

### Guidance for Navigating the National CDSME Database Webinar

#### Administration for Community Living National Council on Aging

#### PRESENTERS

Lesha Spencer-Brown, Kenny Rosenkranz

June 29, 2022

## Webinar Overview

1. Welcome from NCOA & ACL	5. Forms Management & Data Quality Assurance
2. Database Overview & Terminology	6. Live Demo: Using the National CDSME Database
3. Data Collection Forms	7. Next Steps
4. Privacy & Security	8. Questions and Answers

**Speakers** 

Lesha Spencer-Brown, CDSME Grant Program Lead, Administration for Community Living/Administration on Aging

# Kenneth Rosenkranz, Data Management and Analysis Associate, NCOA



### Administration for Community Living

Office of Nutrition and Health Promotion Programs

National Chronic Disease Self-Management Education (CDSME) Database Training



June 2022

### **Data Collection Grant Requirements:**

- The Notice of Funding Opportunity notes that grantees
   must:
  - "Collect required program data for all program participants by way of ACL's specific data collection forms".
  - "Compile and report the data to the CDSME National Database within 30 days of program completion".
  - "Train workshop leaders, etc. on data collection practices and use of the forms".



### **Importance of Data Collection**

- Evaluate grantee performance.
- Determine program reach and participant demographics (i.e., ethnicity, age, chronic conditions, etc.).
- Report participant outcomes to determine the impact and value of the programs.
- Conduct research.



### **Upcoming Changes**

- Current data collection forms expire November 2022.
  - Renewal of forms in progress.
  - 60-day and 30-day public comment periods.
  - Focus groups
- Roll out of new forms after OMB approval:
  - Will include transition period to new forms.
  - Webinar training on new forms and any associated database changes.

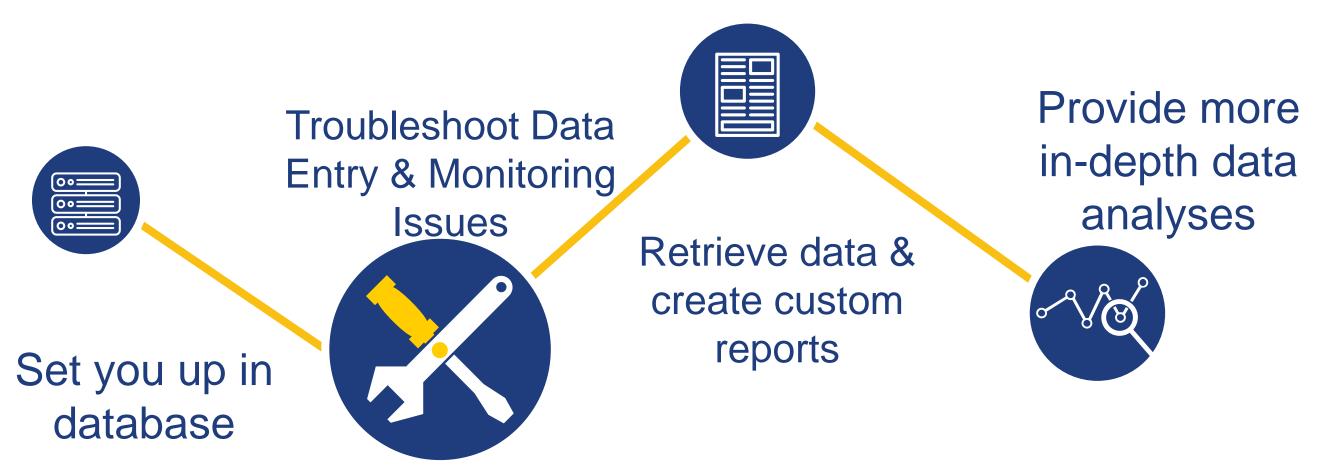


#### **Contact Information**

Lesha Spencer-Brown, MPH, CPH, PMP ACL CDSME Grant Program Lead Lesha.spencer-brown@acl.hhs.gov (202) 795-7331

### **Technical Assistance – What can NCOA do for you?**

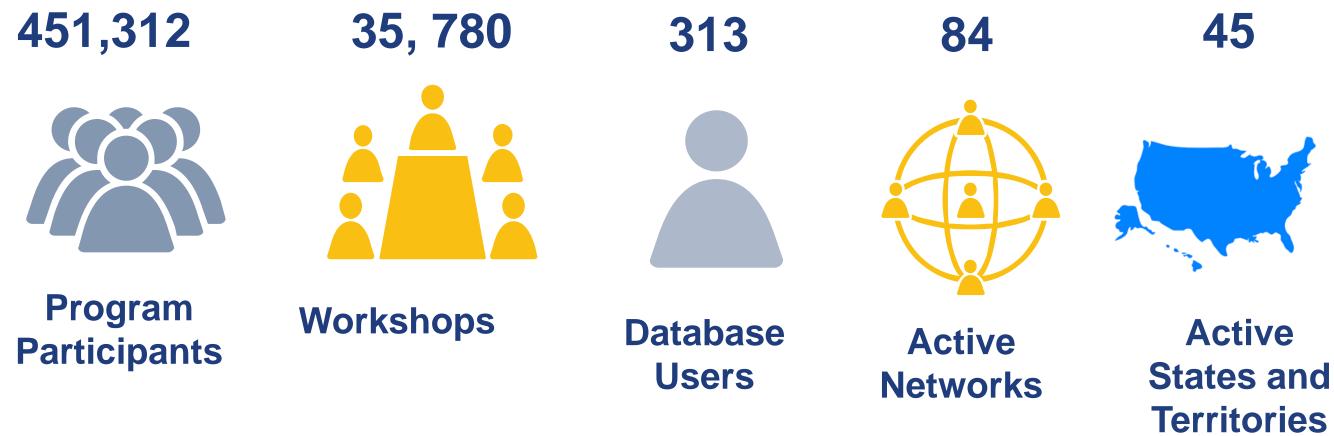
**Upload Data from Vendors** 



## **Preface: Upcoming Changes**

- Falls Prevention and CDSME databases to be merged (target: end of calendar year)
- Retraining on data entry
- Single database (one-stop service for Falls and CDSME dual users.)
- Enhanced reporting features
- Data import through REST APIs

### **CDSME National Database – By the numbers**



in Past Year

## Terminology

- **Program**: An evidence-based CDSME program
- Workshop: A class or group meeting through which a program is delivered to participants.
- **Session**: A single meeting of a workshop, e.g., an hour-long class period or an encounter
- Facilitators: The people who are trained to deliver the CDSME prevention programs (formerly, 'program leaders')
- **Participant**: An individual who attends at least one session of a workshop

## Programs in Database

The Self-Management Resource Center's Suite of Programs	Other Programs
Arthritis Self-Management Program Better Choices, Better Health (on-line) Cancer: Thriving and Surviving Chronic Disease Self-Management Program Chronic Pain Self-Management Program Diabetes Self-Management Program Positive Self-Management Program Programa de Manejo Personal de la Diabetes Tool Kit for Active Living with Chronic Conditions Tomando Control de su Salud Workplace Chronic Disease Self-Management Program	<ul> <li>Active Living Every Day</li> <li>Camine Con Gusto (in person)</li> <li>EnhanceFitness</li> <li>EnhanceWellness</li> <li>HomeMeds</li> <li>Living Well in the Community</li> <li>PEARLS</li> <li>Walk With Ease (in-person)</li> <li>Walk With Ease (self-directed)</li> <li>Wellness Recovery Action Plan (WRAP)</li> </ul>

### Salesforce vs PowerBI

#### There are 2 components of your National CDSME Database:

- 3-5 users recommended to maintain quality control
- Salesforce (Data IN!) For entering workshop data, with only basic views of data entered. No export functions at this time.
  - Dashboard with views # of workshops, counties, host organizations, & participants.
  - View & search individual profiles of hosts, sites, workshops, & participants to verify your entries.
- <u>PowerBI (Data OUT!)</u> Provides full workshop-level exports. Allows you to visualize demographic data in graphics and tabular form and apply filters. You can see trends and examine site-level and program leader performance by completion rates & other factors.

## Setting up an Account

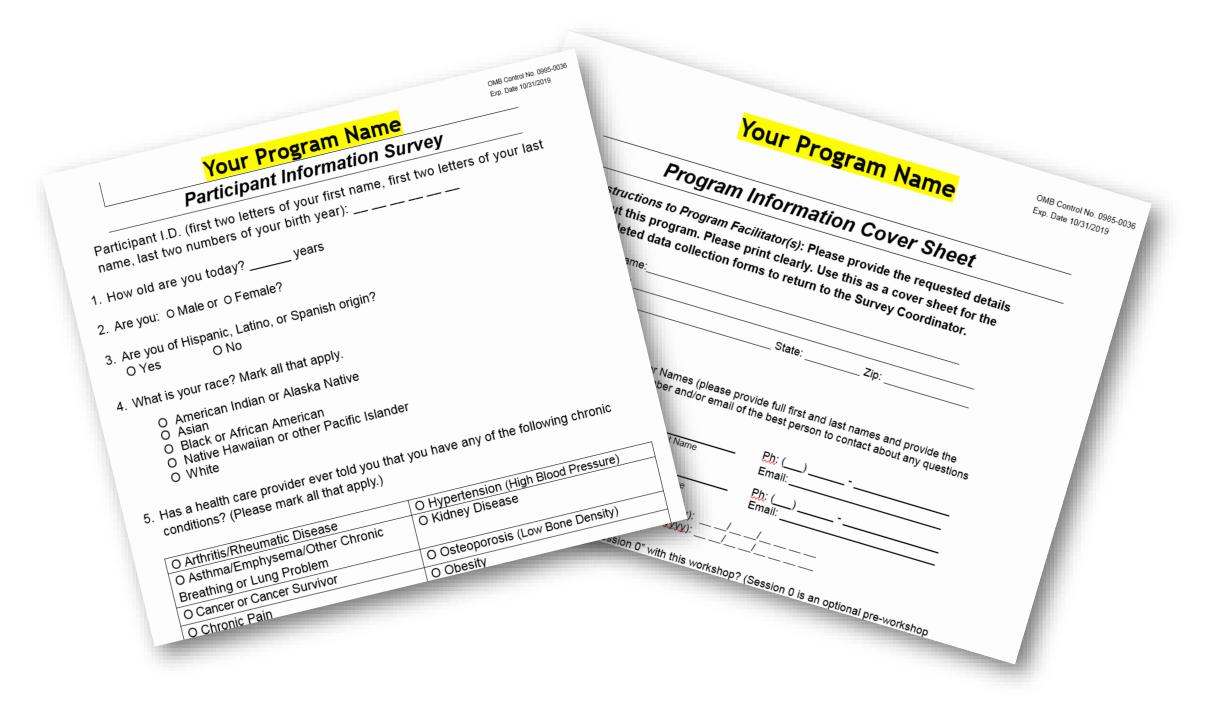
#### FOR NEW ACCOUNTS ONLY:

- Complete the <u>Grantee and Users Intake Form</u>
- Email completed form to your TA liaison
- Include user name(s), organization/affiliation, grantee account, email address, and desired access.
- Existing account holders can simply create a case to change/add users.

### **Salesforce Access Levels:**

- Grantee / Network Administrator This person can add host organizations and implementation sites on behalf of their network. They can enter data, and view all workshops entered by all users.
- Data Entry Only This person can only enter workshop data, and view workshop data they have entered. They must contact a Grantee/Network Administrator in their network to add host and implementation sites.

### Data Collection Forms (Exp. Date: 11/22/2022)



## **Data Collection Forms**

#### English:

- Attendance Log
- Program Information Cover Sheet
- Participant Information Survey
- Group Leader Script

#### Spanish:

- Attendance Log
- Program Information Cover Sheet
- Participant Information Survey
- Spanish Group Leader Script

## **Post-Evaluation Question**

Please circle the number that best matches how confident you are feeling. 14. After taking this workshop, I am more confident that I can manage my chronic condition(s).



- Must be completed at the last program session. This cannot be collected at any other time point, i.e. 10 weeks or 3 months post-workshop.
- It's important to ensure you LINK the response to this question to the individual participants' baseline/pre-test forms.

#### A few ways to do this:

- Use a post-it to mark each post-evaluation question before distributing forms to your participants that match their baseline forms.
- Hold on to participant forms until the last session when you have collected responses to this
  question before doing data entry.

## **Optional Data Fields**

### **Explore Optional Data Fields in the National CDSME Database**

- Get context, history, and rationale for offering these items
- Proposing new optional fields how are these requests vetted & considered
- Phrasing recommendations

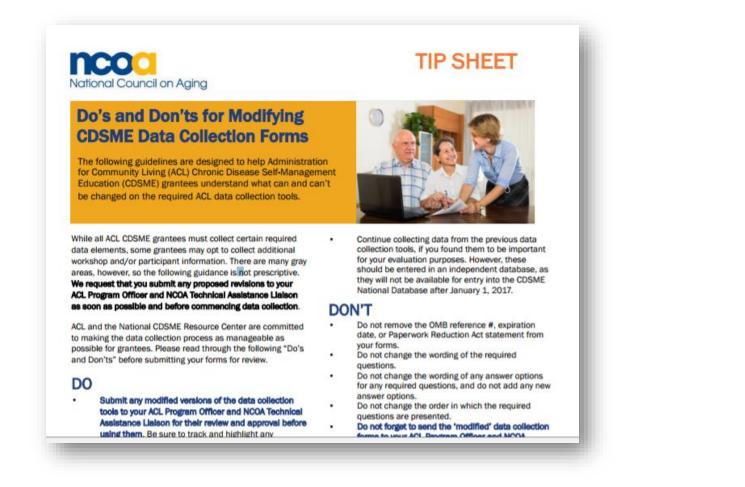
#### **Participant Level**

- Health insurance
- Monthly income
- Satisfied with Program (Likert scale), program leader, location, time
- Referral Source– multiple & open-ended
- Alzheimer's/Cognition (checkbox)

#### Workshop Level

- Funding source
- Workshop format (online, inperson/group, one-on-one, hybrid, or self-directed)

### Modifying Forms - Do's and Don'ts



https://www.ncoa.org/article/do-s-and-don-ts-for-modifying-data-collection-forms

# Privacy & Security Basics

### **Privacy and Data Security Practices**

- Privacy and Data Security Practices NCOA CDSME and Falls Prevention EBP Databases (Privacy and Data Security Practices - NCOA CDSME and Falls Prevention)
- Privacy Act of 1974 Public Law 93-579 (5 U.S.C.A. 552a): Protects records that can be retrieved by personal identifiers, e.g. name, social security number, or other identifying number or symbol

#### • Your Responsibility

- <sup>o</sup> Store completed data collection forms in a secure, locked cabinet when not in use
- Ensure data is entered into a secure, password protected database, such as the ACL National Falls Prevention Database
- Train all staff, facilitators, and anyone handling, transferring data forms, in paper or electronic form
- Disclose rights to participants (voluntary information on surveys, how their information is to be protected)
- Follow best practices for storing, sharing, and transmitting data

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### **Privacy and Data Security Practices**

- You can destroy the following forms immediately after entering data into the database:
  - Participant Information Form (Pre-Program)
  - Participant Post Program Survey Form
  - Attendance Log
  - Program Information Cover Sheet
  - Host Organization Information Form
- Keep electronic copies of data for at least 3 years past last report date associated with the grant.

### Training Staff on Safeguarding Participant Information

- Hold In-person/online training:
  - Review "Privacy and Data Security Practices NCOA CDSME and Falls Prevention EBP Database" with all staff: <u>Privacy and Data Security Practices -</u> <u>NCOA CDSME and Falls Prevention</u>
- Collect Certificates of Completion from staff to verify completion of training
   (Neither NCOA nor ACL require copies of these)
- Collect Non-Disclosure Agreements from all staff and keep those for at least 3 years:
  - Acknowledgement that participant information should not be shared with others and should be safeguarded appropriately
  - English: <u>Privacy and Data Security Practices NCOA CDSME and Falls</u> <u>Prevention</u>
  - Spanish: <u>Privacy and Data Security Practices NCOA CDSME and Falls</u> <u>Prevention</u>
- Use encryption technology when sharing or transferring sensitive data: Use a S-FTP (Safe File Transfer Program), e.g. Movelt. Required for any grantee/user sending or receiving sensitive data.

# Forms Management & Data Quality Assurance

### Forms Management & Quality Assurance Recommendations

#### Leaders/coaches or site coordinators

- Keep the forms together for a given workshop from its start date to its end date
- Submit all forms together for a given workshop for data entry as soon as
  possible after completion of a workshop, and at least within 2 weeks of its end
  date

#### Data entry person

- Review forms when received to be sure the packet is complete
- Follow up promptly with leaders or site staff to clarify any issues
- Enter forms into the database as soon as possible. Have a system for managing the flow of forms (e.g., a checklist).
- If you cannot get clarification, leave unclear responses blank
- Missing attendance logs: Do not enter data from workshops with NO Attendance Log into the database

### **Reducing Missing Data**

- 1. Build in time for participants to complete the pre- and postprogram surveys
- 2. Assist participants consider literacy and cognitive challenge
- 3. Offer help to workshop leaders
- 4. Review workshop leader script, emphasize the value of feedback for future funding, programming, etc.
- 5. Build excitement for data by sharing feedback with implementation sites, partners
- 6. Check forms on-site

Resource: Tip Sheet: Maximizing Complete and Accurate Data

### Using Other Databases

#### Avoid double data entry work!

Contact NCOA for assistance...

- If you are using another database for primary data entry. We can work with you to import data exported from another database.
- If you are using the National CDSME Database for primary data entry and you want to export data from this system into a different system.

**Reminder**: Participant-level data transferred between systems must be encrypted. Your vendor may have a method already or contact NCOA for options.

## Strategies to Reduce Missing Data

### **Facilitators:**

- 1. Make a priority building in time
- 2. Assist participants consider literacy and cognitive challenges
- 3. Offer facilitators help
- 4. Review script during training, emphasize the value of feedback to future funding, programming etc. (English & Spanish)
- 5. Build excitement for data by sharing feedback with implementation sites/partners

### Learn More Strategies to Reduce Missing Data



#### Maximizing Complete and Accurate Data

Having complete and accurate data is the best way to paint a true picture of program performance in the field. Good data helps us learn how different programs impact people from a variety of backgrounds and across multiple settings.

The Administration for Community Living (ACL) and its grantees, other federal partners, and NCOA's National CDSME and Falls Prevention Resource Centers use program data to determine program reach and value, help inform future programming, and make funding determinations. In addition, NCOA is partnering with research institutions to conduct indepth analyses of chronic disease self-management and falls prevention programs implemented by ACL grantees. These findings and reports will be shared with funders, grantees, and partners.

Implementation sites may face a number of challenges in obtaining complete and accurate workshop and participant data, including time constraints and lack of understanding of the value of data by both program facilitators and participants. Program leads are strongly encouraged to provide

# TYPS

TIP SHEET

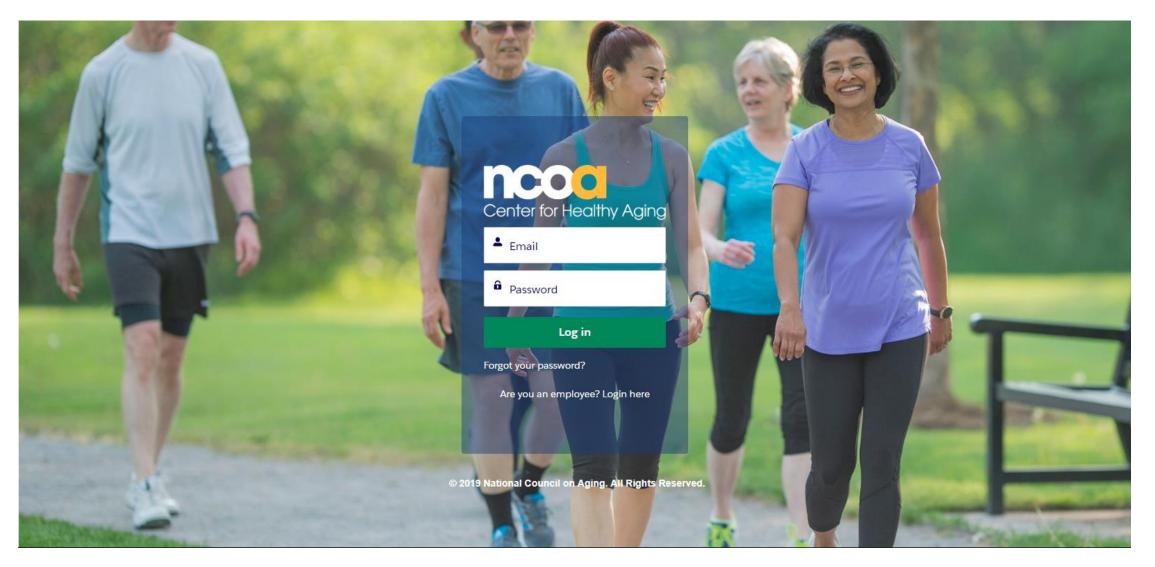


#### Incorporate Data Collection into Procedures

- Build in time to complete forms during the beginning of the first and last workshop sessions. This is essential as it shows participants that the forms are important enough to be integrated into the time allotted. This approach is also a more effective way to get responses than waiting until when people are ready to leave.
- Centralize data entry. By having all group leaders send forms to one centralized data center, it presents an opportunity to have someone accountable for reviewing the accuracy and completeness of forms and provide quality assurance.

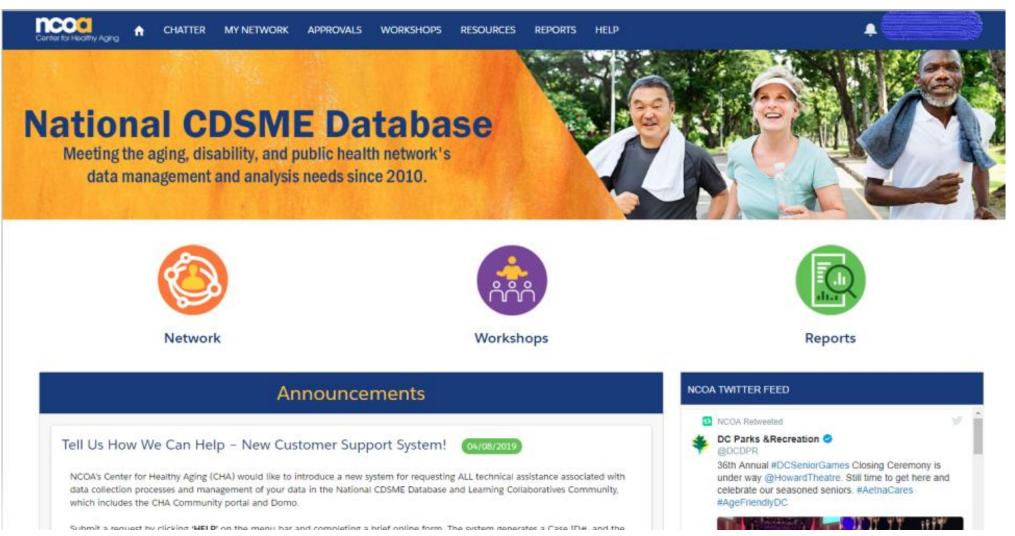
## Logging into the Database

### www.ncoa.org/chacommunity



## **Landing Page**

## Live Demo



### **The Basic Layout and Navigation**

Network Details											
	ntee/Network Group		Address								
C	HA Community Testing		2600 Crystal Drive Arlington, VA 22202								
Host Organizations	Implementation Sites	Workshops Part	cipants Enrolled	Participants Completed							
10	8	16	17	14							
Host Organizations			Centerto Healthy Aging 🔒 c	HATTER MY NETWORK A	PPROVALS WORKSHOPS	RESOURCES REPORTS	HELP			<b>.</b>	
2	Search By	Search	CD5ME Host Orga Test Area Ag	nization ency on Aging's						+ Follow	Edit
ME 🗘	CITY COUNTY Ellicott City Howard	STATE SITE TYPE Maryland Health care organization	Total Implementation Sites 2	Count of Workshops 2	Enrolled Participants 1	Completed Participants 1	Zipcode 21041				
t Comm. Svcs. Ctr t Host Approval	Rockville Howard Arlington Arlington	Maryland Multi-purpose Social Services C Virginia State Unit on Aging	DETAILS FEED				E Appro	val History (4)			
Healthcare Network	Ellicott City Anne Arundel	Maryland Health care organization					STEP NAME	DATE	STATUS	ASSIGNED TO	
			✓ Information				Verify Host	9/27/2018 1	Approved	Meghan Thom	٣
			Host Organization Name		Site Type		Approval R.	9/26/2018 7	Submitted	CHA Admin U	
			Test Area Agency on Aging	s	Area Agency on Aging		Verify Host Approval R	8/3/2018 2:1	Approved Submitted	Meghan Thom.	
			Lead Host Organization ()		Active		opporte A.	01312010 2.1	Submitted	CHA Autini G.,	
			✓ Contact Details								View
			Primary Contact Person		Primary Contact Email Addre			2537 M (257)	vi - 1000 - 10000		
	VE DEI	VIC	John Smith		john@email.org		CDSM	E Implementat	tion Sites (2)		Nev
			✓ Address				IMPLEMEN	SITE TYPE	CITY	ACTIVE	
			Street Address				Test Library's	Library	Ellicott City	2	

## Terminology

### **Implementation Sites:**

 The physical locations where programs are delivered

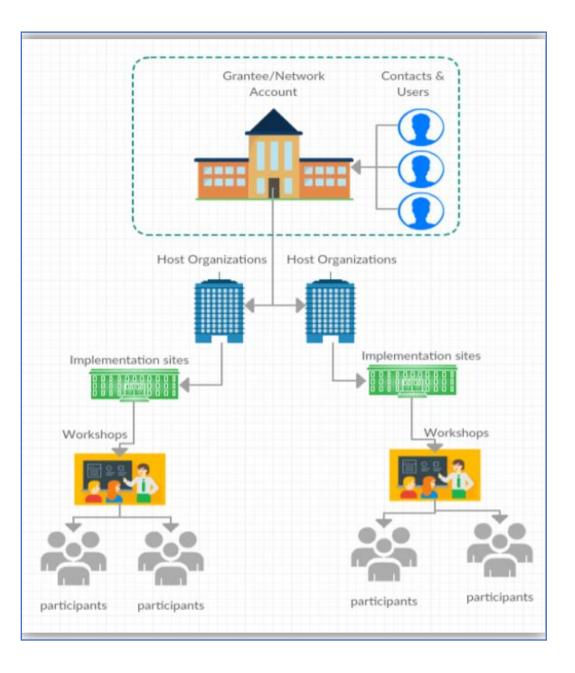
## **Host Organizations:**

 The organizations that sponsor workshops, hold the license for a programs (e.g. CDSMP, DSMP), train or employ facilitators, and arrange for the use of implementation sites

### **Guide to Adding Host Organizations and Implementation Sites**

#### Instructions for Adding Host Organizations and Implementation Sites





### **Adding Workshops & Participants to National CDSME Database**

rfor Healthy Aging	RESOURCES	REPORTS 📮 🛄 🔤
Information		
Implementation Site		
Search		
Funding Source		
None		<u>۸</u>
AoA CDSME Prevention & Public Health Fund AoA Older Americans Act - Title IIID		
CDC or CDC Arthritis		
Foundation / Philanthropic funding Other State Funding or State Revenue		
Other Federal Funding (e.g. SAMHSA, HHS, etc)		Ψ
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tate Code(Text)		
Workshop Leaders		
		Facilitator 1 First Name



## **Finding Help**

#### THE BEST WAY! Create a case within the CHA Community:

- Review the "Data Entry, Collection, and Management Resource" webpage for guides & tip sheets
- Review "Frequently Asked Questions: CDSME Data Management & Analyses"
- Email your TA liaison directly
  - cc Divya Tangirala <u>divya.tangirala.ctr@ncoa.org</u> and your project officer. In the future, NCOA will create a shared inbox for database issues.
- Share your thoughts during calls with NCOA liaisons

## Creating a Ticket in the CHA Community

- 1. Log in to your Center for Healthy Aging (CHA) Community account.
- 2. Click on HELP on the top menu bar, then click on Contact Customer Support to open the Contact Customer Support Form.
- 3. Describe your request in the space provided & add subject line
- 4. Select "Case Type" in drop down (e.g. help adding participant)
- 5. Upload file to share screenshots
- 5. Click SUBMIT a Case # is generated; and email sent to you
- 6. Track status of your case under 'HELP' (My Cases)

## **Data Migration from Vendors**

- Fastest, most efficient, and cheapest is to get dedicated staff to directly enter data into the national database.
- When to work with a vendor to import into national database?
  - You already work with a vendor to collect data on EBPs or other services, and you want to avoid double data entry.
  - You need major customization and fields; but check with us first.
  - You need a very large # of user accounts; but check with us first.
  - You need regular, timely custom reports; but check with us first.
- Vendors working on EBP data management don't usually offer data entry

## **Data Migration from Vendors**

- Data migration is done at least quarterly, or as agreed upon with grantee
- Grueling, cumbersome process for all sides
  - Requires formatting your data to strict specifications
  - Undergoes quality check for errors, duplicates, missing keys, etc.
  - Some back-and-forth education, retooling & revisions are often required
  - May lead to delays
- We expect to have working REST APIs for data import by the end of this calendar year.
- Consider important deadlines
  - Monthly reports to ACL (done on last day)
  - Semi-annual report deadlines
  - Get data in at least 3 weeks before semi-annual report deadline.

#### Guide to Importing Data Into the National CDSME Database (& Template)



#### GUIDE TO IMPORTING DATA INTO THE NATIONAL CHRONIC DISEASE SELF-MANAGEMENT EDUCATION (CDSME) DATABASE

The National CDSME Database is housed at and managed by the National Council on Aging's Center for Healthy Aging. The database can receive data from active Administration for Community Living (ACL) Prevention and Public Health Fund (PPHF) CDSME grantees, former grantees, or any other organization that wants to track data for their evidencebased health promotion programs. The database presently tracks data on the 20 CDSME and self-management support programs listed below. If you would like to track data for an additional program, please contact Angelica at <u>angelica.herrera-venson@ncoa.org</u> to discuss the options. We welcome the growth of the database!

#### Table 1. Program Types and Corresponding Field Forms in Database

CDSME – (The Self-Management Resource Center's Suite of Programs) Database Form Type: Standard	Self-Management Support Programs Database Form Type: Alternate 1	6 7 8 9
<ul> <li>Arthritis Self-Management Program</li> <li>Better Choices, Better Health</li> <li>Cancer: Thriving and Surviving</li> <li>Chronic Disease Self-Management Program</li> <li>Chronic Pain Self-Management Program</li> <li>Diabetes Self-Management</li> </ul>	Alternate 1 Form Active Living Every Day EnhanceFitness EnhanceWellness HealthyIDEAS (coming soon!) HomeMeds Living Well With a Disability PEARLS Tool Kit for Active Living with Chronic	10

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1	CDSME Workshop ID (NCOA)		CDSME Participant ID (NCOA)		Participant ID as shown in Participant Survey	Age Today	Sex	Ethnicity	Americar
2	PABERK_082911	######	PABERK_082911_03	########	JUPO52	68	Male	Not Hispanic or Latino	
3			This ID is generated by	This is the vendor's	SIMA54	66	Female	Hispanic or Latino	
	This ID is generated by CDSME National Database and unique to each workshop. Typically consists of a state ref, host name, and end data of workshop. Your success file will have these filled for your reference. In some cases, this ID# is 15 digits, starting with lowercase 'a'.	This is the vendor's own #, and should serve as the key / linkage between the participant and the corresponding workshop they attended on the Participant tab.	CDSME National Database and unique to each participant. It typically consists of a state ref, host name, and end data of workshop, followed by a serial # (_01, _02) for each participant in that workshop. Your success file will have these filled for your reference. In some cases, this ID# is 15 digits, starting with lowercase 'a'.	own reference # for the participant and record tracking.	This ID is provided by the participant at the time they are completing surveys. It consists of the First 2 letters of participant's first name, 2 letters of last name, and (Only 6 Characters allowed) last 2 digits of year of birth. Sites can also use any other 6 character # that is useful for tracking participants at your organization.		progra	ate is for data from STANDARD ms listed below:	
2 3						1 1	Suit	gement Resource Center's ce of Programs (Standard) anagement Program	

### Thank you for participating!

