



Iowa Service Management and Report Tool (I-SMART)

State Waitlist Guide

September 2020

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INTRODUCTION

To assist the Iowa Department of Public Health to meet the Substance Abuse Block Grant Requirements (\$96.126, \$96.131) for tracking treatment capacity for individuals who are pregnant and/or have used a drug(s) via IV injection in the past 30 days, the State Waitlist has been developed within I-SMART.

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 I-SMART Home Page screen. The **State Waitlist** is visible to a user when the **Grant Management** domain is added to an **Agency Profile** in I-SMART, their **Staff Member Account** includes the **Grant Management** domain and the **Cross Agency State Waitlist Management** role.

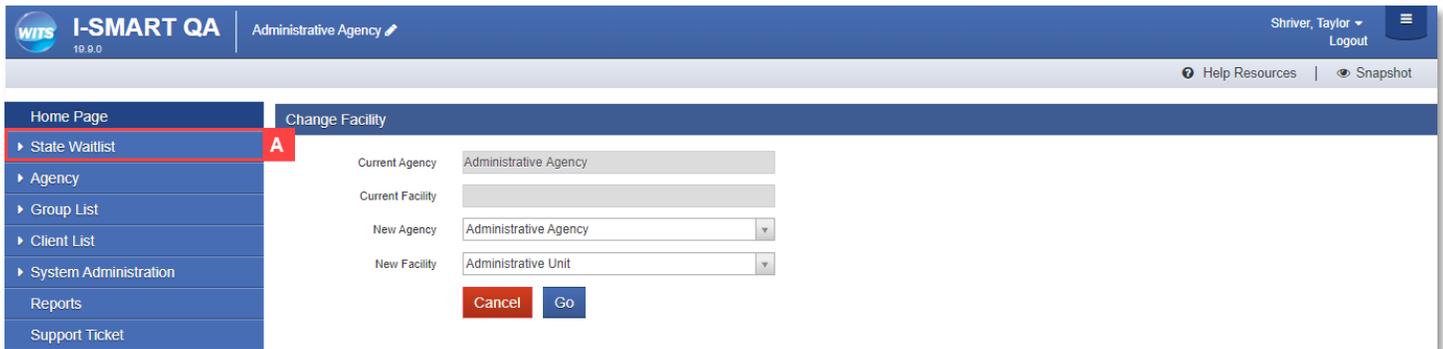


Figure 1: I-SMART Change Facility Screen

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 I-SMART.

1. To add a patient to the Waitlist, the user creates a **Client Profile** for the patient (if not already created).
2. The user clicks on the **State Waitlist** and chooses an appropriate agency(s)/program(s) for the patient.
3. Users will click on the “pencil” icon next to the program selected to create a **Client Waitlist Profile**.
 - This is where the user will indicate whether the patient has signed the consent form.
 - If the patient **did** sign a consent form:
 - a. The patient may now be placed on **the Statewide Waitlist**. **Client Waitlist Profile** will be saved, and the patient's waitlist status is set to “Referred”.
 - If the patient did **not** sign a consent form:
 - a. The patient may not be placed on a cross-agency waitlist and **Client Waitlist Profile** will not be saved.
 - b. The patients may be placed on a local waitlist, **Client Waitlist Profile** will be saved, and patient’s waitlist status is set to “Referred”.
4. First email notification – users with “Cross-Agency Waitlist Management (Full Access)” role within the receiving agency(s) will receive an email notification when the patient is placed on their waitlist.
5. Specified users within the receiving agency review an abbreviated version of the Client Waitlist Profile and changes to the **Waitlist Status** to one of the following values:

- **Rejected**
 - A rejected status is required to have a rejection reason.
 - **Pending Admission**
 - A Pending Admission status is required to have a **Pending Admission Date**
 - **Admitted**
 - An Admitted status is required to have an **Admission Date** (Is not to be a future date)
 - **Closed**
 - A Closed status is required to have a **Closure Reason**.
6. 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.
- Specified users within the placed by agency will receive an email notification when the patient has a **Planned Date of Admission**.
7. 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.
- Specified users within the “referring program” will receive email notification when the waitlist status is changed 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”.

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

ASSUMPTIONS

- Patients will sign consents (release of information) outside of I-SMART via the “referring agency’s” current consent policy/procedure.
- Referring agencies will send 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 I-SMART, the user will create a Client Profile.
 - Note: If the agency is not using I-SMART as their Full Clinical System or as Iowa Reporting, no further action is necessary.
- 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).

I-SMART STATE WAITLIST

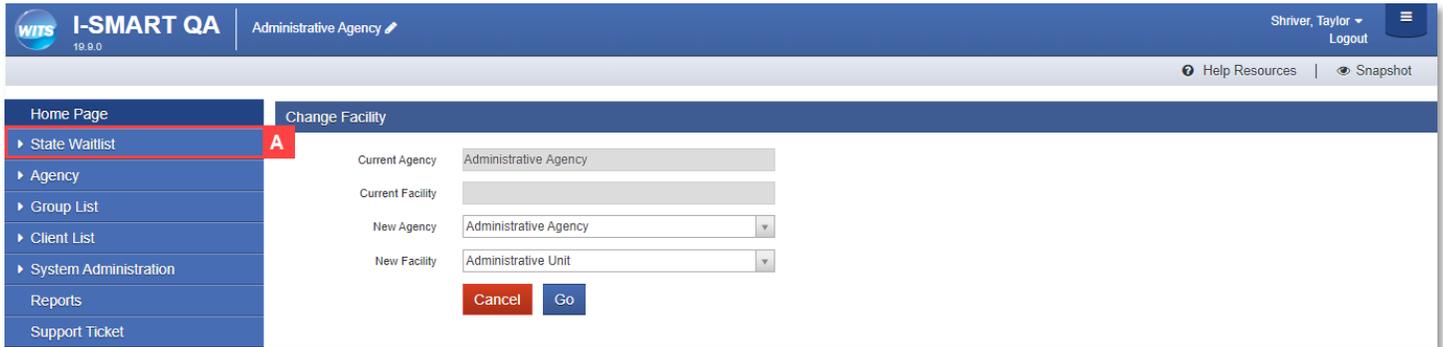


Figure 2: I-SMART Agency Change Facility Screen

To see and access the State Waitlist menu item (A), the following must be in place:

- 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.

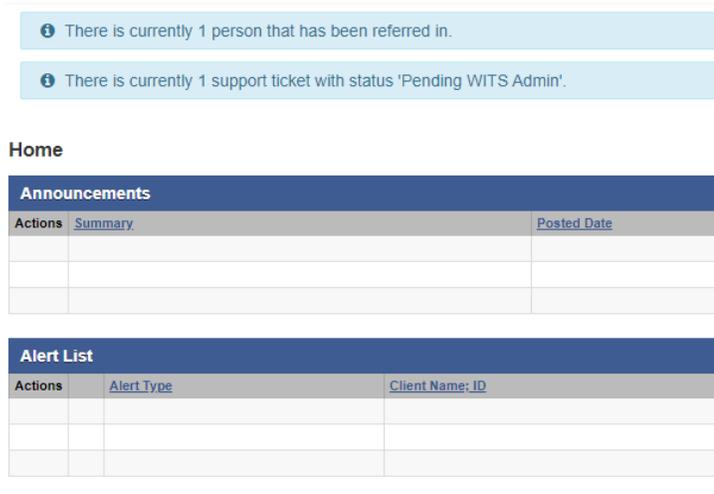


Figure 3: I-SMART Home Page

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 agency)).

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.

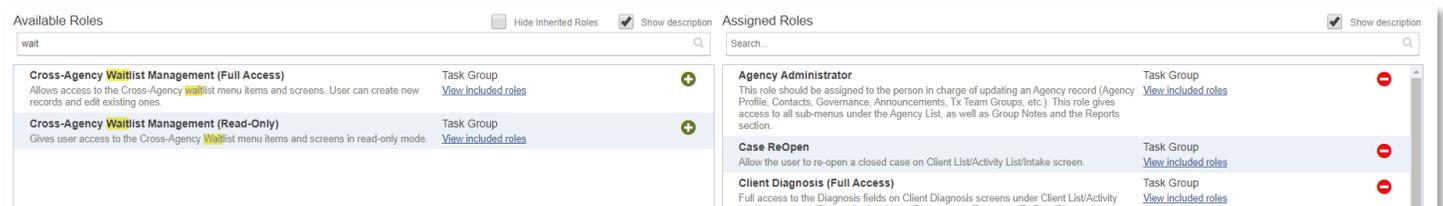


Figure 4: Staff Member Account Roles

The **Grant Management Domain** needs added to each account in order to see the STATE WAITLIST in the I-SMART Home Screen Menu.



Figure 5: Staff Member Account Domains

PROGRAM SET UP

IMPORTANT: IDPH will set up each facility and program in I-SMART that will be participating in the State Waitlist. 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). State Waitlist programs will have GRANT MANAGEMENT as the selected DOMAIN (See Figure 6 below).

The WAITLIST AVAILABILITY will be required (dark yellow) if the user **Staff Member Account** includes the role “Cross-Agency Waitlist Management (Full Access)”. There is a business rule for AGE GROUP to make it required if the WAITLIST AVAILABILITY type equals “Cross-agency” or “Local only”. If not, the field is read-only.

All current programs in I-SMART will default the WAITLIST AVAILABILITY TYPE to NONE.

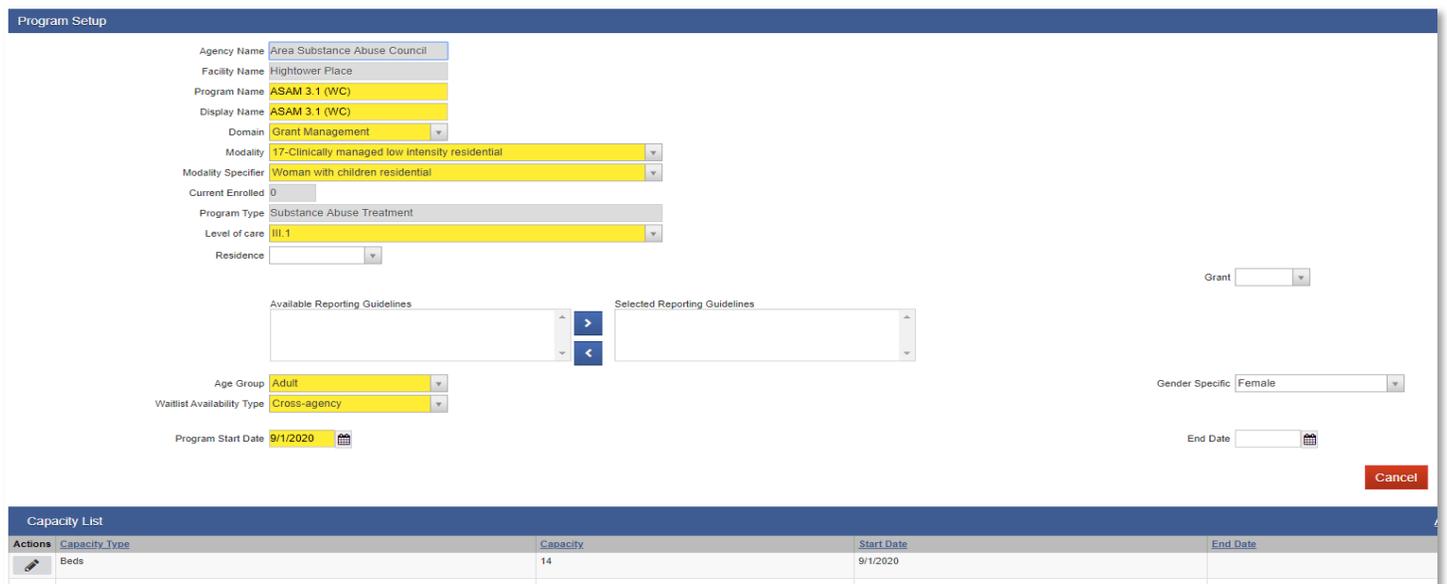


Figure 6: Program Setup Screen

ADDING A PATIENT TO THE STATE WAITLIST

To add a patient to the State Waitlist, click on STATE WAITLIST in the I-SMART side menu (See Figure 7 below). Users may search by MODALITY, PROGRAM NAME, AGENCY NAME, FACILITY NAME, AGE GROUP, and GENDER SPECIFIC to filter the listed Agency/Facility options. (Note: Beds/Slots available will not be available for filtering.)

Actions	Agency/Facility	Facility City	Program	Modality	Available Program Slots	# on Waitlist	Age/Gender
	Alcohol and Drug Dependency Service/ADDS Residential Tx	Burlington	ASAM 3.1	Clinically managed low intensity residential	10	0	Adult/CO-ED
	Alcohol and Drug Dependency Service/ADDS Residential Tx	Burlington	ASAM 3.5	Clinically managed high intensity residential	10	0	Adult/CO-ED
	Area Substance Abuse Council/Heart Of Iowa	Cedar Rapids	ASAM 3.1 (WC)	Clinically managed low intensity residential	12	0	Adult/Female
	Area Substance Abuse Council/Heart Of Iowa	Cedar Rapids	ASAM 3.3 (WC)	Clinically managed medium intensity residential	12	0	Adult/Female
	Area Substance Abuse Council/Heart Of Iowa	Cedar Rapids	ASAM 3.5 (WC)	Clinically managed high intensity residential	12	0	Adult/Female
	Area Substance Abuse Council/Hightower Place	Clinton	ASAM 3.1 (WC)	Clinically managed low intensity residential	14	0	Adult/Female
	Area Substance Abuse Council/King House	Clinton	ASAM 3.1 (Male)	Clinically managed low intensity residential	10	0	Adult/Male
	Area Substance Abuse Council/CD+Residential	Cedar Rapids	ASAM 3.1 (Youth)	Clinically managed low intensity residential	10	0	Youth/CO-ED
	Area Substance Abuse Council/CD+Residential	Cedar Rapids	ASAM 3.3 (Youth)	Clinically managed medium intensity residential	10	0	Youth/CO-ED
	Area Substance Abuse Council/CD+Residential	Cedar Rapids	ASAM 3.5 (Youth)	Clinically managed high intensity residential	10	0	Youth/CO-ED
	Area Substance Abuse Council/Recovery Center	Cedar Rapids	ASAM 3.1	Clinically managed low intensity residential	10	0	Adult/CO-ED

Figure 7: State Waitlist List

Click on the “pencil” to “Review List” which will bring up the CLIENT WAIT LIST screen. Click on GO to see the patients currently on the program’s waitlist. Click on ADD CLIENT WAITLIST to add a patient to the program’s waitlist (see Figure 8 below).

Actions	Waitlist ID	Placed by Agency	Pregnancy Due Date	Person who Uses IV Drugs	Days Waiting	Priority Score	Status

Figure 8: Client Waitlist List

After clicking on ADD CLIENT TO WAITLIST, the CLIENT WAIT LIST PROFILE screen will appear.

CLIENT WAITLIST PROFILE

In the Client Waitlist Profile (see Figure 9 below), the selected Agency/Facility/Program information will be greyed out. The user then enters the name of the client using the CLIENT NAME field. The user can search by using first name or last name of the client. For programs not using I-SMART for SUD treatment data reporting, a Client Profile may need created in I-SMART before completing the CLIENT WAITLIST PROFILE.

The screenshot shows the 'Client Waitlist Profile' form with the following fields and values:

- Agency: Area Substance Abuse Cou
- Facility: Heart Of Iowa
- Age/Gender: Adult/Female
- Program Name: ASAM 3.1 (WC)
- Modality: Clinically managed low intensity residential
- Available Slots: 12
- Waitlist Status: Referred
- Date on Waitlist: [Yellow field]
- Planned Date of Admission: [Grey field]
- Date of Admission: [Grey field]
- Closure Reasons: [Dropdown menu]
- Client Name: Type here to search... [Search icon]
- Unique Client Number: [Grey field]
- Phone Number: [Yellow field]
- DOB: [Grey field]
- Last 4 of SSN: [Grey field]
- Gender: [Grey field]
- IV Drug User: [Yellow dropdown menu]
- Pregnant: [Dropdown menu]
- Due Date: [Grey field]
- Other Priority Options: All Other, Contract, KY, Pregnant/IV Users
- Selected Priority Options: [Empty field]
- Priority Score: [Grey field]
- Add client to all waitlists for this modality?: No [Dropdown menu]
- How was the client informed of the disposition?: [Yellow dropdown menu]
- Is consent signed?: [Yellow dropdown menu]
- Rejection Reason: [Grey text area]

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** – This is a search field. Type in the patient's first or last name and a list of names to select from will appear.
- **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", then select the appropriate response.
- **Due Date** – If Pregnant equals "Yes", enter the due date as reported by the patient.
- **Add client to all waitlists for this modality?** – This field defaults to "No". The user may select "Yes" to add to all programs offering the modality selected (Level of Care).
- **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.

“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.”

Cancel Save Finish

Figure 11: Client Waitlist Profile - completed

Once all fields are completed, click FINISH. Then a prompt will appear to confirm the referral.

Figure 12: Client Waitlist Profile confirmation

CLIENT WAITLIST

Once the **Client Waitlist Profile** has been completed and submitted, the patient name shows on the selected Program Waitlist and then the **Client Waitlist** screen displays (Figure 13).

Note: In Figure 13 example, only the patient added is displayed, as no other patients are currently on the waitlist. This Client Waitlist will show an entry for each patient on the program waitlist.

Actions	Waitlist ID	Placed by Agency	Pregnancy Due Date	Person who Uses IV Drugs	Days Waiting	Priority Score	Status
	412	Iowa Department of Public Health	11/21/2020	Yes	0	5	Referred

Figure 13: Client Waitlist

Use the STATUS dropdown (see Figure 13) to filter the **Client Wait 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 WAIT LIST 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 would 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?*

Are you sure you want to delete this client from the waitlist?

Yes No

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

MY CLIENTS

By selecting MY CLIENTS under STATE WAIT LIST in the I-SMART Menu, the MY CLIENTS list will appear. The MY CLIENTS list shows all referred patients from the agency and their status (Figure 14).

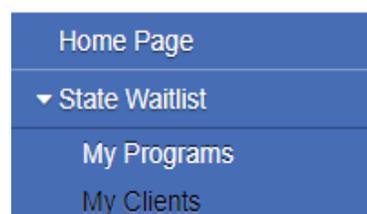


Figure 14: State Waitlist - My Clients

Client Waitlist Search

Client FN <input type="text"/>	Client LN <input type="text"/>	Unique Client Number <input type="text"/>
Agency <input type="text"/>	Modality <input type="text"/>	Status <input type="text"/>
Program Name <input type="text"/>	IV Drug Use <input type="text"/>	Days Waiting <input type="text"/>
HIV <input type="text"/>	Pregnant <input type="text"/>	Waitlist ID <input type="text"/>

Clear
Go
Finish

Client Waitlist List

Actions	Waitlist ID	Client Name	Agency/Facility	Program Name	Days Waiting	Priority Score	Person who Uses IV Drugs	Pregnancy Due Date	Status
	404	Training, April	Area Substance Abuse Council/Heart Of Iowa	ASAM 3.5 (WC)	2	5	Yes	11/7/2020	Referred
	412	Boone, Sara	Area Substance Abuse Council/Heart Of Iowa	ASAM 3.1 (WC)	0	5	Yes	11/21/2020	Referred
	389	Edwards, Edward	Iowa Department of Public Health/Residential	PPW	97	2	Yes		Closed
	390	Edwards, Edward	Iowa Department of Public Health/Residential	PPW	97	2	Yes		Closed
	393	Waitlist, Patient	Alcohol and Drug Dependency Service/001 - ADDS	17 - Level III.1 Residential	91	2	Yes		Admitted
	411	BoeZimi, Jane	House of Mercy/House of Mercy	ASAM 3.5 (WC)	1	2	Yes		Referred

Figure 15: Client Waitlist Search and List

Figure 15 shows the **Client Waitlist Search** and options that are available to filter the **Client Waitlist** List at the bottom of the figure.

MY PROGRAMS

For Agencies that have Programs that are participating on the State Waitlist, users can see the referrals made and status by selecting MY PROGRAMS under STATE WAIT LIST in the I-SMART Menu (Figure 16).

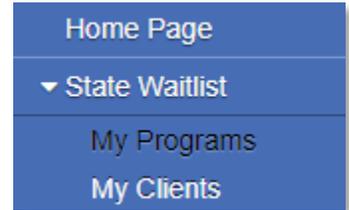


Figure 16: My Programs

Upon clicking MY PROGRAMS, the PROGRAM WAITLIST SEARCH and LIST screen will appear (Figure 17).

Actions	Waitlist ID	Program	Placed by Agency	Pregnancy Due Date	Person who Uses IV Drugs	Days Waiting	Priority Score	Status
	391	003- Adult Halfway House	Grant Management Provider	6/30/2020	Yes	96	5	Rejected
	404	ASAM 3.5 (WC)	Iowa Department of Public Health	11/7/2020	Yes	2	5	Referred
	412	ASAM 3.1 (WC)	Iowa Department of Public Health	11/21/2020	Yes	0	5	Referred
	56	ASAM 3.1 (Male)	Area Substance Abuse Council		Yes	104	2	Closed
	75	ASAM 3.1 (Male)	Area Substance Abuse Council		Yes	104	2	Closed
	6	ASAM 3.1 (Male)	Area Substance Abuse Council		Yes	104	2	Closed
	24	ASAM 3.1 (Male)	Area Substance Abuse Council		Yes	104	2	Closed
	11	009- Adult Halfway House	Area Substance Abuse Council		Yes	104	2	Closed
	29	009- Adult Halfway House	Area Substance Abuse Council		Yes	104	2	Closed
	63	009- Adult Halfway House	Area Substance Abuse Council		Yes	104	2	Closed
	80	009- Adult Halfway House	Area Substance Abuse Council		Yes	104	2	Closed
	397	003- Adult Primary Residential	Grant Management Provider		Yes	58	2	Admitted
	401	GM ADOL Res ASAC	Grant Management Provider		Yes	58	2	Rejected
	400	GM ASAC Residential	Grant Management Provider		Yes	58	2	Admitted
	41	ASAM 3.1 (Male)	Area Substance Abuse Council		No	104	0	Closed

Figure 17: Program Waitlist Search and List

The default STATUS is always “referred” until the referred to program takes an action. Note the various search options available to filter the Program Waitlist.

To update an open referral, click on the “pencil” icon which will open the CLIENT WAIT LIST PROFILE.

Upon notification of the referral made, the referred to program will update the WAIT LIST STATUS:

- **Rejected** – Referral was not accepted.
- **Pending Admission** – Referral was accepted and pending admission scheduled.
 - **Planned Date of Admission** – projected date of admission to the program.
- **Admitted** – Referral admitted.
 - **Date of Admission** - date referral admitted; closes the waitlist entry.

Figure 18: Client Waitlist Profile

NOTE: “Closed” is also an option if the referred to program is unable to locate the patient, the patient fails to show, or there is a pending admission to another program (in instances where a patient referral to more than one program at the same modality (Level of Care) occurs).

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

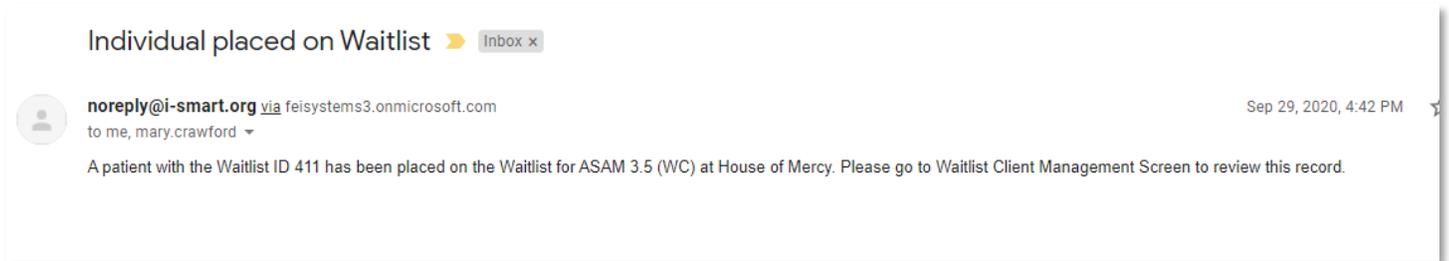


Figure 19: Email Notification Example

TECHNICAL ASSISTANCE

For questions regarding the I-SMART 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).