

Jacob Palacio BA

City of El Paso Department of Public Health – Medicaid Waiver Program

Background and Purpose

Since the inception of the Medicaid Waiver Program (MW) in 2014, the City of El Paso’s Health Department aims to improve access to preventive health services for low-income and uninsured populations. To make this possible Inter-agency collaboration is essential to link the target population to health screenings and continuum of care agencies. MW is the recipient of all data from the interagency collaboration. As the need for a new software became more evident for the following reasons:

- The number of annual participants from 2014 to October 2018 is 20,164.
- The present data collection system used by MW to manage participant survey data has reached its capacity.
- The next step for data storage is to convert to a seamless transition web based record system to accommodate the influx of new participants.
- The program wants to share the planning to provide an application similar to the way seamless conducts data management.

Process

The Medicaid Waiver program utilizes a REAL survey data to identify the health screenings and continuum of care services low-income and uninsured populations are in need of.

Spreadsheet

Interagency collaborates by forwarding data in spreadsheet form; where the data is then cleaned and checked for duplicate entries among other spreadsheets, before ultimately being imported into the Access Database.

ACCESS Database

The Access database is the composition of the general demographics as well as a more targeted approach to determine the health status of our community. To further explain the database application is used to compile and store all the data collected from various outreach events including those from our partnering agencies. With much of the information gathered using MW Real-time Survey and the Access database, we can extend services offered by our program based on the qualifications and needs of each of the participant.

Prototype

The application is in its early stages of development where the two main components have been completed. Those components are the demographics and voucher detail portions. A unique participant and voucher ID will be generated for each individual. The system also recommends the type of voucher needed based on the participants’ qualifications.



Challenges

Some of the challenges the program faced are:

- Considered other health platforms but these were not suitable for the program needs or cost effective
- Multiple users unable to access to the database
- Acquiring electronic consent forms
- Import/Export of data
- Generation of ID for both the participant and vouchers
- Lack of Patient Navigation/Tracking component
- The complexity of the Access system could cause room for error

Results

As of September 2019, a prototype is ready, however it is at an early stage of testing and will require another demonstration prior to its use. The functionality and ease of application use are still in a beta environment. With this new application, the MW team will be able to track the progression of first time patients or previous participants as they complete the different stages of the program.

Lessons Learned and Discussion

- Realistic timeline from inception to end product
- Multiple meetings within MW program and I.T. department
- Testing prototype and identifying other needed features

Next Steps

The next steps are as follows:

- Review the testing environment specifically the participant and Voucher page.
- Conduct meetings with IT to ensure functionality and program needs are met
- Address any bug fixes or problems associated with the software (ex. Signing i into the Software)

Acknowledgments

This project is federally funded through the Texas Health and Human Services Commission’s Medicaid 1115 Waiver. Thanks to all who contributed with the planning and design of the web based MW application including interagency collaborators and City of El Paso IT.

2014

Step 1. Paper Data

The utilization of spreadsheets to capture patient demographics.

2016

Step 2 Need for change

Need for a more encompassing database. Accordingly, talks of a new platform began.

2017

Step 3. Health Platforms

The need for a health sharing platform became evident, so the search for a new suitable software began.

2018

Step 4 Access DB

As the talks for a new health sharing platform dwindled, Access database was utilized for data management.

2019-2020

Step 5 MW Application

In March of 2019 the switch to a unique city application was decided and thus is an ongoing process to be completed in 2020

