

Health Resources and Services Administration

HIV/AIDS Bureau (HRSA – HAB)

2020 CAREWare Customer Satisfaction and Usage Survey

Survey to be administered via the web. Questionnaire section headers, bolded instructions and question numbers will not appear on screen. All rated questions will include a “Don’t Know/Not Applicable” option.

Survey Introduction

As the Health Resources and Service Administration (HRSA) HIV/AIDS Bureau (HAB) plans future support for and development of CAREWare, we are requesting your feedback on how you use the software, and how well it meets your data collection, reporting, and quality management needs. The survey is hosted via a secure server and your responses will remain anonymous. This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires September 30, 2021.

We understand that resources may be strained due to the many closures and other precautions being taken to limit the spread of COVID-19. Under these circumstances, we are grateful for any amount of time you can spare to answer our survey.

We strongly recommend that the individual most familiar with CAREWare and data management issues at your agency answers these questions. Please also solicit input from other CAREWare users within your agency.

Thank you in advance for completing the survey. If you experience any technical difficulties while taking the survey, please write surveyhelp@cfgroup.com.

The survey will take **approximately twelve minutes** to complete.

Please click on the “Next” button below to begin.

Background Questions

Please only consider your experience with CAREWare 6 when answering the following questions. First, we would like to obtain a little information about your agency and source(s) of Ryan White HIV/AIDS Program funding.

Q1. Please select your type(s) of Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) grant: (Select all that apply.)

- a. Part A Eligible Metropolitan Area/Transitional Grant Area
- b. Part B States
- c. Part B AIDS Drug Assistance Program
- d. Part C Early Intervention Services
- e. Part D Women, Infants, Children, and Youth
- f. None **[TERMINATE]**

Q2. Please indicate which option best describes your agency:

- a. Recipient
- b. Recipient/ Subrecipient (i.e. Provider)
- c. Provider

Q3. How many individuals use CAREWare (for any reason) at your agency? [allow numerical entry] : _____

Q4. How regularly is CAREWare used (for any reason) at your agency?

- a. Daily
- b. Weekly
- c. Monthly
- d. Only a few times a year

Q5. How long has your agency been using CAREWare?

- a. Less than one year
- b. 1-2 years
- c. 3-5 years
- d. More than 5 years

Q6. In addition to CAREWare, do you use any other software application(s) to manage your clients' clinical service information?

- a. Yes
- b. No
- c. Don't know

Q7. **[IF Q6=Yes]** How is that other software application(s) used (Please select all that apply):

- a. Manage clinical information
- b. Manage financial information/billing
- c. Manage appointments/scheduling
- d. Other (Please specify):

Q8. Why did you elect to use CAREWare? (Please select all that apply)

- a. Produces the Ryan White HIV/AIDS Program Services Report (RSR)
- b. Produces the AIDS Drug Assistance Program Drug Report (ADR)
- c. Produces other reports (e.g., custom reports, financial, HOPWA)
- d. Clinical quality management/HIV performance measures
- e. Software and technical support are free
- f. Has other features not available in the other software used
- g. Other (Please specify)

Q9. Does your agency import any clinical or support service information electronically into CAREWare from a third party entity?

- a. Yes (Please specify the system)
- b. No

Q10. Does your agency import laboratory test information electronically into CAREWare?

- a. Yes
- b. No

Q11. Do you have to hand-enter any of the same data into two different systems, such as CAREWare and EHR?

- a. Yes
- b. No

Q12. With more staff teleworking due to the COVID-19 pandemic, has the use of CAREWare6 from remote sites been more or less difficult?

- a. More difficult
- b. The same
- c. Less difficult

Q13. As more providers employ telehealth instead of in-person office visits as a result of the COVID-19 pandemic, do you think there is an increased need to give HIV clients access to their data in CAREWare?

- a. Yes
- b. No

[ASK IF Q13 = YES]

Q14. Which of the following features would benefit HIV clients if they were able to access CAREWare?

- a. View medical summary
- b. View laboratory results
- c. Enter personal information
- d. Other (please specify) _____

General Use

Q15. Which of the following CAREWare features have you used in the past 12 months?

- a. ADAP Module
- b. Clinical encounter module to track medications, labs, etc.

- c. Crosstab Wizard
- d. Custom reports
- e. Form Designer
- f. HL7 Lab import function
- g. Orders module
- h. Performance Measures Module
- i. Pharmacy module
- j. Produce client-level RSR export
- k. Provider data import (PDI)
- l. Visit Scheduler
- m. None of the above **[Skip to Q15]**

Q16. Using a scale from 1 to 10 where 1 is *Very Dissatisfied* and 10 is *Very Satisfied*, please rate your overall satisfaction using each of these CAREWare features. **(ONLY DISPLAY FEATURES CHOSEN IN Q10)**

- a. ADAP Module
- b. Clinical encounter module to track medications, labs, etc.
- c. Crosstab Wizard
- d. Custom reports
- e. Form Designer
- f. HL7 Lab import function
- g. Orders module
- h. Performance Measures Module
- i. Pharmacy module
- j. Produce client-level RSR export
- k. Provider data import (PDI)
- l. Visit Scheduler

CAREWare Configuration

Q17. Do you run CAREWare on a Wide Area Network (or the Internet) with multiple provider agencies connected to a central server?

- a. Yes
- b. No
- c. Don't know

Q18. Does your agency or IT department currently run CAREWare in the cloud, i.e. housed and managed offsite on an external server?

- a. Yes
- b. No
- c. Don't know

Technical Assistance and Support

Q19. Now, think about specific functions in CAREWare. Using a scale from 1 to 10 where 1 is **Poor** and 10 is **Excellent**, please rate how easy it is to perform each of the following functions:

- a. Install new builds
- b. Data entry/find fields
- c. Build custom reports
- d. Run the Performance Measure Module
- e. Use the form designer
- f. Create custom fields
- g. Creating contracts and defining subservices
- h. Provider/user manager

Q20. On a scale from 1 to 10 where 1 is **Much Harder** and 10 is **Much Easier** are the following CAREWare functions easier or harder to perform in CAREWare 6 relative to CAREWare interface 5?

- a. Install new builds
- b. Data entry/find fields
- c. Build custom reports
- d. Run the Performance Measure Module
- e. Use the form designer
- f. Create custom fields
- g. Creating contracts and defining subservices
- h. Provider/user manager

Q21. Using a scale from 1 to 10 where 1 is **Poor** and 10 is **Excellent**, please rate the CAREWare helpdesk support your organization received on the following:

If you have not used an option, please select DK/NA:

- a. Professionalism
- b. Courteousness
- c. Knowledge of the staff who assisted you
- d. Usefulness of answers provided to your organization
- e. Timeliness of responses

Q22. Using a scale from 1 to 10 where 1 is **Poor** and 10 is **Excellent**, please rate the quality of the following aspects of technical support and assistance for CAREWare. **If you have not used an option, please select DK/NA.**

- a. FAQs
- b. Listserv
- c. User guides
- d. Webcasts
- e. On-site support

Q23. What additional forms of support would you like to see implemented? (Please select all that apply)

- a. More webcast trainings
- b. Expanded helpdesk hours and support
- c. More user guides
- d. No additional forms of support are needed **[Exclusive]**

e. Other: (Please specify)

ACSI BENCHMARK QUESTIONS

- Q24. Please consider all of the experiences and interactions you have had with CAREWare this past year. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with CAREWare?
- Q25. Using a 10-point scale on which 1 means *Falls Short of Your Expectations* and 10 means *Exceeds Your Expectations*, how does CAREWare compare to your expectations?
- Q26. Imagine an ideal application for managing clients' clinical or support service data. How close is CAREWare to that ideal application? Please use a 10-point scale on which 1 means *Not Very Close to Ideal* and 10 means *Very Close to Ideal*.

Outcome Measures

- Q27. On a scale from 1 to 10 where 1 is *Not at all likely* and 10 is *Very likely*, how likely is your agency to be using CAREWare one year from now?
- Q28. All things considered, using the same scale from 1 to 10 where 1 means *Not at all Likely* and 10 means *Very Likely*, how likely would you be to recommend CAREWare to a colleague or another agency?
- Q29. Are there any other features that you would like to see implemented in CAREWare that would improve your agency's capacity to produce HRSA required reports or perform other functions? **(OPTIONAL) [CAPTURE VERBATIM]**

End of Survey Message:

Thank you for your time. The HRSA's HIV/AIDS Bureau appreciates your input.