



Policy Number	231.004
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Subject Matter	Nurse Consultant
Approval Authority	Bexar County Ryan White Administrative Agency

Documenting Case Management Actions in ARIES

1.0 Purpose

A guide to Ryan White and State Service funded case management agencies on the use of the AIDS Regional Information and Evaluation System (ARIES) including, but not limited to, required fields of data entry.

2.0 Background

Case Management is a major component of care delivered throughout the State of Texas funded by Ryan White and State Services. The Texas Department of State Health Services (DSHS) is continually striving to improve the quality of case management throughout the state. In order to achieve this ongoing goal, DSHS is taking steps to assist in the improvement of the quality of documentation as well as make data input more uniform. Service providers must use ARIES to the fullest extent of its capabilities; case management providers must enter, at a minimum, case notes, adherence assessments, mental health, substance abuse screenings and risk reduction notes in ARIES as outlined in this policy, in addition to any requirements from your Administrative Agency. Agencies that do not currently utilize ARIES and/or are unable to export this information into ARIES are still required to have this level of documentation in their records and available for review.

3.0 Definitions

- ARIES** AIDS Regional Information and Evaluation System (ARIES) is a browser-based, client level software used by Ryan White funded providers to report all Ryan White eligible services for all Ryan White eligible clients.

- Staff** The person responsible for documenting the case note. If you are performing the data entry task, make sure the proper staff person is selected.

- Date** The actual date the case note was recorded

- Type** This is a selection in ARIES that must be chosen after the user determines that a case note needs to be written. It encompasses the general nature of the case note and the user has one of four choices they may make in assessing the type of note: case conference, crisis note, progress note or a reassessment. See Appendix A for a full description of Types.

- Category** This is a selection in ARIES that is chosen after a type of case note is determined. The selection of category further delineates the exact nature of the contact with the client and what issue was addressed. See Appendix A for a listing and full description of all Categories.

- Subcontractor** A local organization contracted by an Administrative Agency to provide services for HIV positive clients.

4.0 Policy

DSHS requires that case notes, referrals, care plans, adherence counseling, mental health and substance abuse screening and risk behavior evaluation be entered into ARIES within five days of the activity date (both the note and the unit(s) of service). The following sections will be required to be completed by all Part B funded case management agencies: case notes, referrals, care plans, mental health and substance abuse screenings, current risk behavior assessment/risk reduction counseling and medication adherence assessment/education. The requirements and expectations for entering these elements into ARIES are outlined below. Case notes regarding mental health, substance abuse and legal issues are never shared outside of the documenting agency; case management agencies are required to ensure these notes are categorized correctly according to ARIES type and category. Administrative Agency data managers will ensure that case management agencies are adherent to DSHS policy regarding entering case management information as referred to in the Case Management Standards. ARIES policy does not supersede other applicable state and federal laws regarding client confidentiality.

4.1 Case Notes

- Case notes must be entered accurately utilizing the “Type” and “Category” fields on the Case Note screen (please use above definitions to decide which type and category are appropriate).
- Case notes must capture the reason for the visit, the type of contact that was made (in person or via the telephone), a summary of what was discussed at the visit, the resolution/ outcome of the issue and a time frame for follow-up.
- Case notes must be signed and sealed within 5 days of the note being entered.
- Agencies must not select the “Don’t Share” checkbox when the client has agreed to share their data. If a client’s notes are shared, other agencies can get an overview of a client’s background. Client case notes are valuable and flexible tools for agencies; they can be used to track a client’s progress. After entering case note information, only those within your agency with the proper permissions will be able to view the case notes you entered. By default, mental health, substance abuse, and legal case notes cannot be shared with other agencies
- To finalize your case notes and make them available to other agencies (if the client has agreed to share their data), enter your login password in the text field in the bottom and click the “Sign ‘n Seal” button. If case notes are not shared, they can only be viewed within your agency.

4.2 Referrals

- Subcontractors must track referrals provided in ARIES for each client on an ongoing basis.
- Referrals are required to be updated on an ongoing basis with as much information as possible, including Outcome and Outcome Date.
- If a referral cannot be completed due to any barriers the client encountered, a case note should be entered explaining the situation and resolution.

4.3 Care Plans

- Subcontractors initiate a care plan in ARIES for each client.
- One care plan should be created for each new need.
- Care plans are required to be updated on an ongoing basis with tasks, referrals, and services. The tasks should include specific steps the client and case manager will take to meet the care plan goal. Tasks, referrals, and services should be updated as they are identified or completed, rather than at set intervals.
- Issues noted in the care plan should have ongoing case notes that match the stated need and the progress towards meeting the goal identified.

4.4 Mental Health and Substance Abuse Screenings

- DSHS encourages all subcontractors to use the SAMISS screening available in ARIES for evaluation of clients' potential needs.
- Subcontractors may choose another validated tool to screen clients for potential substance abuse and mental health needs; the results must be entered into ARIES as documentation that a screening occurred.
- For all active Case Management clients, a screening must be completed when the case manager suspects that a change with the client has occurred (new co-morbid condition presents, there is a major event in the client's life, etc.).
- Appropriate referrals must be documented based on findings of the screenings. If clients refuse referrals or to complete the screening assessment, this should be documented on the care plan and in case notes as part of the ongoing work with the client.

4.5 Behavior Risk Assessment:

- Clients' current risk behavior should be evaluated as frequently as needed and documented in ARIES in the case notes and/or the behavior risk screen for active case management clients.
- Appropriate referral to prevention programs and/or partner elicitation services (when indicated as a result of a screening or conversation had with client) should be made and documented in the case notes as well as the referral screen.
- Risk reduction must be documented on the client care plan (when appropriate as an ongoing issue) to indicate ongoing work in this area and progress made.

4.6 Medication Adherence

- Case managers should review current medication regimens with clients to assess their understanding of current dosing schedule. Case managers should provide education and build client skill in taking medications. Clients' current practice in taking medications should be reviewed and assessed. Both must be documented in ARIES.
- Assessment of medication adherence should be done on an ongoing basis with clients taking HIV medications, especially for clients with known adherence issues.
- Reassessment of changes in medication regimen should be reviewed after client has a visit with a medical provider and documented.
- Referral back to the client's medical provider should be made when client has issues taking specific medications due to concerns or side effects.
- Medication adherence must be documented on the client's care plan when needed to indicate ongoing work in this area and progress made

4.7 Services

5.0 Revision History

Date	Action	Section
03/23/2010	This is a new policy	All
08/18/2010	Re-numbered to sequentially group with other ARIES policies	original policy 240.000
	Added "or" to the following sentence: <i>Agencies that do not currently utilize ARIES and/or are unable to export this information into ARIES are still required to have this level of documentation in their records and available for review.</i>	Background



EMPLOYEE POLICY ACKNOWLEDGEMENT FORM

Documenting Case Management Actions in ARIES Policy 231.004

I certify that I have read, understand, and agree to adhere to the Documenting Case Management Actions in ARIES Procedures

I understand that Bexar County may revoke my access code or other authorized access to confidential information for any reason. My access privileges are subject to periodic review, revision, and if appropriate, renewal.

I understand that I will be held responsible for my misuse or wrongful disclosure of confidential information and for my failure to safeguard my access code/password or other authorized access to confidential information.

I understand that it is my responsibility to ask clarifying questions if I need assistance interpreting a policy.

Signature

Date

Print Name

Agency