

# Summary of First Quarterly Athena Systems User Call

Call Date: October 24, 2019

On October 24, 2019, the DART team hosted the first quarterly meeting with providers who use Athena to discuss strategies, challenges, and best practices for using Athena for Ryan White HIV/AIDS Program (RWHAP) data management and to complete the [RWHAP Services Report \(RSR\)](#). Twenty-four participants attended the webinar, most of whom were current Athena users (92%). This memo provides an overview of the discussion. Contact information regarding attendees has been shared on the last page with participant permission. If you would like to be connected with another Athena user not listed in this document, please email the [DART team](#).

## Strategies Implemented under the Capacity Development Grant

An attendee received a HIV/AIDS Bureau (HAB) Capacity Development Grant in January of 2018 to better equip the provider in utilizing Electronic Health Record (EHR) data. HAB releases the announcement for the grant in January with a deadline of March. After a grant review, they approve of funding for one year around September. A discussion commenced on how they utilized that grant to implement strategies that helped them effectively use Athena.

- The provider was able to bring two Athena consultants onsite for two days for an estimated cost of \$24,000 to do the following:
  - Enhance work flow processes
  - Build templates to streamline office visits
  - Develop a comprehensive program that allowed them to look at registration, billing, and how billing can help identify patients receiving Ryan White funded services.
- Furthermore, they were able to embed their case management intake form in Athena. Now, their medical case managers input data directly into Athena and all that data is searchable and reportable without having to keep a separate paper system.
- David Hachey from the organization can share the names of the Athena consultants that went onsite. They have knowledge, were able to build those reports, and might be able to apply some of that knowledge to other RWHAP providers.

Find more information on the Capacity Development Grant here:

<https://www.hrsa.gov/grants/fundingopportunities/default.aspx?id=8cf8e1ba-0d99-4c10-b5ff-a86e1979bb22>.

## Challenges with Athena Data Storage and Extraction

- An attendee believes there isn't a standardized way to enter data in Athena across Athena users. They stated that when they switched to Athena and built their system, they didn't receive a lot of support from Athena. This lack of support contributed to the attendee creating 150 reports to pull the data that they need. The attendee then inquired if any other users who have switched over to Athena more recently have a streamlined system and wondered how to engage with Athena more effectively.

- Another attendee answered that the ability to run reports and get the data out has been challenging. A part of this challenge is the way that the data is mapped in the background. For example, not all data interfaces with Athena and some data is sent via fax. This creates an additional challenge when data need to be entered manually.

## Importing Lab Values in Athena

- An attendee stated that the biggest challenge they have with Athena is reporting lab values. They have alphanumeric characters that prevent them from doing a comparison analysis. The attendee added that Athena does not have any form of structured parsing for the way the data enter the system. In the system, they have data that is mislabeled and sometimes has no values. Furthermore, when reports are run from within Athena, sometimes the data will match and sometimes it doesn't. The attendee inquired how other attendees come to their numbers.
- Another attendee answered that the data is sorted in raw text and they can readily compare text strings. They convert the Excel value into a text file and they have no issues. They also have a direct interface with the lab company.
- The inquiring attendee stated that they have an interface with their state laboratory. The issue is primarily with Athena and not the lab. When the interface is not working, they must rely on fax and depend on someone manually inputting the values. The way Athena has structured their database only allows users to report it by a specific standard every time but does not allow for a logical comparison. Since the attendee has shared this concern with Athena and had gotten no help, the DART Team advised to describe the issue in an email and the DART Team will follow-up with their Athena contacts.

## How Athena Users Create the RSR

Attendees discussed strategies to create the RSR. Based on a webinar poll, 42% of respondents create the RSR through manual entry into an RSR-Ready System, 25% through data exports from Athena into an RSR-Ready System, and 33% were unsure of how they created the RSR.

- An attendee answered that they have been using CAREWare to create the RSR for the last 15 years as a security blanket. They feel confident in the reliability of the data going into and out of CAREWare. In addition, while they are a direct recipient of Part C funds, they are contracted with Part B. Therefore, they are required to enter Part B data into CAREWare.
- Another attendee stated that they import data into Provide Enterprise and create the RSR from that system. They have a separate report for each data measure. Those reports are then exported into Excel, the headers are reformatted, and then reports are imported it into Provide Enterprise. They use Provide Enterprise for all their case management services because it is a state requirement for their Part B funding. One challenge is they have to do a manual search for all the missing information. They received a data dictionary from Provide Enterprise, so they know what headers they need and how the data need to be configured.
- Another attendee uses [TRAX](#) to submit the RSR. For each data point, they run a report, create the spreadsheet (.CSV), and import files into TRAX. It works well because TRAX will let you know if you are missing something. They cleanse the lab report and get rid of all the alpha characters.