

COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

Enterprise Invoice Management
&
Enterprise Service Management Project

BSAS

Opioid Treatment Periodic/Quarterly Assessment Manual
Opioid Treatment For Periodic/Quarterly Assessment Form – Version 5



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Introduction

The Department of Public Health (DPH), Bureau of Substance Abuse Services (BSAS) collects client and service data via the Executive Office of Health and Human Services (EOHHS) business application, Enterprise Invoice Management-Enterprise Service Management (EIM-ESM), which is accessed through the web-based EOHHS Virtual Gateway.

Why Do We Collect this Data and Why is Accuracy Important?

At least half of the funding for substance abuse services is Federal. BSAS reports to the Substance Abuse and Mental Health Services Administration (SAMHSA).

- ❖ It is a federal reporting requirement that we submit this data to SAMHSA
- The data submitted to SAMHSA is referred to as the Treatment Episode Data Set (TEDS)
- TEDS is the **ONLY** national client-level database on substance abuse treatment
 - ➔ The data is used by federal policymakers, researchers, and many others
- It provides data for trend analysis, understanding characteristics of persons admitted to substance abuse treatment and client outcomes
- It includes information on all clients admitted to programs that receive public funds

- ❖ Performance Management
- Level of Care Management meeting process
- Development of provider feedback reports
 - ➔ Business Decision Support
 - ➔ Analysis to determine client outcomes and to promote best practices

EIM-ESM is designed to provide timely and comprehensive reports on client characteristics at Intake and Enrollment, client status at Disenrollment, and client change between the beginning and end of the treatment episode. The data system can be used to monitor treatment time and readmission rates for the same or different substance abuse problems. An important dimension of the system is that client and fiscal information systems use the same database. As a result, program managers may obtain detailed information on the type and amount of services provided and the cost of services to specific client groups.

Goals and Objectives

The primary goal of the EIM-ESM data collection by the Bureau of Substance Abuse Services is to enhance fiscal and program management. To achieve that goal, the system has eight objectives:

1. Provide unduplicated client count
2. Provide count of client enrollments
3. Monitor usage patterns
4. Provide timely reports on client characteristics
5. Verify billing and suspend payment if necessary
6. Compute utilization rates
7. Produce budget status reports
8. Facilitate treatment and recidivism studies

Client Confidentiality

The Bureau realizes that there is concern as to client confidentiality because client names and other identifying information such as Social Security numbers (SSN) are collected by EIM-ESM. Not only does the Bureau adhere to the provision governing the confidentiality of alcohol and drug abuse patient records (Code of Federal Regulations, Chapter 42, Part II), but in addition the data is protected by HIPPA and by the Massachusetts Fair Information Practices Act. The data qualify as medical records and, therefore, cannot be requested as “public records”.

The EIM-ESM security measures are robust. It is an award winning security system. The way in which the information is stored is fragmented so is not relatable. In addition, the Department of Public Health’s Legal Office determined that BSAS staff, including any research or analytic staff, should have no access to the EIM-ESM interface, unless required to meet their job responsibilities – Provider Support and Technical Assistance. The very few that do have access to the interface not only abide by the strictest of Confidentiality Agreements but are housed in locked offices to assure that no one might accidentally view any part of the interface.

In addition, there is a Qualified Service Organization Agreement (a signed and dated document describing the agreed upon terms of a service relationship between the licensee and the qualified service organization, which meets the requirements of 42 CFR Part 2), between DPH and EOHHS which assures that access to client screens is not permitted by any EOHHS staff supporting the EIM-ESM application.

Why is the collection of identifying information so important?

Without it the Bureau could not meet its goals: provide unduplicated client count, provide count of client enrollments, monitor usage patterns, provide timely reports on client characteristics, verify billing and suspend payment if necessary, compute utilization rates, produce budget status reports, and facilitate treatment and recidivism studies; without which accurate client outcomes would not be available to enhance treatment opportunities.

EIM-ESM also limits access to a client’s enrollment information and substance abuse assessment information to the organization that is treating the client and holds the consent to enter the data into EIM-ESM.

Only the enrolling agency can see that the client is enrolled in a BSAS Program.

Tips

- Never email client names when contacting DPH for TA
- Never use the client name when on a phone call with DPH for TA

Interview Assumptions

The BSAS Intake and Assessments interviews are based on two important assumptions:

1. **The Bureau's Intake/Assessment interviews are not designed as clinical interviews.** Although general descriptions of client status are obtained, the detail required for a comprehensive analysis of the client's substance abuse and related problems is not elicited. Programs, therefore, are expected to conduct more detailed clinical interviews. Collection of the Assessment data can be a part of the more comprehensive clinical interview.
2. **Many of the interview items are designed as prompts.** A specific question format is not provided. Clinicians are free to ask the questions in their own style and format. The only constraint is that all required questions must be asked and an answer provided even when it is "unknown" or "refused".

Opioid Treatment Periodic/Quarterly Assessment

All questions marked with ► are required and must be completed.

► Date Collected

Enter the day that the data was collected. Enter the date using the MM/DD/YYYY format. MM must be 01 through 12 and DD must be 01 through 31 (e.g., 06/01/2007).

- Although the enrollment date will be automatically displayed when the Enrollment Assessment is opened for completion, this date does not have to be entered again, however, its inclusion on the form validates data quality in the client record and in the system.

► ESM Client ID

The Client ID is automatically assigned when the client is entered into the ESM-EIM system. This number should be recorded on the Intake form *after the data is entered* into EIM-ESM system. As the Bureau does not have access to client names, this is helpful information to have in the client record when verifying the data in the system or when communicating with the Bureau regarding the specific client's case and/or billing.

Provider ID

This field is to be used by the provider in any way that is helpful to them in the management of client records. This is not entered into the EIM-ESM system.

First Name/Middle Initial/Last Name/Suffix

While the client name is only entered into the Application at Intake, writing the full legal names on the Enrollment and Disenrollment Assessment forms is good record management.

►1. Current Employment Status

Check only one box.

The choices are:

- Work full time
- Work part time
- Unemployed, seeking work
- Unemployed, not seeking work
- Unable to work
- Other

This question asks about the current employment status of the client. "Full-time" is defined as working less than 35 hours per week; and "Not working" is defined as not working any hours for pay. This includes working at multiple jobs.

►2. Number of arrests in the past 3 months (0-93)

Record the total number of arrests (not charges) in the past 3 months. *If over 99 arrests, enter "99"*

- An arrest means that the client has been apprehended by someone of lawful authority and charged with committing a criminal act or acts and has been fingerprinted and booked.
- Driving under the influence (DUI) and driving while intoxicated (DWI) are criminal offenses and not traffic offenses: therefore, they must be included in the response to this question.
- Right-justify the number and USE LEADING ZEROS. (e.g., three arrests would be recorded as "03".)

►3. During the past 3 months, have there been services you think you have needed but have not been provided to you by the program?

Check only one box

The choices are:

- 1** None
- 2** A few
- 3** Some
- 4** A lot

The meaning of services can be broadly interpreted by the client. These include specific services, such as vocational/training services or daycare.

►4. During the past 3 months, do you feel you have been treated fairly by the program staff?

Check only one box

The choices are:

- 1** Not at all
- 2** Sometimes
- 3** Most of the time
- 4** Always

The meaning or "fairly" is left up to the personal interpretation of the client.

►5. Frequency of drug use in the past 3 months

For each of the drugs listed in the rows of this table, record the Frequency of use in the past 3 months

Frequency of Use Codes

Enter one of the following codes:

- 1 No use
- 2 Less than once per month
- 3 1-3 times per month
- 4 1-2 times per week
- 5 3-6 times per week
- 6 Daily

- a. Cocaine or crack—Includes cocaine and /or crack used alone or together. Includes cocaine and heroin used together, e.g. 'speedball.'
- b. Heroin – Includes heroin alone or used with other drugs, such as with cocaine, e.g. 'speedball.'
- c. Narcotics or opiates – Includes narcotics other than heroin used without a prescription, such as morphine, codeine, Demerol, Dilaudid or Talwin.
- d. Marijuana
- e. Alcohol
- f. Injected drug use. – This question asks about injecting illicit drugs in the past 3 months.

Injections prescribed by a doctor, such as insulin for the treatment of diabetes, would not be included. If the client reports no illicit injection drug use in the past 3 months, select "No use."

►6. In general, how would you describe your current health?

Check only one box

The choices are:

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

- The question asks about the client's **current** health.
- The response categories are left up to the personal interpretation of the client.
- If the client gives more than one answer, probe for the answer that describes how he/she feels most of the time.

►7. During the past 3 months, how much difficulty did you have doing your daily activities, both inside and outside the home, due to physical or emotional problems?

Check only one box

The choices are:

- 1 None
- 2 A little bit
- 3 Some
- 4 Quite a bit
- 5 Unable to do daily activities

- Include the client's daily activities both inside and outside the house.
- The interpretation of the response categories is left up to the client.

►8. During the past 3 months, how many nights were you hospitalized for physical problems? (0-100)

Enter the number of nights the client was hospitalized for physical problems over the past three months.

- This question is asking about number of nights spent in a hospital during inpatient admissions for physical problems.
- Include hospitalizations for pregnancy/delivery.
- Exclude visits to an emergency room and treatment for alcohol and drug abuse.
- Right-justify the number and use leading zeros. If none, enter "00"

►9. During the past 3 months, how many nights were you in a detox facility? (0-100)

Enter the number of nights the client spent in a detox facility over the past three months.

- This question asks about the number of nights spent in a detox facility during inpatient admissions for detoxification.
- It does **not** include visits to emergency rooms.

►10. During the past 3 months, how many visits to an emergency room and/or urgent care facility did you make? (0-100)

Enter the number of visits the client made to an emergency and/or urgent care facility. *If none, enter "00"*

Right justify the number and use leading zeros.

►11. In the past 3 months, how much were you distressed (bothered) by ...

- a. Nervousness or shakiness inside
- b. Suddenly being scared for no reason
- c. Feeling fearful
- d. Spells of terror or panic
- e. Feeling that something bad is going to happen

Check one box for each of the categories a-e.

The choices are:

- 1** Not at all
- 2** A little/slightly
- 3** Moderately
- 4** A lot/extremely

►12. In the past 3 months, how much were you distressed (bothered) by ...

- a. Blaming yourself for things
- b. Feeling blue
- c. Worrying too much about things
- d. Feeling no interest in things
- e. Feeling hopeless about the future
- f. Feeling worthless
- g. Feeling guilty for things that may not your fault

Check one box for each of the categories a-g.

The choices are:

- 1** Not at all
- 2** A little/slightly
- 3** Moderately
- 4** A lot/extremely

►13. In the past 3 months, did you think about suicide?

Check only one box.

The choices are:

- 1** Yes
- 2** No

►14. In the past 3 months, did you attempt suicide?

Check only one box.

The choices are:

- 1** Yes
- 2** No

►15. In the past 3 months, how supportive would you say the people closest to you are of your seeking substance abuse treatment at this time?

Check only one box.

The choices are:

- 1** Not supportive or opposed
- 2** Not very supportive
- 3** Somewhat supportive
- 4** Very supportive

The meaning of “supportive” is left up to the personal interpretation of the client.

►16. In the past 3 months, would you say that none of the people, a few of the people, or most of the people you are close to are currently abusing drugs?

Check only one box.

The choices are:

- 1** None
- 2** One or a few
- 3** Most

The meaning of “supportive” is left up to the personal interpretation of the client.

RECORD DATA

►17. Does the client have a current prescription opiate(s)?

Check only one box.

The choices are:

- 1 Yes
- 2 No

►18. Does the client have a current prescription for Benzodiazepine(s)?

Check only one box.

The choices are:

- 1 Yes
- 2 No

►19. Urinalysis results received over the past 3 months.

For each one of the following drugs indicate the number of urine screens as well as the number of positive screens.

- Cocaine
- Opiates
- Methadone
- Benzodiazepines
- Other drugs

Exclude the client's initial urine screen.

►20. Which medication-assisted treatment is the client currently using?

Check only one box.

The choices are:

- Methadone
- Buprenorphine
- Injectable Naltrexone

If client is currently using injectable naltrexone, skip Qs. 21 and 22 and go to Q. 23

►21. Has the client received a dose in the past 2 weeks?

Check only one box.

The choices are:

- 1** Yes
- 2** No

►22. What was the client's last dose? (mg)

Enter client's last dose in milligrams.

►23. In what phase of treatment was the client?

Check only one box.

The choices are:

- Active treatment
- Stabilization treatment
- Medically supervised withdrawal
- Medical maintenance