

Health Resources and Services Administration

HIV/AIDS Bureau (HRSA – HAB)

2024 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

Public Burden Statement: The Health Resources and Service Administration (HRSA) HIV/AIDS Bureau (HAB) plans for future support for the development of CAREWare; we request 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 to the extent permitted by law. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0906-XXXX and it is valid until XX/XX/202X. This information collection is voluntary. Public reporting burden for this collection of information is estimated to average approximately 53 minutes per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Information Collection Clearance Officer, 5600 Fishers Lane, Room 14N39, Rockville, Maryland, 20857 or paperwork@hrsa.gov. Please see <https://www.hrsa.gov/about/508-resources> for the HRSA digital accessibility statement.

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 technical difficulties while taking the survey, please write surveyhelp@cfigroup.com.

The survey will take **approximately 53 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 (RWHAP) 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

(If no, skip Q10 and Q11)

Q10. If yes to Q9, how did your agency set up your import features:

- a. Used internal resources
- b. jProg Help Desk support
- c. Hired a third-party vendor

Q11. How is your agency using data imported into CAREWare from another source?

- a. Only to report HRSA HAB reports
- b. To store client and service data on CAREWare
- c. Other (specify _____)

Q12. Does your agency import laboratory test information electronically into CAREWare?

- a. Yes
- b. No

Q13. Do you have to hand-enter any of the same data into two different systems, such as CAREWare and EHR?

- a. Yes
- b. No

Q14. With more staff working remotely, has the use of CAREWare6 from remote sites been more or less difficult?

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

Q15. As more providers employ telehealth instead of in-person office visits, 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]

Q16. Which of the following features would benefit HIV clients if they were able to access CAREWare? Please select all that apply.

- a. View medical summary
- b. View laboratory results

- c. Enter personal information
- d. Other (please specify) _____

General Use

Q17. Which of the following CAREWare features have you used in the past 12 months? Please select all that apply.

- a. ADAP Module
- b. Clinical encounter module to track medications, labs, etc.
- c. Custom reports
- d. Form Designer
- e. HL7 Lab import function
- f. Performance Measures Module
- g. Produce client-level RSR export
- h. Provider data import (PDI)
- i. Appointments
- j. Provider Data Export (PDE)
- k. None of the above **[Skip to Q17]**

Q18. 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 Q15)**

- a. ADAP Module
- b. Clinical encounter module to track medications, labs, etc.
- c. Custom reports
- d. Form Designer
- e. HL7 Lab import function
- f. Performance Measures Module
- g. Produce client-level RSR export
- h. Provider data import (PDI)
- i. Appointments
- j. Provider Data Export (PDE)

CAREWare Configuration

Q19. 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

Q20. 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

Q21. 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
- i. Use the PDI/PDE

Q22. 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 ?

- 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
- i. Use the PDI/PDE

Q23. 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

Q24. 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. Knowledgebase/Wiki
- b. Listserv
- c. User guides
- d. Webcasts
- e. Support via desktop sharing applications like Zoom

Q25. 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)

Q.26. Which of the following training topics would your agency benefit from?

- a. How to use CAREWare custom reports
- b. Update on CAREWare import features (e.g., PDI, HL7, FHIR)
- c. How to use CAREWare form designer
- d. Setting up CAREWare contracts
- e. CAREWare Basics for administrators (recipients)
- f. CAREWare Basics for providers

Q27. In addition to trainings, what else would be helpful to support your use of CAREWare?

- g. Documentation/manuals
- h. Recorded training modules
- i. Examples of CAREWare consent, recipient manuals and other documentation
- j. Examples of common custom reports and performance measures

ACSI BENCHMARK QUESTIONS

- Q28. 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?
- Q29. 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?
- Q30. 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

- Q31. 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?
- Q32. 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?
- Q33. 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]**

Consolidated Service Offerings

- Q34. Would you have any interest in joining a nationwide CAREWare system where all RWHAP providers share a single server?
- a. No

- b. Yes

Q35. Would your HIV clients be favorable to their personal health information, including all their identifying information/addresses, stored on a sever with numerous other agencies?

- a. Yes
- b. No

Retiring Performance Measure

Q34. Please rank the performance measure listed below from 1 to 5 on the performance measures you think should be retired. 1 means *should be retired* and 5 mean *should remain*.

- a. Performance Measure 1
- b. Performance Measure 2
- c. Performance Measure 3
- d. Performance Measure 4
- e. Performance Measures 5

End of Survey Message:

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