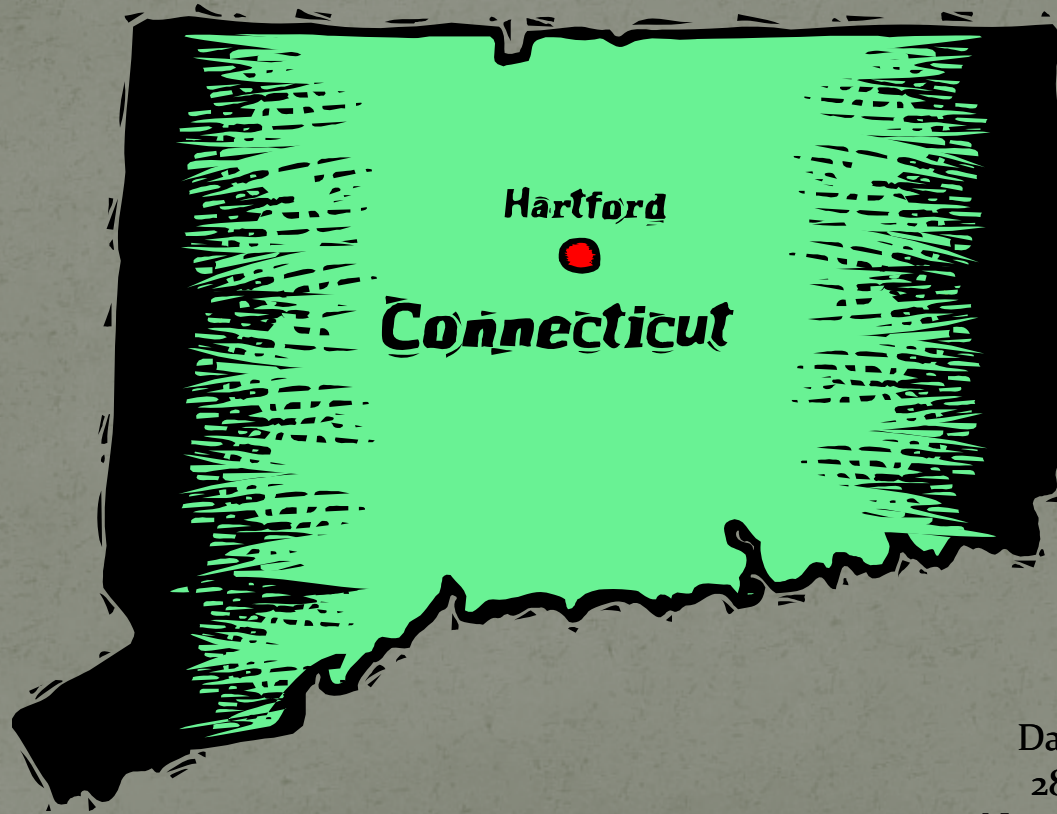# CAREWare in Connecticut

A small state with a big idea . . .

Hartford

Connecticut

David Wennerberg
284 Orange Street
New Haven CT 06510
203-782-1980
david@davidwennerberg.com

Presentation Overview

- Goal: assist other states wishing to implement a statewide central server configuration

- Show how Connecticut achieved an all Parts, all agency statewide central server configuration

- Demonstrate a live scenario by connecting to Connecticut's central server

About me

- Contact information:

    David Wennerberg

    284 Orange Street

    New Haven CT 06510

    203-782-1980

    david@davidwennerberg.com

- CAREWare consultant for the implementation of central server configuration in Connecticut

- Many thanks to Angelique Croasdale, Hartford Part A director, for making this big idea a reality!

About Ryan White in Connecticut

- Counties: 8 (clients in all 8 counties, agencies in 7)
- Hartford Part A: 19 agencies
- New Haven Part A: 5 agencies
- Part B: 12 agencies
- Part C: 13 agencies
- Part D: 8 agencies
- Part F: 7 agencies
- Subcontractors: 26 agencies
- Total number of agencies: 66
- Total number of entities: 90

The Decisions . . .

- It all started at a quaint Boston Luncheon
- URS to AIRS or URS to CAREWare
- How to sell CAREWare to all Parts in Connecticut: an easy sell
- Establishing the CAREWare project team
- The what, how and where of the central server
- The Agencies: Determining the capacity to support and install CAREWare
- Converting data from our URS system to CAREWare
- Establishing naming standards and conventions

The Plan . . .

- Installing the central server
- Installing CAREWare at the agencies
- Organizing contracts and subservices
- Creating userids and security templates
- Converting the URS data
- Uploading the converted data to the central server
- Store Forward'ing existing CAREWare installations
- Education and training
- Going live, one agency at a time

The Timeline . . .

- Goal: Installation of server, convert URS data, store forward existing CAREWare installations, address existing ACCESS databases and EXCEL installations
  all agencies, all Parts online within one YEAR!
- Bi-weekly planning sessions, weekly conference calls
- Establishing subservice naming conventions
  - Using URS service names
- Installing the server
  - Hartford IT, Windows server 2003, SQL server 2000
- Converting the data and store forward'ing
- Training

The Hurdles . . .

- Local networks at the agencies
    - Firewalls
    - Local network speeds
    - Administrator IDs needed to install CAREWare on workstations
- Working with IT departments at the larger agencies
    - Possessive of territory
    - Cooperation
    - Scheduling meetings
- Uploading to the central server via the 'store forward'
    - Database size
    - Synching up the CAREWare builds
    - Time needed to upload
    - Shortcut tip: perform store forward from central server if possible. I remote desktop'ed into server, exported SF files to server

The Hurdles, continued . . .

- Measuring the capacity/performance of the central server
  - using the 'Performance' tool to measure server capacity
    - Realtime log/graphs : disk I/O Q lengths, memory, processor
  - Watching the SQL Database, changelog and backup sizes
- Multi-funded, multi-site and subcontracted agencies
  - How we dealt with each
- Coordinating training
  - One full classroom session
  - Series of webinars
  - John Milberg assistance
- Fixing some of the converted data
  - Like all conversions, there were some corrections needed after the fact

The Benefits . . .

- Central server: Central database, everyone on same page
- Unduplicated client counts
  - First accurate assessment: approx 20% reduction
- Omni-access via the internet: access from anywhere
- Custom reporting and custom data fields
- Significantly easing the RSR process
  - Grantee able to complete the entire process
  - Creation of reverse performance measures to address completeness reports
- Uniformed data and reporting statewide
- Sharing services and clinical data
- Grantees ability to monitor agencies via Performance Measures, Custom and Financial reports

The Benefits, continued . . .

- Standardized programmatic reports
- CAREWare software updates and fixes applied statewide
- Ability to create custom sub-databases via custom report 'export'into EXCEL and importing into ACCESS tables
- Automated daily backup for entire state
- Automated database reindex
- HL7 automated lab imports
- Program data import (PDI)
- Everyone finally collaborating and talking to each other

The Results . . .

- 66 provider domains
- 400 userids
- 20-30 concurrent userids logged in simultaneously
- 200+ subservice types
- 1.5 million service records
- 20,000 client records
- We are now in an awesome position moving forward!

The 'Think Ahead' list . . .

- Establish naming standards and conventions for:
  - Usernames
  - Subservice names
  - Security templates
  - Contract and funding source names
  - Custom reports and custom data name fields
- User rights: defining types of users
  - Admin/Data entry
- Security templates: ease assignment of user rights
- Training: webinar, webcast, classroom, hardcopy manuals

The 'Think Ahead' list, continued . . .

- Data sharing consent forms
  - CAREWare users
  - Agency consent for data on server
  - Client consent for sharing data with other agencies
- How to manage the server
  - Change logs
  - Backups
  - Performance
  - Software updates
- Local networks: firewalls, speed
- Managing dynamic referrals
- Managing system alarms

Questions:

?