



Oregon
Health
Authority



STANDARDS OF CASE MANAGEMENT SERVICES

Training modules

1. Introduction to the Standards of Service
2. Intake & Eligibility
3. Screening & Assessment
4. Acuity Scales
5. Care Planning
6. Information & Referral
7. Follow Up & Monitoring
8. Changes in Enrollment Status



*Training modules are meant to be watched in order



MODULE 3:

Screening & Assessment

Objectives:

1. Introduction to Psychosocial Screening
2. Introduction to the Nursing Assessment
3. Using Motivational Interview tools
4. Observe a demonstration



Purpose of Screening & Assessment

The purpose of Screening & Assessment is to collect, analyze, synthesize, and prioritize information to identify client strengths, resources, and needs





Screening

**Must be completed within
30 days
of completed intake**

- Occurs by telephone, video, or face-to-face
- Involves client self-assessment
- Supports client self-determination
- Involves input of other social service and medical providers





Screening

- Ability to meet basic needs
- Social support
- Mental health screening
- Legal issues
- Domestic safety
- Risk assessment



Screening

Forms



PUBLIC HEALTH DIVISION
HIV Community Services Program

Oregon
Health
Authority

Psychosocial Screening

"Confidential — this form must always be saved on a secure network accessible only by Ryan White funded staff."

Client name: _____ Client #: _____ CM initial: _____ Date: ____/____/____
☐ Initial screening ☐ Rescreening Date of initial screening: ____/____/____
☐ Type of insurance: _____ ☐ Medical provider: _____
From intake: Income? \$ _____ Social Security number: _____

Prior to screening, ensure client has been informed of: purpose of screening, ability to take breaks, ability to skip questions that cause discomfort, mandatory reporting laws and confidentiality.

Living arrangement

Tell me about your current living situation.

- ☐ Permanently housed (describe): _____
☐ Temporarily housed (describe): _____
☐ Unstable (describe): _____

Comments:

Plan:

Basic needs (check if needed)

Tell me about your basic needs.

- ☐ Clothing
☐ Food
☐ Utilities
☐ Transportation (non-medical)



Assessment

The nursing assessment is a face-to-face information gathering process that focuses on the medical needs of a client.



Assessment

- Vitals
- Labs and medical provider
- Physical appearance
- Allergies
- The client's ability to complete activities of daily living
- Current medical complaints
- Medical history
- Reproductive health
- Immunizations and shots
- Medication adherence



Screening

Forms



PUBLIC HEALTH DIVISION
HIV Community Services

Oregon
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Medical Assessment

"Confidential — this form must always be saved on a secure network accessible only by Ryan White funded staff."

Client name: _____ Client number: _____ DOB: _____ Date: ____/____/____

CM initial: _____ ☐ Initial assessment ☐ Reassessment

Current Psychosocial Acuity (regional only): _____ Date: ____/____/____

Vitals

Temp: _____	Pulse: _____	Respiration: _____	B/P: _____
Height: _____	Current weight: _____	Ideal weight: _____	BMI: _____

Labs and Medical provider

Current: VL	Date	Lowest: VL	Date	Highest: VL	Date
	____/____/____		____/____/____		____/____/____
Virally suppressed?	☐ Yes ☐ No	Virally suppressed?	☐ Yes ☐ No	Virally suppressed?	☐ Yes ☐ No
Current: CD4 Count	%	Lowest: CD4 Count	%	Highest: CD4 Count	%
Date	____/____/____	Date	____/____/____	Date	____/____/____
Last medical visit:	____/____/____	Provider name:		Provider type:	
Referred to medical provider	____/____/____	Provider name:		Provider type:	





The process

Screening and assessment is an opportunity to build rapport and trust

The purpose of these questions is to help me understand how to best help you. If any part of this conversation makes you feel uncomfortable, or, if you need to take a break, please let me know.





The process

Remind the client that everything they share with you is confidential within the agency care team



Everything you share is confidential within the agency care team, unless you give me permission to share it with someone else.





The process

Clients may be experiencing a great deal of shame or embarrassment around certain topics like literacy, substance use, or sex practices





The process

To increase comfort and rapport, you should use open-ended questions and reflective listening as much as possible.

Can you tell me more about your drinking?

I was hoping we could talk about your sexual history. If that's okay with you, can you tell me about the types of protection you use?





How would you screen for housing arrangement?

- A. Where are you living?
- B. Are you permanently housed?
- C. Tell me a bit about your housing situation...



How would you screen for support systems?

- A. Do you have any friends that know your status?
- B. Does your family know you're positive?
- C. Who do you feel comfortable talking with about you HIV status?



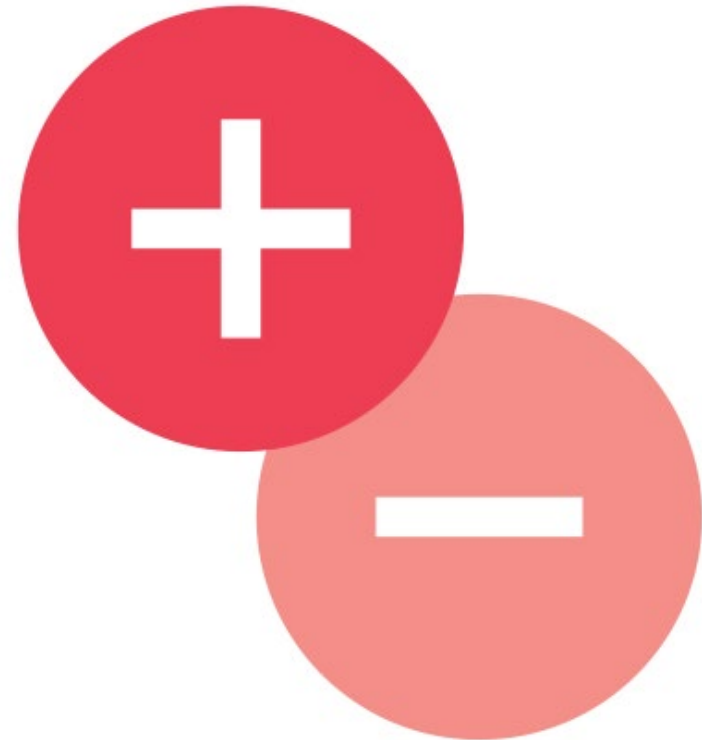
How would you screen for mental health?

- A. Tell me a bit about your mental health
- B. How's your mental health?
- C. Has anyone ever diagnosed you with a mental illness?



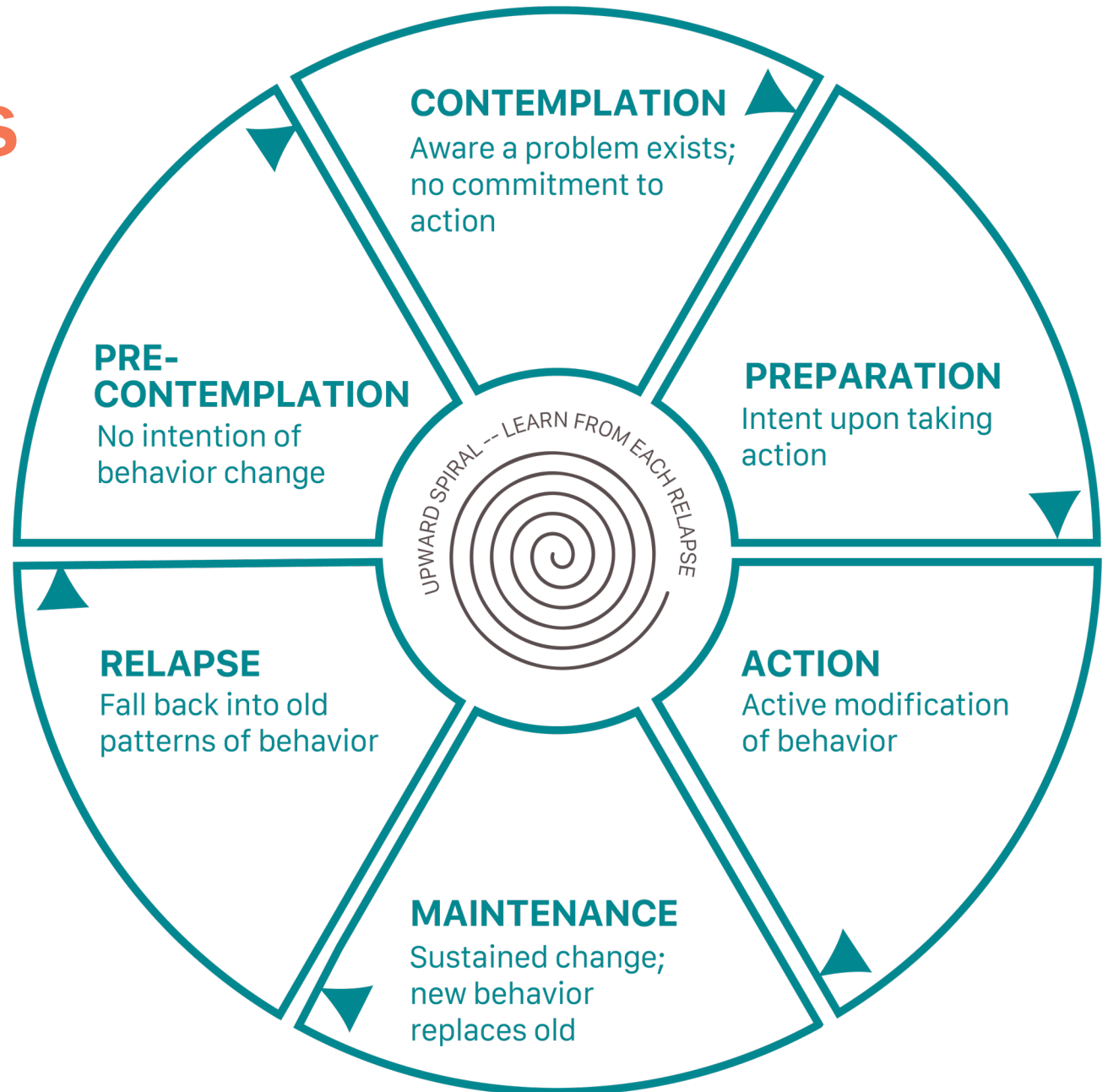
How would you screen for HIV risk?

- A. Tell me what you know about how HIV is transmitted?
- B. How many sex partners have you had in the past six months?
- C. Do you use condoms?



Scaling questions

- Assess client's stage of change
- Assess concern about a topic
- Assess readiness to address a topic
- Determine a client's confidence that they can make a change





Scaling questions

Step 1: Lay out the scale

Step 2: Identify strengths

Step 3: Identify barriers





Scaling questions

Step 1: Lay out the scale

On a scale of 1 to 10, how concerned are you about your mental health?

On a scale of 1 to 10, how helpful do you think counseling, or a support group would be at this time?

On a scale of 1 to 10, how ready are you to make this change?

Step 2: Identify strengths

Step 3: Identify barriers





Scaling questions

Step 1: Lay out the scale

On a scale of 1 to 10, how concerned are you about your mental health?

On a scale of 1 to 10, how helpful do you think counseling or a support group would be at this time?

On a scale of 1 to 10, how ready are you to make this change?

Step 2: Identify strengths

Why did you choose a 3 and not a 1?

Step 3: Identify barriers



Scaling questions

Step 1: Lay out the scale

On a scale of 1 to 10, how concerned are you about your mental health?

On a scale of 1 to 10, how helpful do you think counseling, or a support group would be at this time?

On a scale of 1 to 10, how ready are you to make this change?

Step 2: Identify strengths

Why did you choose a 3 and not a 1?

Step 3: Identify barriers

What would it take to move you to a 7?

How will you know when you're at a 7?





Test your knowledge

On a scale of 1 to 10, where 1 is not at all, and 10 is very concerned, how concerned are you about your mental health?



Hmm... Maybe a 6.



If you'd like to help draw out concerns or barriers...

"Why did you choose a 6 and not a 10?"

If you'd like to help draw out strengths...

"Why did you choose a 6 and not a 1?"



Psychosocial screening

I was thinking today we could have a conversation so that I can get to know you a bit and get a better idea of what kinds of things I can help you with.



Psychosocial screening

Everything we talk about is confidential and we can take breaks, if need be, so just let me know if you need anything as we talk.

Ok, that sounds good.





Psychosocial screening

- Miguel
- 35-year-old male
- Diagnosed with HIV in 2012
- Recently relocated back to Oregon to be closer to his family
- Currently living with his younger sister
- Working in the service industry and trying to complete his college education





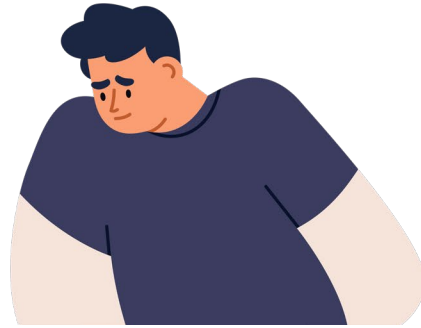
Psychosocial screening

I'd like to know a little bit about your mental health. If you'd rather not answer a question, just let me know. I'd like to ask some questions about your moods or feelings over the past 2-3 months. When asked about how "often" something is experienced, "often" means having feelings or moods 4 days or more in a week.

Well, I've been pretty down after the breakup.



What do you
mean by down?



What do you
mean by down?



Just feeling a bit
depressed.



What do you
mean by down?



Just feeling a bit
depressed.



Can you tell
me about your
depression?



What do you
mean by down?



Just feeling a bit
depressed.



Can you tell
me about your
depression?



I've dealt with depression and
anxiety for a long time now. I
just get pretty withdrawn, and I
pull away from folks, stop
taking care of myself, that kind
of thing.



Like changes in
your eating or
sleeping habits?



Like changes in
your eating or
sleeping habits?



Yeah, I've been
having a hard time
sleeping, for sure.



Like changes in
your eating or
sleeping habits?



Yeah, I've been
having a hard time
sleeping, for sure.



How long have
you been feeling
this way?



Like changes in
your eating or
sleeping habits?



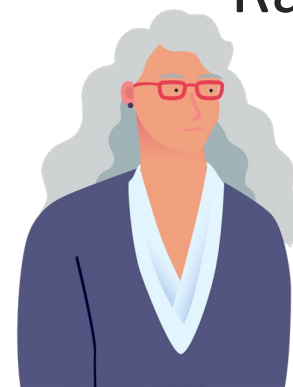
Yeah, I've been
having a hard time
sleeping, for sure.



How long have
you been feeling
this way?



Well, I dealt with depression
pretty much my whole life,
but it's been pretty bad since
Ray broke up with me.



What is the next best step?

Well, I dealt with depression pretty much my whole life, but it's been pretty bad since Ray broke up with me.

- A. I'm sorry to hear about your breakup.
- B. Would you like to be referred to a counselor?
- C. On a scale of 1 to 10, how concerned are you about your depression right now?
- D. I know how you feel. I just got a divorce.



Psychosocial screening

It sounds like this breakup has been very hard on you. Miguel, on a scale of 1 to 10, where one is not at all concerned and 10 is very concerned, when you think about these past few months how concerned have you been about your mental health?

Maybe a 5.

MI tool: Scaling question



Psychosocial screening

Why did you choose a 5 and not a 3?

Well, when I'm taking my antidepressant and taking care of myself, I'm usually a three, but since the breakup I've definitely noticed a difference.

MI tool: Scaling question



**So, you've been
treated for
depression?**



So, you've been
treated for
depression?



Yeah, usually I'm on
an antidepressant,
although I've been off
my meds since I
moved up here.



**So, you've been
treated for
depression?**



Yeah, usually I'm on
an antidepressant,
although I've been off
my meds since I
moved up here.



**So, it sounds like
you'd like to get
back on your
antidepressant?**



So, you've been
treated for
depression?



Yeah, usually I'm on
an antidepressant,
although I've been off
my meds since I
moved up here.



So, it sounds like
you'd like to get
back on your
antidepressant?



Yeah, I always feel a lot
better when I'm taking it.



Psychosocial screening

OK, that's something I can help you with if you want.
Miguel, have you ever been hospitalized because of
your depression?



Psychosocial screening

Yeah, I tried to kill myself years ago
and I went to the hospital for that.



When was that?



When was that?



It was right after high school. I came out to my parents, and they didn't take it very well. I was being bullied as well and it was just too much, so I took a bunch of pills.



When was that?



It was right after high school. I came out to my parents and they didn't take it very well. I was being bullied as well and it was just too much, so I took a bunch of pills.



Do you feel suicidal at this time?



When was that?



It was right after high school. I came out to my parents and they didn't take it very well. I was being bullied as well and it was just too much, so I took a bunch of pills.



Do you feel suicidal at this time?



No, not really.



What's the next best step?

...Do you feel
suicidal at this
time?

No, not really.

- A. That's good to hear
- B. What does "not really" mean?
- C. Do you think counseling would be helpful at this time?
- D. When is the last time you felt suicidal?



Psychosocial screening

What does 'not really' mean?



Psychosocial screening

What does 'not really' mean?

I mean I've had thoughts
about it with the breakup and
all but it's nothing serious.



Psychosocial screening

When you have these thoughts about it, do you have a specific plan of how you would do it?



Psychosocial screening

When you have these thoughts about it, do you have a specific plan of how you would do it?



No, it's nothing like that.



**Do you have
thoughts of hurting
anyone else besides
yourself?**



Do you have
thoughts of hurting
anyone else besides
yourself?



No, never.



No, never.

Do you have
thoughts of hurting
anyone else besides
yourself?



OK, it sounds like this breakup
has been really hard for you
emotionally, especially with all
this transition in your life and
now being off your medications
for a little bit.



No, never.

Do you have
thoughts of hurting
anyone else besides
yourself?



OK, it sounds like this breakup
has been really hard for you
emotionally, especially with all
this transition in your life and
now being off your medications
for a little bit.



Yeah. I've definitely had
better times.



Psychosocial screening

Miguel, on that same scale where 1 is not helpful and 10 is very helpful, how helpful do you think counseling would be for you right now?



Psychosocial screening

Miguel, on that same scale where 1 is not helpful and 10 is very helpful, how helpful do you think counseling would be for you right now?

I don't know, I don't think it would be that helpful. I tried the whole therapy thing before, and it just wasn't for me. I'm usually OK as long as I'm taking my meds.



Psychosocial screening

So, it sounds like getting back on your antidepressant is a priority for you. Am I understanding you correctly?



Psychosocial screening

So, it sounds like getting back on your antidepressant is a priority for you. Am I understanding you correctly?

Yes, definitely.



Psychosocial screening

That's something we can get started today before you leave.



Psychosocial screening

I'd like to give you another resource, just in case you need someone to talk to in the middle of the night and you can't sleep, and you're having thoughts about wanting to hurt yourself.



Psychosocial screening

During screening and assessment, follow your agency's policies on how to respond to, document, and follow up suicidal ideation.

This is the number you can call 24 hours a day if you're needing someone to talk to. Just in case, until you get into see the doctor and get back on your meds. Have you ever called a line like this before?



Psychosocial screening

No, but I'll be fine. I mean, thanks for your concern and I'll certainly call if I need to; but I'm going to be fine.





Psychosocial screening

Miguel and Farrah chat a bit about substances that Miguel is using:

- Social drinker
- Heavy smoker
- Has used other substances recreationally, like marijuana, cocaine, and Rx medications

He's never had any justice related contacts, hospitalizations, or been in treatment

His sister and his doctor are worried about his tobacco use.





Psychosocial screening

Miguel, the next area I'd like to talk a little bit about is what we call risk assessment. As you know, HIV is an infection that can be transmitted through sexual contact and so these next questions have more to do with your sexual history. I know you just got out of a significant relationship, but are you currently with a partner?



Psychosocial screening

No, Ray and I broke up two months ago
and he was my last partner.



And you tested
positive at the
same time,
correct?



And you tested
positive at the
same time,
correct?



Yes, we were
both HIV
positive.



And you tested
positive at the
same time,
correct?



Yes, we were
both HIV
positive.



Besides Ray, have
you had any
additional partners
in the past year?



And you tested
positive at the
same time,
correct?



Yes, we were
both HIV
positive.



Besides Ray, have
you had any
additional partners
in the past year?



No.



Are your sex partners the opposite sex, same sex, both sexes or non-binary?





Men.



Psychosocial screening

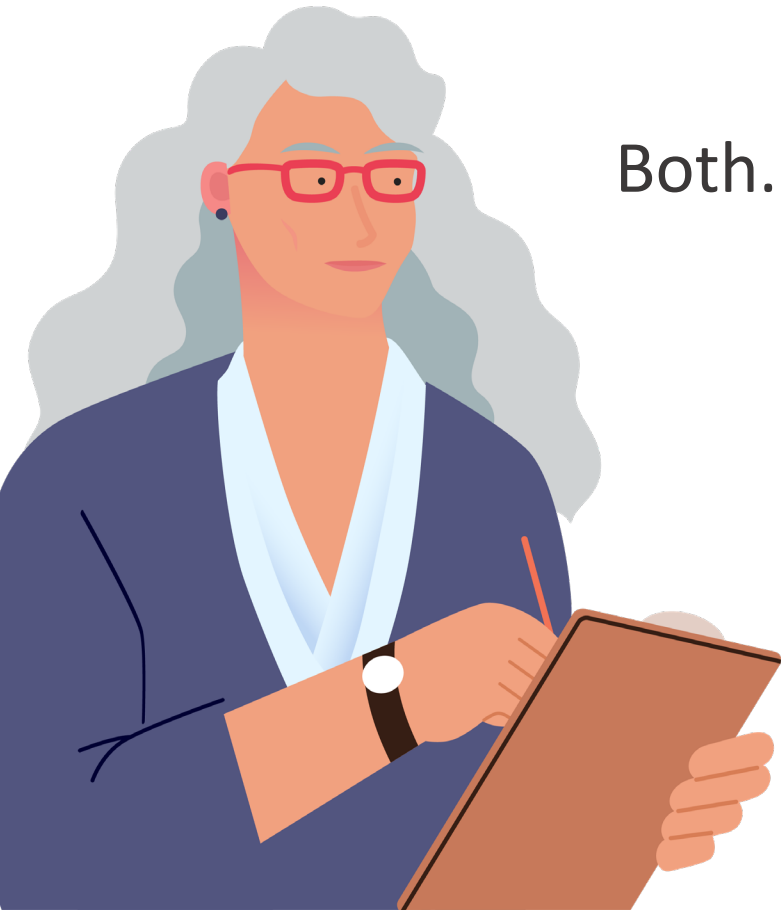
And in terms of the type of sex you typically have, is it anal, oral, or both?



Psychosocial screening

And in terms of the type of sex you typically have? Anal, oral, or both?

Both.



Psychosocial screening

MI Tool: Notice how short Miguel's answers are when Farrah uses close ended questions. Although not great for building rapport, closed ended questions can be helpful from a time management standpoint.



Psychosocial screening

What things are you currently doing to reduce HIV/STD transmission for yourself and others?



Psychosocial screening

What things are you currently doing to reduce HIV/STD transmission for yourself and others?

Well, Ray and I were both positive and we weren't sleeping with anybody else.



What's the next best step?

Well, Ray and I were both positive and we weren't sleeping with other people.



- A. So, you were having unprotected sex with Ray?
- B. Sero-sorting is a form of risk reduction.
- C. Did you know you were putting yourself at risk for an STI by not using a condom?
- D. As long as you were both adherent to your medications, then that was okay.

Psychosocial screening

Ok, so sleeping with a partner who has the same HIV status as you is a form of risk reduction. What about condoms?



Psychosocial screening

Ok, so sleeping with a partner who has the same HIV status as you is a form of risk reduction. What about condoms?

No. I mean I did when I was younger, but then I stopped using condoms after we found out we were both positive.



Psychosocial screening

Do you know if Ray had any other partners outside of your relationship?



Psychosocial screening

Do you know if Ray had any other partners outside of your relationship?

He told me he didn't, but I don't know for sure.



Psychosocial screening

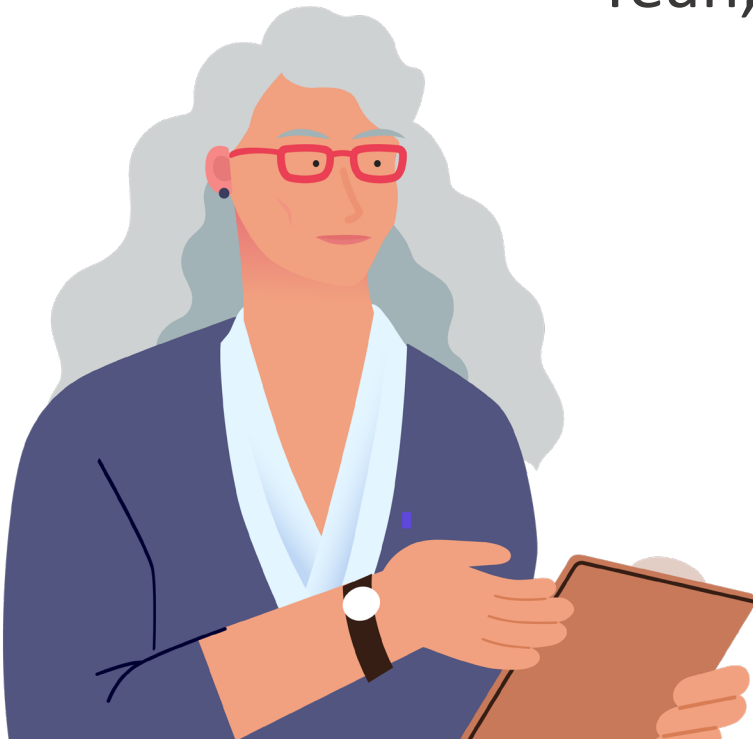
OK, it sounds like you are kind of questioning that in your mind.



Psychosocial screening

OK, it sounds like you are kind of questioning that in your mind.

Yeah, at this point, probably.



Psychosocial screening

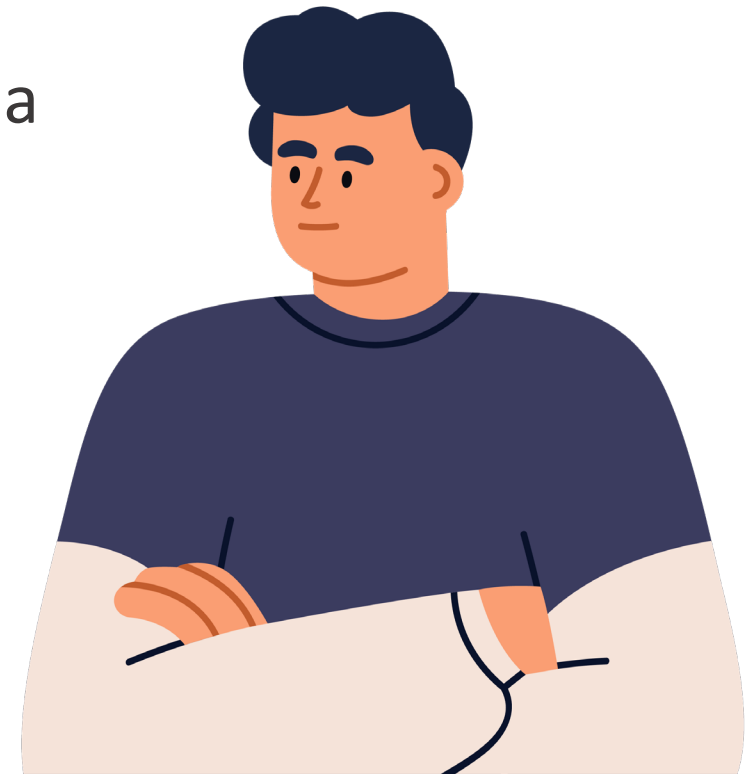
I hear you. When you think about getting involved sexually with other people and reducing the risk of transmission, what goes through your mind?



Psychosocial screening



I don't know, I guess I usually ask what their HIV status is, if they have a condom, if they're on PrEP, that kind of thing.



Psychosocial screening

And what do you usually use for protection?



Psychosocial screening

And what do you usually use for protection?

Condoms and taking my medication everyday like I'm supposed to so that my viral load is undetectable, and I can't pass HIV to someone else.



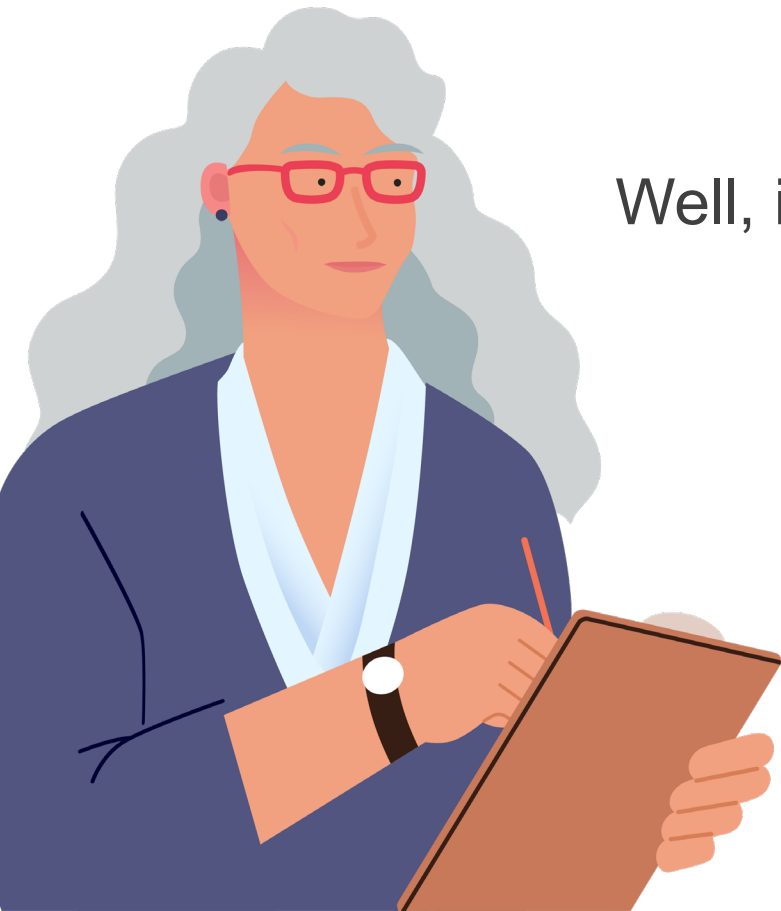
Psychosocial screening

That's right, by taking your medication as prescribed your viral load is undetectable and untransmittable. So, it sounds like you usually try to get a bit of history from someone, ask if they know their status, ask about their health, and then ask about condoms. How comfortable is that conversation for you?



Psychosocial screening

Well, it really depends on the person.



Psychosocial screening

Tell me a little bit more about that.



MI Tool: Open-Ended Questions



Psychosocial screening

Tell me a little bit more about that.

Well, I don't just go up and ask somebody I'm interested in these types of questions. I'd have to get a feel for the person.



MI Tool: Open-Ended Questions



Psychosocial screening

Let's say sometime down the road you do meet someone you're interested in. On that zero to 10 scale, how comfortable would you say you'll be with having a conversation about condoms or disclosing your status?



MI Tool: Scaling



Psychosocial screening

Let's say sometime down the road you do meet someone you're interested in. On that zero to 10 scale, how comfortable would you say you'll be with having a conversation about condoms or disclosing your status?

Probably an 8.

MI Tool: Scaling



An 8. So about 20% of the time something else would happen. How would you describe that situation?



An 8. So about 20% of the time something else would happen. How would you describe that situation?



Well, if I've had a few cocktails a conversation like that might not seem as important.



An 8. So about 20% of the time something else would happen. How would you describe that situation?



Well, if I've had a few cocktails a conversation like that might not seem as important.



OK, so that conversation becomes a 2 instead of an 8. That number goes down when you've had a few drinks.



An 8. So about 20% of the time something else would happen. How would you describe that situation?



Well, if I've had a few cocktails a conversation like that might not seem as important.



OK, so that conversation becomes a 2 instead of an 8. That number goes down when you've had a few drinks.



Yeah.



So, in terms of the risk, we use the term harm reduction. Are you familiar with that term?



So, in terms of the risk, we use the term harm reduction. Are you familiar with that term?



I am.



So, in terms of the risk, we use the term harm reduction. Are you familiar with that term?

I am.



What does that mean to you?



So, in terms of the risk, we use the term harm reduction. Are you familiar with that term?



I am.



What does that mean to you?



Reducing the risk of harm, reducing the negative consequences.



Psychosocial screening

That was going to be my next question. What are some things you can do to reduce the risk?



Psychosocial screening

That was going to be my next question. What are some things you can do to reduce the risk?

Well, since we are on the topic of alcohol, I could reduce risk by making sure I don't drink too much.



Psychosocial screening

So, you're saying that the alcohol is sometimes a barrier to those conversations happening?



Psychosocial screening

So, you're saying that the alcohol is sometimes a barrier to those conversations happening?

Not so much a barrier, but a risk.
It puts me at a higher risk.



Psychosocial screening

So, it sounds like you feel comfortable having these conversations when you're sober, and you're seeing that when you're drinking your judgment isn't as good, and this is something you'd like to work on. Is that correct?



Psychosocial screening

So, it sounds like you feel comfortable having these conversations when you're sober, and you're seeing that when you're drinking your judgment isn't as good, and this is something you'd like to work on. Is that correct?

Yes.



So where do you put
yourself on a scale of being
ready to work on this, where
10 is very likely?



So where do you put
yourself on a scale of being
ready to work on this, where
10 is very likely?



I would say a 10.



So where do you put yourself on a scale of being ready to work on this, where 10 is very likely?

I would say a 10.



OK, so you sound very motivated. You want to work on this.



So where do you put yourself on a scale of being ready to work on this, where 10 is very likely?



I would say a 10.



OK, so you sound very motivated. You want to work on this.



I am but honestly, this is really hard for me to talk about right now. I just can't imagine being with anybody else right now or getting back out there.



What's the best next step?

I am but honestly, this is really hard for me to talk about right now. I just can't imagine being with anybody else right now or getting back out there.



- A. I know it's difficult, you will fall in love again some day.
- B. I know it's difficult to think about this when you are recovering from a sudden break up. I'm here to help talk through how you can reduce the risk of HIV/STI transmission to yourself or others and keep the conversation going about your relationship to alcohol. How does that sound?
- C. It sounds like you don't want to talk about this, but as your Care Coordinator, it's my role to help make sure you protect yourself and others.
- D. Well, I can offer you free condoms when you're ready.

Psychosocial screening

I know it's difficult to think about this when you're recovering from the end of a relationship. I'm here to help talk through how you can reduce the risk of HIV and STI transmission to yourself or others and keep the conversation going about your relationship to alcohol. How does that sound?



MI Tool: Rolling
with Resistance





Nurse assessment

- Miguel generally feels okay about his overall wellness
- Miguel has a good understanding of his medications
- The main medical issue of concern is related to his oral health care



Nurse assessment

Miguel, the next area we're going to talk about is your oral health. Can you tell me the last time you saw the dentist?



Nurse assessment

Miguel, the next area we're going to talk about is your oral health. Can you tell me the last time you saw the dentist?

Well, it's probably been several years now. I did see somebody in California, but that was a while back.



**So, when you were in
California, did you have
dental insurance and
access to dental care?**



So, when you were in
California, did you have
dental insurance and
access to dental care?



No

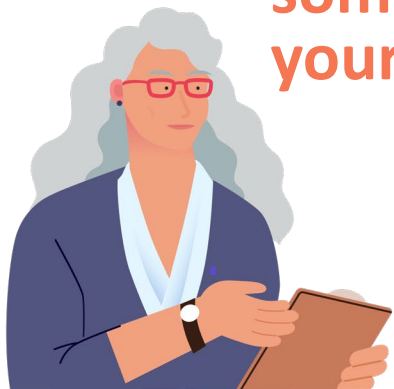


So, when you were in California, did you have dental insurance and access to dental care?

No



So, tell me about your last visit with the dentist, was that something you did on your own?



So, when you were in California, did you have dental insurance and access to dental care?



No

So, tell me about your last visit with the dentist, was that something you did on your own?



Pretty much.

**Did you make an
appointment for yourself
or was it part of your case
management?**



Did you make an appointment for yourself or was it part of your case management?



I think my Care Coordinator set it up, I don't really remember.



Did you make an appointment for yourself or was it part of your case management?



I think my Care Coordinator set it up, I don't really remember.



OK, in terms of your oral health care how often do you brush your teeth?



Did you make an appointment for yourself or was it part of your case management?



I think my Care Coordinator set it up, I don't really remember.



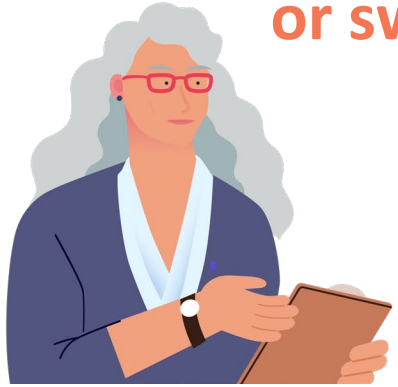
OK, in terms of your oral health care how often do you brush your teeth?



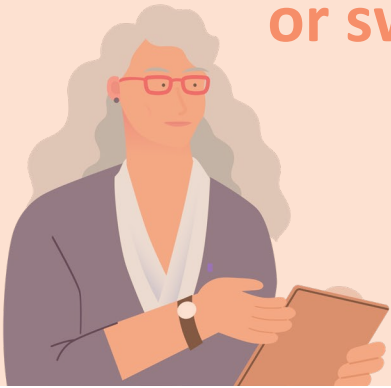
Mostly every day.



**OK, and are you having
any oral health problems
now? Anything like pain
or swelling?**



OK, and are you having any oral health problems now? Anything like pain or swelling?



Sometimes, but they're in the back so no one sees it.



OK, and are you having any oral health problems now? Anything like pain or swelling?



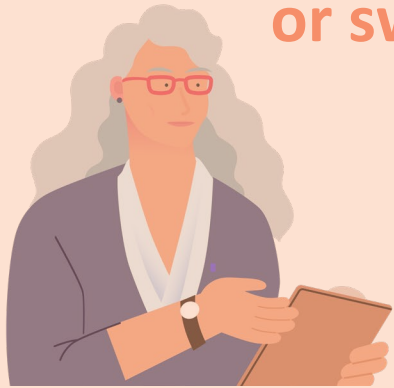
Sometimes, but they're in the back so no one sees it.



Has it impacted your ability to chew or eat?



OK, and are you having any oral health problems now? Anything like pain or swelling?



Sometimes, but they're in the back so no one sees it.



Has it impacted your ability to chew or eat?



Not really.



Nurse assessment

And how about your pain level?



Nurse assessment

And how about your pain level?

I can handle it.



Nurse assessment

And how about your pain level?

I can handle it.

How do you handle it?



Nurse assessment

And how about your pain level?

I can handle it.

How do you handle it?

I take some aspirin, grin
and bear it.



Nurse assessment

So, you self-medicate. OK, and when you went to the dentist in the past, did they have a plan for you in terms of your oral health care?



Nurse assessment

So, you self-medicate. OK, and when you went to the dentist in the past did, they have a plan for you in terms of your oral health care?



Well, they said I needed some more work done but I don't like dentists.



**So, tell me about your
experience with
dentists.**



So, tell me about your
experience with
dentists.



As a child I didn't like
dentists because of
the pain.



So, tell me about your
experience with
dentists.



As a child I didn't like
dentists because of
the pain.



Where do you think
you're at in terms of
getting into dental
care now?



So, tell me about your experience with dentists.



As a child I didn't like dentists because of the pain.



Where do you think you're at in terms of getting into dental care now?



I'm fine, my teeth aren't that bad.



Nurse assessment

MI Tool: Sounds like Miguel is contemplative about his oral health. He says he has some discomfort, but then says he doesn't want to go to the dentist.



Nurse assessment

So, do you know why we might have concerns about your oral health in relation to your HIV?



Nurse assessment

So, do you know why we might have concerns about your oral health in relation to your HIV?

Well, that's your job, right?



What's the next best step?

Miguel is contemplative, if not pre-contemplative, about his oral health. Despite being dismissive of discomfort, Farrah is very concerned about the state of his teeth and gums after her examination.



- A. I don't find that to be funny. Your health is not a laughing matter to me.
- B. Miguel, as your nurse, I am very concerned about the condition of your oral health, you need to see a dentist as soon as possible.
- C. Miguel, I'd like to offer you some information about why we ask about your oral health in relation to your HIV. Is that okay with you?
- D. I'd like to give you a referral to a dentist before you leave today.

Nurse assessment

I'd like to offer some information about why we ask about your oral health in relation to your HIV, is that OK with you?



Nurse assessment

I'd like to offer some information about why we ask about your oral health in relation to your HIV, is that OK with you?

Sure.



Nurse assessment

The reason that we checked your mouth and look at your oral situation is because when people have things like broken teeth, swollen gums, or cavities, there's a greater chance of infection. And with your HIV status, you know that it affects your immune system, so part of what we do in managing HIV is we want to keep people well. Because if you're well, then your body doesn't have to use your immune system to fight off infection, and the mouth is one of the areas where there can be serious concerns of getting an infection that could affect your overall health.



Nurse assessment



And so even though your front teeth look great when you smile, everything looks fine, the fact that you've got these other issues going on in the back of your mouth is a concern to me. So, what I want to tell you is that we have a program where we can get you in to see a dentist who works with people who have HIV. It's totally your decision whether you want to do that, but as your nurse my recommendation would be to refer you to a dentist.

If or when you're ready, that service is available. Do you have any questions about what I just shared?

Nurse assessment

No questions. No one's ever actually explained why oral health is so important, so I'll certainly revisit that.



Nurse assessment

OK, well, you let me know when you're ready to see a dentist.

OK, I will. It's a deal.



Nurse assessment

If the client is not already enrolled in CAREAssist dental program, help the client to apply to CAREAssist and complete and submit the dental insurance application. Whenever possible, refer clients to HIV Alliance's Dental Case Management program to coordinate dental services with Part F prior to using Support Services.





Quiz time!

Standards of Service



Multiple choice – Regional model

Within how many weeks of the Intake should a Nursing Assessment be completed for a new client?

- A. 1 week
- B. 30 days
- C. 60 days
- D. 90 days



True or False – Regional model

The initial Psychosocial Screening must be conducted face-to-face.

- A. True
- B. False



Multiple choice – Regional model

Within how many days of Intake should the Psychosocial Screening be completed?

- A. 7 days
- B. 14 days
- C. 21 days
- D. 30 days



Multiple choice – County model

Within how many week of Intake should Screening & Assessments be completed?

- A. 7 days
- B. 15 days
- C. 30 days
- D. 45 days



True or False – County model

The initial Psychosocial Screening must be conducted face-to-face.

- A. True
- B. False



Multiple choice – County model

Within how many days of Intake should the Psychosocial Screening be completed?

- A. 7 days
- B. 14 days
- C. 21 days
- D. 30 days





CAREWare

Information collected during Screening & Assessment should be recorded in CAREWare.

See the [CAREWare training](#), [CAREWare quick guides](#) and the [Support Services Guide](#) for more information about how to enter this data.





Module overview

- Introduction to Psychosocial Screening
- Introduction to the Nursing Assessment
- Using Motivational Interview tools
- Observe a demonstration



Conclusion

We recommend that you review the Standards of HIV Case Management, bookmark and explore the [OHA website](#) for helpful resources, and continue your training.

Thank you!

