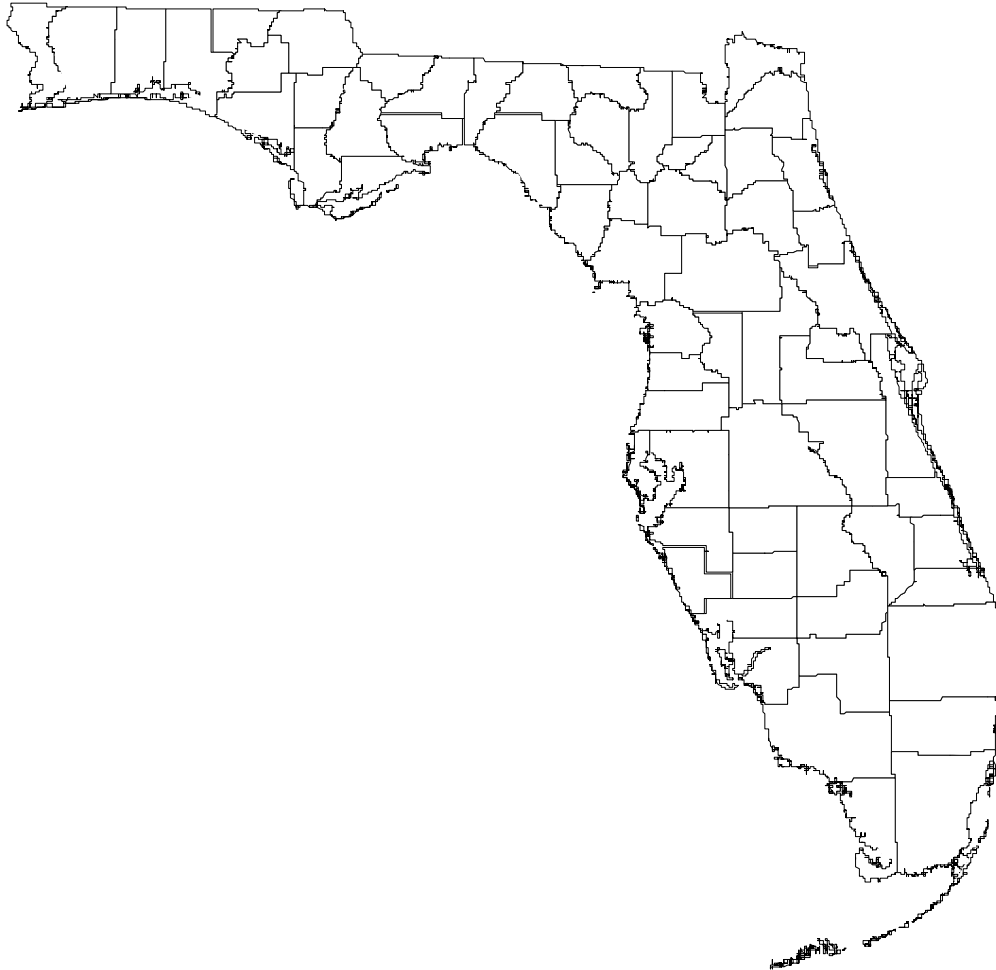


WEST PALM BEACH EMA
Florida EMA Survey Report



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Funded through the Ryan White HIV/AIDS Treatment Modernization Act of 2006
Department of Community Services, Palm Beach County, Florida

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Introduction

The West Palm Beach EMA conducted a brief survey between March and August 2008 with the four other EMAs in the state of Florida including Miami, Ft Lauderdale, Orlando and Tampa-St. Petersburg. Four additional EMAs were selected to complete the survey which included Boston, Newark, Detroit, and San Diego. These EMAs were selected based on analysis comparing the FY 07-08 ranking of Formula and Supplemental (Appendix A). The four additional EMAs had a higher supplemental award rank than formula suggesting that the EMA is competitive. The additional EMAs are also similar in size and award amount to the West Palm Beach EMA.

The survey was created and approved by the Planning Committee of the CARE Council. Once approved, the survey was placed on the web based data collection site, Survey Monkey. The survey topics included funding fluctuations, quality management program, MIS system, unmet need estimates, planning council, program support, and case management.

Through several emails and phone calls, the EMAs were invited to complete the online survey. Only the Florida EMAs completed the survey. Follow-up phone calls were made to various grantee, planning council and quality management staff for clarifications and additional information. For comparison purposes the West Palm Beach EMA Health Planner provided data from that EMA.

Funding Fluctuation FY 2004-2008

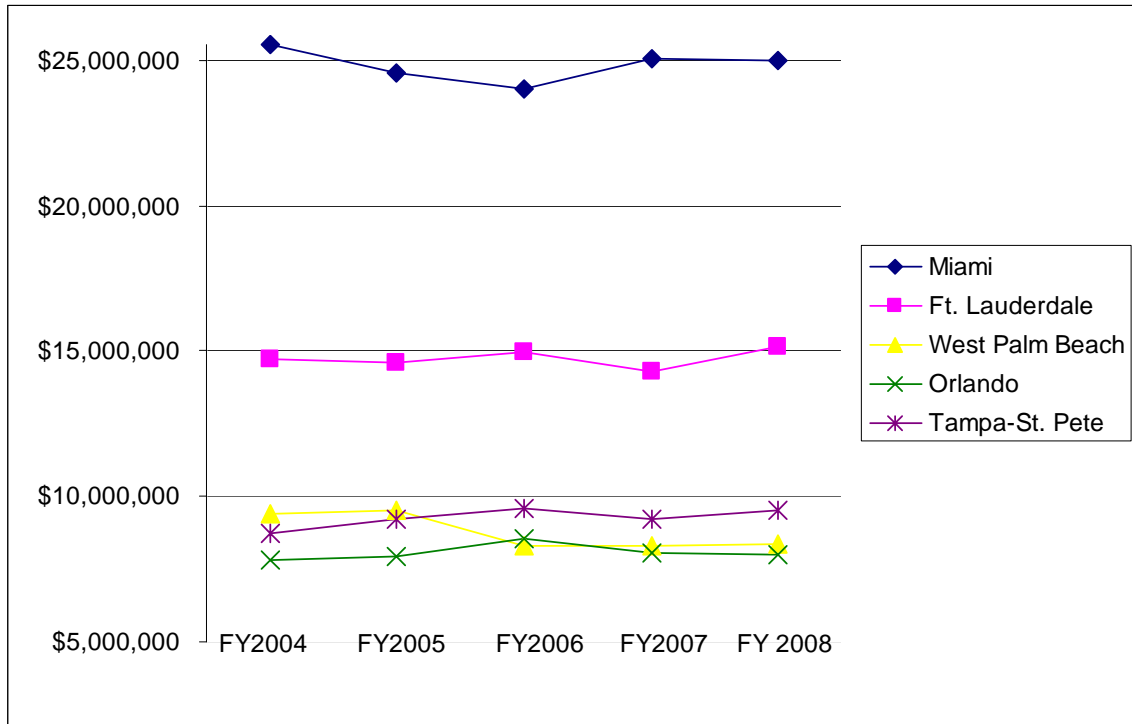
The EMAs indicated that their funding had fluctuated since 2004. For additional clarification the table below displays the Ryan White Part A funding FY 2004-2008.

**Ryan White Part A (Formula, Supplemental, and MAI) Funding
FY 2004-2008**

EMA	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Miami	\$ 25,540,011	\$ 24,551,236	\$ 23,999,914	\$ 25,061,316	\$ 24,974,906
Ft. Lauderdale	\$ 14,749,550	\$ 14,611,634	\$ 14,963,638	\$ 14,284,795	\$ 15,171,291
Tampa/St. Pete	\$ 8,719,786	\$ 9,196,277	\$ 9,571,830	\$ 9,201,080	\$ 9,524,707
West Palm Beach	\$ 9,408,695	\$ 9,526,597	\$ 8,276,018	\$ 8,295,497	\$ 8,352,071
Orlando	\$ 7,821,786	\$ 7,963,150	\$ 8,561,273	\$ 8,062,483	\$ 7,968,264

Source: Patient Care staffs, Florida Bureau of HIV/AIDS

The line graph below displays the allocations in the table above.



Estimated Number of Unduplicated Clients Served

The approximate number of unduplicated PLWHAs the EMAs reported serving is listed below.

Question 4. How many PLWHA (unduplicated) does your EMA serve per year with Ryan White Part A dollars?

EMA	Approximate # of Unduplicated PLWHA Served
Miami	10,500
Ft. Lauderdale	7,000
Tampa/St. Pete	4,200
West Palm Beach	3,000
Orlando	6,500

Quality Management Program

The Quality Management (QM) programs in each of the EMAs are at various stages of collecting clinical outcome indicators. Miami and Ft. Lauderdale reported that they have been collecting these data for several years. Orlando is in the process of updating the Quality Management Plan and clinical quality indicators to meet the HRSA guidelines

and National Quality Center (NQC) quality management process. Tampa has outcome measures established for all services. The outcome measures were analyzed and tabulated. Their QM program meets the needs of the planning council, grantee office and providers. The West Palm Beach EMA is in the process of updating the standards of care to reflect HRSA guidelines. CAREWare will be implemented FY09 at which time clinical quality indicator data will be gathered for each client.

Client Database

The EMAs were asked “What client database software do you use and are you pleased with it?” The responses are displayed in the table below.

Question 6. What client database software do you use and are you pleased with it?

EMA	Client Database System	Satisfaction
Miami	CASEWATCH	Yes
Ft. Lauderdale	transitioning to Client Medical Service System	no response
Tampa/St. Pete	Ryan White Information System	no response
West Palm Beach	FACTORS, transitioning to CAREWare	Yes
Orlando	CAREWare	Yes

Unmet Need

The EMAs were asked how they estimate unmet need in their area. All of the EMAs indicated that they use the Unmet Need Framework provided by Florida HIV/AIDS Bureau. Other strategies used to estimate unmet need locally include collecting data from local STD/Outreach workers, private physicians, and laboratories.

Planning Council Support

When asked for the allocation and structure of Planning Council Support, EMAs reported the following information displayed in the table below.

Question 8. What is your Planning Council Support structure (# of staff and their positions)?

Question 9. What is the allocation out of the Grantee Administration dollars for Planning Council Support in your EMA?

EMA	# of staff	staff positions	approximate allocation
Miami	4 FTEs	Health Planner (2), Clerical, Senior Administrator, Data Analyst	\$500,000
Ft. Lauderdale	4 FTEs	Director, Evaluation & Technical Coordinator, Assistant Planner, HIV Coordinator	\$400,000
Tampa/St. Pete	3.5 FTEs	Program Manager, Coordinator, Health Planner, Assistant, IT	\$230,000
West Palm Beach	3 FTEs	Director, Health Planner, Membership Coordinator, Secretary	\$300,000
Orlando	3 FTEs	Program Manager, Fiscal, and Administrative Specialist	\$200,000

Program Support

When asked “What is your EMA currently spending Program Support dollars on?” the EMAs that responded to this question stated that they fund their MIS system with Program Support dollars.

Case Management

The EMAs were asked several questions about their funding and structure of case management services. Three out of five EMAs stated that the percentage of Ryan White Part A spent on case management has fluctuated since FY 2004. Tampa/St Pete has increased the percentage of funding for case management due to an increase in volume of clients entering care. Ft. Lauderdale’s percentage allocated for case management has remained the same. The Miami and Orlando EMAs have experienced fluctuations depending on the available funding. The percentage spent on case management in the West Palm Beach EMA was consistent through FY 2008.

Question 13. What percentage of your Ryan White Part A award does your EMA spend on Medical Case Management?

Question 15. ...Non-Medical Case Management?

Question 18. Does your EMA have other funding sources for case management services (Medicaid, local monies, etc.)? If so, please describe.

The table to the right displays the percentage EMAs reported spending on Medical and Non-Medical Case Management, as well as, other funding available for case management services.

EMA	% Medical CM	% Non-Medical CM	Other Funding
Miami	15%	0%	Medicaid PAC Waiver, Part C, General Revenue
Ft. L	8%	0%	Medicaid PAC Waiver
Tampa/St. P	14%	1%	None
WPB	28%	0%	Medicaid PAC Waiver, Part B, General Revenue
Orlando	18%	0%	None

Recommendations

- Review Quality Management reports on EMAs’ websites and if necessary contact EMAs for additional details regarding ongoing projects.
- Review the West Palm Beach EMA’s case management model to ensure that it is cost effective.
- Review all sources of HIV case management funding for each Florida EMA.
- Consider implementing varying levels of case management unit cost reimbursement depending on the type of case management activity.
- Consider implementing a PAC Waiver denial letter as a Ryan White case management eligibility requirement.
- Consider providing case management funding for specific special populations (i.e. linkage program for persons being released from jail/prison, women, infants and children [WICY]).
- Consider case management models that work to move clients toward greater independence.
- Consider implementing incentives for clients when demonstrating independence.

Appendices

A. FY 07-08 EMA Formula and Supplemental Award Ranking

Ryan White Part A Award FY 2007

EMA	Formula Award*	Supplemental Award**	Total Award	Supplemental % of Total	Formula Rank	Supplemental Rank	Total Rank	Selected to Complete Survey	Completed Survey
New York, NY	\$74,867,223	\$25,998,357	\$100,865,580	25.78%	1	1	1		
Los Angeles, CA	\$23,182,654	\$9,552,345	\$32,734,999	29.18%	2	2	2		
Washington, DC	\$18,759,719	\$6,895,292	\$25,655,011	26.88%	3	3	3		
Chicago, IL	\$16,477,405	\$6,888,727	\$23,366,132	29.48%	4	4	4		
Miami, FL	\$16,014,327	\$6,481,882	\$22,496,209	28.81%	5	5	5	✓	✓
Philadelphia, PA	\$14,920,594	\$5,037,001	\$19,957,595	25.24%	6	8	6		
San Francisco, CA	\$14,672,553	\$4,134,300	\$18,806,853	21.98%	7	9	7		
Baltimore, MD	\$13,101,233	\$5,186,790	\$18,288,023	28.36%	8	6	8		
Houston, TX	\$12,780,890	\$5,120,182	\$17,901,072	28.60%	9	7	9		
Atlanta, GA	\$12,223,780	\$3,850,505	\$16,074,285	23.95%	10	10	10		
Ft. Lauderdale, FL	\$9,444,098	\$3,727,245	\$13,171,343	28.30%	11	12	11	✓	✓
San Juan, PR	\$9,415,282	\$2,553,297	\$11,968,579	21.33%	12	16	15		
Dallas, TX	\$9,137,396	\$3,640,608	\$12,778,004	28.49%	13	13	13		
Boston, MA	\$9,091,554	\$3,769,583	\$12,861,137	29.31%	14	11	12	✓	
Newark, NJ	\$9,089,812	\$3,552,687	\$12,642,499	28.10%	15	14	14	✓	
San Diego, CA	\$6,769,231	\$2,912,131	\$9,681,362	30.08%	16	15	16	✓	
Tampa-St. Petersburg, FL	\$6,330,047	\$2,345,441	\$8,675,488	27.04%	17	17	17	✓	✓
West Palm Beach, FL	\$5,769,416	\$1,949,450	\$7,718,866	25.26%	18	20	19		✓
Detroit, MI	\$5,648,743	\$2,073,152	\$7,721,895	26.85%	19	18	18	✓	
Orlando, FL	\$5,503,524	\$1,980,246	\$7,483,770	26.46%	20	19	20	✓	✓
Phoenix, AZ	\$4,970,250	\$1,811,234	\$6,781,484	26.71%	21	21	21		
New Orleans, LA	\$4,944,054	\$1,770,338	\$6,714,392	26.37%	22	22	22		
Supplemental Award Ranked higher than Formula Award									

Sources: <http://newsroom.hrsa.gov>- Formula Award March 5, 2007* Supplemental Award May 23, 2007**

B. Survey

1. General Information

1. Contact Information

Please include name, title, phone number, email address.

(This information will not be presented in the written report. Your contact information will only be used if we need further clarification of your responses.)

* 2. What EMA do you represent?

3. Since FY 2004 has your EMA experienced Part A funding fluctuations (increases/decreases/etc.)? If so, please describe.

4. How many PLWHA (unduplicated) does your EMA serve per year with Ryan White Part A dollars?

5. Does your EMA have specific policies & procedures for the Quality Management program? If so, please describe.

6. What client database software do you use and are you pleased with it?

7. How has your EMA estimated unmet need (PLWHA out of primary medical care)?

2. Planning Council Support and Program Support

1. What is your Planning Council Support structure (# of staff and their positions)?

2. What is the allocation out of the Grantee Administration dollars for Planning Council Support in your EMA?

3. What is your EMA currently spending Program Support dollars on?

4. How much is your EMA spending on Program Support?

5. Has the amount your EMA is spending on Program Support changed since FY 2004?

3. Case Management

1. What percentage of your Ryan White Part A award does your EMA spend on medical case management?

2. Has the percentage of the Ryan White Part A award spent on medical case management fluctuated since FY 2004? If so, please describe.

3. What percentage of your Ryan White Part A award does your EMA spend on non-medical case management?

4. Has the percentage of the Ryan White Part A award spent on non-medical case management fluctuated since FY 2004? If so, please describe.

5. Does your EMA distinguish medical from non-medical case management? If so how?

6. Does your EMA have other funding sources for case management services (Medicaid, local monies, etc.)? If so, please describe.