SUMMARY OF NEXTGEN CALL #3
JANUARY 13th, 2022

Introduction

A 2020 survey conducted by the DISQ Team on Electronic Health Records (EHRs) and the Ryan White HIV/AIDS Program (RWHAP) found that NextGen is a commonly used system among RWHAP providers. On January 13, 2022, the DISQ Team hosted a meeting with providers who use NextGen, giving them an opportunity to provide feedback to NextGen and discuss strategies, challenges, and best practices for using NextGen to complete the RWHAP Services Report (RSR). This memo provides a summary of NextGen's RSR updates, and feedback from users on how they create the RSR and employ strategies to capture RSR-required fields.

Updates from NextGen

NextGen representative, Kerry Cianos (Software Manager at NextGen Healthcare) provided background and updates on NextGen's RWHAP Services Report products.

Organizational Changes

NextGen has increased focus on government reporting and regulatory work. Kerry's Government Reporting team is no longer under the Technical Consulting Services subgroup and is now under the Population Health umbrella in the R&D division. The main change for clients is that Kerry now has a dedicated support team to support their products. There is also now a Tier I and Tier II Support group for users and Daniel Appling takes care of Tier III. Kerry handles licensing and other related issues. There is also a dedicated quality assurance staff person for all their products.

RSR Product

- NextGen confirmed with the DISQ Team that the RSR specifications have not changed for 2021 reporting (3.9 specs) and clarified the submission timeline.

- NextGen has a new business analyst that is currently reviewing the application and specifications.

- As NextGen gets closer to releasing the product, they will identify a few test sites to work with.

- NextGen will also work on getting a test environment set up in the future for internal validation and testing. NextGen will have direct access to the Check Your XML feature through the RSR websites.

- Kerry did not have a solid date on when the report will be available, but they are working on it (aiming for within the next month).

- The current template is being reviewed for accuracy and configured to account for any elements that are no longer needed. Changes to the template will be made in the longer-term.

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Timeline for the RSR and System Releases

- The RSR is a staged report. The submission of the Recipient Report triggers the Provider Report. The client level data file is a component of the Provider Report, which opens February 7th. The final deadline is March 28th, but providers have to submit well before that for their recipients' review.

- Knowing the timeline allows NextGen to create a release schedule that allows for adequate QA and validation of the product.

- Users expressed that they need the report ideally as soon as it opens (February 7th) so they can check their data to make sure it is coming over correctly.

- HAB releases reporting changes for the upcoming RSR in the summer of the previous year; data systems generally try to integrate reporting changes into systems by the end of the calendar year.

- Kerry expressed that as long as they have information on major changes to the RSR specifications, NextGen can aim to have the report done earlier (aiming for January 1st or earlier). RSR reporting timeline

User Feedback and Q+A

Five providers on the call used the NextGen feature for the RSR last year. Many providers use different tools, and do not generate the RSR from NextGen. There was a conversation around why providers do not use the NextGen RSR feature and what they would need changed to use it.

Pain Points on Creating the RSR

- Last year, NextGen was not updated in time for the RSR, so some users had to use TRAX or manually to make changes to the XML file generated by NextGen.

- Data elements, format, and template are not updated for the RSR each year. Users find themselves trying to create their own crosswalk.

- A user shared that the vital enrollment status options are different in the RSR template and RSR schema.

- The following RSR crosswalk document was shared with users as a resource for mapping.

Feedback on the Ryan White Template

- Users expressed a desire to have the template pull in existing data from NextGen and prepopulate fields in the RSR template versus having to do double data entry in the same system.

- NextGen is aiming to have the template pull existing data from the system and then anything critical that is not already entered in the system or captured in the normal workflow can be added. These discussions are ongoing.

- A user shared that the RSR template did not have the risk factor from the previous year saved. Although this information might change over time, users would like to see this

carry over from the previous year because it does not always change. Kerry will add this to NextGen's backlog.

- Kerry requested screenshots and follow up conversations offline, so NextGen has details on some of the specification issues users are encountering with the product.

- Question: Is it helpful to have some detailed response options in the EHR that roll up to the RSR reporting? Users may want to have those details captured in NextGen and in the Ryan White template within NextGen, even if it will not be reported to HAB. Having transparent mapping on the backend can assist with this.

- Kerry explained that mapping has some challenges: it becomes difficult when NextGen changes, ensuring consistency amongst users, and maintaining crosswalks over time. However, he is open to considering some form of mapping. Right now, NextGen is focused on getting the report to match the data elements that are required and will continue using feedback to make improvements.

- There was consensus among users that the template needs updates.

- Users asked Kerry to confirm the current version of the template: The template is still version 1.4 https://www.ncslive.com/RSR.

Electronic Imports
- Houston Part A has a subrecipient using NextGen who exports data to their data system and then they format it for submission; does NextGen offer support to agencies to export data to other systems?

- Many providers use CAREWare in addition to NextGen so they need bridges.

- The Technical Consulting Services subgroup in NextGen does support data imports/extracts, but Kerry and Daniel cannot assist as they have transitioned to the R&D group. Account manager at subrecipient agency should reach out.

- Another provider is tasked with importing NexteGen data into CAREWare monthly or quarterly for our grantors. A template with data elements not in reportable fields would be useful.

Next Steps
- Ellie will see if users are interested in participating in a focus group to test new NextGen resources.

- Providers can contact Kerry with issues: Kerry Ciano's contact information: kcianos@nextgen.com