

SUMMARY OF eCW CALL

JANUARY 27th, 2022

Introduction

eClinical Works (eCW) is a commonly used electronic health record (EHR) system among RWHAP providers. On January 27, 2022, 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 recent RSR and package updates, and feedback from users on how they create the RSR and employ strategies to capture RSR-required fields.

Updates from eCW

eCW representative, Pavithra ManiPrasad provided background and updates on eCW's RWHAP Services Report products and the three standard RSR product packages offered by eCW. Dan Murphy, another representative from eCW, provided a live demonstration and walk through of eCW packages and their various benefits.

- Pavithra ManiPrasad explained that eCW offers three standard packages:
 - One that generates the files to import into TRAX to produce the RSR.
 - One that produces a file to be imported into CAREWare.
 - A new package that allows for imports into Provide Enterprise.
- Dan Murphy shared his screen and talked through the different eCW offerings and outlined benefits for clinicians and other relevant personnel, and how it may fit into an organization's workflow.
 - eCW's reporting is linked to the EHR, so users only need to input data once for RSR purposes.
 - The primary trigger for inclusion in the RSR is indicating whether a patient is RWHAP eligible or not.
 - eCW staff are able to work with providers to personally tailor eCW to the individual organization.
 - eCW provides initial training and documentation with step-by-step instructions and analysis of what needs to be done for pulling RWHAP data for individuals who might come on after the initial training.

Timeline for the RSR and System Releases

eCW updates their RSR package yearly in order to keep up to date with HRSA's updated requirements. These are typically ready at the end of the calendar year. Dan explained that knowing the timeline allows eCW to create a release schedule that allows for adequate QA and

validation of the product. They begin making updates to packages as soon as they are made aware of them. [RSR reporting timeline can be found here.](#)

User Feedback and Q+A

There was a conversation around the different packages, capabilities, and functionalities offered by eCW, and the pros and cons of these.

- A provider on the call chose to purchase a package from eCW that allowed them to import eCW data into CAREWare or RSR reporting last year. The provider had been dealing with a more manual process for RSR reporting. The provider received input from the organization's IT staff and decided to go with eCW RSR functionality to integrate their data collection and RSR production. The provider noted that the eCW staff assigned to them for their training has been very helpful and they are happy about their decision to go with the eCW RSR feature. They made this purchase using Part C administrative funding.
- A provider noted that ICD-10 codes are not used in eCW to identify HIV status. Pavithra will talk to eCW about making that change in the future.
- A provider is interested in tracking units of services (e.g., number of minutes), not just the services themselves. Units of services received daily can be captured based on structured data in eCW. Dummy CPT codes could also be used to achieve the same data. This feature is available in eCW's RWHAP package.
- Sometimes clients do not want to report race or ethnicity. eCW has an option "decline to answer." These clients will have missing data in the RSR. HAB understands that some data will be missing if clients choose not to self-report.
- eCW is aware that the CAREWare PDI process is changing after the 2021 reporting period. eCW's reporting tool (DTM) works as an intermediary step to convert .CSV files into an Access database. After the current RSR, CAREWare will be updated to accept the original .CSV files directly, and the DMT will not be required. When that is the case, eCW will be capable of importing PDI files directly.
- A provider wanted to learn about eCW's capability to create HAB's core measures ([linked here](#)). eCW is working on that process, and they should be available soon.

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 Pavithra (pavithra.maniprasad@eclinicalworks.com) with lingering questions or ongoing eCW issues. Dan will reach out directly to providers who expressed interest in learning more about specific eCW features.