

# HANYS complex case discharge delay data collection pilot: Instructions



## 1. Collect data

Participants are strongly encouraged to use the [data collection tool](#) to collect case data internally first, then report cases into the HANYS portal.

HANYS is requesting data for cases that meet all of the following criteria:

- discharge delays >96 avoidable hours (>4 days) in the emergency department and/or >336 avoidable hours (>14 days);
- present in your hospital between April 1 and June 30; and
- not in a swing bed.

**Note:** You may choose to also report patients experiencing fewer avoidable days than in the inclusion criteria.

## 2. Establish access to HANYS' portal

- A. Request access to the application by emailing [complexcase@hanys.org](mailto:complexcase@hanys.org).
- B. Set up your HANYS portal account by clicking the "Activate Okta Account" link sent to you from [okta@okta.com](mailto:okta@okta.com). Please check your email spam folder if you do not receive the Okta email.

**If your account is not activated within seven days of receiving the activation email, you will need to request a new email by emailing [complexcase@hanys.org](mailto:complexcase@hanys.org).**

## 3. Report cases

HANYS is requesting that data be reported at least once a month: May 9, June 8 and July 8.

### **How to add a case:**

1. Sign in to [HANYS' complex case discharge delay pilot application](#).
2. Click "Case Management."
3. Select your hospital name in the "Hospital Name" drop-down menu.
4. Click "Add New Case."
5. Enter information as requested in the data collection tool.
6. Click "Save" at the bottom of the page.

- ▶ **You will automatically be logged out after 15 minutes of inactivity.**
- ▶ **Incomplete cases will be highlighted in yellow on the homepage.**

### **How to edit a case:**

1. Follow steps 1-3 in "How to add a case."
2. Crosswalk the HANYS ID and/or characteristics for the case you are looking to edit.
3. Click "Edit" and proceed when adding a case or "Delete" to remove a case.

### **Definitions:**

**Avoidable hours/days:** hours/days when a patient is stabilized and ready for discharge but is unable to be discharged.

**Placement setting days:** number of days between the date the first request was submitted and the date of notice that placement is available to the patient.

**Insurance or financial coverage days:** number of days between the date the first request was submitted to the date the final determination notice was received.

**Agency service/program eligibility process days:** number of days between the date the first request was submitted to the date a final determination notice was received.

**Agency service/program referral process days:** number of days between the date the first request was submitted to the date a final determination notice was received.

**Placement setting screening days:** number of days between the date the screening process was initiated and the date a determination notice was received.

**Guardianship days:** number of days between the date the guardianship process was initiated and the date guardianship was finalized.

**Advanced care planning days:** number of days between the date planning was initiated and the date of completion, e.g., health proxy.

**For technical questions, please email [complexcase@hanys.org](mailto:complexcase@hanys.org).**

**For questions about the initiative, please contact Sarah DuVall, director, behavioral health, at [sduvall@hanys.org](mailto:sduvall@hanys.org).**