State Waitlist Guide

January 2022

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INTRODUCTION

The IBHRS State Waitlist assists the Iowa Department of Public Health to monitor treatment access, engagement, and capacity for individuals who are pregnant and/or have used a drug(s) via IV injection in the past 30 days to meet the specific Substance Abuse Block Grant Requirements (§96.126, §96.131).

The **State Waitlist** menu option, labeled as A in Figure 1 below, is accessed via the "blue" Home Page menu on the left hand side of the IBHRS Home Page screen. The **State Waitlist** is visible to a user when the **Grant Management** domain is added to an **Agency Profile** in IBHRS, their **Staff Member Account** includes the **Grant Management** domain and the **Cross Agency State Waitlist Management** role.
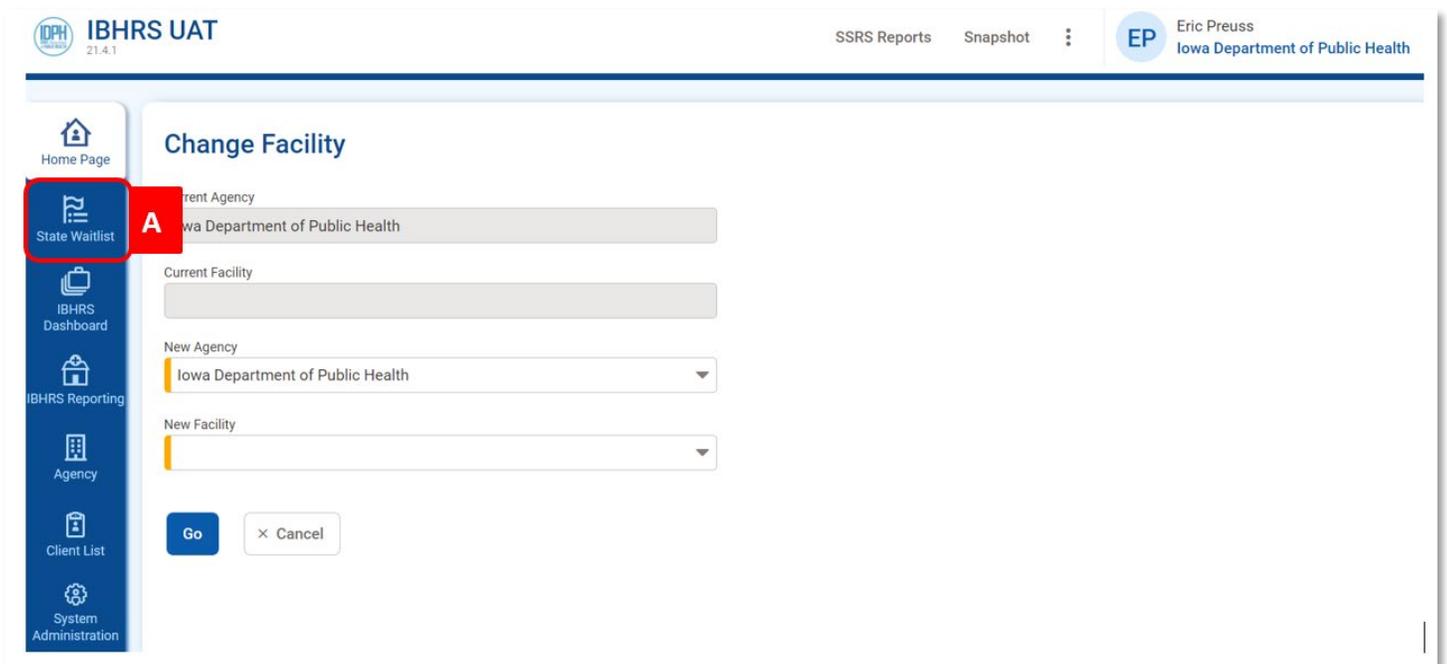

Figure 1: IBHRS Change Facility Screen

This **State Waitlist Guide** contains an overview of the State Waitlist workflow, screenshots of the workflow, and additional information to help support the use of the State Waitlist. Send questions regarding the State Waitlist to SAPGData@idph.iowa.gov.

STATE WAITLIST WORKFLOW

The State Waitlist workflow listed below shows the steps to use the State Waitlist within IBHRS.

1. To add a patient to the Waitlist, the user creates a **Client Profile** for the patient (if not already created).

2. The user then clicks on the **State Waitlist** and chooses an appropriate agency(s)/program(s) for the patient. The use may choose to use any of the various search fields to assist with locating an appropriate program match for their patient.

3. The user will click on the "pencil" icon next to the program selected and select "Review List". This will bring the user to the **Client Waitlist** screen for the chosen program.

4. The user will click "Add Client to Waitlist". The **Client Wait List Profile** screen will appear.

5. The user fills in the required fields on the **Client Waitlist Profile**.

   ● Date on Waitlist

   ● Phone Number

   ● Client Name (this is a search field. If patient does not appear, a **Client Profile** needs created for the patient)

   ● IV Drug User

   ● How was the person informed of the disposition

   ● Is Consent Signed

      o If the patient **did** sign a consent form:

         a. Add the patient to **the State Waitlist** by saving the **Client Waitlist Profile** with the waitlist status as "Referred".

      o If the patient did **not** sign a consent form:

         a. The **Client Waitlist Profile** cannot be saved, as the patient may not be added to the State Waitlist.

   > NOTE: If the user chooses to place a patient on a local waitlist, a Consent is not required, and **Client Waitlist Profile** will save, and patient's waitlist status is set to "Referred".

4. The patient's referral packet is then uploaded ([State Waitlist Consent](link) and [IDPH StateWaitlist Cover Sheet;](link) click on the three dot ellipsis and click on review to bring up the **Client Waitlist Profile.** Click on "Documents" at the top of the profile (See Figure 6) to drag and drop the files to upload.

5. Referral Email to Receiving Program: Users with "Cross-Agency Waitlist Management (Full Access)" role within the receiving agency(s) will receive an email notification of a patient referral to their program.

6. The Referral Email will contain an abbreviated version of the **Client Waitlist Profile** and changes to the **Waitlist Status** to one of the following values:

   ● **Rejected**
      o A rejected status is required to have a rejection reason.
   ● **Pending Admission**
      o A Pending Admission status is required to have a **Pending Admission Date**
   ● **Admitted**
      o An Admitted status is required to have an **Admission Date** (Is not to be a future date)
   ● **Closed**
      o A Closed status is required to have a **Closure Reason**.

7. If the receiving agency decides to move forward with a referred patient, the waitlist status will be set to "Pending Admission" with a **Planned Date of Admission** listed.

      o   Specified users within the placed by agency will receive an email notification when the patient has a **Planned Date of Admission**.

8.   When the "referred to program" admits the patient, the specified user will update the patient's waitlist status to "Admitted" and submit the **Date of Admission**. This cannot be a future date.

      o   Specified users within the "referring program" will receive email notification when the waitlist status changes to "Admitted."

9.   The **Client Waitlist Profile** locks and workflow ended once the patient status changes to admitted.

Note: The User at the referred to program can choose to set the patient's waitlist status to "Closed" at any time if the patient has not been "Rejected" or "Admitted". The following "Closure Reasons" are available:

- *Pending Admission at another program*
- *Unable to locate patient/Patient refuses treatment*
- *Patient did not show*

If a patient is added (referred) to multiple program waitlists, the first program to change the patient's waitlist status to "Pending Admission" will automatically change the remaining waitlist statuses from "Referred" to "Closed".

ASSUMPTIONS

- Patients will sign consents (release of information) outside of IBHRS via the "referring agency's" current consent policy/procedure.
- Referring agencies will share via the State Waitlist the "referral packet" to the programs for which the patient was referred on the date that the patient is placed on the waitlist.
- For patients that do not have a **Client Profile** in IBHRS, the user will create a Client Profile.
- The **Priority Score** field contains the score based on responses to the two dropdowns "Pregnant" and "IV Drug User" on the **Client Waitlist Profile**. When either of those fields equals "Yes" the **Priority Score** is calculated (Pregnant = 3; IV Drug User = 2; both = 5).
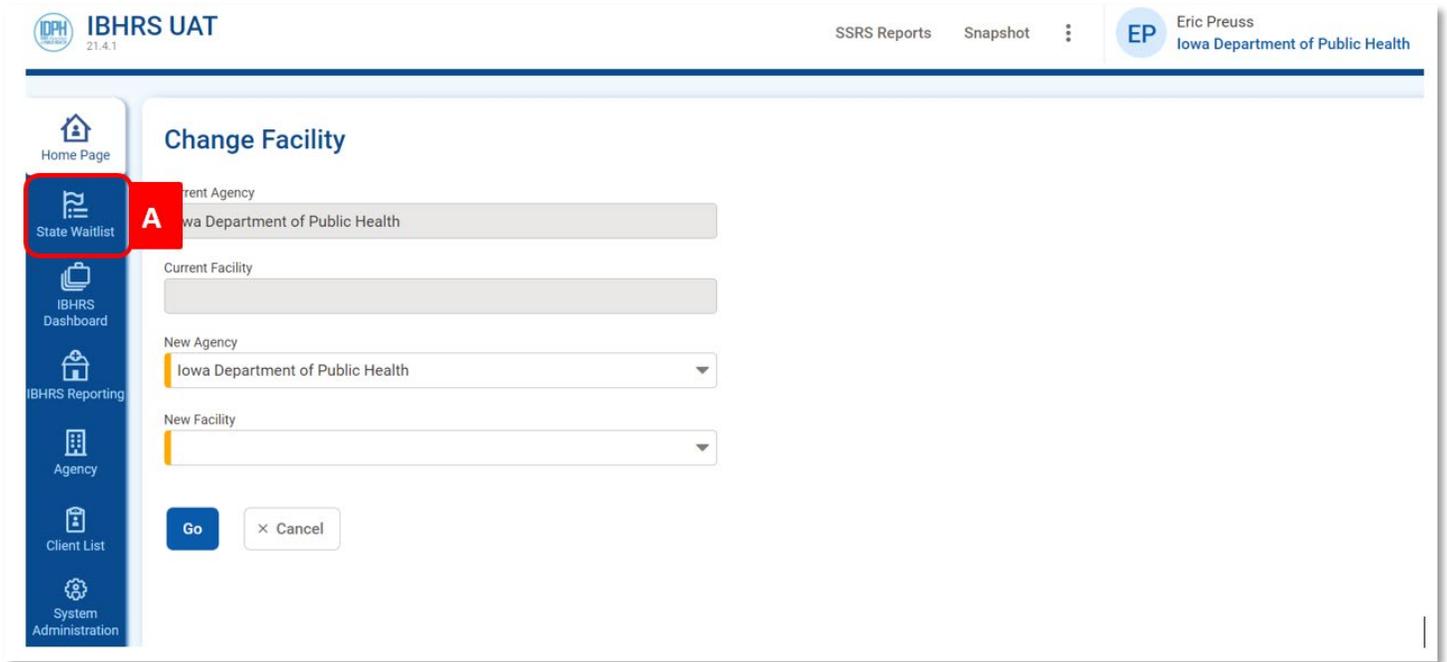
IBHRS STATE WAITLIST

Figure 2: IBHRS Agency Change Facility Screen

To see and access the State Waitlist menu item (A), the following must be in place. Agency will need to provide IDPH a list of staff members to have access to the State Waitlist:

- The GRANT MANAGEMENT DOMAIN is added to the Agency Profile;
- Add GRANT MANAGEMENT DOMAIN to the Staff Member Accounts; and
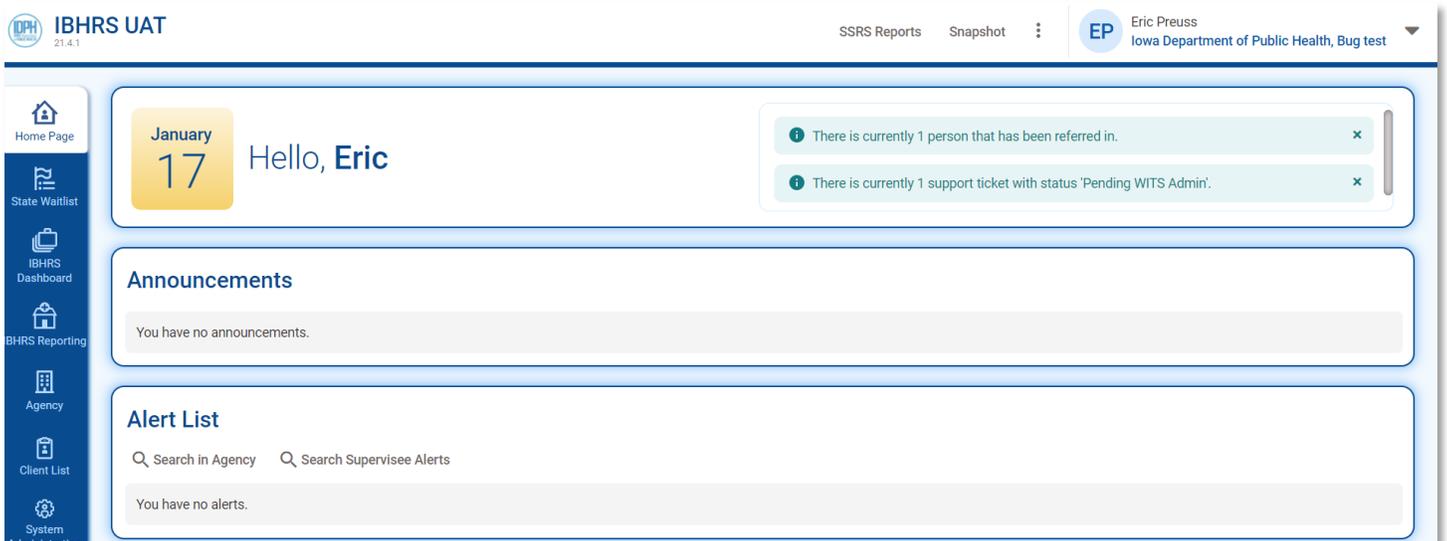- Add CROSS-AGENCY WAITLIST MANAGEMENT (Full Access) to the Staff Member Accounts.

Figure 3: IBHRS Home Page (Waitlist Client Waiting Alert)

Additionally, the **Waitlist Client Waiting Alert** (Figure 3) has been enabled (Home Screen alert). The Waitlist Client Waiting Alert is available for Agencies to track patients that have been on the waitlist for a particular period (configurable by each agency - AGENCY>ALERTS CONFIGURATION).

STAFF MEMBER ACCOUNT

There are two Staff Member Account Roles tied to the State Waitlist (See D in screenshot below). Select and add CROSS-AGENCY WAITLIST MANAGEMENT (Full Access) for those staff members who will be using and monitoring the State Waitlist.
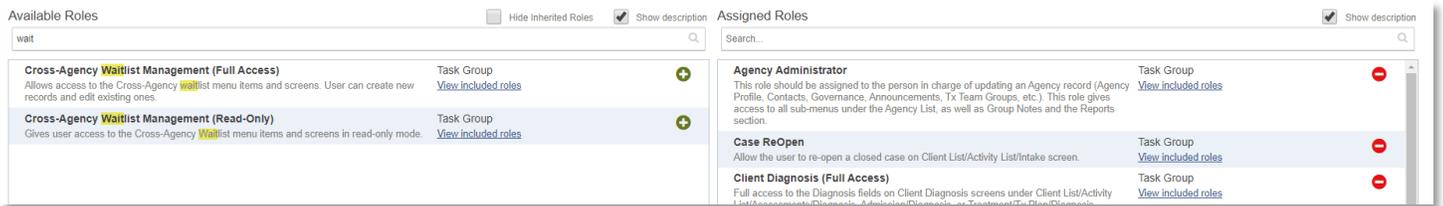
Figure 4: Staff Member Account Roles

The **Grant Management Domain** needs added to each account in order to see the STATE WAITLIST in the IBHRS Home Screen Menu.
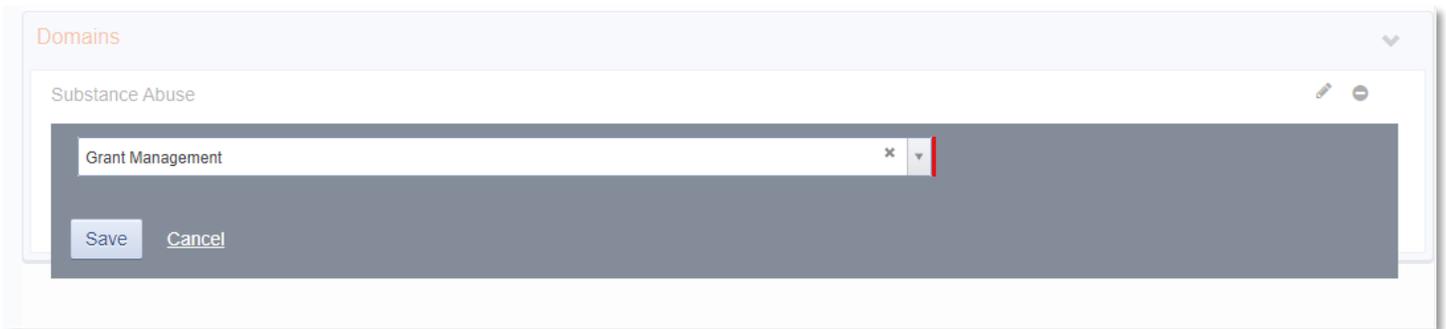
Figure 5: Staff Member Account Domains

PROGRAM SET UP

IDPH will set up agency facilities and state waitlist eligible programs in IBHRS. Agencies are not to edit any program set up to participate in the State Waitlist.

If updates to an existing program or a new participating program needs added, please contact the SAGP Data Help Desk (sapgdata@idph.iowa.gov). See Figure 6 below for an example of a Program Setup for the IBHRS State Waitlist.

Figure 6: IBHRS State Waitlist Program Setup

ADDING A PATIENT TO THE STATE WAITLIST

To add a patient to the State Waitlist, click on **State Waitlist** in the IBHRS side menu and the **State Waitlist Search** screen (See Figure 7 below) will appear. Users may search participating programs on this screen, or simply scroll through the list using the scroll bar. Clicking on the **State Waitlist List** columns will re-order the list.

Figure 7: State Waitlist Search Screen and State Waitlist List

Click on the three-dot ellipsis and choose "Review List" to bring up the **Client Waitlist** screen. Click on "Add Client to Waitlist" to add a patient to the program's waitlist (see Figure 8 below).

Client Waitlist

Agency
Iowa Department of Public Health

Facility
Residential

Program Name
ASAM 3.5

Modality
Clinically managed high intensity residential

Available Slots
25

Age/Gender
None/CO-ED

Statuses
Rejected
Closed
Admitted

Selected Status(es)
Pending Admission
Referred

[Finish] [Search] [× Clear]

Client Waitlist List

+ Add Client to Waitlist

Waitlist ID	Placed by Agency	Pregnancy Due Date	Person who Uses IV Drugs	Days Waiting	Priority Score	Status	
471	Administrative Agency		Yes	7	2	Referred	⋮

Figure 8: Client Waitlist List

After clicking on "Add Client to Waitlist", the **Client Waitlist Profile** screen will appear (see Figure 9)

Client Waitlist Profile

Agency
Iowa Department of Public Health

Facility
Residential

Age/Gender
None/CO-ED

Program Name
ASAM 3.5

Modality
Clinically managed high intensity residential

Available Slots
25

Waitlist Status
Referred

Date on Waitlist

Planned Date of Admission

Date of Admission

Closure Reasons

Phone Number

Client Name
Type here to search...

Unique Client Number

Gender

DOB

Last 4 of SSN

Pregnant

Due Date

IV Drug User

Other Priority Options
All Other
Contract
KY
Pregnant/IV Users
State Probation/Parole

Selected Priority Options

Priority Score

How was the client informed of the disposition?

Is consent signed?

Rejection Reason

[Save] [Save and Finish] [× Cancel]

Figure 9: Client Waitlist List Profile

CLIENT WAITLIST PROFILE

In the Client Waitlist Profile (see Figure 9), the selected Agency/Facility/Program information will be greyed out. Enter the last name of the patient using the **Client Name** field. If the patient name does not appear, a **Client Profile** has not been created yet.

The user will complete the required fields (hard yellow) to complete the CLIENT WAITLIST PROFILE:

- **Date on Wait List –** This field defaults to the current date and should not be changed.
- **Client Name –** Enter the last name of the patient and IBHRS will return patient names in IBHRS. If last name does not appear, check to see if a **Client Profile** exists in IBHRS for the patient.
- **Phone Number -** This may auto populate if provided in the Client Profile, if not, please enter the patient's phone number.
- **IV Drug User –** If the patient reports using a drug(s) via IV Injection in the past 30 days, select "Yes."
- **Pregnant –** If Gender equals "Female", select the appropriate response.
- **Due Date –** If Pregnant equals "Yes", enter the due date as reported by the patient.
- **How was the client informed of the disposition? –** Select the applicable option on communication of referral disposition to the patient.
- **Is consent signed? –** To place a patient on the State Waitlist, a consent to the referred to program(s) must be signed. Selecting "No" will cancel the referral.

Figure 11: Client Waitlist Profile - completed

> **"Is Consent Signed?" Business Rule:**
>
> If the field "Is consent signed?" equals "No" or "Refused", the Client Waitlist Profile would not be created.
>
> **Exception:** The exception to this rule is if the user is placing a patient on a local waitlist, meaning the agency on the Client Waitlist Profile matches the context agency.
>
> **Error Message:** "Client cannot be added to this Waitlist without having a signed consent."

Once all fields are completed, click "Save and Finish". A prompt will appear to confirm the referral.

Are you sure you want to add Brown, John to the waitlist for Iowa Department of Public Health, Residential, ASAM 3.5? Proceeding will lock the waitlist record.

Yes   × No

Figure 12: Client Waitlist Profile confirmation

Clicking "Yes" will return the user to the **Client Waitlist** screen for the referred to Program. The next step is to add referral documentation to the referral.

DOCUMENT STORAGE

The IBHRS State Wait List includes the ability to add referral related documents to the referral for review by the referred to program.

Figure 13: Client Waitlist Screen after confirming referral

To add the referral documents (referral packet, IDPH State Waitlist Cover Sheet, StateWaitlist Consent, and other relevant documents) click on the three-dot ellipsis of the "Waitlist ID" and choose "Review" to view the **Client Waitlist Profile**. Click on Documents (see Figure 14).

Figure 14: Client Waitlist Profile – Document Storage

The **Documents** pop-up window will display (see Figure 15). The user may search or drag/drop the files to be attached to the **Client Waitlist Profile.**

Once a file is added, a new **Documents** window will appear (see Figure 16).

A maximum of five files can be uploaded at one time. After each file is added to the list, enter a description for each uploaded file.
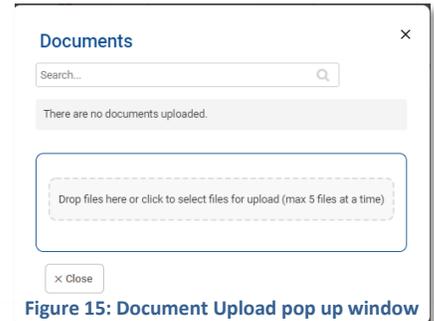

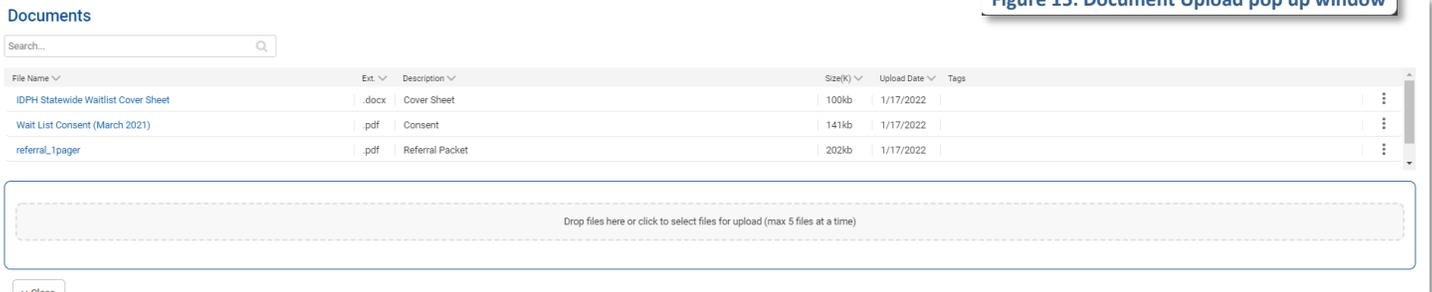**Figure 15: Document Upload pop up window**

Figure 16: Client Waitlist Screen after confirming referral

When done uploading files, click "Close" and the number of documents uploaded (3) now shows next to the "Documents" hyperlink in the IBHRS header (see Figure 17).

Figure 17: Document Number

CLIENT WAITLIST

Once the **Client Waitlist Profile** has been completed and submitted, the referral will show on the selected Program Waitlist and then the **Client Waitlist** screen displays (Figure 18*).

Note: In Figure 18 example, two patients are currently on the waitlist for this program.

Figure 18: Client Waitlist

Use the **Statuses** "slider boxes" (see Figure 18) to filter the **Client Waitlist List**:

- **Referred** – default status when referral made (patient added to a program waitlist).
- **Rejected** – referred to program has rejected the referral (rejection reason given).
- **Pending Admission** – referred to program has accepted the referral and scheduled an admission date.
- **Admitted** – referred to program has admitted patient.
- **Closed** – patient is no longer on the waitlist.

The **Client Waitlist** shows the **Wait List ID**, **Placed by Agency**, **Pregnancy Due Date**, **Person who Uses IV Drugs**, **Days Waiting**, **Priority Score** and **Status**. The **Priority Score** (determined by an algorithm) gives preference to priority populations (pregnant women, persons who inject drugs). Pregnant woman injecting drugs have the highest **Priority Score**. If two or more patients have the same **Priority Score**, then the patient who has the highest number of **Days Waiting** is listed higher on the waitlist.

To cancel a completed referral, the referring agency will open MY CLIENTS, find the referred patient, click on the "pencil" icon and choose "Delete". The user see this warning: *Are you sure you want to delete this client from the waitlist?*

Clicking "Yes" will delete the referral(s) made for this patient.

MY CLIENTS

Selecting **My Clients** (Figure 19) under **State Waitlist** in the IBHRS Menu, the **Client Waitlist Search** screen will appear showing all referred patients from the agency and their status (Figure 20).
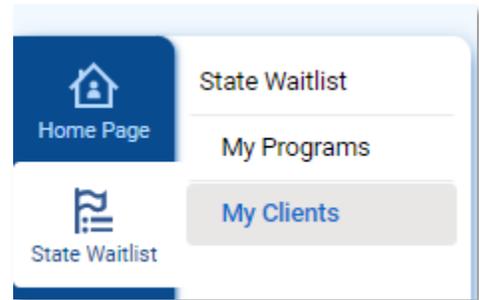

Figure 19: State Waitlist - My Clients

Figure 20 shows the **Client Waitlist Search** and options that are available to filter the **Client Waitlist** List. Use the **Statuses** "slider boxes" to filter the **Client Waitlist List.**

Client Waitlist Search

Client Waitlist List

Waitlist ID	Client Name	Agency/Facility	Program Name	Days Waiting	Priority Score	Person who Uses IV Drugs	Pregnancy Due Date	Status	
471	Bond, James	Iowa Department of Public Health/Residential	ASAM 3.5	7	2	Yes		Referred	⋮
472	Brown, John	Iowa Department of Public Health/Residential	ASAM 3.5	6	2	Yes		Referred	⋮
414	Test, Amber	Alcohol and Drug Dependency Service/ADDS Residential Tx	ASAM 3.5	473	0	No		Referred	⋮
415	Test, Ana	Alcohol and Drug Dependency Service/ADDS Residential Tx	ASAM 3.5	473	0	No		Referred	⋮

Figure 20: Client Waitlist Search and List

MY PROGRAMS

For Agencies that have Programs that are participating on the State Waitlist, selecting **My Programs** under **State Waitlist** in the IBHRS Menu will open the Program Waitlist Search screen (see Figure 22)
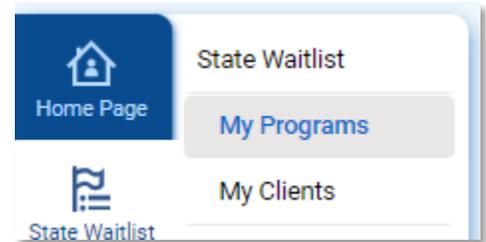
Figure 21: My Programs

Figure 22 shows the **Program Waitlist Search** and options that are available to filter the **Program Waitlist List**. Use the **Statuses** "slider boxes" to filter the **Program Waitlist List.**

Program Waitlist Search

Waitlist ID

Facility

Program Name

Modality

Statuses
Rejected
Closed
Admitted

Selected Status(es)
Pending Admission
Referred

Available Slots

[Finish] [Search] [× Clear]

Program Waitlist List

Waitlist ID	Program	Placed by Agency	Client Name	Pregnancy Due Date	Person who Uses IV Drugs	Days Waiting	Priority Score	Status	
471	ASAM 3.5	Administrative Agency	Bond, James		Yes	7	2	Referred	⋮
472	ASAM 3.5	Administrative Agency	Brown, John		Yes	6	2	Referred	⋮

Figure 22: Program Waitlist Search and Program Waitlist List

REVIEWING AND UPDATING A REFERRAL

Upon email notification of the referral made, the referred to program will review and update the status of the referral. To review or update a referral, click the three-dot ellipsis and select "Review" which will open the selected **Client Waitlist Profile** (See Figure 23).

Figure 23: Client Waitlist Profile

To download and view the referral documents, click on "Documents" at the top of the **Client Waitlist Profile.**

Upon review of documents and contacting the referred patient, the referred to program will update the **Waitlist Status.** There are three options:

- **Rejected** – Referral was not accepted. A rejection reason must be provided.
- **Pending Admission** – Referral was accepted and pending admission scheduled.
- **Planned Date of Admission** – projected date of admission to the program.
- **Admitted** – Referral admitted.
  - o **Date of Admission** - date referral admitted. Entering a date closes the waitlist entry and closes any other open State Waitlist referrals for the patient.
- **Closed -** the referred to program will choose this option if one of the following happens:
  - o Pending Admission at another program
  - o Unable to locate the patient/patient refuses treatment
  - o Patient did not show. .

Programs are to update the **Client Waitlist Profile** upon each change in **Waitlist Status**

STATE WAITLIST NOTIFICATIONS

The State Waitlist generates email notifications at four different times during the State Waitlist process. Users at the referring and referred to agencies with the Cross Agency Waitlist Management role will receive these email notifications as applicable.

1. **Referral Made:** When a patient is placed on a program/agency's Waitlist (referred to program)
2. **Pending Admission:** When a patient is pending an admission date. (referring program)
3. **Admission:** When a patient is admitted (referring program)
4. **Closure:** When a patient's waitlist status is closed (referring program)

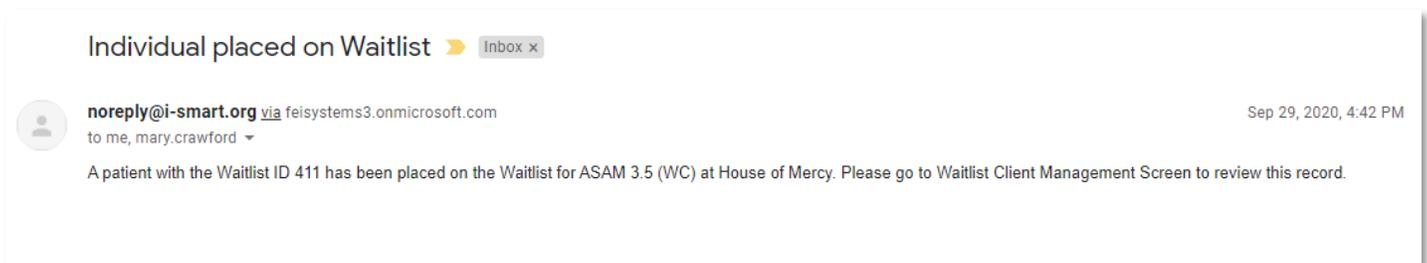Figure 24 below is an example of what a notification email will look like.

Figure 24: Email Notification Example

TECHNICAL ASSISTANCE

For questions regarding the IBHRS State Waitlist Guide or for technical assistance in the management of participating waitlist programs (edits, adding new, etc.), please contact the SAPG Data Helpdesk at (sapgdata@idph.iowa.gov).