



WebIZ Case Studies

Relevant issues that we face each day.

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Registering with Arkansas WebIZ

- Users can register for access to Arkansas WebIZ at:
<https://adhwebizenrollment.arkansas.gov/ADHEnrollmentContent/ShowHomePageContent.aspx>
- Both the facility and the users must register. (Each user must have a unique registration and account credentials.)
- Users may need to call and specify their facility type as a Patient Center Medical Home in order to guarantee that the appropriate permissions are added. (The help desk staff have been supplied with a list of PCMH facilities.)
- The help desk can be reached at 800.574.4040, option 1.

Additional Training Opportunities

- General User training is available upon request and within the Arkansas WebIZ application.
- Some Wednesdays at 12:00 noon a training and informational webinar is conducted on various features of the application.
- New training content is developed and released throughout the year.
- Advanced feature trainings are available upon request.
- On-site trainings available on request.

Electronic Data Interfacing

The processes around electronic records and data quality.

Registration

- Ensure that your Provider/Clinic is registered with WebIZ.
- If your clinic wishes to submit for any meaningful use objectives, you will need to ensure that you are registered in our Meaningful Use Registration and Communication System (MURCS).
 - You will need both of these steps for the MU objectives.
 - You can find the MURCS registration on our website:
www.healthy.Arkansas.gov .

Onboarding

- Once your clinic reaches the top of the queue, you will begin the onboarding process.
- ADH Interface Coordinator will reach out and set up a weekly 30 minute call with your clinic and your EHR vendor.
- These calls are your opportunity to troubleshoot and work through issues of data quality and message content.
- We do a validation on both the structure and the content of your messages; your vendor will be responsible for fine tuning your message structure ie. fields and separators, but your clinic users can help with the data quality, or the content of your messages.

Quality Assurance

- We are working on implementing a more comprehensive and efficient approach to data quality.
- We have noticed a drop-off in the data quality after moving from a testing status to a production status.
- All Production feeds are being monitored by our Data Quality officer on a weekly basis. Your clinic should still remain above the 95% accuracy threshold, even after testing has ended.
 - This is a structural evaluation; meaning that even if you are hitting the 95% accuracy threshold, your data quality could still be poor.

What is Data Quality?

- Data quality, in terms of Immunization Information data, refers to both structural integrity and completeness/appropriateness of the message content.
- The Data Quality officer will be analyzing both your structural integrity and your content.
- Some common issues in completeness:
 - Patient Demographics
 - Apartment or Unit Number
 - Telephone Number
 - Race/Ethnicity
 - Next of Kin (Parent or Guardian information)
 - Patient Eligibility

- Vaccination Details
 - CVX/NDC codes
 - Vaccine Route/Site codes
 - Vaccine funding source
 - This pairs with the Patient Eligibility. The interface does not verify your combinations, only that the information is present.
 - VIS presentation/publication date
- Your borrowing report can help to determine your data quality in terms of appropriate combinations of vaccine funding source and patient eligibility.
 - If you notice that your borrowing report is heavily populated, there could be an issue with the options that you're selected or there could be an issue with the mapping on your vendor's side. For a complete list of the values please see our guide.

Birth Data

- Birth and death information is loaded each night through our Vital Statistics interface. This creates some fun scenarios when interacting with user entered records for birth and birth doses.
 - When you manually enter a birth record or birth dose, we know that the child doesn't always have a name. Our preference is that you do not enter in "Invalid Names" (i.e. Babyboy Smith, Baby Girl 2, INFMO Samantha, etc....) These names cause the interface to miss combination opportunities and instead create duplicates.

- If you must enter invalid names, please add as much additional information as you can. The interface will look at this additional information to determine records to combine and update, rather than create separate records for each vaccination event.
- Additional fields can include:
 - Mother's Name
 - Mother's Maiden Name
 - Birth Facility
 - Birth Plurality
 - Patient Alias
 - Patient Address

Scenarios and Modules

Application issues and common scenarios.

Duplicate Records

- If you notice duplicate records in WebIZ you can report these records to the help desk using the HESK ticketing system.
- They will be assigned and combined after the analyst has researched the patient record. These are handled as we receive them.
- A nightly job runs that determines possible patient duplicates and these are assigned and worked by the help desk as well.

- If you notice that your patients seem to have multiple records in the system there are a few things you can do to address this.
 - Create a ticket in the HESK system under the appropriate category so that we can begin investigating the issue.
 - Verify whether your clinic is submitting electronically. If your clinic has already been through the onboarding process, you should no longer be manually entering immunizations into the IIS.

- Verify the information that you are sending over your interface. Make sure that you are filling in all information on your patients. This includes but is not limited to the fields from earlier such as patient eligibility and apartment number. The more information you submit, the more likely you are to update the appropriate record in WebIZ and the easier it is for the system to determine matches.
- If you are not electronic, make sure you are searching for patient records efficiently. We recommend using the date of birth, the first three letters of the first name and the first three letters of the last name.

Reconciliation

- The reconciliation process has been updated. There are training slides available under the reports section of WebIZ in the WebIZ Training Material and Documents.
- The most common issues we have seen in the past usually stem from immunizations being added to patient records during a previously closed reconciliation period.
 - If you continue to have expired vaccines present on your reconciliation, this is most likely the cause.
 - In the new reconciliation process, however this won't be an issue.
 - If you notice this is your issue, please contact the help desk or enter a ticket under the reconciliation category.
 - Run an inventory transaction inquiry on that vaccine.

- Other common issues surround data entry:
 - Lot # (i.e. 0 vs. O, 1 vs. I, transposing numbers or letters)
 - Vaccine Type
 - Date of Vaccination (Transposing numbers: 01/13/2018 vs. 01/18/2013)
 - Selection of the incorrect funding source. (Two lines having the same Lot # but belonging to different funding sources.)
 - All of these can be addressed through the ticketing system but they are also simple mistakes that can monitored on the front end.

AMA: I'm the WebIZ Coordinator

Questions for you!

- Who is responsible for data quality?
- True or False?

WebIZ has training materials built into the application.

- Where can you find support for any issues you may find or experience in WebIZ?