

The logo features a large, stylized red graphic element on the left, resembling a square with a horizontal bar extending to the right and a vertical bar extending downwards. The year '2018' is written vertically in light blue text along the left side of the vertical bar. The word 'NATIONAL' is written in light blue text above the horizontal bar. The name 'RYAN WHITE' is written in large, bold, white text across the middle of the graphic. Below the name, the text 'CONFERENCE ON HIV CARE & TREATMENT' is written in light blue text.

**2018** NATIONAL  
**RYAN WHITE**  
CONFERENCE ON HIV CARE & TREATMENT

## How to Share and Leverage Data in Good Times and in Bad #12796

- Marianela De La Cruz Fraticelli, Centro Ararat
- Samantha McGraw, Allegheny Health Network
- Elisa Sosa, EBNHC/Project SHINE
- Jesse Thomas, RDE Systems

December 14, 2018  
10:15 a.m. - 11:45 a.m.  
*Room #: Chesapeake 1/2/3*

# Today's agenda

- Introductions
- Centro Ararat, Inc. Case Study
- Allegheny Health Network's Case Study
- East Boston Neighborhood Health Center's Case Study
- Wrap up
- Lessons Learned
- Q&A

# Learning Objectives

- ✓ Understand how to assess data quality and consistency issues that directly impact program workflow and implement this kind of assessment in their own programs.
- ✓ Understand benefits of health information technology and health information exchange for natural disaster preparedness.
- ✓ Learn how to leverage multiple funding sources to seamlessly integrate data from disparate data sources.
- ✓ Presenters will provide guidance on pitfalls and lessons learned on how to avoid them to those regions interested in replication.

# Who is in the audience?

[e2Polls.com](http://e2Polls.com)

# Centro Ararat, Inc.

e2Centro

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# e2Centro

## A Story on HIE and Disaster Preparedness

 Login

Username

Password

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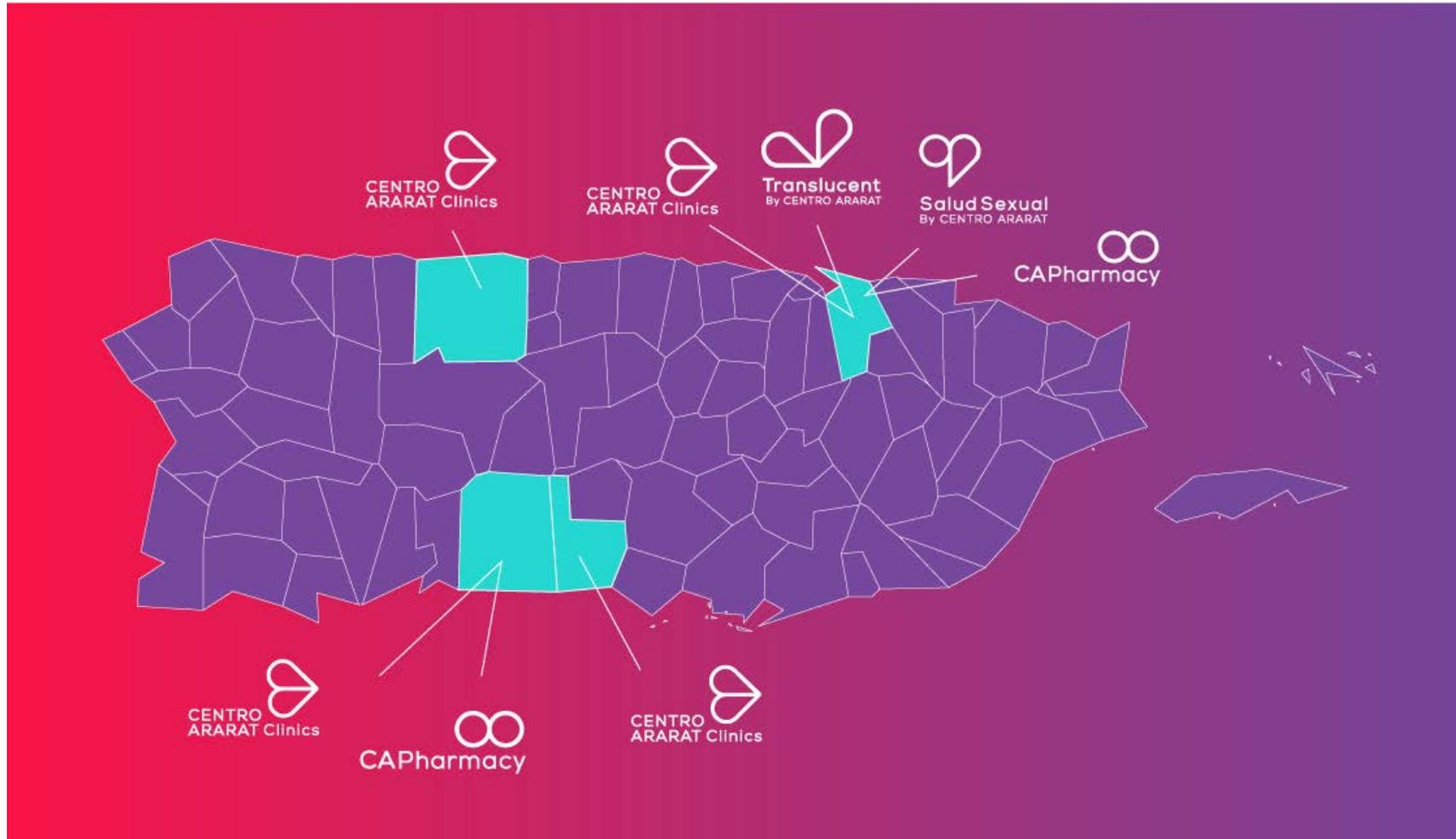
Log in

# Centro Ararat, Inc

**Centro Ararat, Inc.**, is a non-profit private, institution with a mission to provide access to comprehensive community-based primary care, mental health care, preventive healthcare and social services for diverse populations in underserved communities throughout Puerto Rico. Founded in Ponce, Puerto Rico in 2001. Centro Ararat currently services more than 2,500 patients Islandwide, of which, 855 are PLWH.

- RWHAP Part A, B, C & F (SPNS) Provider
- RWHAP Part C funded since 2014
- 4 Primary Care Clinics, 2 Special Care Clinics, 2 Pharmacies (340B)

# CENTRO ARARAT, INC.



# Background

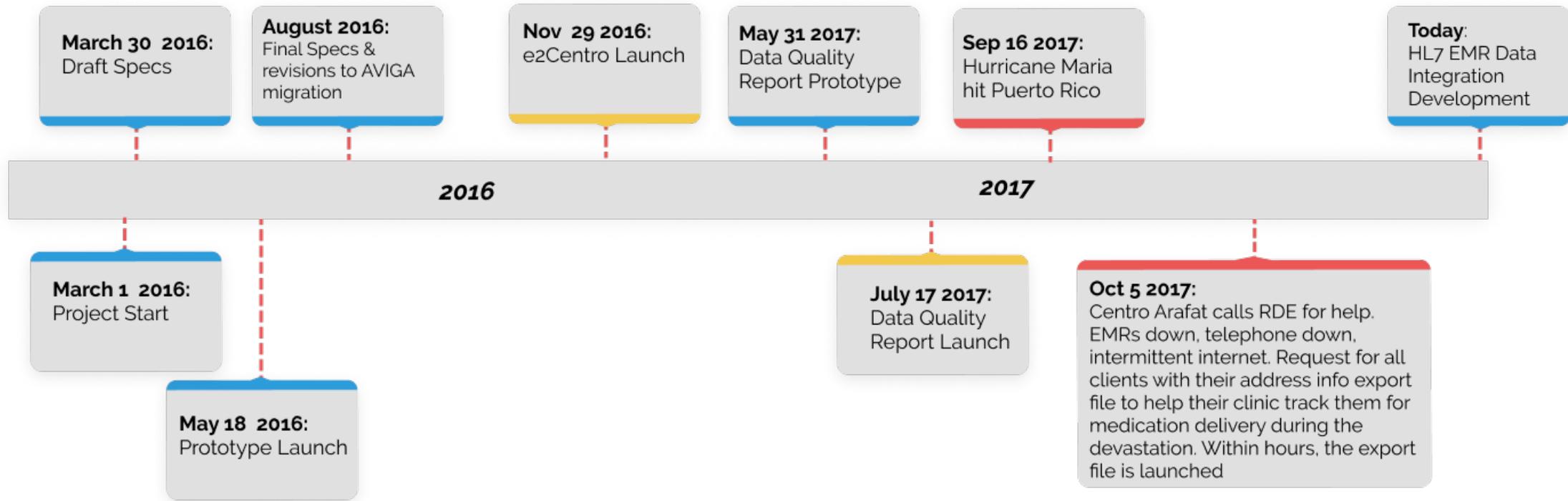
## Challenges

- Legacy system going out of business March 2016.
- No Data available after legacy system was shut down.
- Data migration from legacy system to a new system to prevent loss of data and to run RSR (federal reports)
- Constrained resources (time & money)

# How did Centro Ararat solve these problems?

- **Emergency Rescue Mission**
- Centro Ararat and RDE Systems Collaboration
- Beginning of ... **e2Centro!**
- Intense data cleanup by CA team of the legacy system's data
- Stakeholder were involved in testing and review of Prototypes
- Successful training conducted across the network

# e2Centro Timeline



# Outcomes

e2Centro project kick off **March, 2016.**

**System developed and launched in 8 months!**  
**November, 2016.**

# Success!

- ✓ **Training for 50 users** across **3 sites** in Puerto Rico
- ✓ Approx. **4,500 client** records migrated from Legacy System to e2Centro
- ✓ **2.8 Million data points** migrated from Legacy System to e2Centro
- ✓ **RSR-Ready System** and on-time RSR Report Submission

# E2 Visual RSR built-in

Summary Demographic Data Visit Data Create Export File Resources

### Clickable RSR Report

**Report Options**

Select RSR Reporting Period:  Current Period (2014)  Custom Dates  Calendar Year

Report Format:  **Ability to choose which report format to run the report for.**

Substitute missing values:

Total clients in this report: 553

**Errors, Warnings, and Alerts by Category**

10 records per page

**Dynamic search box**

**Clickable client drill downs**

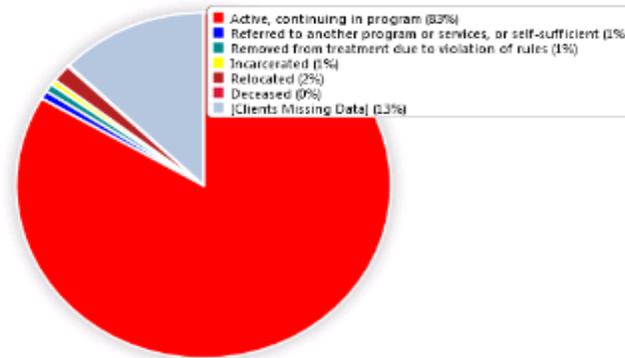
Error Type	Error Message	Client Count
Warning	Clients missing Poverty Level	552
Warning	Clients missing Medical Insurance	131
Warning	Clients missing Housing Status	122
Warning	Clients with Male or Unknown Gender with a Cervical Pap Smear	1
Error	Ethnicity is not set for this record	198
Alert	Clients Screened for Hepatitis B Since HIV Diagnosis missing RWHAP-funded Ambulatory Care Visits	543
Alert	Clients Screened for TB Since HIV Diagnosis missing RWHAP-funded Outpatient/Ambulatory Care Visits	543
Alert	Clients with Vaccinated for Hepatitis B missing RWHAP-funded Outpatient/Ambulatory Care Visits	415
Alert	Clients missing HIV Risk Factors	265
Alert	Clients age 90 or older	121

Showing 1 to 10 of 22 entries

← Previous 1 2 3 Next →

# Visual RSR Completeness Report

## Enrollment Status



Enrollment Status	Count	Total Percent
Active, continuing in program	653	83.40 %
Referred to another program or services, or self-sufficient	6	0.77 %
Removed from treatment due to violation of rules	6	0.77 %
Incarcerated	4	0.51 %
Relocated	13	1.66 %
Deceased	1	0.13 %
[Clients Missing Data]	100	12.77 %
Total Clients	783	100.00 %

# User Feedback

*“The system is great!”*

- RN, Ponce, 6/13/18

*“RSR is very easy and smooth compared to Aviga.”*

- Administradora de Data Clínica, Centro Ararat, Inc.

*“Thanks Anusha and team for the hard work!!”*

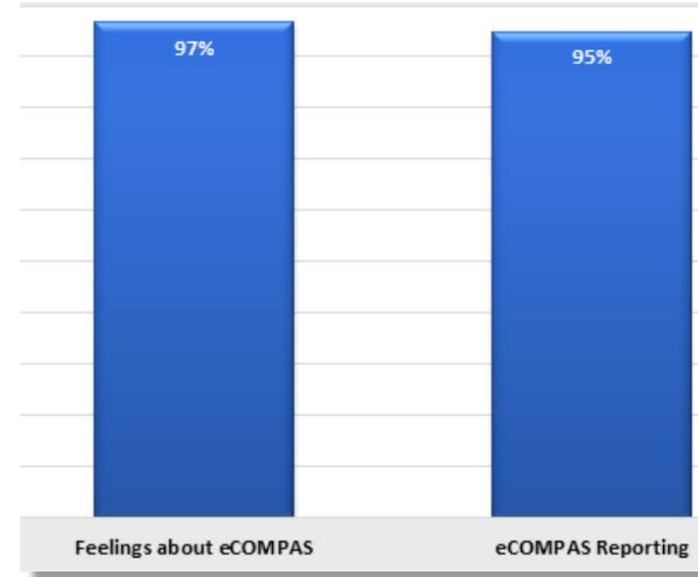
- Administradora de Data Clínica, Centro Ararat, Inc., 2/22/17

*“Your efforts and dedications are not taken for granted.”*

- Chief Technology Officer, Centro Ararat, Inc.,

*“Thank you Anusha and team for delivering the “Data Quality Report” ahead of schedule.”*

- Chief Technology Officer, Centro Ararat, Inc.



**2,315+** end-user hours saved!

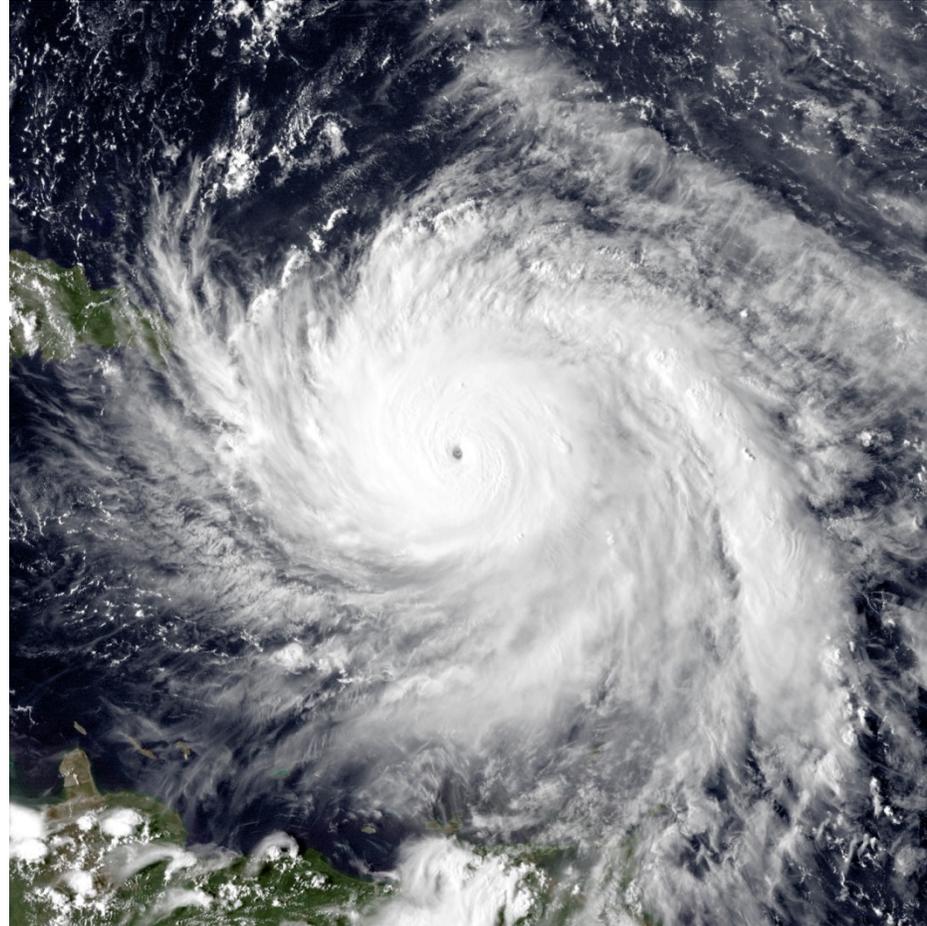
**No-double data entry**

**Happy end users** 😊

# And then...



# Hurricane Maria, September 2017



# Access Problems

- Network, servers, EMRs down.
- No telephone connection.
- Intermittent internet.
- No access to client records impacting outreach and **medication delivery**.

# e2Centro Team Response

- CA reached out to RDE for assistance.
- RDE developed a custom export file within two hours.
- Export file contained patient-level data.

# Positive Outcomes

- Recipient's staff could easily download the file from e2Centro.
- The file enabled CA to locate patients, facilitating outreach and **successful medication delivery** amidst the devastation.
- The report is helping CA on an on-going basis.

**“Thanks to you and your team for the help. The report is very helpful to us in this moment”**

*- Clinical Data Administrator, Centro Ararat Inc*

# Centro Ararat's Future Vision

- Automated EMR Integration Pilot to Save Staff Time and to Improve Data Consistency
- Automate Ryan White Eligibility
- Planning and Monitoring Reporting

# Team Effort – Thank You Dr. Melendez and the joint Centro Ararat / RDE Team!



# Allegheny Health Network..

# Background

- **The Allegheny Health Network Positive Health Clinic (PHC)**
  - Ryan White HIV/AIDS Program Part C
  - Providing HIV primary care since 1996
  - Part C funded since 2002
- Located in Pittsburgh, PA and Allegheny County, the second highest incidence and prevalence county for HIV/AIDS in Pennsylvania
- Structured within the Allegheny Health Network (AHN) system comprised of 8 hospitals, and more than 200 primary- and specialty-care practices
- Multidisciplinary treatment and support team: Providers, Nurses, Medication Room, Social Workers, Peer Advocate, Quality Management and Data Analyst team, Office coordinators

# Background

## Problems:

- Closure of legacy system mid-2016
- AHN needed an RSR-ready system capable of storing data relevant to RWHAP, Quality Management Program, EMR integration and beyond
- No capability to produce HAB reports from Legacy System.
- Manual data entry; poor utilization of resources
- Lack of available resources within AHN's Information Technology department

# How did we solve the problem?

- **Rescue Mission:** Quality Management Coordinator (QMC) facilitated engagement and successful collaboration with RDE systems.
- Legacy data clean up by QMC.
- Creative thinking and brainstorming
- Successful partnership
- Beginning of [e2Allegheny](#)... 😊

e2Allegheny project kick off **April, 2016.**

**System developed and launched in 8 months!**  
**December, 2016.**

# e2Allegheny

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## Login

Username

Password

[Forgot your password?](#)

[Log in](#)

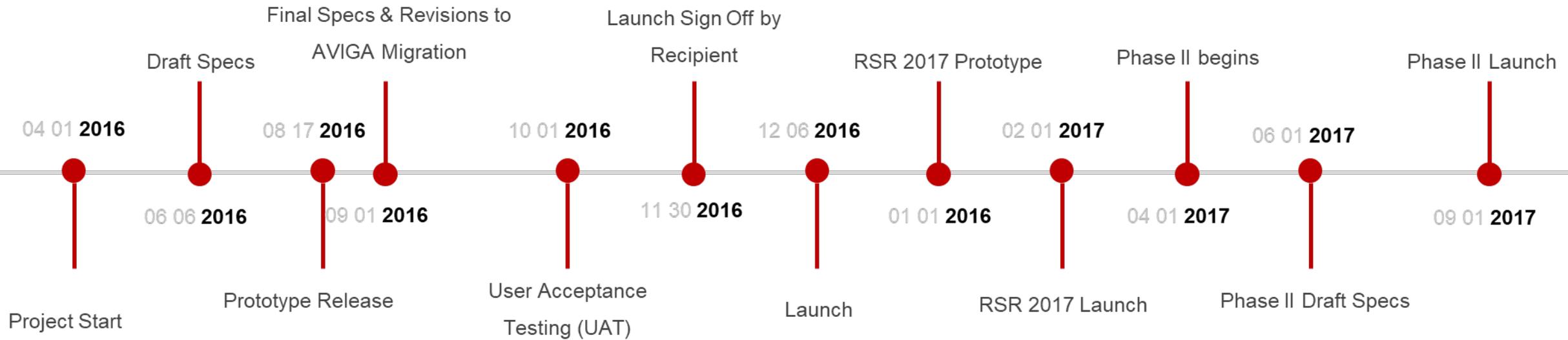
 This is a secured web connection. All data is protected by the highest level of Internet encryption (SSL).

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# Success!

- ✓ Nearly **1,500+ client** records migrated from Legacy System to e2Allegheny
- ✓ **1.6 Million data points** migrated from Legacy System to e2Allegheny
- ✓ **RSR-Ready** System and on-time RSR Report Submission. Generating the RSR Submitted 03/21/2017, **without errors.**

# e2Allegheny Timeline



# On-going Data Import

## Challenges

- Services: avg. 270/week
- Lab results: avg. 250/week
- Immunizations: avg. 35/week

**Current e2 Data Import System utilized to import data into e2 on a weekly basis saving time!**

# EMR integration

**Challenges: lack of available resources within AHN Information Technology department**

- Work within the boundaries of the RWHAP staff resources
- Unable to pursue HL7
- Set-up import module

# EMR Integration Success

## Success:

- e2Allegheny Data Import System Enhanced to Comply with Current EMR System
- Data Administrative Features introduced to assist AHN Staff to easily address Data Inconsistencies between EMR and E2Allegheny immediately

# Small Demonstration of AHN's EMR Data Exchange..

# HAB Performance Reporting

## Challenges:

- Prior to e2Allegheny, took **6-7 hours** to generate.
- Results distributed by Data Analyst

# Small Demonstration of HAB Measure Report..



# Success- One-click HAB Performance Reporting possible in e2.

*“I almost cried the first time I did it! It was so easy and wonderful.”*

–Samantha McGraw, Data Analysis and Reporting Coordinator

# Positive Outcomes

- Time and Effort Savings
- Getting data out of e2 is Easy
- Improved Data Quality and Consistency using Data Exchange
- Staff time better utilized on Client Care

# AHN's Future Vision

Data and Visual Analytics of all the client data within the system to assess trends and assist in planning

# AHN Case Study



# e2Allegheny Team





## East Boston Neighborhood Health Center (EBNHC)/Project SHINE..



# Our Mission



**Our Mission is to provide easily accessible, high quality, safe health care to all who live and work in East Boston and the surrounding communities, without regard to age, income, insurance status, language, culture, or social circumstances.**

**Regardless of Ability to Pay**

# About EBNHC

## Major provider of care

- Geographically isolated

## Diverse, low-income community

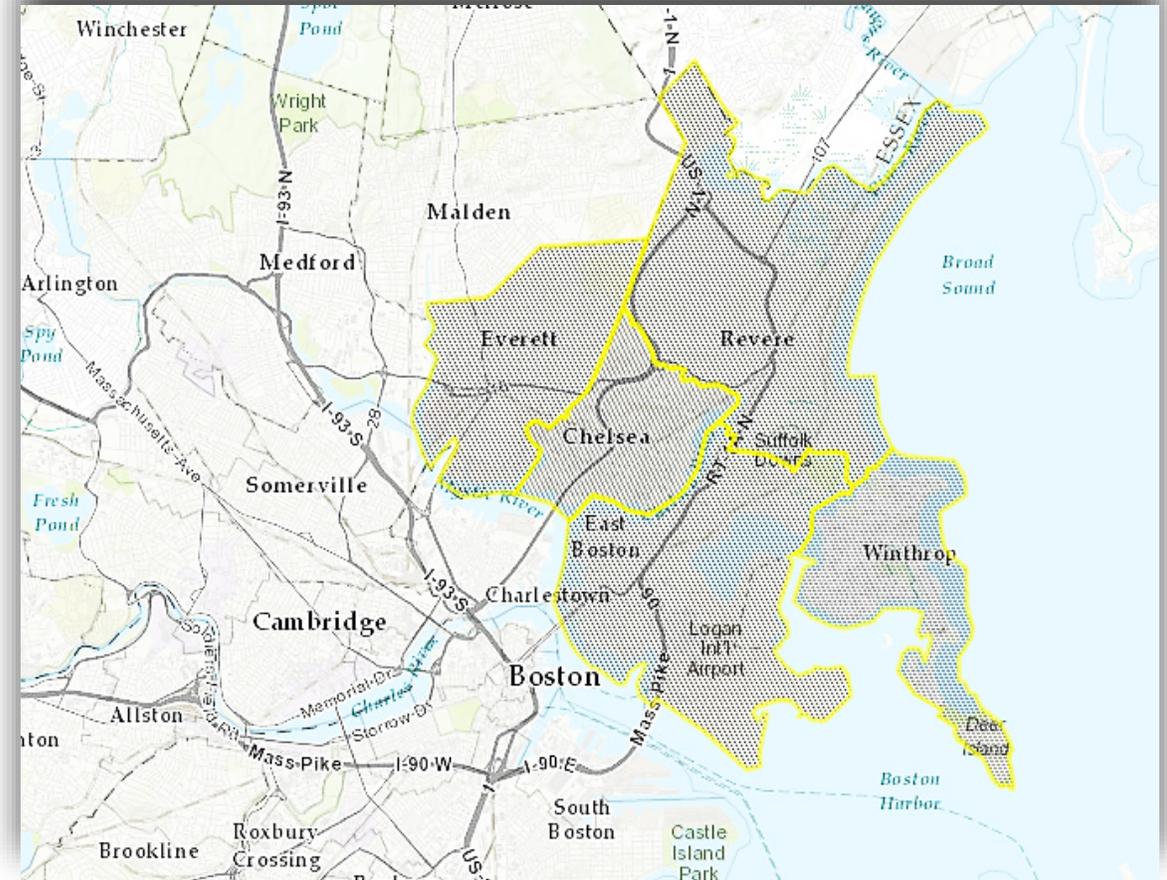
- 71% live below 200% of the federal poverty level
- 65% are served best in a language other than English

**Over 85,000 patients\***

**Over 300,000 Visits\***

**Over 1,100 Employees**

**\*18 Month Period**



# About Project SHINE

## Support Healthcare Intervention and Education

- Provide a range of services from prevention, screening for HIV, Chlamydia, Gonorrhea, Syphilis, and Hepatitis C, PrEP (not HRSA funded), Ambulatory HIV Care, Medical Case Management, Psychosocial Support, Medical Transportation and Linkage & Retention
- High Risk & High Need Population-serve mainly immigrant population- Latino MSM 54%
- Team centered model of care
- Linking patients to care - 10.2 days average
- 96.8% viral load suppression
- Multiple funding streams with different reporting requirements- Part C, Part A, BPHC, MA DPH/OHA
- Limited resources

# Meet the SHINE Team

- ❖ Medical Director/Infectious Disease Specialist
- ❖ Program Manager
- ❖ Complex Care RN
- ❖ Prevention Screening & Referrals Program Coordinator
- ❖ PrEP Coordinator
- ❖ 2 Health Educators
- ❖ 3 Medical Case Managers
- ❖ Linkage and Retention Social Worker
- ❖ Linkage and Retention Specialist
- ❖ Admin Secretary
- ❖ Peer Leader
- ❖ Consumer Advisory Board

# Challenges

- Inefficient and fragmented data systems
- Double data entry- e2Boston (Part A data collection system) and EMR (Epic)
- Data inconsistencies and data quality issues
- Inability to generate patient level data reports

# RSR Challenges



# My Vision...

A single comprehensive Part A and Part C system that could:

- ✓ **Reduce staff time and stress**
- ✓ **Automatically share** Part A data with BPHC without the need for double data entry.
- ✓ Serve as a **seamless comprehensive data collection/reporting system** that could interface with EMR
- ✓ **Improve** Data Consistency and Data Quality
- ✓ **Provide capability** to run useful meaningful reports for both Part A and Part C Quality Management
- ✓ **Produce a single RSR XML file**

# Solution

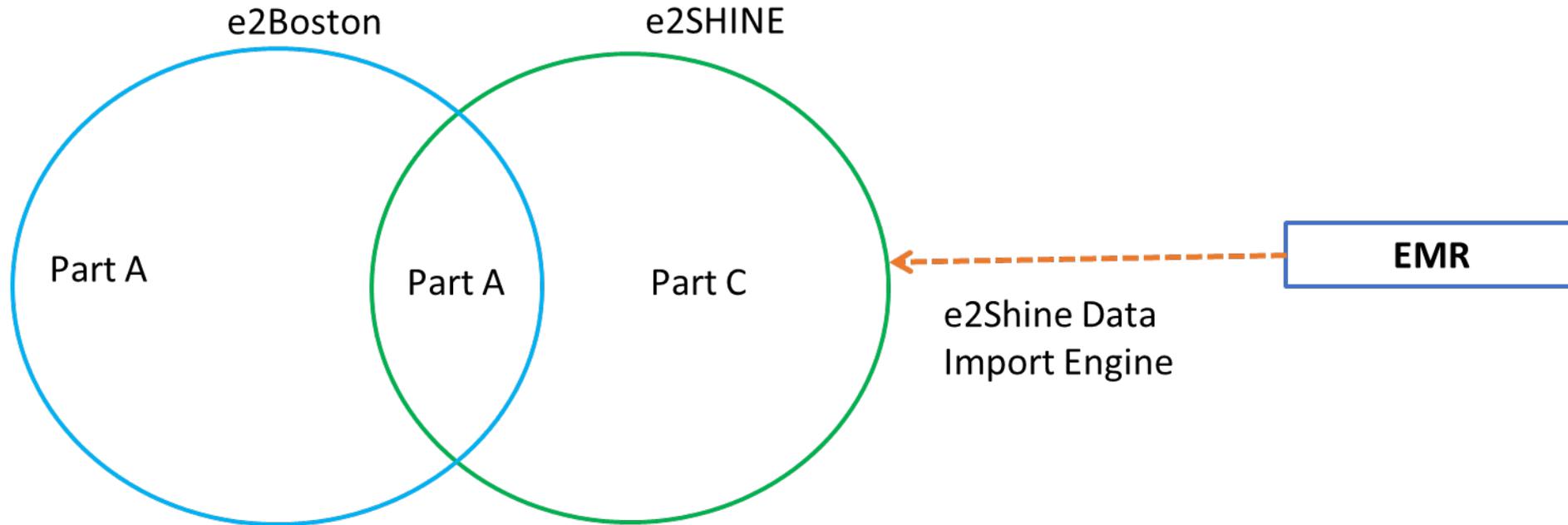
- ✓ EBNHC applied for a 'HRSA Part C Capacity Building Grant' in 2015
- ✓ Maximized existing platform- e2Boston (BPHC-Part A)
- ✓ Successful collaboration and partnership with RDE Systems and BPHC
- ✓ HRSA Part C Capacity Building Grant Awarded to EBNHC!
- ✓ Created e2shine project team- included program staff
- ✓ **e2SHINE** was developed! 😊

# What is e2SHINE?

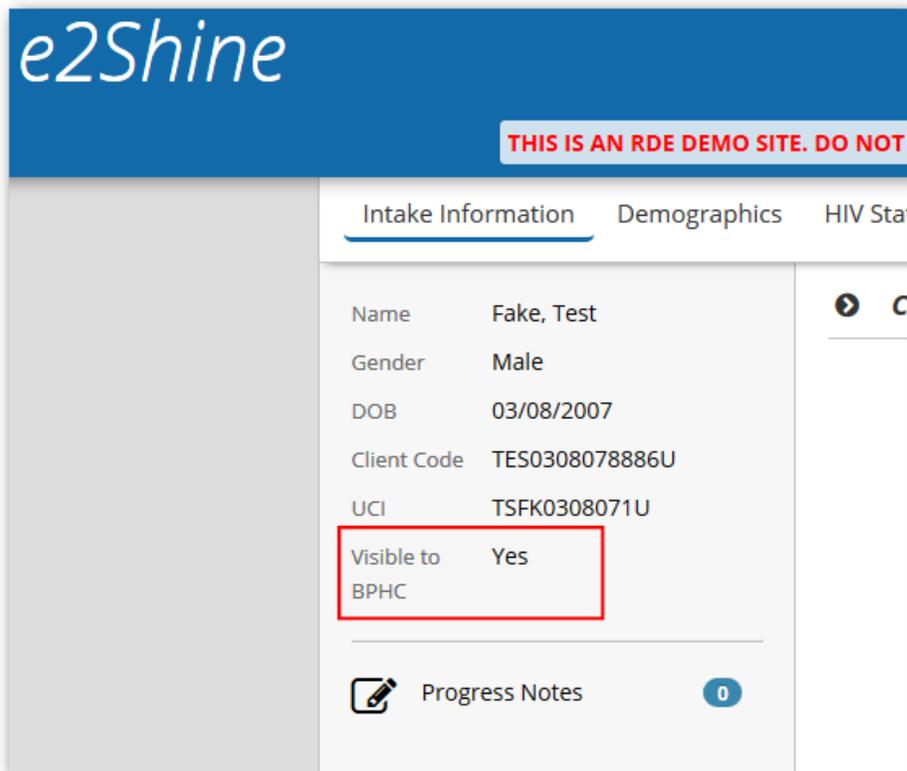
- e2SHINE - powered by eCOMPAS and e2Boston
- e2SHINE is a system within e2Boston- **Unique design and model**
- e2SHINE is a comprehensive Part A and Part C HIV data system with **Secure Automated Data Sharing** with Part A (BPHC)
- **e2Boston intelligently re-directs the user to e2SHINE based on 'Roles and Permissions' of the user accounts**
- e2SHINE works alongside EBNHC's EMR

# How does e2SHINE interface with e2Boston?

- It's seamless!



# How to distinguish Part A and Part C client?



The screenshot shows the e2Shine interface with a blue header. A red warning banner reads "THIS IS AN RDE DEMO SITE. DO NOT". Below the header are tabs for "Intake Information", "Demographics", and "HIV Sta". The "Intake Information" tab is active, displaying a list of client details: Name (Fake, Test), Gender (Male), DOB (03/08/2007), Client Code (TES0308078886U), and UCI (TSFK0308071U). A red box highlights the "Visible to BPHC" field, which is set to "Yes". At the bottom, there is a "Progress Notes" section with a pencil icon and a blue circle containing the number "0".

Name	Fake, Test
Gender	Male
DOB	03/08/2007
Client Code	TES0308078886U
UCI	TSFK0308071U
Visible to BPHC	Yes

Yes = Client has Part A services under "services" screen.

# e2 Boston

The Very Best For Those Who Care



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## Login

Username

Password

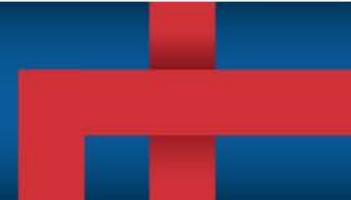
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[Log in](#)

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# The Story of Walter, IT and RDE....

# Introducing...e2Shine Superhero



# Success!

System launched **November, 2017**

**341 Part C clients** in e2SHINE

**240,400+ data points** imported to e2SHINE

**195,500+ data points** securely and automatically shared with Part A (BPHC)

**650+ hours** Staff Time Saved!

# Qualitative feedback

*"Time to celebrate. You are all incredible. I know it was arduous at times but your efforts paid off and result in this welcomed outcome. Many thanks to each of you."*

*"Thank you for all your hard work and investment in this project."*

*"I want to thank you and your team for going above and beyond and supporting us in our first RSR submission using e2SHINE. You and your team spent many hours walking us through on how to be able to complete all of the data import that would enable us to generate our XML file for RSR submission. As a result of this collaborative effort, I am happy to report we successfully submitted 2017 RSR. We could not have done this without you and your team's support"*

*"It is a very friendly platform"*

# Project SHINE's Future Vision

- Automated EMR Integration Pilot to Save Staff Time and to Improve Data Consistency.
- Performance Measures Reporting for both Part A and Part C client to for a 'global view' of the site's performance.
- Further expansion to include other funding streams

# Lessons Learned

- Stakeholder involvement from inception.
- Rescue mission was an emergency mode, with partners working together to do whatever it takes.
- Team work and good partnerships bridge the knowledge gap between Program and Technology making Data System Easier to Use.
- Pick your partners wisely!

# Thank you

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