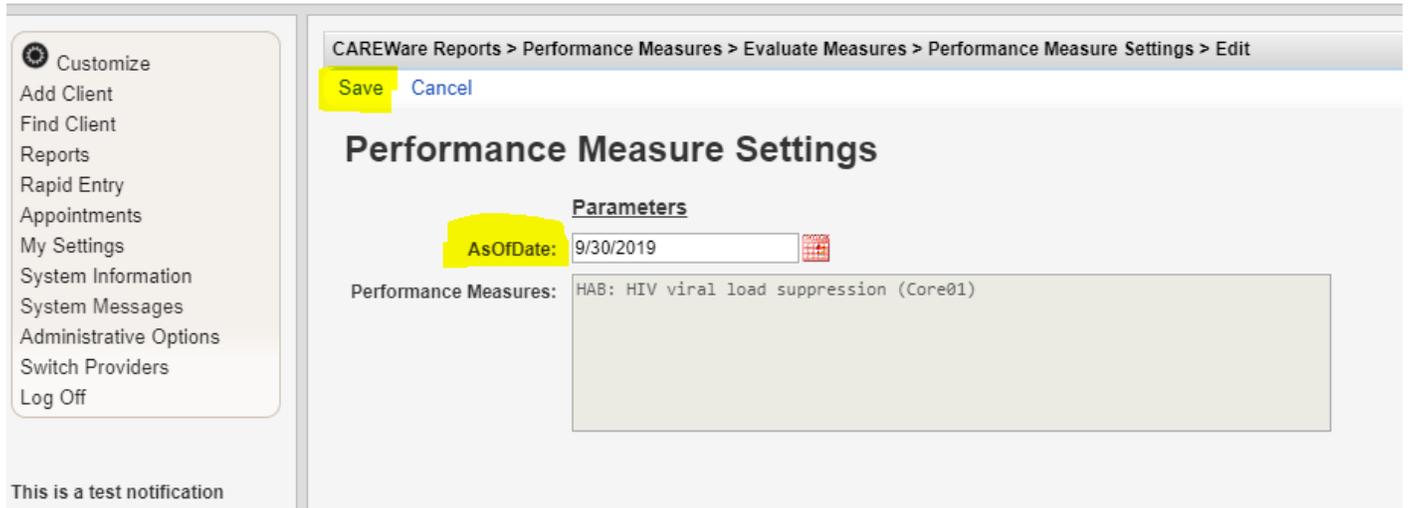
AsOfDate: 12/31/2018

Performance Measures: HAB: Viral Load Suppression\_Part A. (CORE01A)

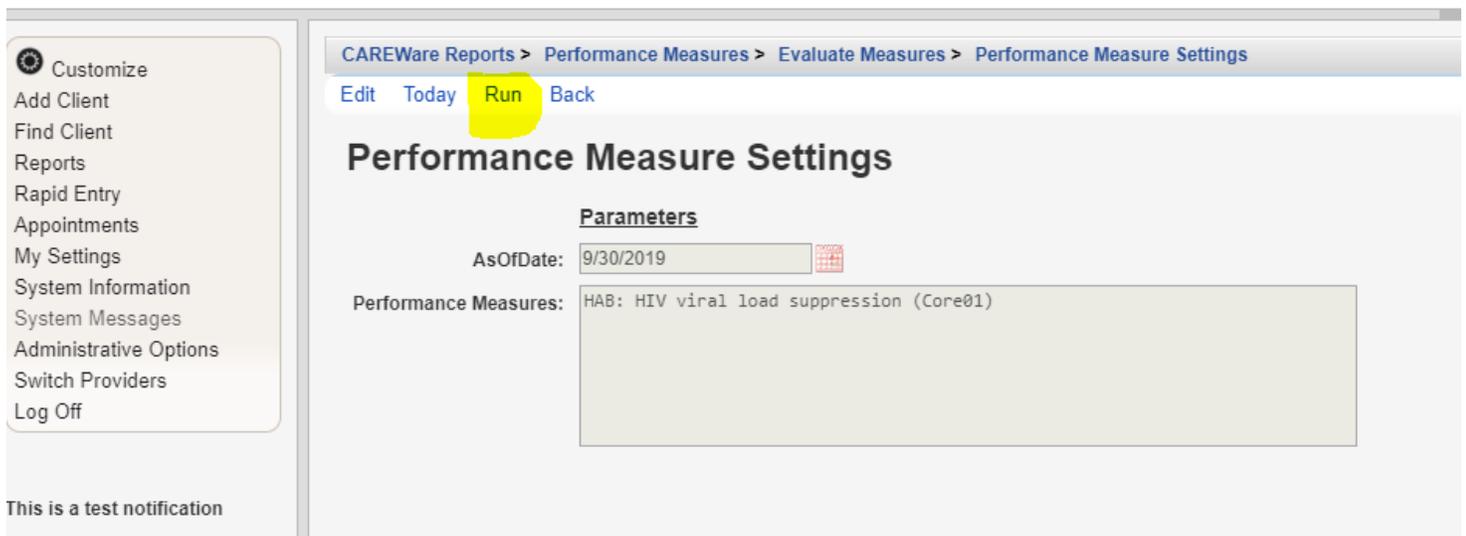
Selected Providers: Henry Ford Hospital, Matrix Human Services, Oakland Integrated Health Network

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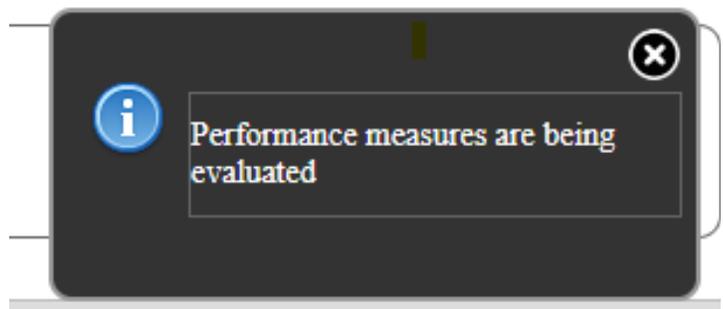
7. Select the **As of Date** (this will be the date at which the performance measure stops). For example, an as of date of 09/30/19 would indicate to CW to run data for one year back from that date (09/30/18—09/30/19).
8. **Save.**



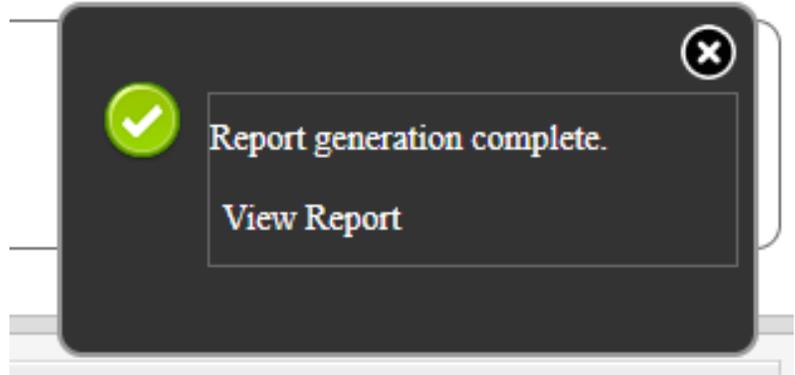
9. Select **Run.**



**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:

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**Multiple Performance Measures Report 9/30/2019**

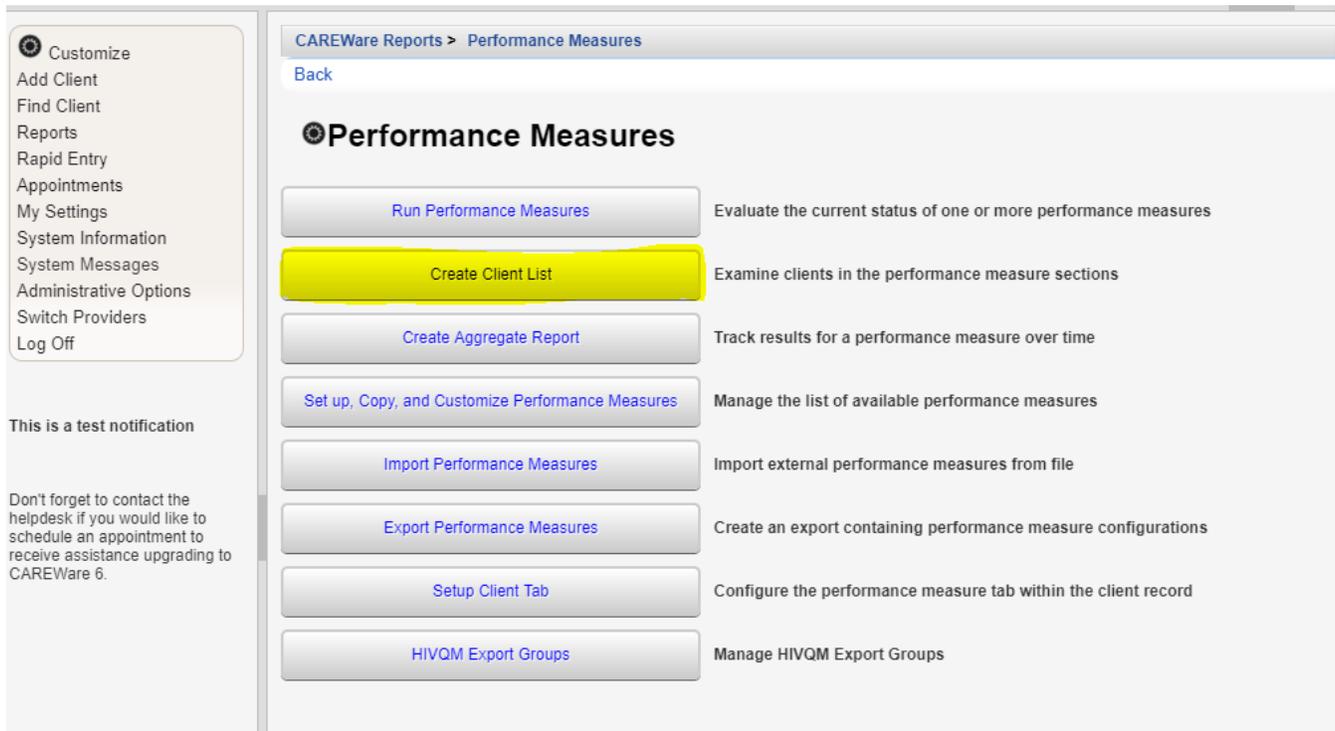
Selection: State ADAP Program

<u>Code:</u>	<u>Name:</u>	<u>Numerator:</u>	<u>Denominator:</u>	<u>Percent:</u>
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

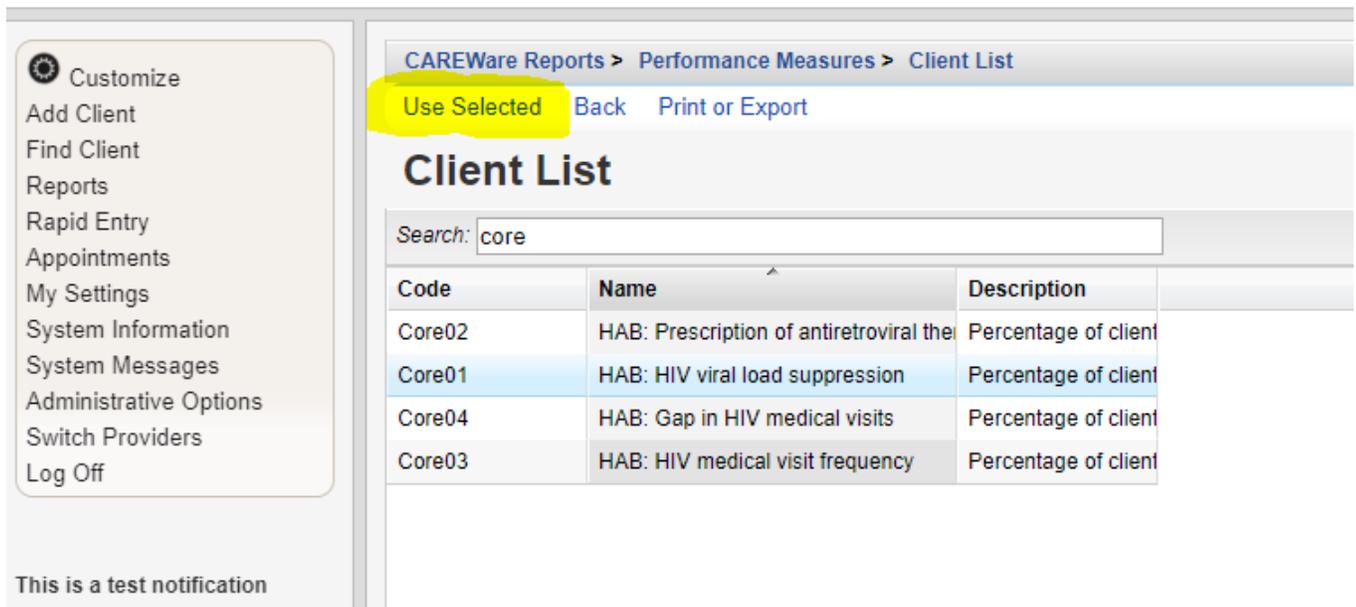
1. Follow steps 1-3 of running a basic performance measure.
2. Select **Create Client List**.



The screenshot shows the CAREWare interface for Performance Measures. On the left is a navigation menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'Switch Providers', and 'Log Off'. Below the menu is a test notification and a reminder to contact the helpdesk. The main content area is titled 'Performance Measures' and contains several buttons with descriptions:

- Run Performance Measures**: Evaluate the current status of one or more performance measures
- Create Client List**: Examine clients in the performance measure sections (highlighted in yellow)
- Create Aggregate Report**: Track results for a performance measure over time
- Set up, Copy, and Customize Performance Measures**: Manage the list of available performance measures
- Import Performance Measures**: Import external performance measures from file
- Export Performance Measures**: Create an export containing performance measure configurations
- 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**.



The screenshot shows the CAREWare interface for the Client List. The breadcrumb trail is 'CAREWare Reports > Performance Measures > Client List'. Below the breadcrumb are buttons for 'Use Selected' (highlighted in yellow), 'Back', and 'Print or Export'. The main heading is 'Client List'. There is a search box with the text 'core' entered. Below the search box is a table with the following data:

Code	Name	Description
Core02	HAB: Prescription of antiretroviral the	Percentage of client
Core01	HAB: HIV viral load suppression	Percentage of client
Core04	HAB: Gap in HIV medical visits	Percentage of client
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**.

CAREWare Reports > Performance Measures > Client List > Performance Measure Client List Settings

**Edit** Today Create Client List Back

### Performance Measure Client List Settings

Performance Measure: HAB: HIV viral load suppression

As Of Date: 9/30/2019

Performance Measure Section: In Numerator

Output Format: Quick Paper List

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

7. Select **Save**.

CAREWare Reports > Performance Measures > Client List > Performance Measure Client List Settings

**Save** Cancel

### Performance Measure Client List Settings

Performance Measure: HAB: HIV viral load suppression

As Of Date: 9/30/2019

Performance Measure Section: In Numerator

Output Format: Quick Paper List

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

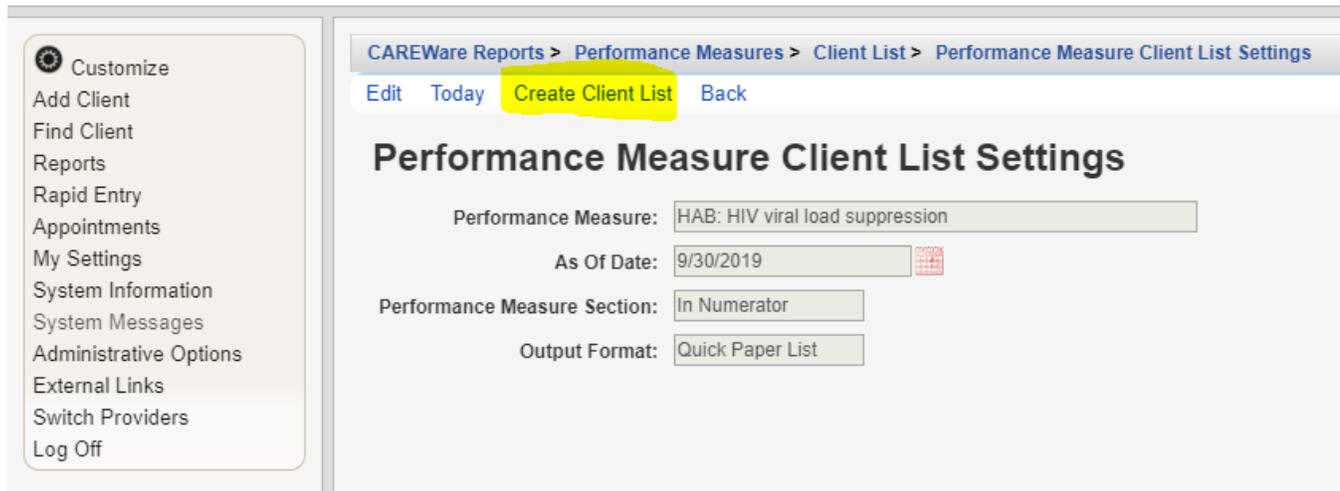
-In Denominator pulls all clients who could potentially be virally suppressed

For **Output Function**, you have two options:

1. Real-time Lookup List 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.

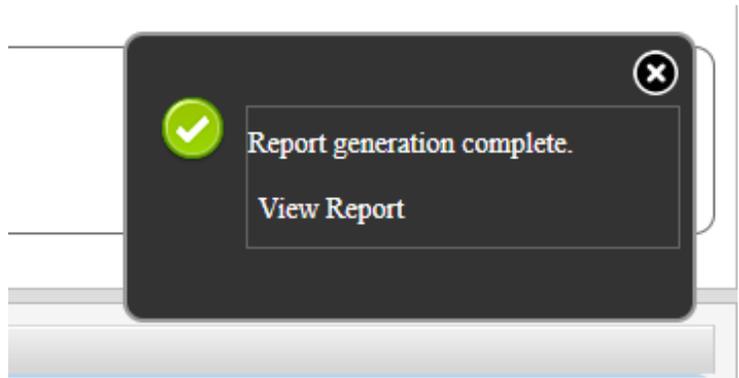
2. Quick Paper List generates a report that can be viewed, saved, or printed.

8. Select **Create Client List**.



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.

