# Healthy Start CAREWare Database Updates

*Release Date: August 30, 2022*

Thank you for your interest in or use of the Healthy Start CAREWare database. The Healthy Start TA & Support Center (TASC) will produce this newsletter on a triannual basis to provide you with updates and resources related to CAREWare.

# Newsletter Snapshot

- **CAREWare Server Upgrades** from May through August
- **Feature Highlights**
    - Parent Child Form — *Updated*
    - Caseload Report — *Updated*
    - Staff Alerts — *Updated*
- **Important Reminders**
    - CAREWare TA & Support Process Overview
- **Available and Upcoming Resources**
    - User Guides Now Available
    - CAREWare Demo Video
    - FAQ
    - Training Videos

# CAREWare Server Upgrades

**June 13, 2022**

Fixed bugs in saving data collection forms and updated ethnicity field to enable selection of  Hispanic or unknown

**June 18, 2022**

Parent Child Form was made available for access from the enrolled child's record

**July 7, 2022**

Fixed bugs in HSMED-II warning during server upgrade/routine maintenance

**August 12, 2022**

Updated custom report fields that caused timeouts due to the HS pregnancy status

# ❄ Features Highlights ❄

## Parent Child Forms — *Updated:*

- Updates to the form include modifying the field that looks at the latest form values. Instead of looking at and counting the value from the parent record, the field counts the value based on the relations table, which allows you to attach multiple forms to a parent client record and for those values to be captured and counted based on the defined relation records.

## Caseload Report — *NEW:*

- The report provides unfiltered caseload data for all clients "at a glance."
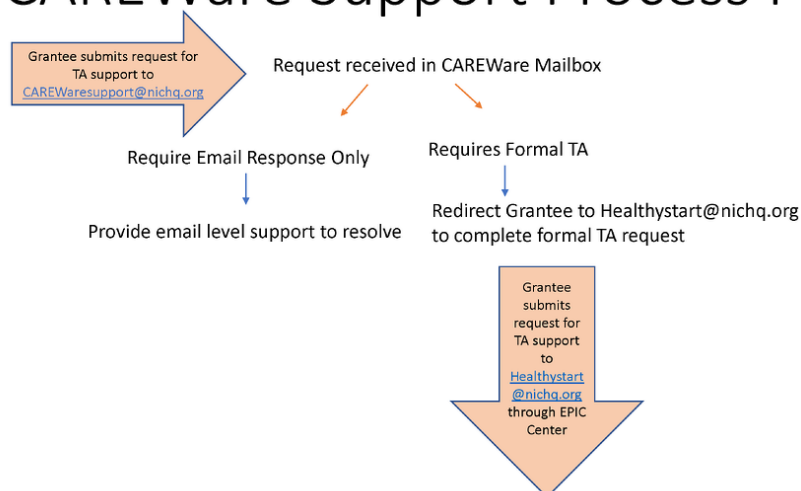
- Below are instructions for accessing the report:
    1. Log in to provider domain
    2. Reports
    3. Custom Reports
    4. Manage/Run Custom Reports
    5. Select Caseload Report
    6. Manage/Run
    7. Deselect "Show Clients with Service Only"
    8. Date range is irrelevant as clients do not have services entered into CAREWare. Service date is the field that the parameters filter for demographic type reports.
- Suggestion: output the report as CSV (hyperlink above date parameters), then open in Excel and save as XLSX. Then do any needed data sorting/formulas, etc.

## Staff Alerts— *NEW:*

- The user message in CAREWare was created to remind users to complete missing information on the following performance measures: prenatal due date, prenatal forms, first prenatal visit, background form and prenatal update. Additionally, when users select "prenatal due date 'don't know'" or "prenatal due date 'declined to answer,' the user will be alerted monthly until the underlying form condition is corrected. Once resolved, the user can mark the message as resolved.

# Important Reminders



CAREWare Support Process Flow

To maintain the highest quality of service and customer satisfaction, we request that all recipients of TA promptly respond to the CAREWare satisfaction survey following receipt of CAREWare Support.

To that end, we also encourage you to close out all outstanding TA requests upon completion. Should you or your staff identify additional support needs, please feel free to submit a new TA request. There are no limitations to the number of TA requests you can submit.

Thank you in advance.

# Available and Upcoming Resources

**Keep an eye out for training videos and user guides!** The TASC is working diligently to produce these resources to support Healthy Start projects' and staffs' usage of CAREWare. Topics include:

- User Management (User Guide AVAILABLE NOW)
- HSMED-II Validator
    - For step-by-step instructions, please review the updated HSMED-II Validator User Guide (AVAILABLE NOW)
- Performance Measures Report For step-by-step instructions, please review the Performance Measures Report User Guide (AVAILABLE NOW)
- HSMED-II Report (Updated Version) FALL 2022
- CAREWare Demo Video FALL 2022
- FAQ COMING SOON!
- Training Videos COMING SOON!

If there are any other topics for user guides and/or training videos that you would like to see developed, please send your feedback to careware@nichq.org.

## CAREWare Support

*The CAREWare Support team at TASC is available to assist Healthy Start projects in learning about and adopting CAREWare. This includes (but is not limited to) providing personalized demonstrations and trainings. Additionally, CAREWare Support can assist Healthy Start projects in customizing CAREWare by adding custom fields, forms, and reports.*



**To request assistance from CAREWare Support, please email *careware@nichq.org*.**

*Questions, feedback, or suggestions related to this newsletter or CAREWare? Would you like to subscribe or unsubscribe from this newsletter?*

Please respond to this email or contact CAREWare Support at careware@nichq.org.

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