

SUMMARY OF eCW CALL

March 9, 2023

Introduction

eClinicalWorks (eCW) is a commonly used electronic health record (EHR) system among Ryan White HIV/AIDS Program (RWHAP) providers that works with the DISQ Team to meet HRSA HAB reporting requirements. On March 9, 2023, the DISQ Team hosted a meeting with providers who use eCW, or are interested in using eCW, giving them an opportunity to provide feedback to eCW and discuss strategies, challenges, and best practices for using eCW to complete the [RWHAP Services Report \(RSR\)](#). This memo provides a summary of eCW's RSR and CAREWare packages and feedback from users.

Updates from eCW

Dan Murphy, an eCW representative, presented on the features and benefits of using eCW. Dan conducted a live demonstration of eCW and provided a walkthrough of RWHAP data collection for front office staff and clinicians.

Front Office Staff (or Case Managers)

- Front office staff enter patient demographics.
- The eligibility question serves as a trigger to answer the full set of RWHAP questions.
- eCW provides step-by-step instructions and documentation on this data entry.

Figure 1: Front Office Staff Data Entry Template

Patient Information TEST, Abhishek May 5, 1990 (32 yo M) Acc No. 9131

Patient Information ▸ Additional Information

General Information Structured

Clear Clear All

Street Address (if different then mailing address)

Address Line 1

Address Line 2

City County

State ZIP

Country US ...

Leave Message Home Cell

Residence Type (None Selected)

VFC Eligibility

MOMember ID

Plan Type (None Selected)

Notes

Employer Address

Name

Address Line 1

Address Line 2

City

State ZIP

Leave Message Work

MRN (External System)

Default Lab Company None

Default DI Company None

Registered On 11/30/2020 07:26 Pm

Inactive Don't Send Statements

Exclude from Registry Search Exclude From Collections

Use Street address for prescription

Name	Value	Notes
<input type="checkbox"/> Veteran	▼ x	x
<input type="checkbox"/> Seasonal	▼ x	x
<input type="checkbox"/> Migrant	▼ x	x
<input type="checkbox"/> Homeless	▼ x	x
<input type="checkbox"/> Limited Englis ...	▼ x	x
<input type="checkbox"/> Public Housing	▼ x	x
<input type="checkbox"/> Reason patient ...	▼ x	x
<input type="checkbox"/> Date of inelig ...	Mm/Dd/Yy x	x
<input type="checkbox"/> RW - Eligible	▼ x	x
<input type="checkbox"/> RW - Vital Sta ...	▼ x	x
<input type="checkbox"/> RW - Housing S ...	▼ x	x
<input type="checkbox"/> RW - Funding T ...	▼ x	x

Custom

Clinical Staff

- eCW consultants will build templates and order sets into the progress notes under HPI for clinical staff to complete HRSA-required questions. These include HIV AIDS status, HIV risk factor, prescribed ART, support services, and pregnancy status.
- Once again, eCW provides documentation and training on this process.

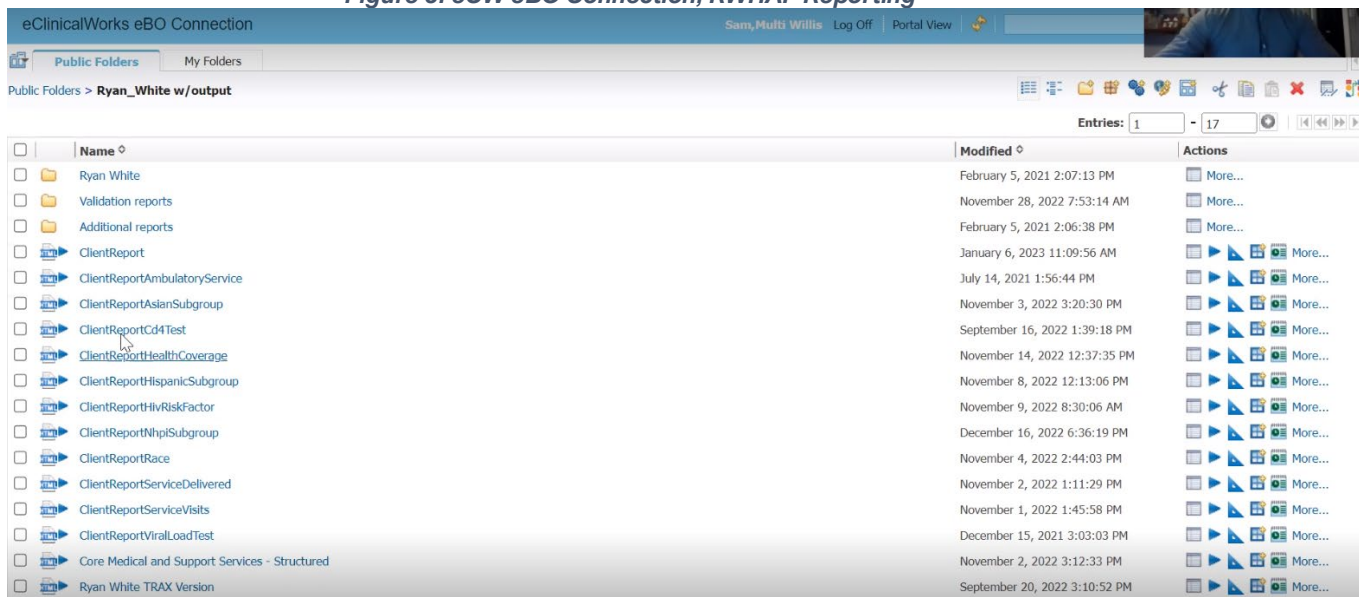
Figure 2: Clinical Staff Data Entry Template



Reporting Features

- All clients who are RWHAP eligible are added to reports for RSR reporting.
- Providers have flexibility on how and when they want their reports. eCW can provide a scheduled report (e.g., monthly, quarterly) and filter by fields (e.g., facility, clinician) as instructed by the provider agency.
- Additionally, providers are provided validation reports to understand gaps in the data prior to the RSR reporting season (recommended to run monthly).

Figure 3: eCW eBO Connection, RWHAP Reporting



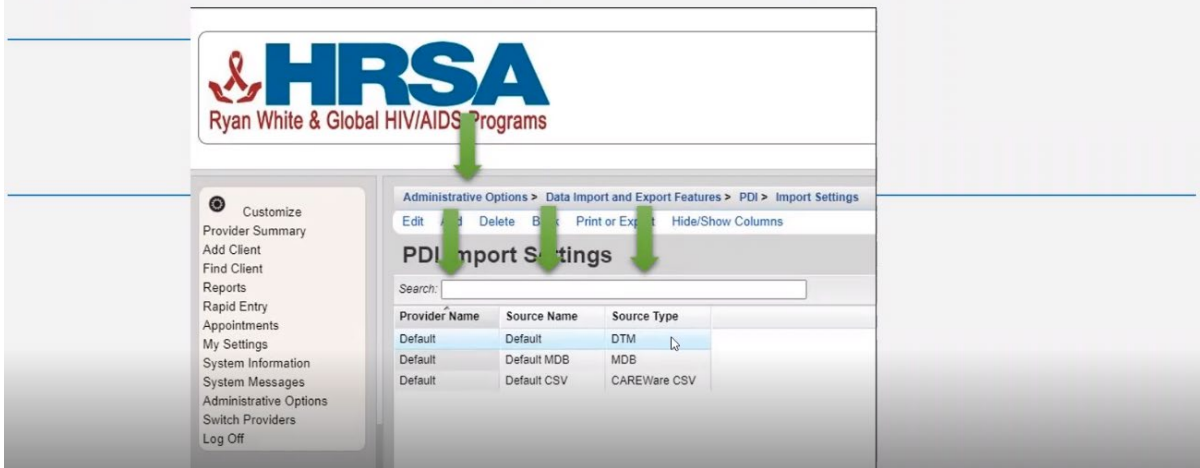
Sheetal Subbanwad, another eCW representative, provided an overview of eCW packages that create files for the RSR and files to import into CAREWare. Sheetal is the project leader for all HIV-related reporting packages.

- Creating the RSR from TRAX
 - eCW creates the 12 .CSV files that can be imported into [TRAX](#) to create the RSR.
 - eCW updates reporting packages every year per changes to HRSA HAB requirements.
 - eCW recently made modifications to “ClientReportRace,” “PovertyLevel,” and “ClientReportCd4Test” reports.
- Importing data into CAREWare
 - The output is from eBO reporting in .CSV format.
 - eCW uses several tools introduced in the most recent CAREWare builds:
 - Data Translation Module (DTM)
 - Provider Data Import (PDI)

Figure 4: CAREWare PDI Process

Setting up DTM Imports

To Access DTM Import settings, proceed to: *Administrative Options* → *Data Import and Export Features* → *Provider Data Import* → *Import Settings*



The screenshot shows the HRSA CAREWare interface for PDI Import Settings. At the top is the HRSA logo with the text "Ryan White & Global HIV/AIDS Programs". Below the logo is a navigation breadcrumb: "Administrative Options > Data Import and Export Features > PDI > Import Settings". A search bar is present below the breadcrumb. The main content area contains a table with the following data:

Provider Name	Source Name	Source Type
Default	Default	DTM
Default	Default MDB	MDB
Default	Default CSV	CAREWare CSV

Green arrows in the original image point to the breadcrumb path, the search bar, and the table headers.

eCW Support

- RSR eCW Workbooks
 - eCW provides workbooks to help users navigate RSR reporting.
 - eCW works in three different phases with clients: training, running reports, and data submission.
 - Specific training is held for the front office staff and clinicians.
- RSR Data Collection and Report Development Cycle
 - eCW follows updates in the RSR Data Dictionary, troubleshoots issues occurring in real time with clients, makes required system changes, and streamlines processes with clients.



User Feedback and Q&A

Participants expressed concern about accessing different packages and functionalities offered by eCW. Please contact the following to request support and information:

- Dan.Murphy@eclinicalworks.com
- Sheetal.Subbanwad@eclinicalworks.com
- healthcenters@eclinicalworks.com

Participants asked the following questions to presenters:

Question	Response / Solution
If we have multiple funding sources for RWHAP. How do we differentiate the data that is only needed for CAREWare?	Some providers may only want to import certain data into CAREWare to meet recipient reporting requirements. eCW allows providers to tag services with a funding source and restrict the export from eCW.
Have you considered building an export option that matches the CAREWare CSV format, so that users can skip the DTM step and go straight to the PDI?	eCW was unaware that users may skip the DTM process and go straight to the PDI with .CSV files from eCW into CAREWare. eCW will reach out to the participant to reach out to learn more.
How does eCW address provisionally eligible RWHAP clients that do not follow through? How would the front	eCW has a RWHAP eligibility start date and end date. Only clients with services during this period will be exported into the RSR and CAREWare files. Clients who are provisionally eligible will not be exported.

Question	Response / Solution
desk staff know about the result of this event?	
How does the unique identifier get generated out of eCW that is used to match clients in CAREWare?	The unique identifier is the Patient ID generated from the main report.
In terms of integration with HL7 or HL7 into CAREWare, how does that work?	eCW does not support HL7 imports into CAREWare.
When I go into eBO (reporting in eCW), I don't see certain reports. Is this package something I need to buy, am I missing something here?	Yes, this is an extra package you will need to purchase. For access, reach out to eCW. eCW will present a demonstration of the package, and the provider agency can decide to purchase the package. A few days after the consultation, the package then gets deployed onto your eCW environment.
If I want to purchase this eCW package, who should I contact?	Providers can contact Dan (dan.murphy@eclinicalworks.com) or Sheetal (Sheetal.Subbanwad@eclinicalworks.com) or email healthcenters@eclinicalworks.com

Next Steps

- The DISQ Team will send out meeting notes. If participants would like a link to the recording, they can contact the [DISQ Team](#).
- Providers can contact Dan (dan.murphy@eclinicalworks.com) or Sheetal (Sheetal.Subbanwad@eclinicalworks.com) or email healthcenters@eclinicalworks.com with lingering questions or ongoing eCW issues.
- For further assistance clients can log a case with eCW Support Portal at <https://my.clinicalworks.com/>.