

CAREWare 6: Changes and Rollout Plan

2018 National Ryan White Conference on HIV Care and Treatment December 2018

John Milberg

Health Scientist

Division of Policy and Data

HIV/AIDS Bureau (HAB)

Health Resources and Services Administration (HRSA)



Disclosures

Presenter(s) has no financial interest to disclose.

This continuing education activity is managed and accredited by AffinityCE/Professional Education Services Group in cooperation with HRSA and LRG. PESG, HRSA, LRG and all accrediting organization do not support or endorse any product or service mentioned in this activity.

PESG, HRSA, and LRG staff as well as planners and reviewers have no relevant financial or nonfinancial interest to disclose.

Commercial Support was not received for this activity.



Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Understand steps required to make transition to CAREWare 6
2. Review data import and interoperability features in CAREWare 6
3. Review tools and reports to help monitor data quality and quality of HIV care

Health Resources and Services Administration (HRSA)

Overview

- Through grants and cooperative agreements, HRSA supports more than 90 programs that provide health care to people who are geographically isolated and economically or medically vulnerable. These programs assist more than 3,000 awardees, including community and faith-based organizations, colleges and universities, hospitals, state, local, and tribal governments, and private entities
- Every year, HRSA programs serve tens of millions of people, including people living with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care



HRSA's HIV/AIDS Bureau (HRSA HAB)

Vision

Optimal HIV/AIDS care and treatment for all.

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care, and treatment services for vulnerable people living with HIV/AIDS and their families.



HRSA's Ryan White HIV/AIDS Program (RWHAP)

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV
 - More than half of people living with diagnosed HIV in the United States – more than 550,000 people – receive care through the Ryan White HIV/AIDS Program
- Funds grants to states, cities/counties, and local community based organizations
 - Recipients determine service delivery and funding priorities based on local needs and planning process
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another state or federal payer is available
- 84.9% of Ryan White HIV/AIDS Program clients were virally suppressed in 2016, exceeding national average of 59.8%



Source: HRSA. Ryan White HIV/AIDS Program Annual Client-Level Data Report 2016; CDC. HIV Surveillance Supplemental Report 2016;21(No. 4)



CAREWare Background: Development, Evolution, and Modernization

- CAREWare (CW) software is in its 19th year of development
 - Released initially in 2000 as an MS-Access application to help recipients and providers track services, demographics and basic clinical information
 - Overhauled in 2004 in a modernized platform and with significant new reporting and quality management features
- About 1,000 or 55% of recipients and subrecipients use CAREWare to produce the Ryan White HIV/AIDS Program Services Report (RSR) and nearly half of the RWHAP Part B AIDS Drug Assistance Program (ADAP) recipients to generate the ADAP Data Report (ADR)
- Serves as one of the primary applications used to generate performance measures for the HIV Quality Management (HIVQM) initiative and is used regularly to monitor HIV care and services



Upgrade to CAREWare6: A New User Experience

User Interface

- Rebuilt and redesigned to run in any internet browser such as Chrome, Firefox, Internet Explorer, Safari, etc.
- Screens to enter data, run reports, etc.
 - Different from the current CAREWare version 5
 - Looks more familiar to navigating in a browser environment
- Some critical components of CAREWare remain the same:
 - Database behind the scenes unchanged
 - Will ease the transition to the new version



Client Demographics Tab in CAREWare Version 5

Bake, Clam

Appointments Orders Forms ChangeLog Client Report Duplicate Client Delete Client Find List New Search Close

Demographics Drug Services Service Annual Review Encounters Referrals HIV C&T Pregnancy Relations Interesting Info Hoi Polloi Magic Subform

First Name: Clam	Middle Name: 	Client URN CABK0404835U	Enrollment Status: Active	Enrollment Date: 9/25/2012	Eligibility Status Ryan White Eligible
Last Name: Bake	Gender: Transgender RM	Date of Birth: 4/4/1983	Est? <input type="checkbox"/>	Encrypted URN: EpfuWkWpF	Vital Status: Alive
Sex at Birth: Female	Encrypted UCI: 983B59B74B290E0F330AB4F5692A88A664BE0910U	HIV Status: HIV-positive (not AIDS)	HIV+ Date: 6/1/2012	Est? <input type="checkbox"/>	AIDS Date: <input type="checkbox"/>
Client ID: 1231222	Address Mailing Address Street Address: 500 New World freeway City: Rockville State: Alabama Zip Code: County: Baldwin Phone Number: Phone Type:		HIV Risk Factors: Injecting Drug Use, Heterosexual Contact, Perinatal Transmission		
Race(s): Asian, American Indian or Alaska Nat	Asian Subgroup: Filipino	Pacific Subgroup: Native Hawaiiia	Common Notes Provider Notes User Messages Case Notes		
Ethnicity: Hispanic	Hispanic Subgroup: Puerto Rican				



And in CAREWare Version 6 (CW6)...



Kevin's Clinic > Ball, Base (Birthdate: 3/22/1973, Last service: 10/18/2016)



Personal >
Client Report
Encounter Report
Services
Annual Review >
Case Notes
Vital Signs
Hospital Admissions
Medications >
Labs
Screenings
Screening Labs
Immunizations
Problem List >
Sharing Requests >
Referrals
Relations
Counseling and Testing

undefined > Client Search > New Search > Client Search > View Details

[Edit](#) [Delete](#)

First Name: Base
Middle Name:
Last Name: Ball
Preferred Language: French, Middle (ca. 1400-1600)
Gender: Male
Date of Birth: 3/22/1973
DOB Estimated?:
Sex At Birth: Male
URN: BSBL0322731U
Encrypted URN: XICUodXnQ
Encrypted UCI: 765FB811ECEf8D0370F2979F44CE281803387F8FU
Client ID: Seam
LastService: 10/18/2016



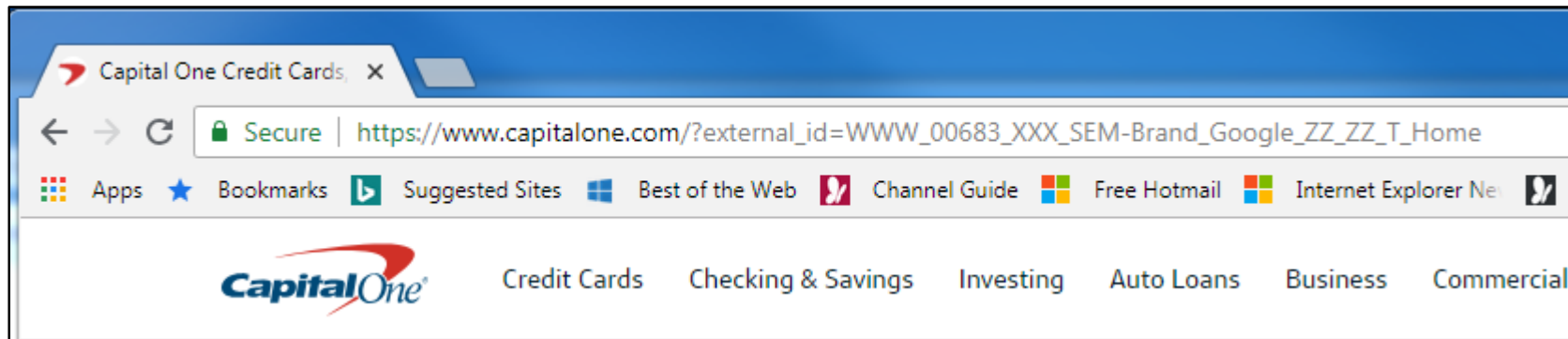
Why Upgrade CW?

- Existing interface built in a format called Windows Forms that will soon no longer be supported by Microsoft
- Improved development and stabilization of browsers in the last decade which is the formation of choice for software developers and users
- Increased sophistication of encryption technology and standards
 - Ability to authenticate both the site visiting and the specific user
 - Easier implementation of these security features through browsers
- Easier ability to upgrade with the release of new builds of the software
- Out of date style: new layout similar to the look and feel of other web applications



Configuring CW6

- Issues differ for stand alone users versus those who are part of a CAREWare network (internet facing)
- To run with full encryption, a certificate of authentication from a certifying authority (CA) is required
- Contains the secure “lock” that appears in your browser when you connect to a legitimate website (like your bank)



Two New Features in CW6

Centralized Eligibility

- Establishing client eligibility for services through a central domain
 - *Eliminate need for each provider to make this determination for each client*

Calculating Personal Expenditures

- Determining client cap on charges across a network of providers
 - *A formal mechanism to calculate personal expenditures*



Ongoing Support for CW6

- Additional webinars as needed in the coming year
- CAREWare helpdesk
- 2018 National Ryan White Conference on HIV Care and Treatment
- Speak to your HRSA HAB Project Officer about the availability of additional technical assistance



CW6: Rollout and Implementation Timeline

Activity	When	Additional Info
Training webinars for users, both general review and technical issues	Fall/winter 2018 Throughout 2019	Provided by : HRSA HAB and jProg
Official rollout-software made available on HAB website	<i>December 2018</i>	Go to: https://hab.hrsa.gov/program-grants-management/careware
CAREWare 5 no longer supported	July 1, 2019	The 2018 data submission will be the last year that CW5 can be used for RSR/ADR



Contact Information

John Milberg

DPD/Data Management and Analysis Branch

HIV/AIDS Bureau (HAB)

Health Resources and Services Administration (HRSA)

Email: jmilberg@hrsa.gov

Phone: 301.443.8729

Web: <https://hab.hrsa.gov/program-grants-management/careware>





Connect with HRSA

To learn more about our agency, visit

www.HRSA.gov



Sign up for the HRSA *eNews*

FOLLOW US:



Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>

