


OUT OF CARE COORDINATION

Frequently Asked
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BACKGROUND

Why should HIV service providers actively engage with the Louisiana Department of Health's STD/HIV/Hepatitis Program (SSHP)?



As the primary point of interaction between the health system and clients, **HIV service providers have the best capability of recognizing clients who are likely to fall out of care** (OOC) before they are identified by SHHP. By communicating with SHHP's large scope of data, efforts can be prioritized around locating clients, ensuring up to date information, and **reengaging clients** into care.

What is the purpose of creating a data sharing process between SHHP and HIV care providers?



The data sharing agreement (DSA) is in place to cover the routinely generated match reports that are provided back to the care facilities in order to create priority populations within the OOC list. The OOC list can be stratified into categories of persons who need follow-up because they are still presumed to be out of care, or they are not virally suppressed. The use of a DSA **outlines the parameter of the proposed data exchange and provides legal basis for the exchange to occur**. A signed DSA must be provided to SHHP before any data transfers may occur.

How will SHHP be matching the data being provided?



SHHP will be matching the OOC list provided by the HIV providers to all persons living with HIV whose laboratory data is captured in the Laboratory Management System (LMS).

How will files be transferred between SHHP and HIV providers?



Via a secure **data transfer platform**, that ensures only the appropriate parties are able to access the files.

PROCESSES

What are the variables for facilities to use when submitting a line listing of patients for matching to SHHP?



Facilities submit a line listing of patients with the following variables*:

- ClientID
- First_Name
- Last_Name
- DOB
- SSN

*Please refer to the DSA for the exact variable name and format that is required.

Which clients should be submitted in this initial matching list to SHHP? Just OOC, or entire patient list?



It is up to the facility to determine, either is fine. Just PWH who are OOC, by whatever definition your facility uses.

What should facilities expect in response from SHHP once the match is complete?



An **output report** will be sent back to the facility, with the following variables for each client:

- 0 - No recorded CD4 count of Viral Load within the last six months
- 1 - Has had a CD4 count or Viral Load within the last six months at a location besides your clinic
- 2 - Had had a CD4 count or Viral Load within six months at your clinic
- 3 - Dead
- 4 - Moved out of state
- 5 - Not found in SHHP

PROCESSES - CONTINUED

As a provider, what are the basic steps to starting a new data exchange with SHHP?



- There are **five** key steps:
1. Provider signs DSA and returns to SHHP.
 - a. Provider may request a review of the DSA prior to signature.
 2. Provider indicates primary and secondary contacts.
 3. SHHP configures file transfer mechanism.
 4. Provider tests file transfer with dummy data table.
 5. SHHP confirms success of test transfer.

What would a routine data exchange look like once the set-up is complete between providers and SHHP?



- There are **four** steps to a routine data exchange:
1. Provider submits client data through the file transfer.
 2. LA SHHP pulls data file from client upload folder and performs data match, producing the output report.
 3. LA SHHP returns file to provider via secure file transfer protocol (SFTP).
 4. Provider receives output file.

MISCELLANEOUS QUESTIONS

How often can data linkages happen?



Linkages will occur on a monthly basis for the purposes of this specific data exchange. Data files must be received from the Provider by the first Friday of each month in order for the match to be completed.

Do names need to be spelled exactly the same for the system to find a match?



A linkage algorithm is used that **includes alternative spellings** to improve the likelihood of a match.

CONTACT INFORMATION



Who should the provider and/or staff reach out to if they have questions?



Please reach out to Jessica Fridge (jessica.fridge@la.gov) with any questions about the data sharing agreements and Madison Chomsky Albright, (madison.albright@la.gov) with technical or data related questions.