PA Department of Drug and Alcohol Programs

Getting Started in the PA WITS SOR Module / GPRA Tool Data Collection

September 10, 2019
• DDAP Presenters
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  – Kayla Nailor, Training Coordinator
  – Rob Rounce, Director of Specialty Grants Division

• This webinar will be recorded.

• Please submit questions using the chat feature. Direct your chat to everyone, not just the host.

• Please mute your phone.
The objective of this webinar is to provide an understanding of the changes that have been made to PA WITS to address the requirements of the State Opioid Response (SOR) Grant received by PA and the steps that must be taken to use the new SOR module, which includes the GPRA data collection tool.

This webinar is only to address data entry requirements related to the SOR Grant. All other PA WITS requirements delineated in DDAP’s Grant Agreement with SCAs remain in effect.
Agenda

- Agency/Facility/Program Structure in WITS
- SOR User Responsibilities
- SOR Workflow
- SOR Walkthrough
- Additional Resources
- Questions
PA WITS
Agency Set Up
Model
Agency Set Up Models

• AGENCY
  – The legal entity that a provider operates within. Some people refer to this as an “umbrella” under which facilities fall. (Example: White Deer Run, Inc.)

• FACILITY
  – The physical location (building) that an agency / provider uses to deliver services. A provider can have one or more facilities under one agency. (Example: White Deer Run Lancaster, White Deer Run Lebanon, etc.)
  – License number is maintained at the facility level (i.e. IBHS #, Facility ID, facilities that aren’t licensed by DDAP are identified by all 9’s)

• PROGRAM
  – The services offered by a facility. (Example: Outpatient Treatment, Case Management, SOR DHS Housing, SOR DOC, etc.)
Structure of the patient records and SOR clinical process

• AGENCY LEVEL
  – Client Profile is created when a new individual who has never been entered in the system comes to the agency.

  – Client Profile lives at the Agency level. This means that there can be only one Profile, per client, per Agency. (requires accurate information i.e. SSN in order to generate an accurate unique client number)

• FACILITY LEVEL
  – The Intake, SOR Program Enrollment, and GPRA interviews are created at the Facility level.
PA WITS – SOR Responsibilities
PA WITS – SOR Responsibilities

• DDAP
  – PA WITS Service Desk provides tier 2 support for all users
  – Monitor entry of GPRA data and analyze data related to SOR funds.

• SCA
  – Staff administrator provides tier 1 support for own agency
  – Maintain accurate agency, facility and staff member records in PA WITS
  – Coordinate the administration of the GPRA.
  – Monitor contracted providers and ensure services are entered in accordance with DDAP’s requirements
  – Enter GPRA data

• Providers (SCA-contracted, DHS grantees, PCCD, DOC, etc.)
  – Staff administrator provides tier 1 support for own agency
  – Maintain accurate agency, facility and staff member records in PA WITS
  – May enter GPRA data
What does it mean to be a Staff Administrator?

- As a **Staff Administrator**, your role is to create and manage staff accounts in PA WITS. This includes setting up new employees and assigning their user accounts the appropriate roles.
  - Roles needed are Clinical (Full) and GPRA (Full Access)
  - Directions for setting up staff accounts are in the PA WITS SOR Admin User Guide

- Provide **Tier 1 Support** for your agency

- Escalate complex issues to PA WITS Service Desk (Tier 2 Support)
PA WITS Support Structure

• **Tier 1 Support:** Staff Administrator at SCA or Provider
  – Be available to address user issues during normal operation hours
  – Create new staff accounts, reset passwords, lock/unlock accounts, change user account permissions/roles
  – Ensure new users complete on-demand self-service training (ddap.pa.gov)
  – Escalate system errors or complex issues to PA WITS Service Desk (Tier 2 Support)

• **Tier 2 Support:** PA WITS Service Desk
  – Available Monday-Friday, 8 AM – 4:30 PM (except on State Holidays) to answer calls or emails from SCA/Provider Tier 1 support. Email: RA-DAPAWITS@pa.gov  Phone: 717-736-7459
  – Work with SCA/Provider staff administrator or staff member to see the issue through to resolution. Only DDAP escalates issues to Tier 3 support

• **Tier 3 Support:** FEi Systems
  – Work with PA WITS Service Desk to resolve system defects or availability issues
PA WITS
SOR Workflow
SOR Workflow

Care Coordination / Hub Agency
- Client Profile
  - Intake
  - Program Enrollment
  - GPRA Intake

Consents and Referrals
- Encounter
- GPRA Discharge

Service Provider / Spoke A
- Accept the Referral
  - Client Profile, Intake, Program Enrollment
  - Encounter
  - GPRA 6 month Follow up

Service Provider / Spoke B
- Accept the Referral
- Client Profile, Intake, Program Enrollment
- Encounter

Service Provider / Spoke C
- Accept the Referral
  - Client Profile, Intake, Program Enrollment
  - Encounter

Legend
- Automated step
- Required step
- Optional step
PA WITS
SOR Walkthrough
Website: https://pa.witsweb.org
Reminders:

1. For each account, you should get 2 emails from noreply@witsweb.org: one with your user id and one with a link to set up your password and pin.
2. You need to set your credentials as soon as possible as the link will expire after 24 hours from the time the email with the link was sent.
Search Client in WITS

### Client Search

- **Agency**: ATR4 Coordinator Agency
- **First Name**
- **SSN**
- **Massachusetts Training Client Id**
- **Unique Client Number**
- **Treatment Staff**
- **Case Status**: Clients with ATR4 Cases
- **Other Number**
- **Include Only Active Consents**: Yes

### Client List (Export)

<table>
<thead>
<tr>
<th>Actions</th>
<th>Unique Client #</th>
<th>Full Name</th>
<th>DOB</th>
<th>SSN</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>P402930ED339433</td>
<td>Abare, Donald</td>
<td>1/7/1966</td>
<td>001-27-0007</td>
<td>Male</td>
</tr>
<tr>
<td></td>
<td>P902188RG881433</td>
<td>Doe, John</td>
<td>6/7/1988</td>
<td>564-78-5555</td>
<td>Male</td>
</tr>
</tbody>
</table>

### Clients with Consents from Outside Agencies

<table>
<thead>
<tr>
<th>Actions</th>
<th>Agency</th>
<th>Unique Client #</th>
<th>Client Name</th>
<th>DOB</th>
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<th>Gender</th>
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</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
Add Client in WITS

Client Search
- Agency
- Provider Agency
- First Name
- SSN
- Standard SOR QA Client Id
- Unique Client Number
- Treatment Staff
- Case Status
- Other Number
- Include Only Active Consents
- Facility
- Last Name
- DOB
- Provider Client ID
- Primary Care Staff
- Intake Staff
- Number Type

Client List
- Unique Client #
- Full Name
- DOB
- SSN
- Gender

Add Client
If the SSN is unknown, enter all zeros – 000-00-0000
Create Client Profile / Additional Information

Additional Information

- Ethnicity
- Races
- Selected Races
- Special Needs
- Selected Special Needs
- General Client Comments
- Sexual Orientation
- Religious Preference
- English Fluency
- Preferred Language
- Interpreter Needed
- Veteran Status
- Citizenship

Home Page

Agency
Clinical Dashboard
Client List

Client Profile
- Alternate Names
- Additional Information
- Contact Info
- Collateral Contacts
- Other Numbers
- Client Group Enrollment
- Authorization
- History
- Linked Consents
- Non-Episode Contact

Activity List
Episode List

System Administration
If the individual is homeless, select “homeless” as the address type and no further address information is required to be entered.
Collateral contacts will be important to GPRA in order to locate the individual for the follow-up GPRA.)
Start New Episode

### Episode List

<table>
<thead>
<tr>
<th>Actions</th>
<th>Case #</th>
<th>Status</th>
<th>Facility</th>
<th>Intake Dg</th>
<th>Intake Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Please select a case, or click Start New Episode.
Assessment and Admission Dates should be the same as the INTAKE DATE.
Enroll in SOR Program
Complete GPRA Intake Questions
Complete GPRA Intake Questions (cont.)

A. RECORD MANAGEMENT - BEHAVIORAL HEALTH DIAGNOSES

Please indicate the client’s current behavioral health diagnoses using the International Classification of Diseases, 10th revision, Clinical Modification (ICD-10-CM) codes listed below. Please note that some substance use disorder ICD-10-CM codes have been crosswalked to Diagnostic and Statistical Manual of Mental Disorders, (DSM-5) descriptors.

- Diagnosis
- Category

☑ Don’t Know
☐ None of the above

1. In the past 30 days, was the client diagnosed with an opioid use disorder?
   a. In the past 30 days, which FDA-approved medication did the client receive for the treatment of this opioid use disorder?
      (Select all that apply)

      - Methadone
      - Buprenorphine
      - Naltrexone
      - Extended-release Naltrexone

      Received
      - Not Applicable

2. In the past 30 days, was the client diagnosed with an alcohol use disorder?
   a. In the past 30 days, which FDA-approved medication did the client receive for the treatment of this alcohol use disorder?
      (Select all that apply)

      - Naltrexone
      - Extended-release Naltrexone
      - Disulfiram
      - Acamprosate

      Received
      - Not Applicable

3. Was the client screened by your program for co-occurring mental health and substance use disorders?
   a. Did the client screen positive for co-occurring mental health and substance use disorders?
      - Not Applicable
### A. RECORD MANAGEMENT - SERVICES

**PLANNED SERVICES [REPORTED BY PROGRAM STAFF ABOUT CLIENT ONLY AT INTAKE/BASELINE]**

Identify the services you plan to provide to the client during the client's course of treatment/recovery.

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No, Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**NOTE:** Do not use the left arrow button, otherwise data will be lost.

**Home Page**
- Agency
- Clinical Dashboard
- **Client List**
  - Client Profile
    - Linked Consents
    - Non-Episode Contact
  - Activity List
    - Intake
    - Screening Tool
  - Assessments
  - ASAM
  - PCPC Summary
- Admission
- Outcome Measures

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**Home Page**
- Agency
- Clinical Dashboard
- **Client List**
  - Client Profile

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All entries on the last screen will be cleared. Would you like to continue?

Yes  No
Complete GPRA Intake Questions (cont.)

G. SOCIAL CONNECTEDNESS

1. In the past 30 days, did you attend any voluntary self-help groups for recovery that were not affiliated with a religious or faith-based organization? (In other words, did you participate in a non-professional, peer-operated organization that is devoted to helping individuals who have addiction related problems such as: Alcoholics Anonymous, Narcotics Anonymous, Oxford House, Secular Organization for Sobriety, or Women for Sobriety, etc.)
   - Yes Times: 5
   - No
   - Not Applicable

2. In the past 30 days, did you attend any religious/faith affiliated recovery self-help groups?
   - No
   - Not Applicable

3. In the past 30 days, did you attend meetings of organizations that support recovery other than the organizations described above?
   - No

4. In the past 30 days, did you have interaction with family and/or friends that are supportive of your recovery?
   - Yes
   - Family member

5. To whom do you turn when you are having trouble?
   - Other (Specify): 

6. How satisfied are you with your personal relationships?
   - Neither Satisfied nor Dissatisfied

I. FOLLOW-UP STATUS

1. What is the follow-up status of the client?
   - Completed interview within specified window
   - If “Unable to locate, other”, (Specify):

2. Is the client still receiving services from your program?
   - Yes

[Buttons: Cancel, Finish]
### GPRA Intake in Client Activity List

#### Client Activity List

<table>
<thead>
<tr>
<th>Actions</th>
<th>Activity</th>
<th>Activity Date</th>
<th>Created Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Client Information (Profile)</td>
<td>8/1/2019</td>
<td>9/5/2019</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Intake Transaction</td>
<td>8/1/2019</td>
<td>9/5/2019</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Client Program Enrollment (SOR SCA)</td>
<td>8/1/2019</td>
<td>9/5/2019</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>GPRA Interview (Intake)</td>
<td>8/1/2019</td>
<td>9/5/2019</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Add GPRA Follow up

Add GPRA Followup

<table>
<thead>
<tr>
<th>Action</th>
<th>Interview Type</th>
<th>Client type</th>
<th>Interview Date</th>
<th>Record Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Intake</td>
<td>Treatment Client</td>
<td>2/4/2019</td>
<td>Completed</td>
</tr>
</tbody>
</table>

You are about to enter a 6-month follow-up record for this client. Would you like to continue?

Yes  No
Add GPRA Discharge

<table>
<thead>
<tr>
<th>Action</th>
<th>Interview Type</th>
<th>Client type</th>
<th>Interview Date</th>
<th>Recov Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake</td>
<td>Treatment Client</td>
<td>2/4/2019</td>
<td></td>
<td>Completed</td>
</tr>
<tr>
<td>6-Month Follow Up</td>
<td>Treatment Client</td>
<td>7/15/2019</td>
<td></td>
<td>Completed</td>
</tr>
</tbody>
</table>

You are about to enter a discharge record for this client. Would you like to continue?

Yes  No
## GPRA Sections to be Completed

<table>
<thead>
<tr>
<th>GPRA data collection points</th>
<th>GPRA sections completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake/Baseline</td>
<td>A-G</td>
</tr>
<tr>
<td>6-month-post-intake</td>
<td>B-G, I</td>
</tr>
<tr>
<td>Discharge</td>
<td>B-G, J, K</td>
</tr>
</tbody>
</table>
### Completed GPRA Interviews in Client Activity List

#### Client Activity List

<table>
<thead>
<tr>
<th>Actions</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Client Information (Profile)</td>
</tr>
<tr>
<td></td>
<td>Intake Transaction</td>
</tr>
<tr>
<td></td>
<td>Screening Tool</td>
</tr>
<tr>
<td></td>
<td>TAP Assessment (Intake)</td>
</tr>
<tr>
<td></td>
<td>Client Program Enrollment (SOR Program 810)</td>
</tr>
<tr>
<td></td>
<td>GPRA Interview (Intake)</td>
</tr>
<tr>
<td></td>
<td>GPRA Interview (6-Month Follow Up)</td>
</tr>
<tr>
<td></td>
<td>GPRA Interview (Discharge)</td>
</tr>
<tr>
<td></td>
<td>Client Program Enrollment (Not a SOR Grant)</td>
</tr>
</tbody>
</table>
Add New Client Consent Record
Consent and Referral (continued)

On the Client Disclosure Agreement screen, complete the following fields:
Consent and Referral (continued)
Consent and Referral (continued)
There is a problem creating this client program enrollment record. Please contact your system administrator to resolve this conflict.
The provider/user must contact the SCA Administrator

If the SCA Administrator knows the original agency the client was enrolled into a SOR program:
  – Work with the original agency consent and refer the client to the new agency

If the original agency is not known:
  – SCA Administrator contacts PA WITS Help Desk to obtain the information
  – Then work with the original agency, as above

If the client should never have been enrolled in a SOR program:
  – SCA Administrator contacts PA WITS Help Desk to have the program enrollment inactivated.
Additional Resources
The following resources are recommended for new WITS users:

• Treatment Clinical End User Videos 1, 2, 3, 15, 16, 21
  https://www.ddap.pa.gov/Pages/Data-System-Treatment-Clinical-End-Users.aspx

• Treatment Agency Admin Videos 3, 6, 7, 13, 14
  https://www.ddap.pa.gov/Pages/Data-System-Treatment-Agency-Administrators.aspx

• PA WITS Basic User Guide - available on both sites above

• PA WITS Staff Administrator User Guide – available on Treatment Agency Administrators site
Questions and Answers!

Contact PA WITS Service Desk
Email: RA-DAPAWITS@pa.gov
Phone: 717-736-7459
Thank You!