

Leveraging SPNS Initiatives to Transform Client Level Data Collection into Service and Quality Tools

Washington, DC
August 23, 2010

Facilitated by:

Catherine Correa
Jesse Thomas



Today's Agenda

- Problem Statement
- Client Level Data Collection
- Client Level Data Reporting
- Use of Client Level Data
- Stakeholders and Technology



Where Are We From?

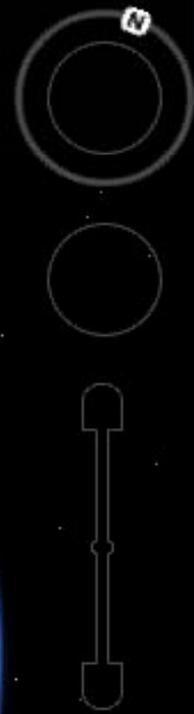


Image © 2008 DigitalGlobe

Image © 2008 TerraMetrics
Image NASA

Google

36°07'59.12" N 109°08'54.10" W

Eye alt 9869.90 km



Who Are You?

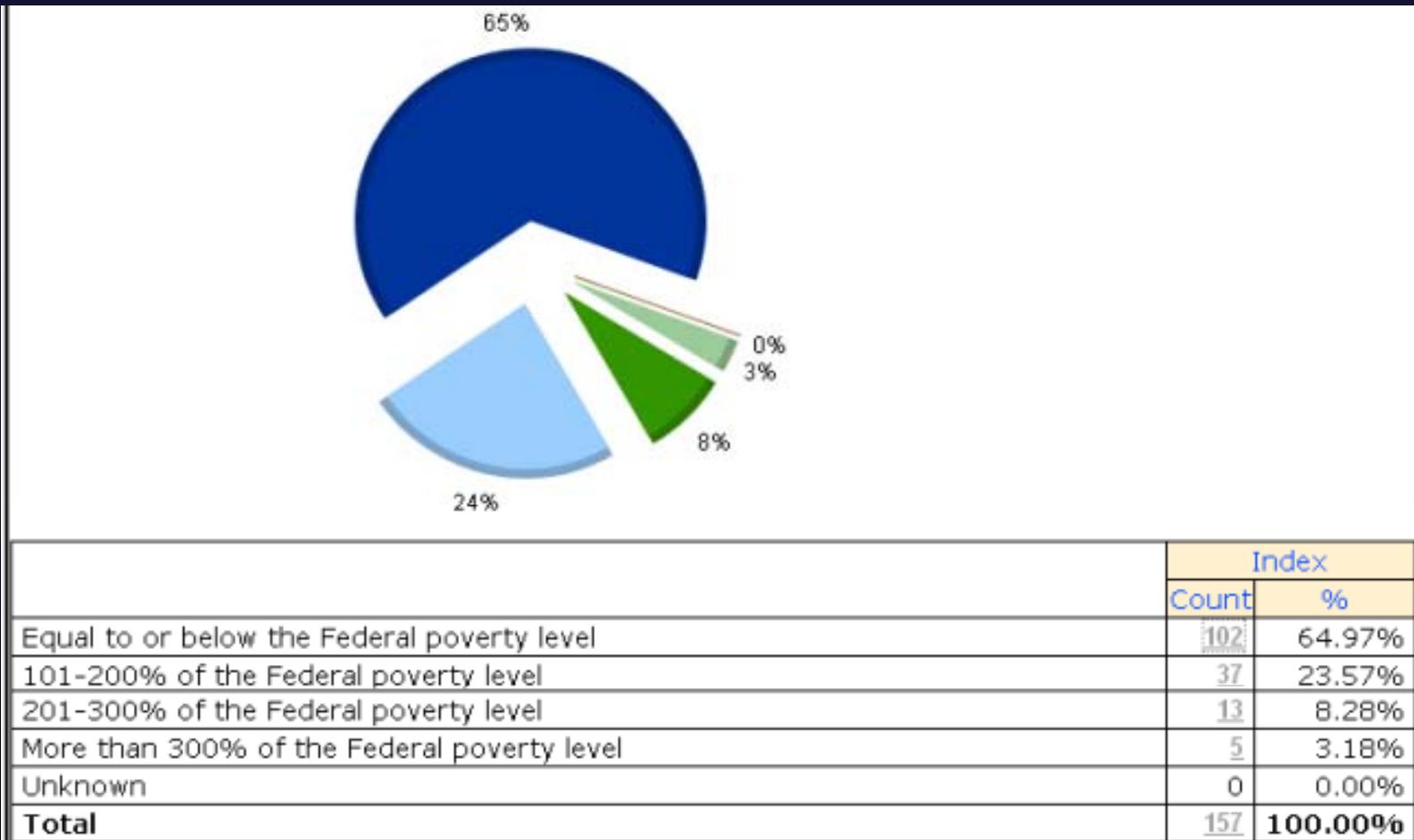
RSR!

The Challenge and the Opportunity

eCOMPAS (e2) Visual /
Clickabkle RSR

RSR Aggregate Data

- Preview of Client Level Data before submission to HRSA



Active, continuing in program	155	96.27%
Referred to another program or services, or self-sufficient	2	1.24%
Removed from treatment due to violation of rules	0	0.00%
Incarcerated	0	0.00%
Relocated	2	1.24%
Deceased	2	1.24%
Unknown	0	0.00%
Total	161	100.00%

Index - Active, continuing in program [Anchor for Printing] [Close]

Client's Ethnicity

Unknown

40%

TTM999909 TTM999909 TTM999909 TTM999909
TTM999909 TTM999909 TTM999909 TTM999909

- eCOMPAS provides drilldown capability
- Click on any number to see the client records that comprise that aggregate number.

General Information | Medical | Direct Services | Lookup | Client Referrals | Outcomes

Demographics | HIV and AIDS Info | Socio-Economic Info | Income Data | Income Sources | Documents on File | Notes

You are editing this client's data for 06/30/2009

Client Information

Current Gender	Male	Gender at Birth	Male
CM (non-medical)	Tisa Nicole Smith		
CM (medical)	MARIE BROWNE		
HIV Specialty Care Provider			
Other:			
Zip Code	07501	Birth Place	WEST INDIES
County	PASSAIC	City	PATERSON State NJ

Client Status

Client Status	Referral Source
Active	Hospital Discharge

Demographics

Race <input type="checkbox"/> White <input checked="" type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Unknown <input type="checkbox"/> Other	Ethnicity Non-Hispanic Hispanic Region of Origin Not Hispanic Sexual Orientation Unknown
--	--

- ...which allows you to go to any client's record, and update their data accordingly.
- Changes are reflected immediately in the RSR, for the correct reporting time period.
- This is the **eCOMPAS Time Machine** feature, and allows you to correct past data historically, without creating problems in current data.

- eCOMPAS also offers Data Cleanup Tools, which will check for inconsistent or invalid data, alert you to them, and allow you to correct them.

Cleanup the data

[Data Cleanup tool for HIV Status](#)

[Data Cleanup tool for Client Race](#)

[Data Cleanup tool for Affected-Client Infected ID](#)

[Data Cleanup tool for Household Income and Family Size](#)

Clients who received services in the selected reporting period from this agency

Instructions: For each client, review the Family Income and the Family Size fields. If they are correct, click on the "Correct" button. If they are incorrect, enter the correct values and click the "Correct" button.

Your mission is to make sure all records have been corrected or verified such that all records say "Verified" and are yellow (not red or white).

Please note that the system will update the information only for the client for which the "Correct" button was clicked.

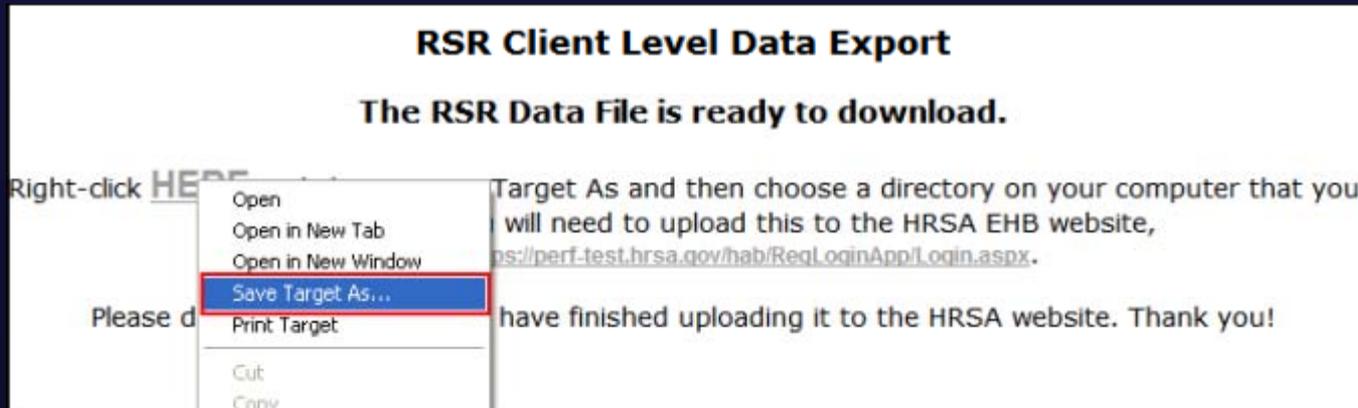
Records in red are those in which one of the following issues exist:

- **Family Size is zero** - incorrect, since family size always includes the individual, and thus has to be at least one
- **Yearly Individual Income greater than Yearly Family Income** - incorrect, since family income should include the individual's income
- **For family size of 1, Yearly Individual Income not equal to Yearly Family Income**

ClientID	Yearly Individual Income	Yearly Family Income	Family size	Verified
ZZF123412	\$0.00	\$0.00	0	Correct
ZZF435512	\$0.00	\$0.00	0	Correct

Total clients: 2, to be reviewed: 2

- You can even update multiple clients at the same time.



- And uploading the data to the HRSA EHB is real-time and easy.

eCOMPAS RSR

→ The RSR process was transformed from a mandated challenge into a user-friendly, **data quality improvement** opportunity

and still serves today as a **quality improvement tool** used by Case Managers.

Cross-Part Collaborative Data

eCOMPAS Supporting Improvement

Cross Collaborative Report

From Date: To Date: or Select:

1) % of Ryan White HIV/AIDS clients with 2 CD4 tests in a year	
1. Clients eligible for indicator	142 (List)
2. Clients who are in this indicator	106 (List)
3. Clients who are not in this indicator	36 (List)
Indicator Percentage	74.6%

2) % AIDS clients who are prescribed HAART	
1. Clients eligible for indicator	79 (List)
2. Clients who are in this indicator	65 (List)
3. Clients who are not in this indicator	14 (List)
Indicator Percentage	82.3%

[Close]

RFG85782

TGY785284

HFP234936

WHF845388

UIG734935

GEK857147

PWJ51285

WHY245167

DIY832546

RPH972456

EOK982857

1. User clicks on the number of clients NOT in the numerator.

2. A list of clients pops up.

3. Staff drill-down to each client record and use it as a tool for follow-up.

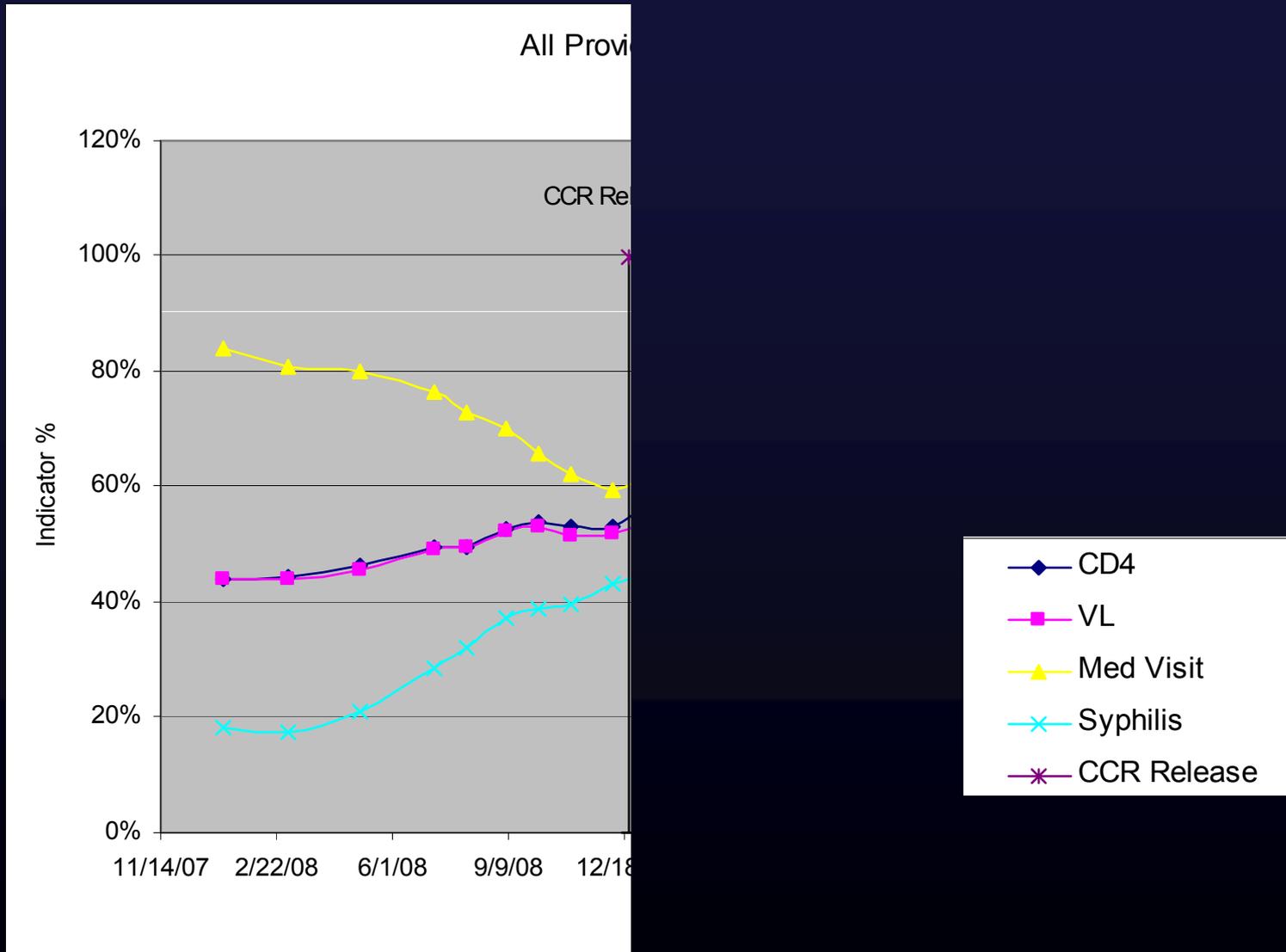
Benchmark Data Feature Added

Cross Collaborative Report

From Date: To Date: or Select: 

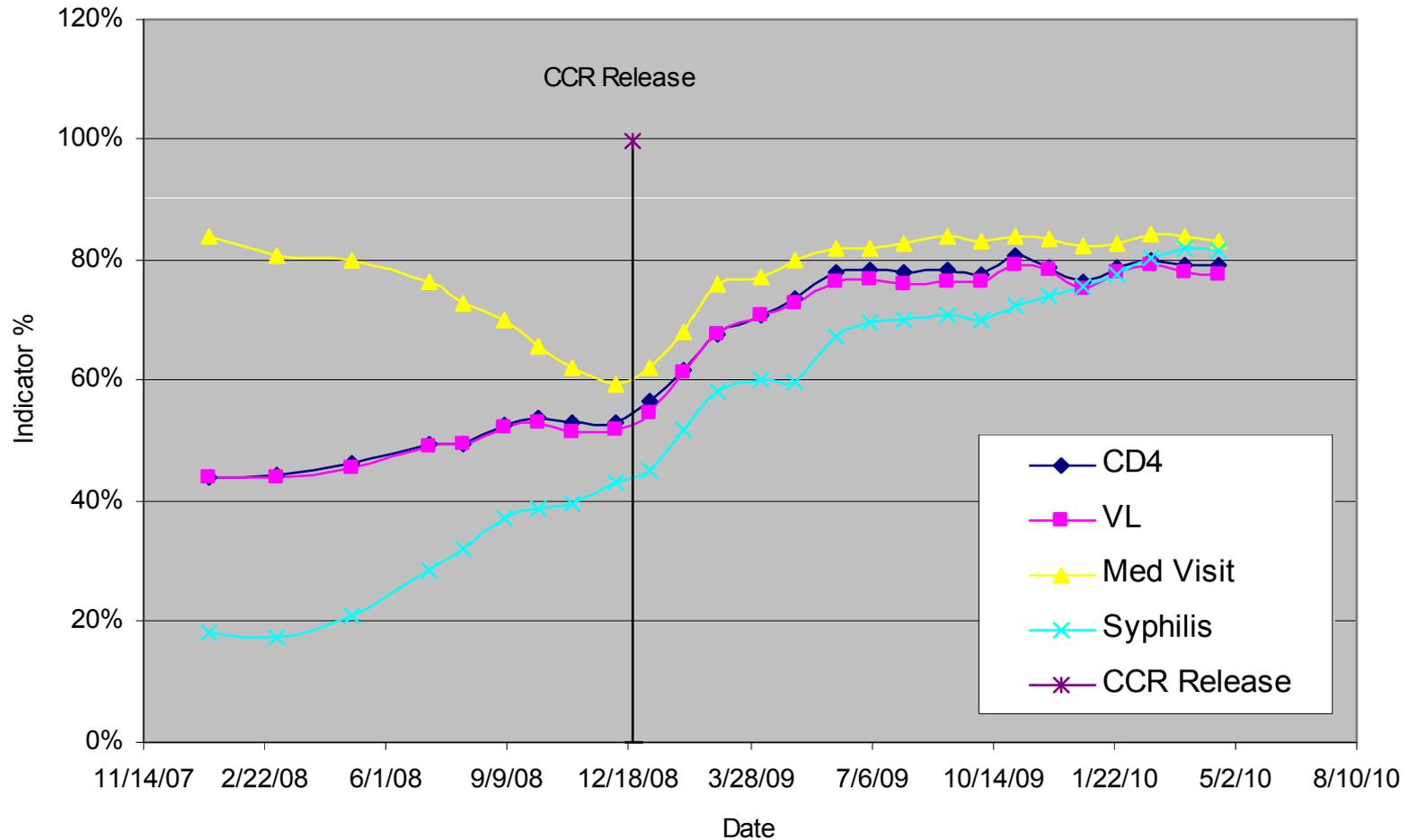
1) % of Ryan White HIV/AIDS clients with 2 CD4 tests in a year [?]	
1. Clients eligible for indicator	88 (List)
2. Clients who are in this indicator	64 (List)
3. Clients who are not in this indicator	24 (List)
Indicator Percentage	72.7%
State of New Jersey Average Indicator Percentage	75.4%

Cross Part Collaborative Outcomes

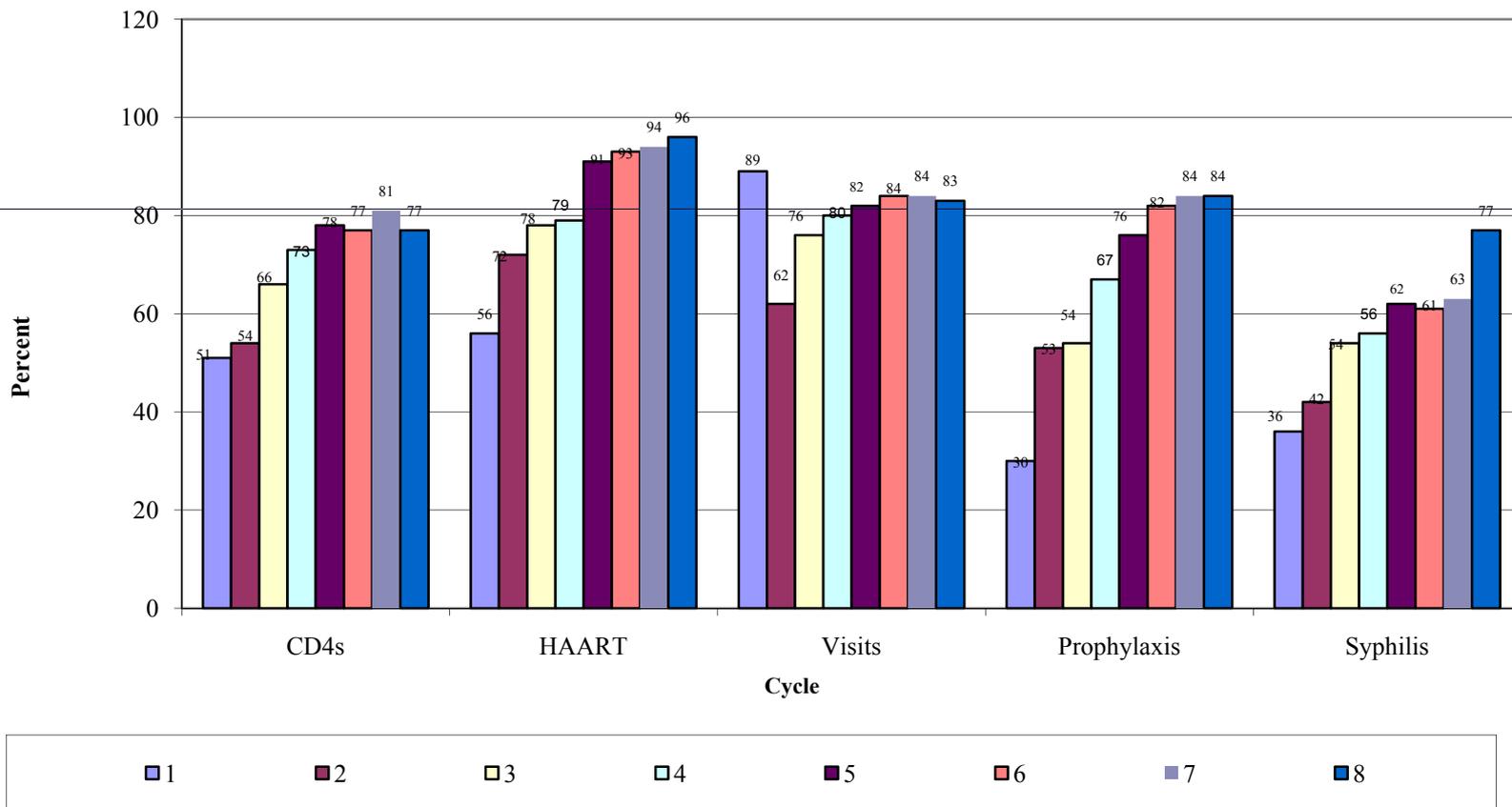


Cross Part Collaborative Outcomes

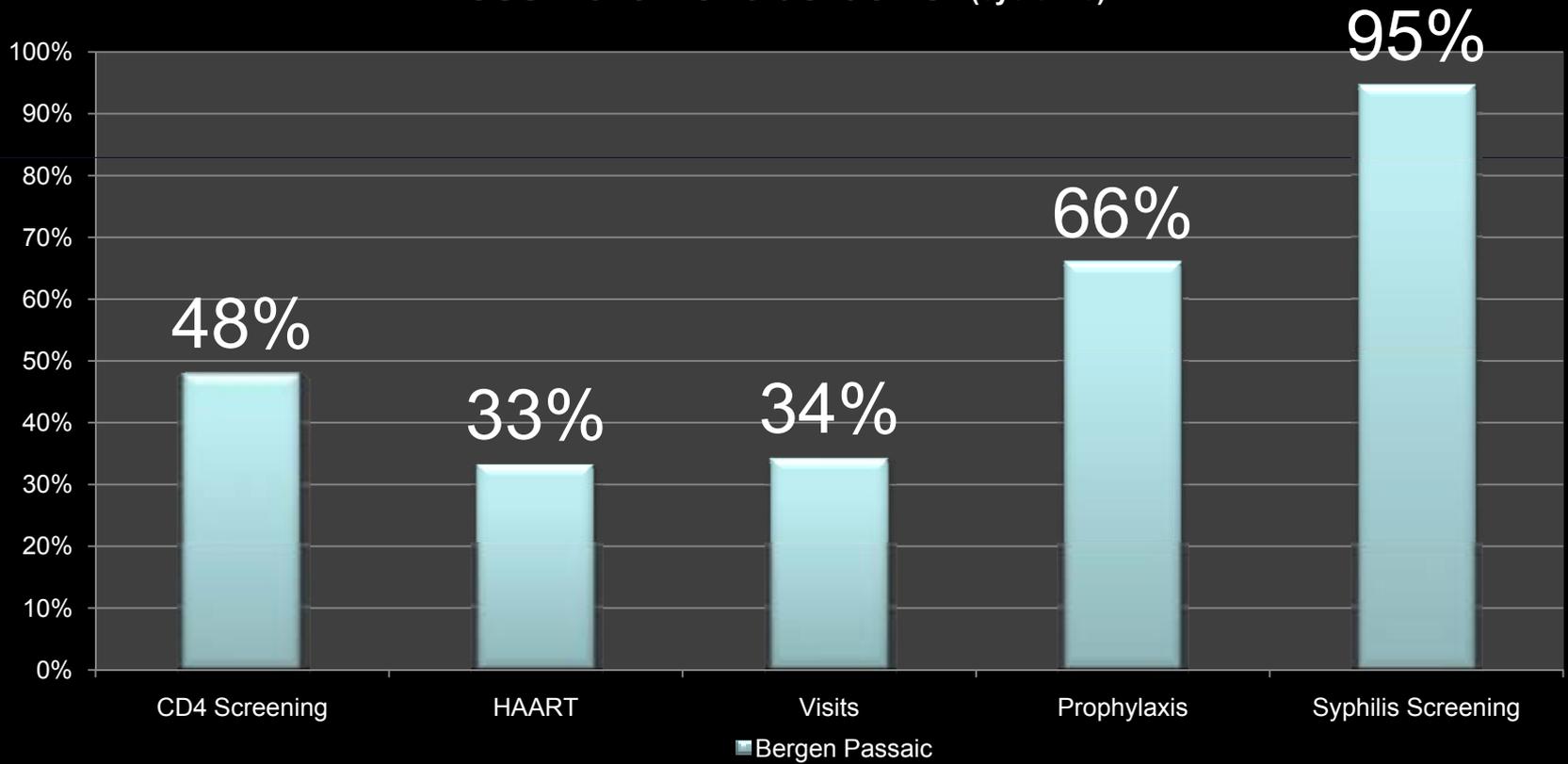
All Providers - By Indicator



Cross Part Collaborative Clinical Outcomes @ a Glance Bergen-Passaic Cycle 1-8 CPC Data



Bergen-Passaic Indicators Improvement Cross Part Collaborative (cycle 2-9)



Proactive

eCOMPAS Alerts

Agency Alerts

[Search](#)[Bulk/Group](#)[Referrals](#)[Outreach](#)[Useful Links](#)[Tracker](#)[QM \(799\)](#)[Alerts](#) | [Alert Subscriptions](#) | [Journaling](#)

Summary of Current Alerts

Click on each alert for details.

Type	Upcoming Alerts	Past-Due Alerts	Recommendation
CD4 test not performed within past three months [?]	0	160	Consider scheduling or following-up to conduct CD4 test
VL test not performed within [?] past three months	0	164	Consider scheduling or following-up to conduct a VL test
No medical appointment in the past three months [?]	N/A	168	Consider scheduling or following-up to ensure medical appointment
CD4 results less than 200 [?] but status has not changed to AIDS	N/A	7	Review records and ensure the HIV Status is correct. It may need to be changed to AIDS.
No TB/TST conducted within [?] 12 months of the last TB/TST	N/A	122	Consider scheduling or following-up to conduct TB/TST
Active clients who have not [?] received any services in the past 6 months	N/A	178	Review client records and try to reconnect them to services or mark as inactive.

All recommendations assume that you first ensure that the data (e.g., CD4 test date and value) has been entered into eCOMPAS.

If you wish to suggest a new alert click [here](#)

Agency Alerts

[Search](#)
[Bulk/Group](#)
[Referrals](#)
[Outreach](#)
[Useful Links](#)
[Tracker](#)
[QM](#)

[Alerts](#) | [Alert Subscriptions](#) | [Journaling](#)

Summary of Current Alerts

Click on each alert for details.

Type	Upcoming Alerts	Past-Due Alerts	Recommendation
CD4 test not performed within past three months [?] 0	168		Consider scheduling or following-up to conduct CD4 test
VL test not performed past three months			Consider scheduling or following-up to conduct a VL test
No medical appointment the past three months			Consider scheduling or following-up to ensure medical appointment
CD4 results less than 350 but status has not changed to AIDS			Review records and ensure the HIV Status is correct. It may need to be changed to AIDS.
No TB/TST conducted 12 months of the last			Consider scheduling or following-up to conduct TB/TST
Active clients who have not received any services in 6 months			Review client records and try to reconnect them to services or mark as inactive.

[\[Close\]](#)

[ADM304231](#)

[ADM837106](#)

[AFF234024](#)

[AGM68910](#)

[AKF081401](#)

[AKF698605](#)

[APM000418](#)

[ARF613718](#)

[AVM764014](#)

[BDF733019](#)

[BPF911810](#)

[CBM923618](#)

[CMF470719](#)

[CNM530706](#)

[CPF258630](#)

[CSF864031](#)

[DCM728809](#)

[DCM815425](#)

Client Header – On all screens

Basic Information

ID:	██████████	Status:	Active	First Name:	A*	Last Name:	K*
Gender:	Female	SSN:	6986	Birth Date:	██████/███/███	Age:	51

Last Medical Visit:
HIV Care Specialist:

Alerts: CD4	Viral Load
more... Missed Medical Appointm	TB / TST Due

[General Info](#)

[Medical](#)

[Direct Services](#)

[Lookup](#)

[Client Referrals](#)

[Outcomes](#)

[Alerts \(5\)](#)

[Demographics](#) | [HIV and AIDS Info](#) | [Socio-Economic Info](#) | [Income Data](#) | [Income Sources](#) | [Documents on File](#) | [Notes](#)

Client Information

[top](#)

Current Gender	Female	Gender at Birth	Female
CM (non-medical)			
Medical CM			
Zip Code		Birth Place	
County	PASSAIC	City	CLIFTON
		State	NJ

Client Status

[top](#)

Client Status	Referral Source
Active	

Client Alerts Tab

General Info

Medical

Direct Services

Lookup

Client Referrals

Outcomes

Alerts (5)

Past Due Alerts

Alert Name

Recommendation

CD4 test performed

Consider scheduling or following-up to conduct CD4 test

VL test performed

Consider scheduling or following-up to conduct a VL test

Missed Medical Appointment (last medical visit)

Consider scheduling or following-up to ensure medical appointment

TB / TST Eligible but not tested in the past year

Consider scheduling or following-up to conduct TB/TST

Inactive Clients

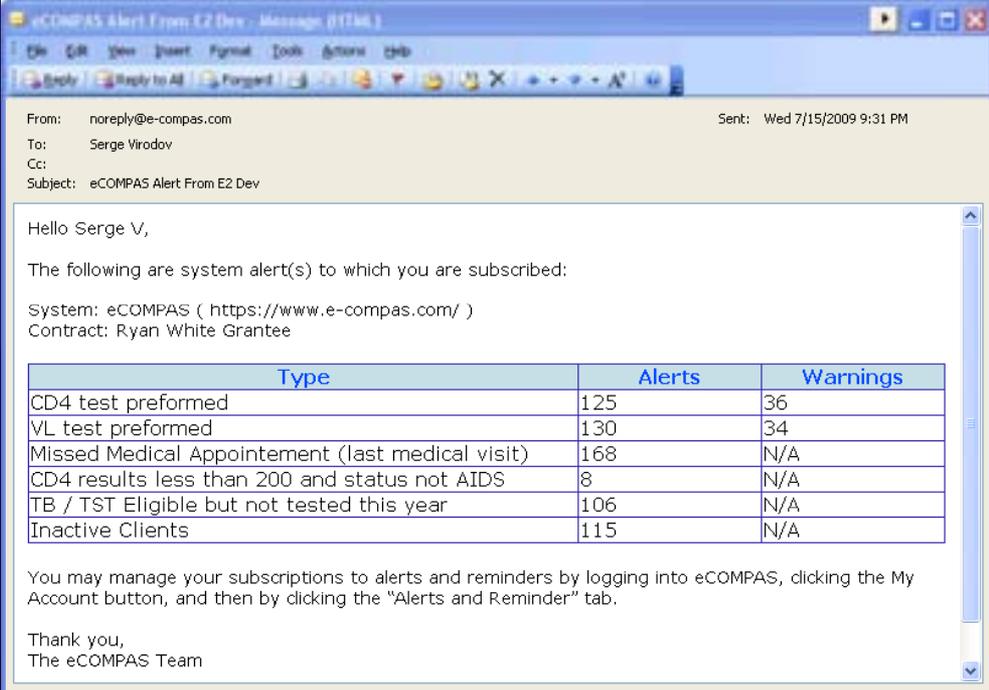
Review client records and try to reconnect them to services or mark as inactive.

Coming Up Alerts

There are no warnings at this time.

Email Alerts

- Proactive, regular, *push* notification
- Clicking sends to secure site
- Same summary as the agency report in eCOMPAS



eCOMPAS Alert From E2 Dev - Message (HTML)

From: noreply@e-compas.com Sent: Wed 7/15/2009 9:31 PM
To: Serge Virodov
Cc:
Subject: eCOMPAS Alert From E2 Dev

Hello Serge V,

The following are system alert(s) to which you are subscribed:

System: eCOMPAS (<https://www.e-compas.com/>)
Contract: Ryan White Grantee

Type	Alerts	Warnings
CD4 test preformed	125	36
VL test preformed	130	34
Missed Medical Appointment (last medical visit)	168	N/A
CD4 results less than 200 and status not AIDS	8	N/A
TB / TST Eligible but not tested this year	106	N/A
Inactive Clients	115	N/A

You may manage your subscriptions to alerts and reminders by logging into eCOMPAS, clicking the My Account button, and then by clicking the "Alerts and Reminder" tab.

Thank you,
The eCOMPAS Team

Email Alerts - Subscription

- Everyone subscribed originally
- Option to opt out

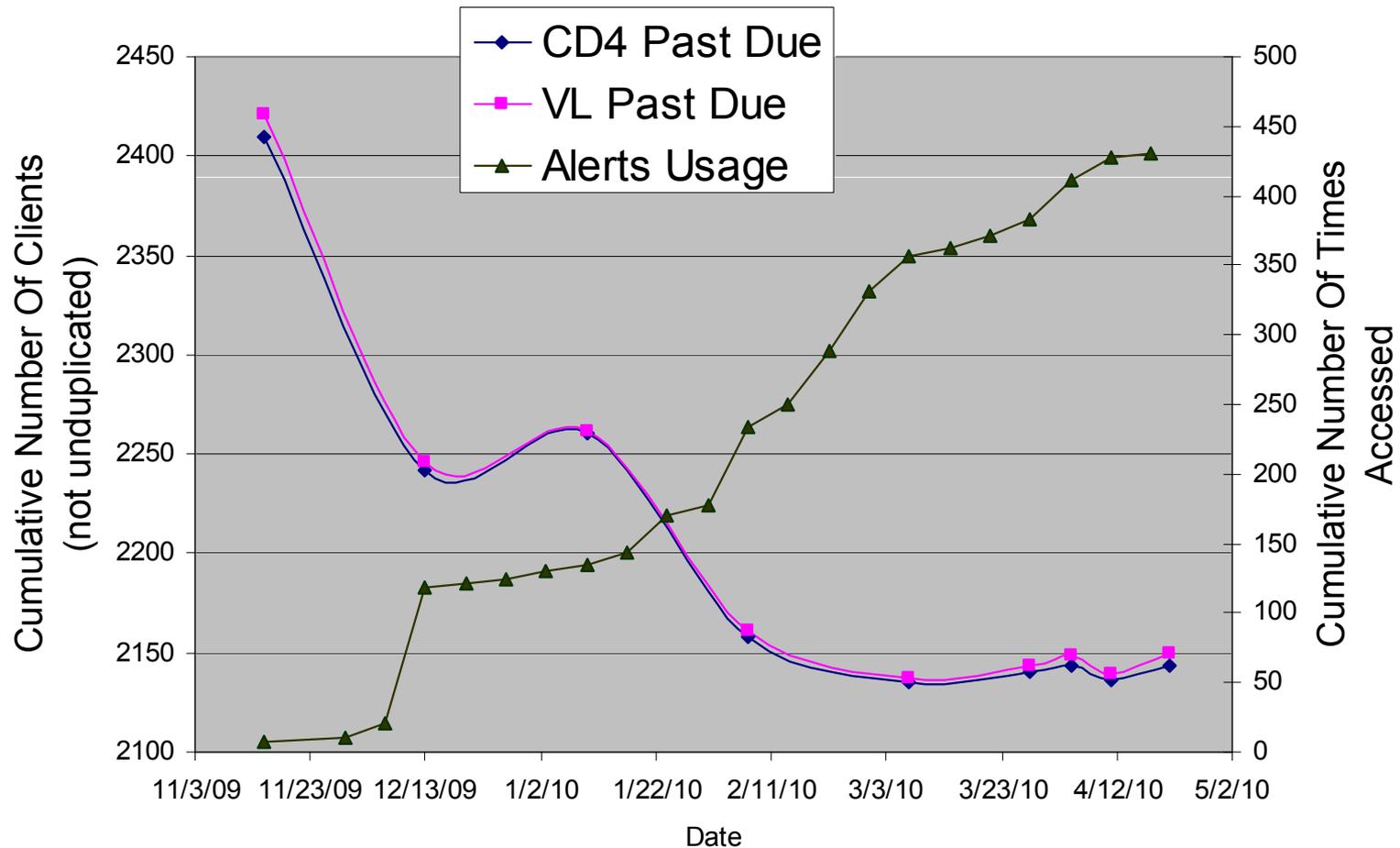
Welcome to the eCOMPAS Alerts and Reminders Module.

The following alerts are currently available to you.
You may subscribe or unsubscribe and click **Update** when you are finished.

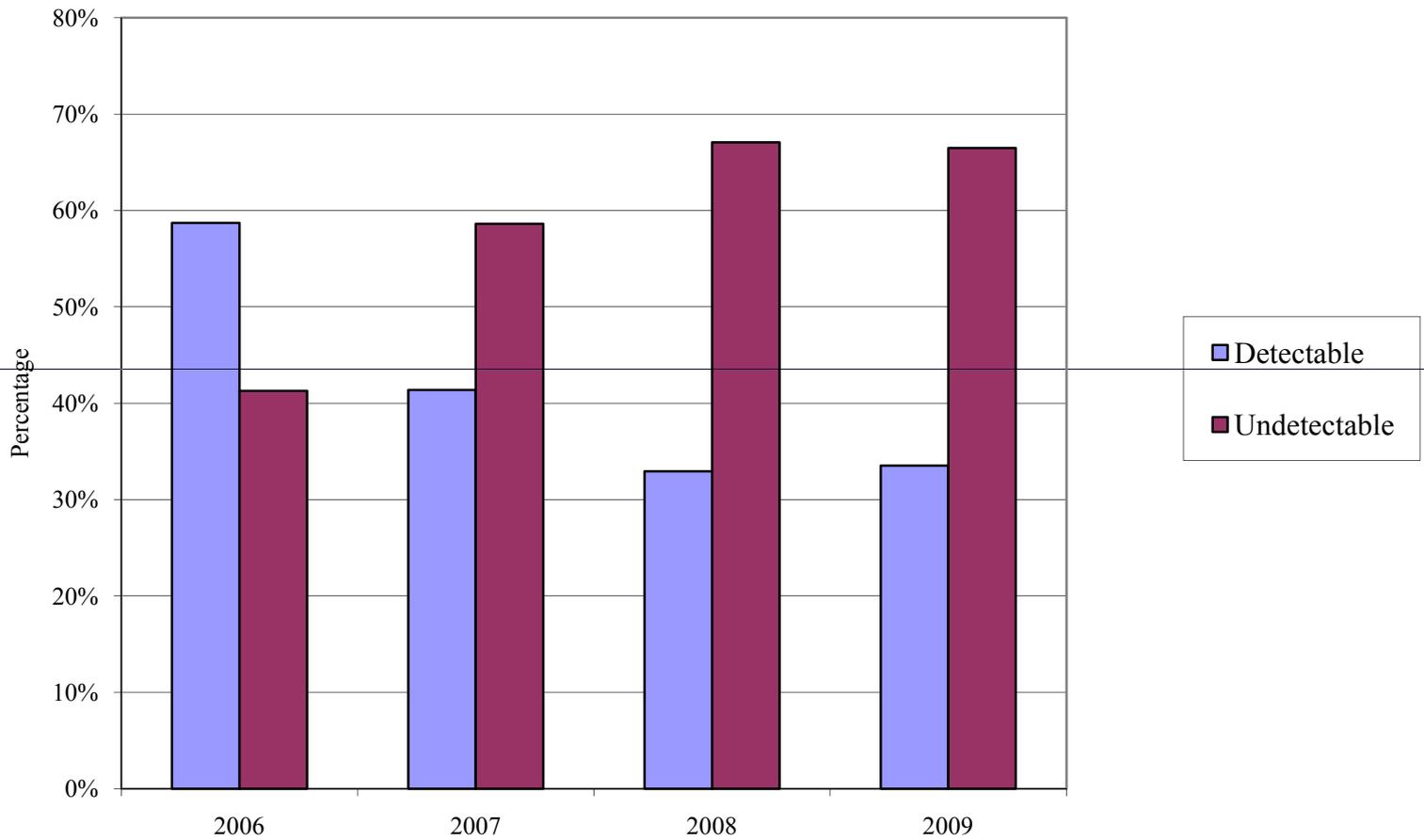
Subscribe	Reminders
<input checked="" type="checkbox"/>	CD4 test performed
<input checked="" type="checkbox"/>	VL test performed
<input checked="" type="checkbox"/>	Missed Medical Appointment (last medical visit)
<input checked="" type="checkbox"/>	CD4 results less than 200 and status not AIDS
<input checked="" type="checkbox"/>	TB / TST Eligible but not tested this year
<input checked="" type="checkbox"/>	Inactive Clients

Alerts Module Usage vs. Outcomes

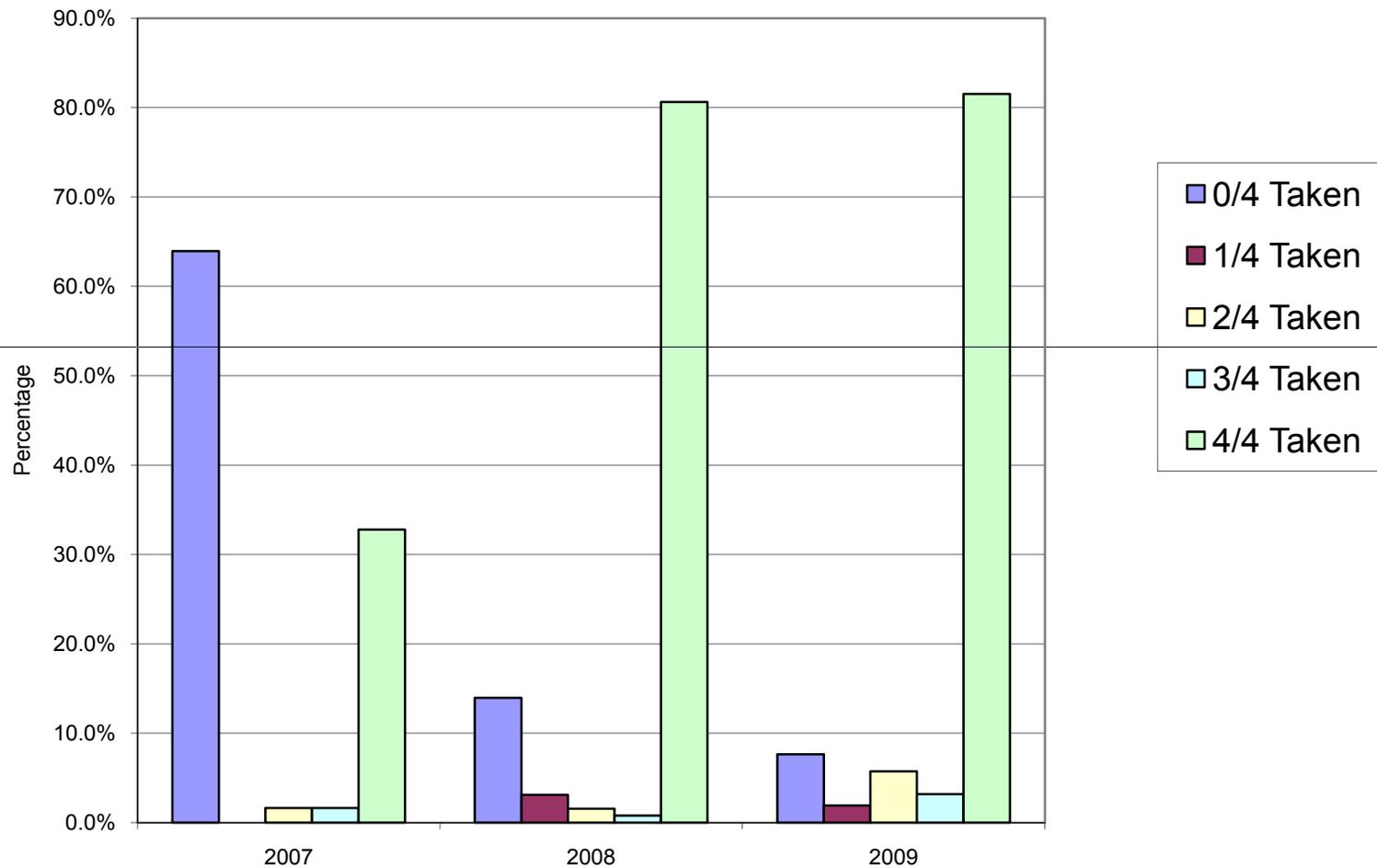
Alerts Usage vs. Number of Alerts



Viral Load



Medication Adherence



Leveraging SPNS Initiatives to Transform Client Level Data Collection into Service and Quality Tools

Facilitated by:

August 23, 2010

Peter Whiticar, **Hawaii Dept. of Health**
Charles Lyden, **AIDS Community Care Team**
Don Kyles, **Life Foundation**
Bryan Talisayan, **Waikiki Health Center**
Jesse Thomas, **RDE Systems**



Where Are We From?



Today's Agenda

Introduction

Problem Statement and Vision

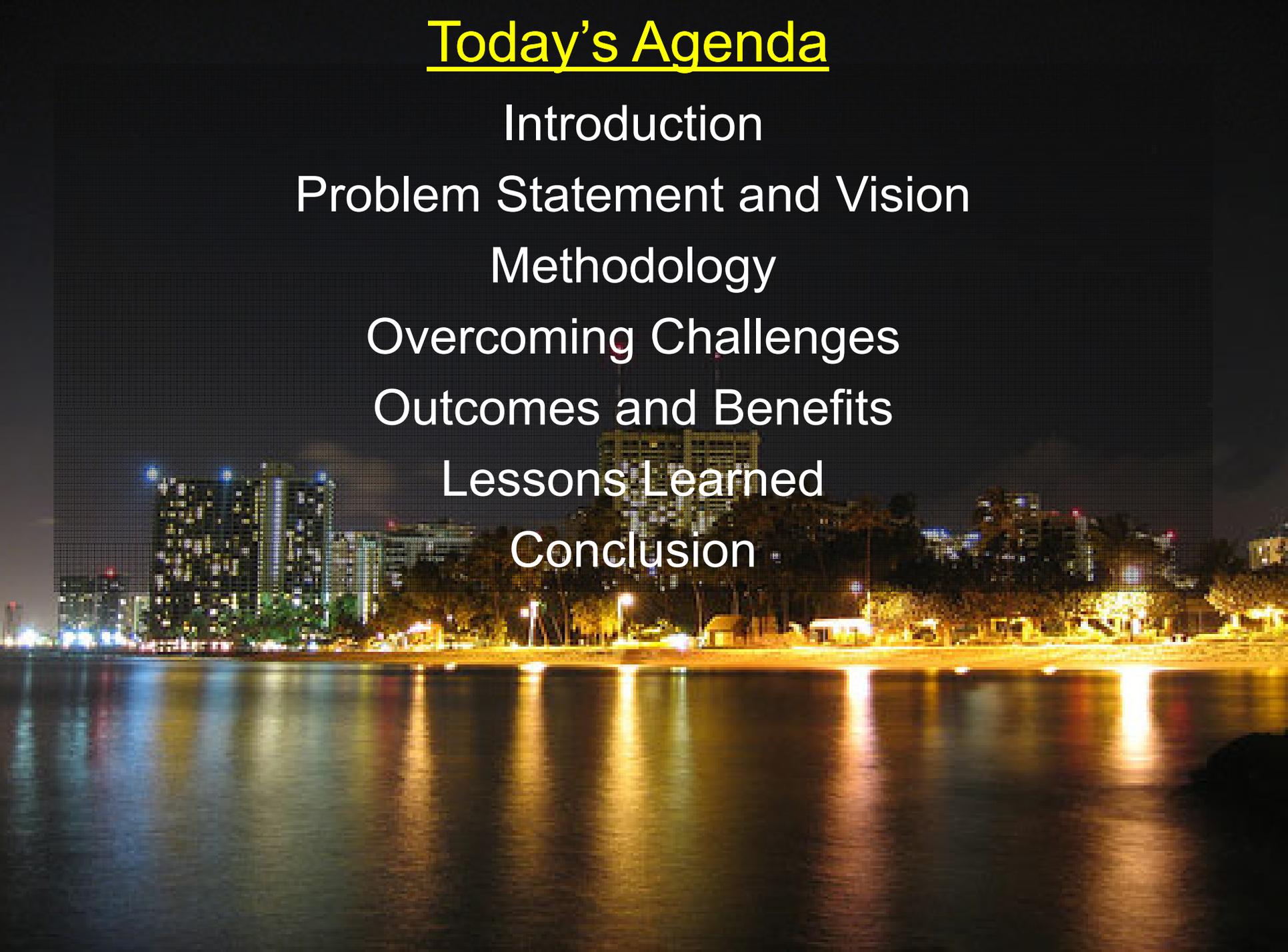
Methodology

Overcoming Challenges

Outcomes and Benefits

Lessons Learned

Conclusion



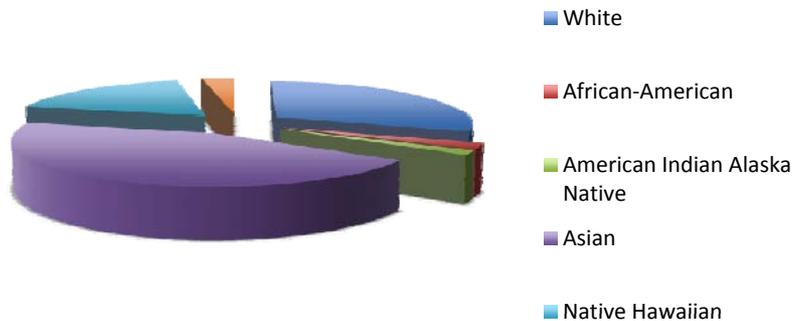
Panel and Our Roles in Project

- Peter Whitarcar, Hawaii Dept. of Health
- Charles Lyden, AIDS Community Care Team
- Don Kyles, Life Foundation
- Bryan Talisayan, Waikiki Health Center
- Jesse Thomas, RDE Systems

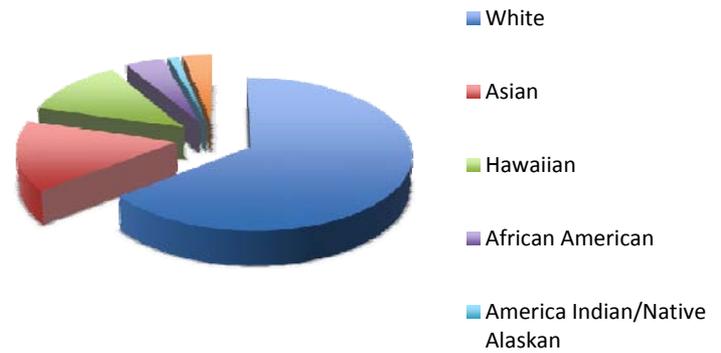
Population 1,288,198



General Population



HIV/AIDS Cases by Race



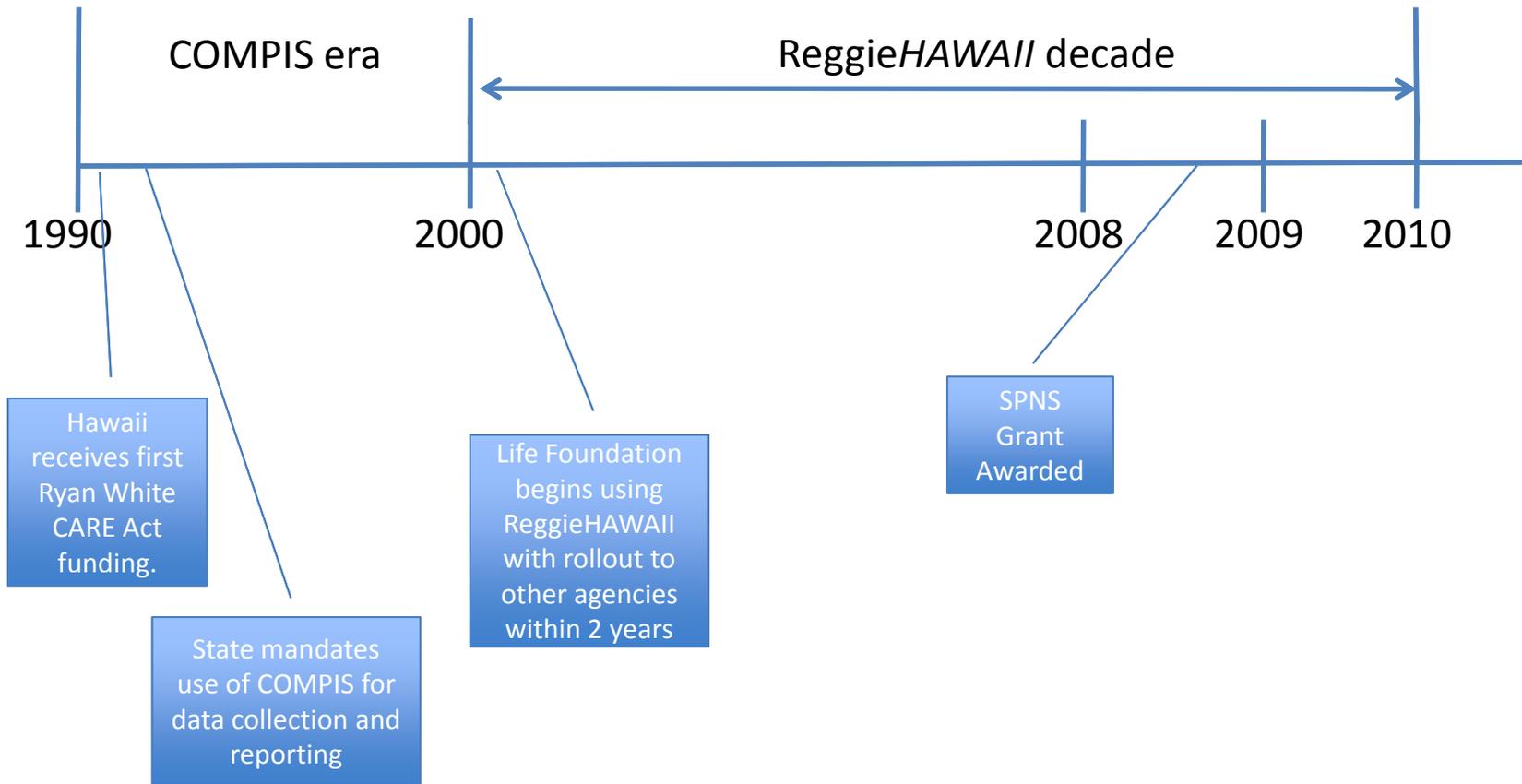
Problem Statement

1. New HRSA and State data collection requirements.
2. Aging, unsupported data system (Reggie) described as not user friendly and not meeting users' needs.
3. Emerging emphasis on quality management.
4. Desire by everyone to provide better service and reduce unnecessary paperwork.

Vision

1. Fully comply with federal and State data requirements.
2. User-friendly and intuitive web-based system.
3. Save time and reduce stress.
4. Improve data quality.
5. Empower users to retrieve and use data for better service.
6. Share data through information exchange.
7. Establish a platform for the next level of quality management and innovation.

Data Collection Systems Timeline



Methodology

SPNS

- SPNS made it all possible
- Joint SPNS application developed by DOH and lead ASOs

Initial Strategy

- After surveying systems, none met needs.
- Decided to build own system.
- Until HRSA AGM 2008, when saw Paterson TGA and eCOMPAS.

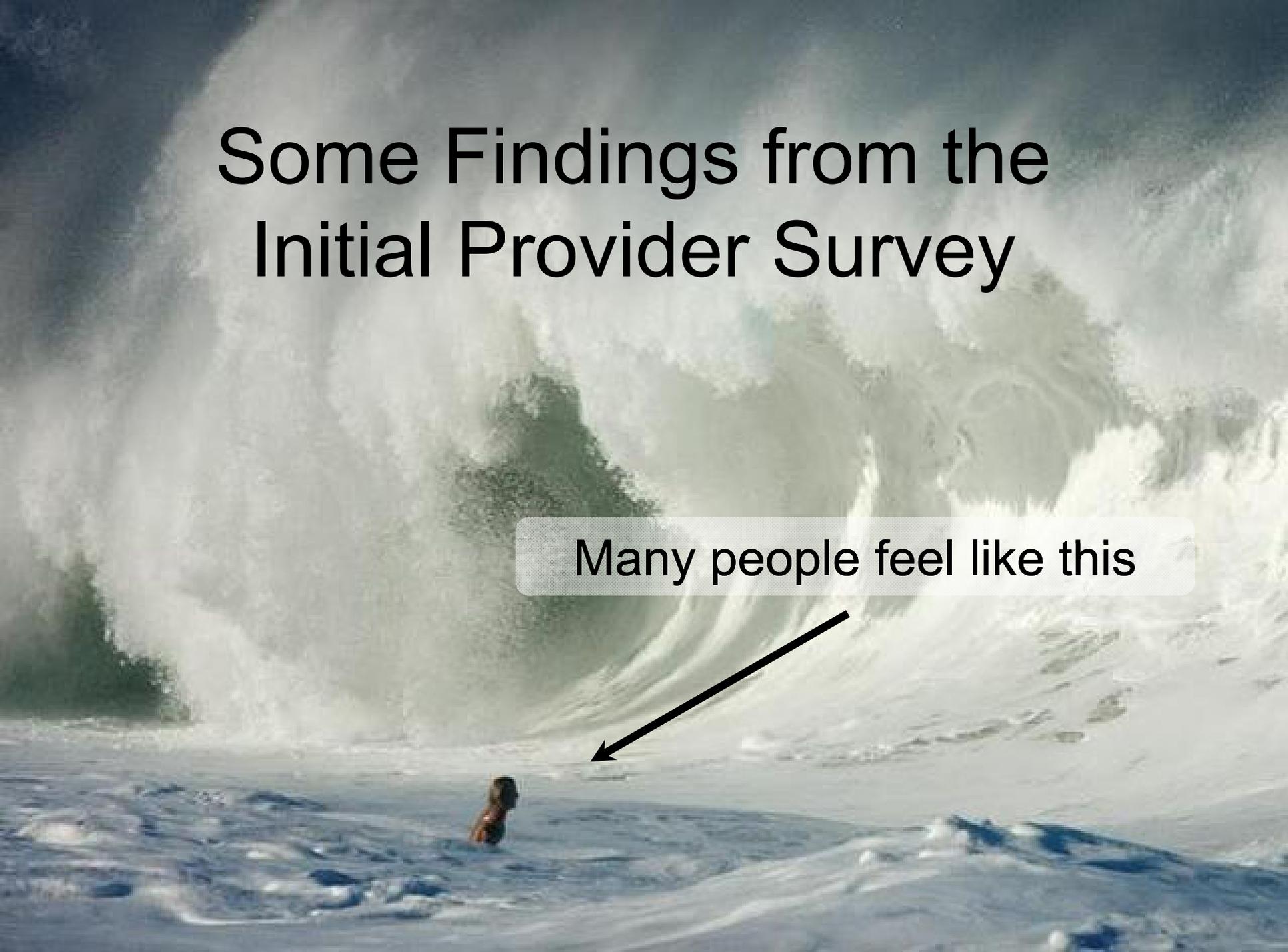
Current Strategy

- eCOMPAS serve as platform to be adapted to local needs and new innovations.
- Operate within a “partnership paradigm” instead of a traditional “transactional paradigm” with our technology partner to achieve our large vision in a short time frame.
- RDE Systems, makers of eCOMPAS, fit perfectly with this needed approach.

**Surveying and Interviewing to
Identify Potential Barriers
and Challenges**

Some Findings from the Initial Provider Survey

Many people feel like this



e2Hawaii Challenges



e2Hawaii Challenges

- ***Time.** Project time has been halved, which means less time for specs clarification, prototyping, feedback, development, testing, and launch preparation.
- *Any new system with significant changes impacts work processes. **Change** is not easy nor always accepted.
- ***Data Conversion** from one system to another.
- ***New Data Sharing model** increases complexity of data management, training, etc.
- ***Lack of detailed specifications** at outset make it difficult to plan and begin development.
- *New concept of using the system to help support more **standard** work practices is valuable, but presents organizational challenges.
- ***Infrastructure.** Ensuring a secure subnet, VPN, and access to vendor is a new area, and may present challenges.

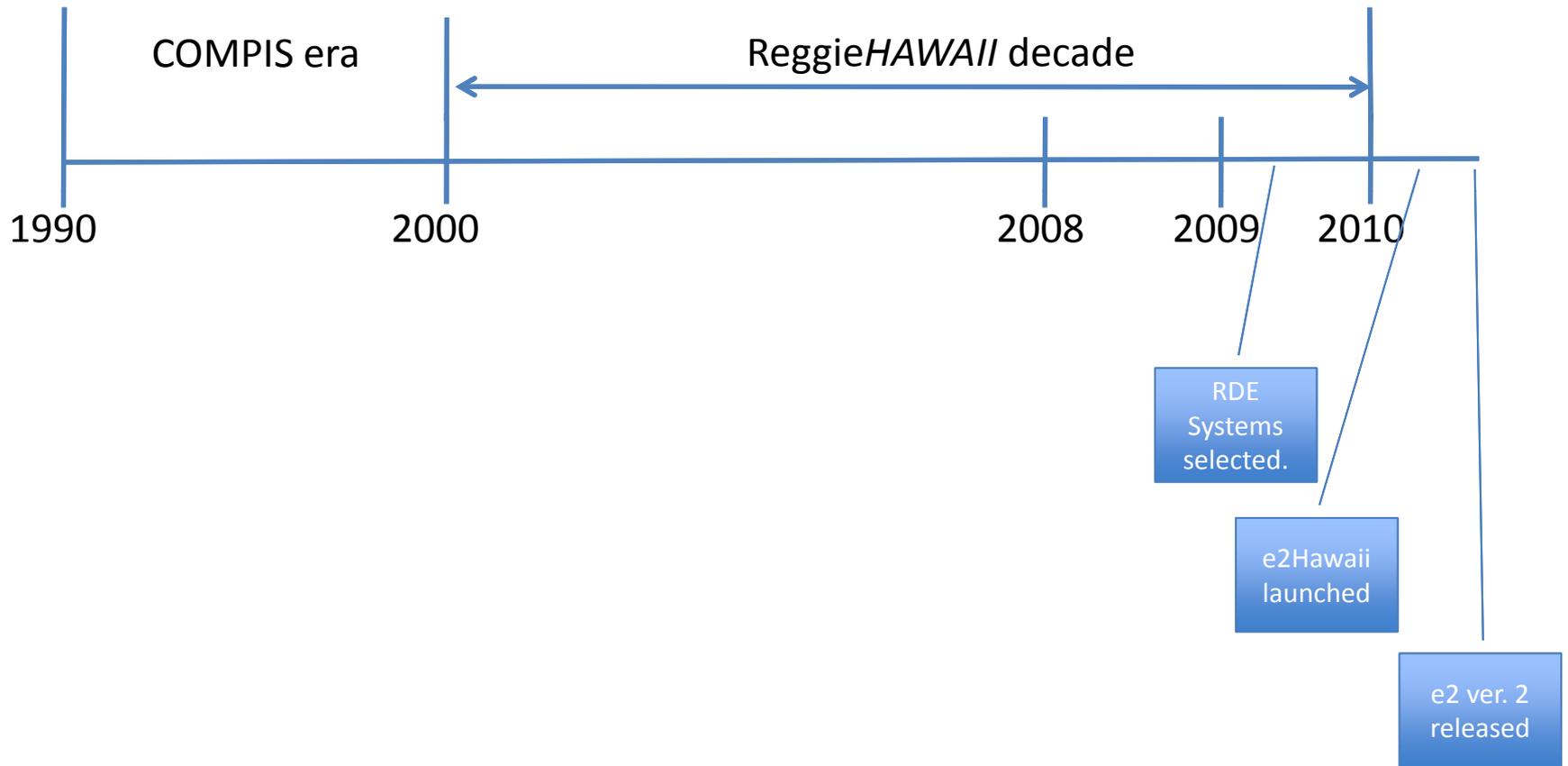
Top 10 eCOMPAS Guiding Principles

1. People are the most important component in success!
2. Success should be defined holistically by each stakeholder.
3. Everyone should be more empowered with better information.
4. Better action requires better system intelligence.
5. Visual is better.

Top 10 eCOMPAS Guiding Principles

6.  Think outside the box!
7. Ease of use is critical for success.
8. Time is better spent with clients than on paperwork!
9. Simple and clean is more powerful than complex and messy.
10. No one has all of the answers. But a great process, open to everyone, produces great results.

Data Collection Systems Timeline



Where are we?

1. HRSA SPNS Award and User Advisory Group Formed
2. RDE Systems and eCOMPAS (e2) Identified
3. Stakeholder engagement throughout
4. Many prototypes and pilots by RDE
5. Regular user group feedback
6. Beta Launch
7. Security and Privacy Review
8. Training Launch
9. Data Conversion by Life Foundation
10. Data Conversion Launch
11. Successful daily operation!



Innovative Concepts

1. Cross-Agency Client Data Sharing for Care Coordination and Treatment
2. PHI Application – Standardizing HIPAA Compliance
3. H-Programs (ADAP) Integrated with the State
4. Visual, Interactive RSR for more than just compliance
5. Health Information Exchange with Waikiki Health Center (Part C)

Accomplishments and Outcomes

1. One-day, smooth launch of very user friendly system
2. RSR Compliant on Day 1
3. 3,795 clients and 409,000 units of services spanning over 18 years of data converted from legacy system. 99.92% data conversion success
4. Little-to-no training required!
5. High user satisfaction
6. More engaged users

Demo of Highlights

Client Intake – Login



e2Hawaii
THE VERY BEST FOR THOSE WHO CARE

Username
maui

Password
●●●●●●●●●●●●●●●●

Login [Forgot Your Password ?](#)



Client Intake – Access the Intake

Client Search

Search For

Filter By Status

Last Name	First Name	Agency ID	DOB	ZIP
Campbell	Brian	8B7Q0	02/07/1967	96773
Campbell	Brian	867W3	08/20/1974	96772
Campbell	Brian	61158	07/23/1986	96773
Campbell	Brian	KH6KU	06/26/1997	96773
Campbell	Rebecca	53778	01/15/1966	96773
Campbell	Rebecca	KO59P	10/18/1976	96772
Campbell	Rebecca	W4D8P	07/26/1960	96772
Campbell	Brian	6R5QK	02/16/1979	96772
Campbell	Rebecca	9HHQ2	01/18/1990	96772

... (Displaying 1 - 25 of 529 clients found)

Client Intake – General Info

- General Information Tab: Personal Info

The screenshot displays a web-based client intake form. At the top, there is a logo for 'e2 Hawaii' with the tagline 'The very best for those who care'. Below the logo are navigation links: 'Main', 'Reports', 'My Account', and 'Logout'. The form is titled 'Basic Information' and contains the following fields:

Name	Anna Martinez	E2ID	AM103026	SSN	ZIP	DOB	10/18/1989	AgencyID	
------	---------------	------	----------	-----	-----	-----	------------	----------	--

Below the 'Basic Information' section are tabs for 'General', 'Housing', 'Insurance', 'Financial', 'Medical', 'H-Program', and 'Services'. The 'General' tab is selected. Underneath the tabs, there are links for 'Demographics', 'HIV and AIDS Info', and 'Documents on File'. A section for 'Last Certified by CM: (Never)' has a dropdown menu set to '-- Please Select --' and an 'Update' button.

The 'Client Information' section contains the following fields:

First Name	Anna	Primary Email Address	
Middle Name		SSN	
Last Name	Martinez	Current Gender	Female
Last Name at Birth	Martinez	Gender at Birth	Female
Birth Date	10/18/1989	Case Manager	-- Please Select --
Marital Status	-- Please Select --	Acuity Level	-- Please Select --
Primary Phone Number		Agency ID	
		Primary CM Agency [?]	Maui AIDS Foundation

At the bottom left, there is a checkbox labeled 'Do not mail materials from agency'.

Service Delivery – Step 2

- Integrated Progress Notes

Basic Information [Progress Notes]

Name: Anna Martinez EID: AM103026 SSN: ZIP: 96040 DOB: 10/10/1989 AgencyID:

General Housing Insurance Financial Medical H-Program **Services**

Contract Information

Contract	Ryan White Part B - FY2009	Employee	Jesse Thomas
Service	Core Services	Date of Service	05/20/2008
Subservice	Outpatient/Amb Medical		

Service Details

Service Type: **Invoice**

Invoice Amount: \$

Check Number:

Notes

Client was stressed out about not having his hospital letter for his green card process. In accord with client's goal of obtaining legal status, CM told client that patience is a key in the process.

Scenario:

Referral from One Agency to
Another Agency

With Data Sharing!

Authorization Confirmation

- Added document successfully
- Easily editable
- Client Shared between two agencies automatically

Basic Information								[Progress Notes]		
Name	Anna Martinez	E2ID	AM103026	SSN	ZIP	96840	DOB	10/18/1989	AgencyID	
General	Housing	Insurance	Financial	Medical	H-Program	Services				
Documents on file										
Add										
Agency Authorization to Use/Disclose PHI		Recorded on:		05/20/2010 4:53 PM						
Share With		Spencer Clinic		Recorded by:		usermgr usermgr				
Date Collected:		05/01/2008		Recorded by:		ABCD Healthcare				
Date Expires:		(Does Not Expire)				Edit				
Notes:		Client came to us and required medical services assistance.								Delete

Client Shows Up in Agency #2's Client List

Aloha , Jesse Thomas, of Spencer Clinic !

Search

Client Search

Search For

 Search

 Intake

Filter By 

Status 

Show All Records

Last Name	First Name	Agency ID	DOB	ZIP
Martinez	Anna		10/18/1989	96840
Cooper	Alex	531-00-49	09/15/1965	96797

Scenario: Reporting

Expenditures Report

Funding Source: 

From Date: To Date: or Select: 

Expenditures Reports

[To Reports Menu](#) |  [Export to PDF](#)

Maui AIDS Foundation
Report for Period (2/01/2009 to 2/28/2009)
Monthly Expenditure Report

Service Provided	Current Month (2/01/2009 - 2/28/2009)			Current Quarter (01/01/2009 - 2/28/2009)			Year to date (04/01/2008 - 2/28/2009)			Budget	Balance
	#Clients	#svc del	Amount	#Clients	#svc del	Amount	#Clients	#svc del	Amount	Amount	Amount
HSPAMM Referral	21	21	\$ 0.00	42	43	\$ 0.00	174	190	\$ 0.00	\$ 0.00	\$ 0.00
HSPAMM Coun/Liaison	17	17	\$ 0.00	29	30	\$ 0.00	153	167	\$ 0.00	\$ 0.00	\$ 0.00
HDAP Referral	18	18	\$ 0.00	37	37	\$ 0.00	153	167	\$ 0.00	\$ 0.00	\$ 0.00
HDAP Coun/Liaison	27	27	\$ 0.00	56	62	\$ 0.00	160	201	\$ 0.00	\$ 0.00	\$ 0.00
HCOBRA Referral	20	21	\$ 0.00	38	39	\$ 0.00	164	188	\$ 0.00	\$ 0.00	\$ 0.00
HCOBRA Coun/Liaison	20	20	\$ 0.00	34	36	\$ 0.00	156	179	\$ 0.00	\$ 0.00	\$ 0.00
Medicaid Referral	18	18	\$ 0.00	34	36	\$ 0.00	153	178	\$ 0.00	\$ 0.00	\$ 0.00
Medicaid Coun/Liaison	29	30	\$ 0.00	45	47	\$ 0.00	173	198	\$ 0.00	\$ 0.00	\$ 0.00

Service Performance Report

Please Select a Fiscal Year for the Service Performance Report

Funding Source:

Fiscal Year:

Quarterly Service Performance Report

[To Reports Menu](#)

 [Export to PDF](#)

Maui AIDS Foundation
Period: Fiscal Year 2009
Quarterly Service Performance Report

Scope of Service	Clients Contracted	Q1	Q2	Q3	Q4	Cumulative Total	Percent of Contract Amount
Medical Case Management / HSPAMM Coun/Liaison	0	64	45	5	0	114	0.00%
Medical Case Management / HDAP Referral	0	63	51	4	0	118	0.00%
Medical Case Management / HDAP Coun/Liaison	0	72	43	3	0	118	0.00%
Medical Case Management / HCOBRA Referral	0	60	48	3	0	111	0.00%
Medical Case Management / HCOBRA Coun/Liaison	0	60	49	4	0	113	0.00%
Medical Case Management / Medicaid Referral	0	62	53	2	0	117	0.00%
Medical Case Management / Medicaid Coun/Liaison	0	58	52	2	0	112	0.00%

Roster Report - Filtering

Client Roster Report To Reports Menu |  Export to PDF

From Date To Date or Select

Funding Source Contract

Service

Subservice

Filter by is



Roster Report - Output

Client Roster Report To Reports Menu |  Export to PDF

From Date To Date or Select

Funding Source Contract

Service

Subservice

Filter by is

Client Roster Report
01/01/2009 - 12/31/2009
-- All Funding Sources --
Ryan White - Year 18 (FY2009)
Core Services
Outpatient/Amb Medical
Acuity Level is 4

First Name	Last Name	Agency Id	Phone Number	Home Address
Hunter	Adams		8144834155	Grand Fawn Gate KUALAPUU 96757 HI
Victor	Alexander		3016495196	Umber Wagon Vista FORT SHAFTER 96858 HI
Jessica	Anderson		7518351208	Cinder Bear Canyon HAUULA 96717 HI
Caleb	Baker		5210666083	Green Forest Glade KURTSTOWN 96760 HI

Scenario:
H-Programs

Problem Statement and Vision

H-Programs – Step 1: Sharing

Documents on file			
Document Type:	Agency Authorization to Use/Disclose PHI <input type="button" value="v"/>	Recorded on:	-
Share With:	DOH-H-Programs <input type="button" value="v"/>	Recorded by:	usermgr usermgr
Date Collected:	05/31/2010 <input type="button" value="calendar"/>		Life Foundation
Date Expires:	5 Years <input type="button" value="v"/>		
Notes:	Agency authorizes DOH-H-Programs to review CT information to determine eligibility		
			<input type="button" value="Add"/>



H-Programs – Step 2: Certification

General Housing SA / MH Insurance Financial Medical H-Program Services

Demographics | HIV and AIDS Info | Documents on File

Last Certified by CM: 07/18/09 (306 days ago) Information is up to date Update

Please Confirm

 I am a Case Manager and I certify that all fields on this screen are up to date and that there is documentation on file to support the data entry on this screen.

Sure No Way

First Name
Middle Name
Last Name
Last Name at Birth
Hill

H-Programs – Validations

HDAP



This Client cannot apply to HDAP. Client's **Insurance** Information has not been certified in the past 6 months

HDAP



This Client cannot apply to HDAP. Client's **Financial** Information has not been certified in the past 6 months

H-Programs – Step 3: Application

Basic Information [Progress Notes]

Name Anna Martinez E2ID AM103026 SSN ZIP 96840 DOB 10/18/1989 AgencyID

General **Housing** **Insurance** **Financial** **Medical** **H-Program** **Services**

 Client's HDAP status successfully updated

HDAP

New HDAP Application

Program Summary	
status	Effective Date
 Application In Process	05/20/2010

HCOBRA

New HCOBRA Application

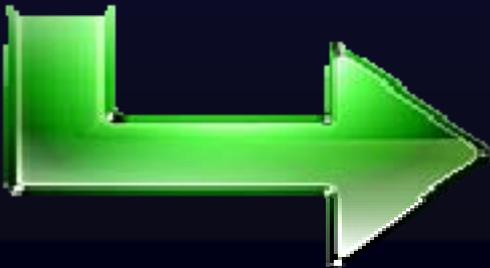
H-Programs – Step 3: Application cont.

HDAP

New HDAP Application

Apply for HDAP

Program Summary	
Status	Effective Date
 Application In Process	11/22/2009



hdap_application.pdf - Adobe Reader

File Edit View Document Tools Window Help

HDAP # _____

HIV Drug Assistance Program (HDAP) Application

State of Hawaii Department of Health
307 Kalia Avenue, 4104
Honolulu, HI 96814

Personal Information

Applicant's Name	Mahe Stearns	Birth Date	01/21/1982
Home Address	Easton United Lodge #6421 #6421		
Mailing Address	Walking Dolphin Beach 5690 SANDERS PO BOX 114 9		
Residency Verified	No		
Phone Number	(111)1111111		
Current Gender	Male		
Gender at Birth	Male		
Employer	Self-Employed		
Race	Caucasian / Spanish, Hispanic, Cape Verde		
HIV - Case Management Agency	Midwest Free	Case Manager	Karen Clark
Employment Status	Not employed		

Health Insurance

HSA Insurance	No
HSA FSA Insurance	No
Private Insurance	

State Department of Health's View – Processing Applications

Client Search

Search For

Filter By

HDAP Status

Status

Last Name	First Name	Agency ID	DOB	ZIP
Adams	Hunter		04/10/1967	96757
Adams	Hunter		01/07/1964	96757
Adams	Hunter		09/15/1999	96759
Adams	Hunter		03/15/2001	96759
Alexander	Kylie		08/24/2002	96858
Anderson	Jessica		07/08/1965	96717
Anderson	Anthony		05/17/1999	96717
Anderson	Jessica		01/12/1982	96718
Anderson	Jessica		10/24/1955	96717

... (Displaying 1 - 25 of 354 clients found)

H-Programs – Processing Applications

Basic Information [Progress Notes]

Name: Anna Martinez E2ID: AM103026 SSN: ZIP: 96840 DOB: 10/18/1989 AgencyID:

General Housing Insurance Financial Medical **H-Program** Services

DOH H Programs Side (Tim)

HDAP

HDAP Status: 

Effective Date: 



Program Summary

	status	Effective Date
	Application In Process	05/20/2010

HCOBRA

HCOBRA Status: 

Effective Date: 

Program Summary

	status	Effective Date
	Application In Process	05/20/2010

Real-Time Updated Information Between Case Managers and State Department of Health

Program Summary		
	Status	Effective Date
	Discharged From HDAP	07/31/2010
	Application Approved	01/04/2010
	Application Waitlisted	12/08/2009
	Application is Incomplete	11/25/2009
	Application In Process	11/22/2009
	Application Rejected	10/22/2009

H-Programs – Data Extract

Search Multi Entry

✓ Data extracted successfully! [Click Here to Download](#)

Client Search

Search for:

Search Intake

Filter By: Last Name

Status: Active, continuing in program

HDAP Status: In Process / Incomplete

[Extract Clients to CSV](#)



Microsoft Excel - extract-081210-030135490.csv [Read-Only]

IDNO	LASTNAME	FIRSTNAME	CLIENTID	ADDRESS1	CITY	STATE	ZIP	ADDRESS2	PHONE1	DELADDRESS	DEL CITY
1	ANDERSON	Anthony	AA	Center Bear Canyon	HAULULA	HI	96717	Mailing Address	334889037	Tenety Treasure Valley	HON
2	ANDERSON	Angel	AB	Lost Log Meadow	HAULULA	HI	96718	Mailing Address	140293401	Tenety Treasure Valley	HON
3	BROWN	Alexis	AB	Eight Auburn Avenue	HAKU	HI	96708	Mailing Address	833029807	Tenety Treasure Valley	BANCORP
4	BROWN	Angel	AB	Lost Log Meadow	HULA	HI	96750	Mailing Address	527604782	Tenety Treasure Valley	BANCORP
5	BENNETT	Angela	AB	Rocky Quail Ridge	HON	HI	96022	Mailing Address	3475829163	Wishing Zephyr Woods	WAVE GLAN
6	BENNETT	Angela	AB	Rocky Quail Ridge	HON	HI	96021	Mailing Address	3022400216	Violet Willow Way	BARBERS PC
7	BENNETT	Angela	AB	Round Rabbit Round	HON	HI	96022	Mailing Address	3027342560	Blue Apple Arber	EWA BEACH
8	BENNETT	Angela	AB	Rocky Quail Ridge	HON	HI	96022	Mailing Address	790013206	Wishing Zephyr Woods	WAVE GLAN
9	BENNETT	Angela	AB	Round Rabbit Round	HON	HI	96022	Mailing Address	8167357561	Blue Apple Arber	ELUELE
10	COOPER	Alex	AC	Madia Nectar Nook	HON	HI	96021	Mailing Address	3277308544	Cozy Branch Court	KAAHANA
11	COOPER	Alex	AC	Madia Nectar Nook	WAIKAPU	HI	96759	Mailing Address	3163113753	Colonial Blossom Circle	PRINCEVILLE
12	EVANS	Andrea	AE	Honey Hills Jetty	PAALOLO	HI	96776	Mailing Address	7648886073	Honeycomb Fox Glen	LAIE
13	EVANS	Andrea	AE	Honey Hills Jetty	PAALOLO	HI	96776	Mailing Address	8951202788	Green Forest Glade	HUNA
14	EVANS	Andrea	AE	Honey Hills Jetty	PAALOLO	HI	96776	Mailing Address	2832323036	Green Forest Glade	LAHANA
15	EVANS	Angela	AG	Thunder View View	HCCAM AFB	HI	96053	Mailing Address	496884841	Under Wagon Vista	SCHOFIELD E
16	LONG	Arlan	AL	Sheepy Sky Tracie	HONOLULU	HI	96840	Mailing Address	678962640	Lazy Lake Lodge	VOLCANO
17	MILES	Andrew	AM	Broad Sam Bank	HALEMA	HI	96712	Mailing Address	8644877040	Shady River Street	HON
18	MILES	Andrew	AM	Broad Sam Bank	HALEMA	HI	96712	Mailing Address	868948002	Quaking Pond Place	HON
19	NELSON	Amanda	AN	Honeycomb Fox Glen	LAHANA CITY	HI	96753	Mailing Address	7442769106	Shady Spring Trail	HONOLULU
20	PENZ	Aaron	AP	Heather Goose Highlands	LAHANA	HI	96767	Mailing Address	3715550186	Amber Anchor Acres	ANAHOLA
21	PENZ	Aaron	AP	Heather Goose Highlands	LAHANA	HI	96768	Mailing Address	7618418060	Amber Anchor Acres	AEA
22	PENZ	Aaron	AP	Heather Goose Highlands	LAHANA	HI	96767	Mailing Address	528062222	Blue Apple Arber	ELUELE
23	ROBINSON	Alexander	AR	Crystal Brook Cove	HAHULU	HI	96722	Mailing Address	7287020197	Hidden Grove Hollow	MOUNTAIN V
24	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	8106842731	Jagged Lagoon Lane	PEPEEHEO
25	STEWART	Adam	AS	Iron Island Landing	PAPA	HI	96779	Mailing Address	8201850500	Iron Island Landing	PAPAOU
26	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	3072180719	Lazy Lake Lodge	VOLCANO
27	STEWART	Blayne	BS	Tenety Treasure Valley	BANCORP	HI	96049	Mailing Address	7805872207	Sheepy Sky Tracie	HONOLULU
28	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	3600349323	Lazy Lake Lodge	SCHOFIELD
29	SANBORN	Adrian	AS	Red Prairie Promenade	HON	HI	96019	Mailing Address	7162297424	Stony Spring Trail	HON
30	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	1900244004	Lazy Lake Lodge	SCHOFIELD
31	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	7130485204	Lazy Lake Lodge	VOLCANO
32	SANBORN	Adrian	AS	Red Prairie Promenade	HON	HI	96019	Mailing Address	5616306493	Sunny Timber Vale	HONOLULU
33	STEWART	Adam	AS	Iron Island Landing	PAPAALOA	HI	96780	Mailing Address	2666279302	Jagged Lagoon Lane	PEARL CITY
34	TURNER	Alixen	AT	Hidden Grove Hollow	MAHUALOA	HI	96770	Mailing Address	263802706	Rustic Rose Rue	HON
35	TURNER	Alixen	AT	Hidden Grove Hollow	MAHUALOA	HI	96769	Mailing Address	4366271109	Round Rabbit Round	HON
36	TURNER	Alixen	AT	Hidden Grove Hollow	MAHUALOA	HI	96770	Mailing Address	8536664696	Silent River Swale	HON

Summary of Highlighted Features

Features

- History audit trails

Demographics

Ethnicity Sexual Orientation

Race

Asian / Cambodian
 Black or African American / Caribbean Black
 Native American / Alaskan Native
 Asian / [Click here to open the history of Race](#)
 Black or African American / Other
 Native American / American Indian
 Asian / Filipino/a
 non-Hispanic Black
 Native Hawaiian/Other Pacific Islander / Guamanian

Demographics

Ethnicity close or Esc Key

Race

[Click here to open the history of Race](#)

History of Anna Martinez (Race)			
Date/Time set	Value	Set by	Provider
05/20/2010 17:08	(UNSET)Latino / Mexican, Mexican-American	Jesse Thomas	ABCD Healthcare
05/20/2010 16:51	(SET)Latino / Mexican, Mexican-American	Jesse Thomas	ABCD Healthcare
05/20/2010 16:46	(UNSET)Black or African American / Caribbean Black	Jesse Thomas	ABCD Healthcare
05/20/2010 16:46	(UNSET)Black or African American / Other non-Hispanic Black	Jesse Thomas	ABCD Healthcare
05/20/2010		Jesse Thomas	ABCD Healthcare

Features

- System Announcements



The screenshot displays the e2Hawaii website interface. At the top, there is a blue banner with the e2Hawaii logo and the tagline "The very best for those who care". Below the banner is a navigation menu with links for Main, Reports, My Account, and Logout. The main content area features a red heading "New Announcements for you to Review" and a list of announcements. The first announcement is titled "ANNOUNCEMENT #01-4: Welcome to e2Hawaii" and contains the following text:

Aloha e2 Hawaii Users!

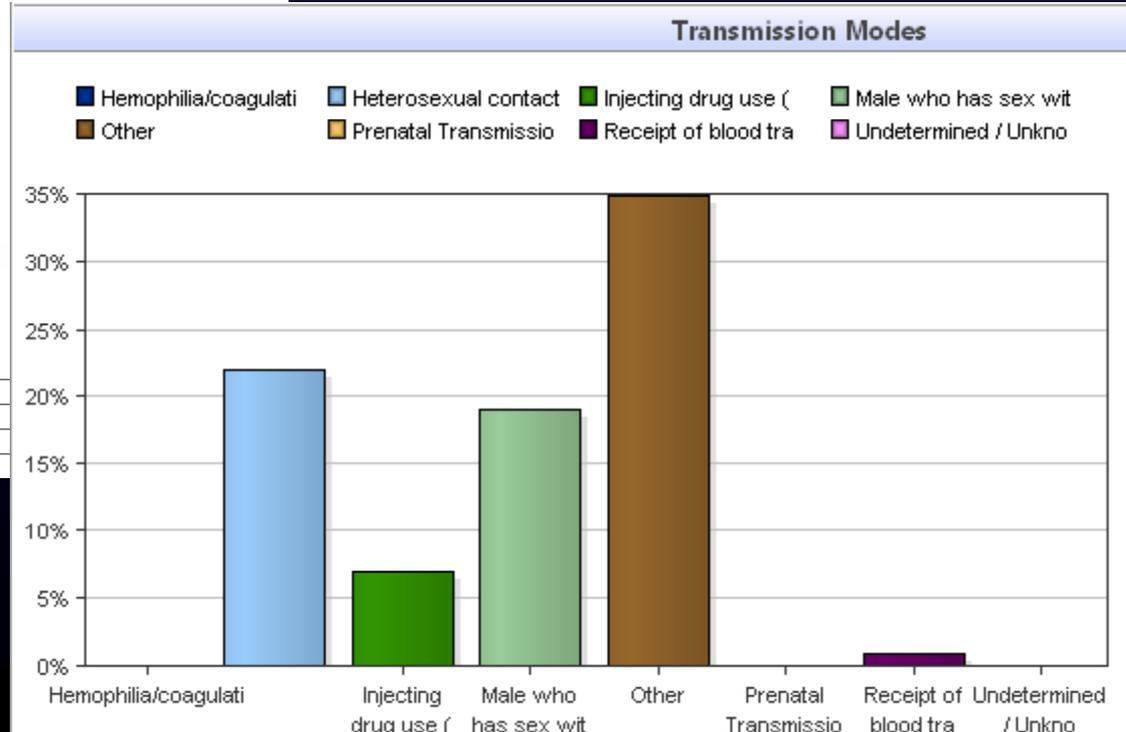
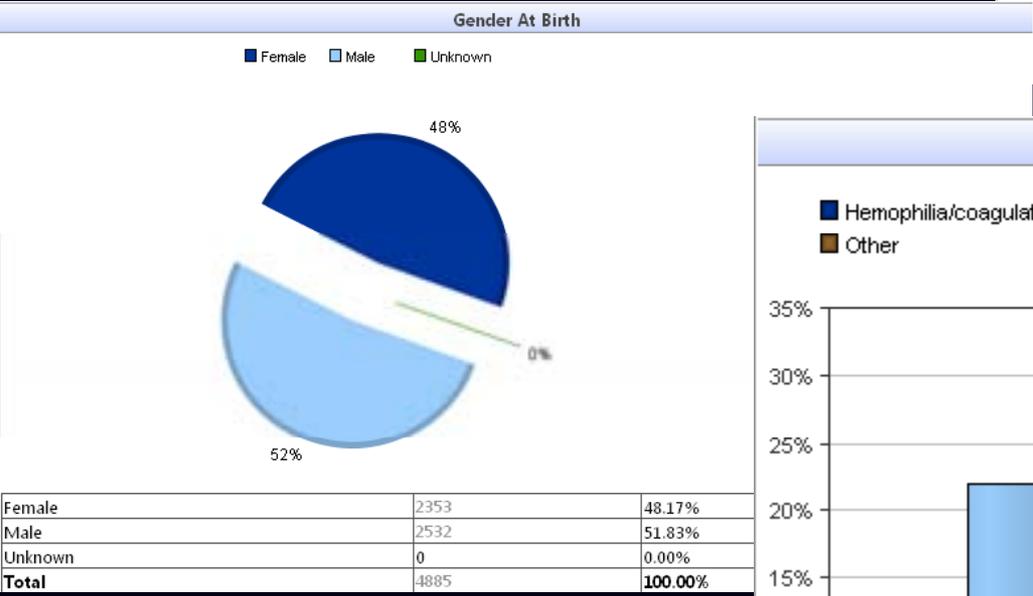
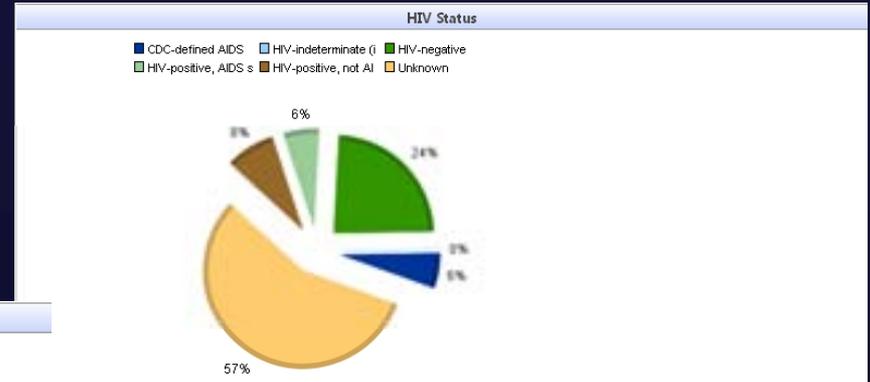
We are pleased to introduce to you, your new State-wide system e2Hawaii. As you know the current Reggie system will be phased out shortly and all agencies will be transitioned to e2Hawaii.

In September 2008, the State received a Special Project of National Significance grant to overhaul its data system. A Users Advisory Group was formed to guide the planning and development of a new system.

RDE Systems worked closely and collaboratively with the Users Group and other stakeholders to develop a Phase 1 system

Features

- Visual Analytics



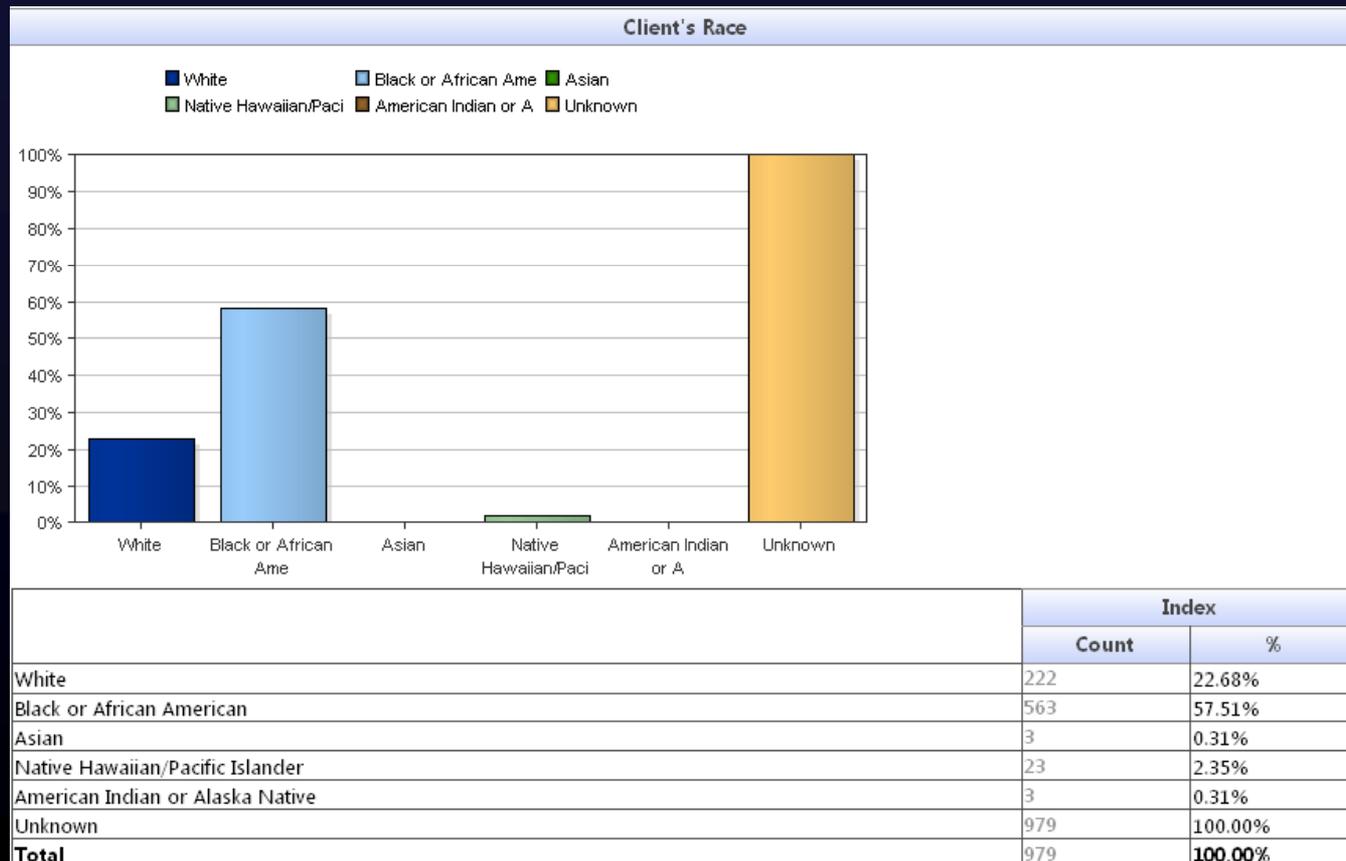
Features

- One-Click RSR

RSR Report Menu

Funding Source: All Funding Sources

From Date: 01/01/2009 To Date: 12/31/2009 or Select: Last Calendar Year **Go**



Features

- Comprehensive Medical Module

General | Housing | SA / ABI | Insurance | Financial | **Medical** | H-Program | Services

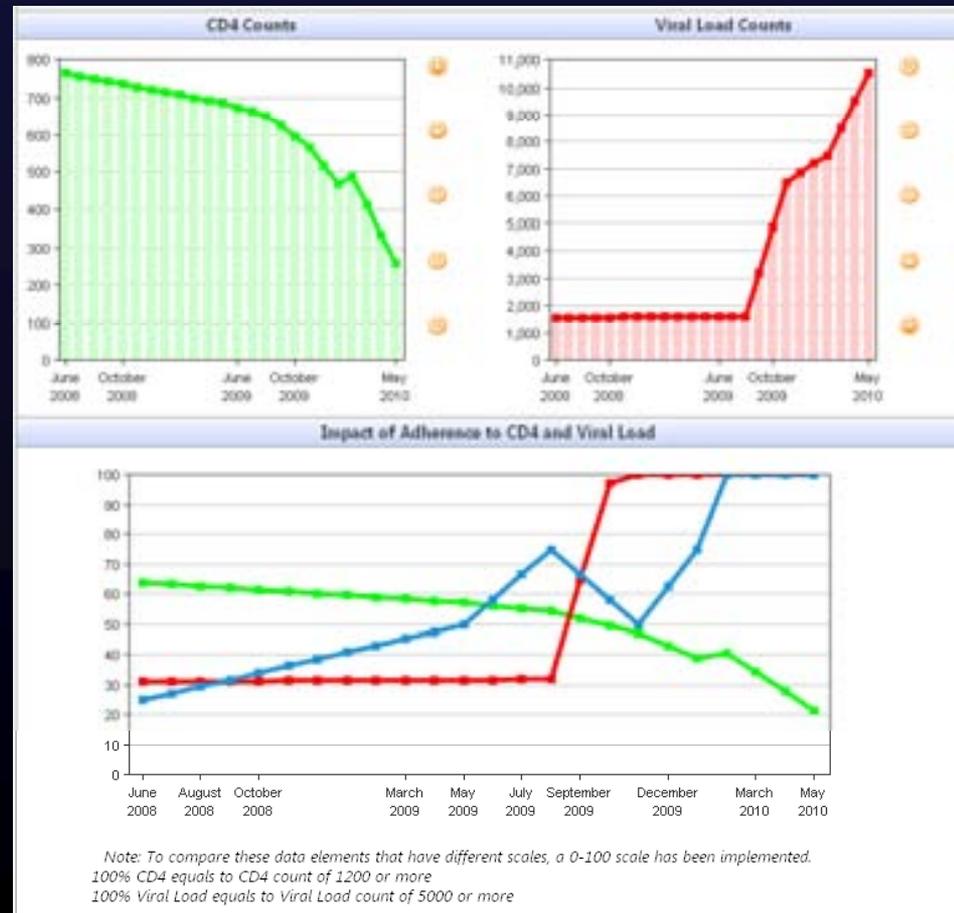
[Main](#) | [CD4](#) | [Viral Load](#) | [STI](#) | [HIV Meds](#) | [Other Meds](#) | [Adherence](#)
[AE Indicators](#) | [Conditions](#) | [Dr. / Hosp.](#) | [TB \(TST\)](#) | [Annual Physical](#) | [Pregnancies](#) | [Deliveries](#)
[Spec Care](#) | [Screenings](#) | [Immunizations](#)

Medical Information

Usual Source of Primary Care
 Hospital Outpatient Clinic, Dept.

Summary			HIV Status	
Most Recent CD4	259	05/01/2010	HIV Status	CDC-defined AIDS
Lowest CD4	259	05/01/2010	Year of HIV Diagnosis	2007
Most Recent Viral Load	10560	05/01/2010	Year of AIDS Diagnosis	2007
Highest Viral Load	10560	05/01/2010	Edit HIV Status Information	

Co-morbid Conditions





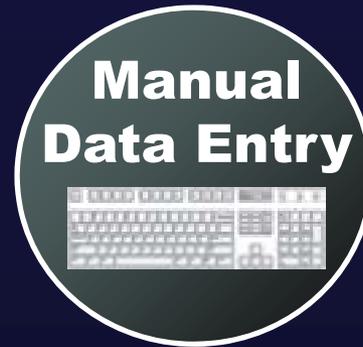
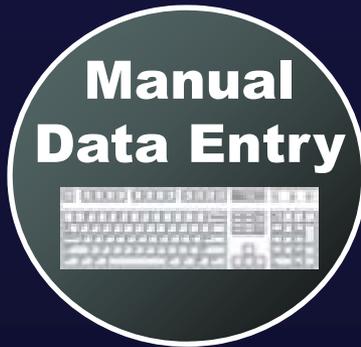
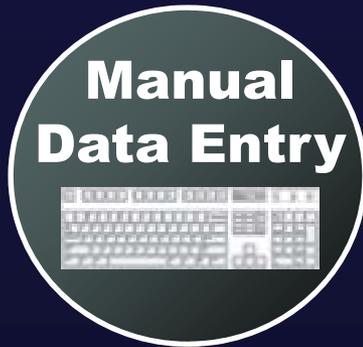
WAIKIKI HEALTH CENTER

Compassionate Healing. Expert Care.

Part C SPNS Vignette:

**Using Client Level Data
Requirements to Drive State-Wide
Electronic Health Information
Exchange**

The Old Way



Problems with the Old Way

- Triple data entry!
- Data quality errors and time lost due to triple data entry.
- Keeping all sources of data in sync not feasible – meaning data is not kept current in all systems.
- Data is not used fully for quality improvement.

The New Vision

**Manual
Data Entry**



**Certified
EHR**



**eCOMPAS
Data Import
Engine**



eCOMPAS

e2
Hawaii



- **Part B Billing**
- **Part B Reporting**
- **Part B RSR**
- **Part C RSR**
- **Quality Management
and Quality Reports**



Project Challenges

- EHR had incomplete and out-of-date Data Dictionary.
- EHR documentation incomplete and out-of-date No Data Extract capability.
- EHR training insufficient for report generation and data extracts.
- EHR doesn't track all fields required by HRSA Ryan White programs.
- The exported data must follow both HRSA requirements and State-specific requirements.

Methods Used to Overcome Challenges

- A “Whatever it takes” paradigm – not a “That’s not my job” attitude.
- Extra effort and flexible schedules between partners: late nights and early mornings (time difference).
- Great collaboration and “fun” working atmosphere to offset additional work and challenges.
- Systematically reverse engineered poorly documented EHR database.
- Built a data extraction engine (eCOMPAS One Click Transfer).



eCOMPAS Data Import Engine



- Review Imported Data
- Resolve Data Conflicts
- Import Records



eCOMPAS Visual RSR



- One Click Visual RSR
- Quality Control Data
- Generate Client Level Data File



Project Accomplishments

- Extensive collaboration led to creative solutions for many of the challenges and a foundation for future innovation.
- Policies and data entry were modified to track additional fields required by HRSA that weren't originally tracked.
- Fully automated data import process and created rules for data conflicts so that the system prompts users only in cases when necessary and does so in a user-friendly way.
- Comprehensive security approach to ensure PHI is protected end-to-end.

Project Accomplishments cont'd

- Estimated 80-90%+ data entry savings (some fields are not tracked by EHR)
- No further need to maintain multiple systems.
- Combined with innovative state-wide model of sharing data, this project will allow other agencies to see medical data important to the treatment and service of clients.
- Leveraged Part C SPNS grant to integrate seamlessly with State-wide eCOMPAS system for sustainability.

Lessons Learned



Support and encourage staff so they're not afraid to get their feet wet!



Be Creative and Share your Ideas

The small stuff counts too!

One Team



A Key Measure of Success

The Story of Lani

Friday August 13, 2010

Hey you guys:

What a wonderful system to have at our beck and call!! The multi services screen is BEAUTIFUL!!! I love it. You all have exceeded yourselves in E2. I believe one can absolutely NOT make mistakes during the services input. The system allows one to

- 1) see your work,
- 2) make changes that are erroneous in just that ONE page instead of getting out of one screen to access another to correct the error,
- 3) get finished in **one-eighth of the time** it originally took,
- 4) have plenty time to go on to other projects.

Gosh, you all are full of surprises. Myself did not know it would be so simple. Even a cave-man can do it!!

Thank you, thank you, thank you....

Aloha, Lani

P.S. The client roster screen is very very informative. This is extremely beneficial to our case managers. I know they express their astonishment at your accomplishments. We did not expect such detailed information.

Thank you again, Lani

Some Ideas Moving Forward

- Training for all levels, learning how to use data for many purposes
- Getting the data and into the system
- Using data to focus effort to improve medical outcomes
- Lack on ongoing funding and DOH IT resources
- Use of e3Hawaii for HUD reporting like NYC HOPWA

Q&A

How do we accomplish ambitious goals?



One bite at a time.

Thank You!