STAR Data System
Strategy Session
Results
What questions/concerns about the STAR Data System would you like addressed during the meeting?

- Primary issues are with upload utilities.
- Can "best practices" be shared from member organizations that are having relative success using the system?
- Why is system not standardized for all counties (e.g., one county enters screening into STAR and the other wants the provider to enter the data?)
- Level of care changes within a program
- Interested in hearing how other providers are handling the new system
- upload capability
- Ways to make it more efficient.
- How are we supposed to handle case where a patient comes in with an SCA then the MA turns on and retro's back and we have already entered data in star for this patient?
- I am interested in hearing the provider perspective of the STAR deployment and how the SCA can assist with issues
- Duplication of work to enter data in STAR and maintain paper-based systems for clinical documentation, monitoring, etc.
- When will STAR be fixed (and/or updated) to accept data uploads from Providers and SCA's?
- Can DDAP share an updated FAQ? A FAQ with questions posed by providers and SCA's?
- Can DDAP share their troubleshooting log and their responses to the issues posed by SCA's and Providers?
- Can DDAP share a quick list of the problems encountered in STAR? What's working? What's not working?
- Will there be additional STAR trainings?
- How should a case management or intervention provider use the STAR data system?
- Are there glitches with the reports in STAR?
- How should SCA's best use STAR to monitor for compliance pertaining to the mandatory data elements? What reports and forms should SCA's use to monitor provider progress?
- Fairly cumbersome assessment following our evaluation
- Why is it required that the CMRR screen be completed for Continued Stay and Discharge PCPCs? The questions seem to only be relevant to Admission.
- When I go in an edit in the insurance tab it changes the "created on" date to that day rather than keeping it the day it was originally done. Can this be fixed?
- Is there a way in the insurance tab to have other as an option for both type and insurance?
- There is no easy way to make a provider's system compatible with Star, so that even providers with their own systems have to do hand entry into Star.
- Then, most counties are requiring double entry until they all can rely on Star.
- At times it can lose information you entered if you are frequently hitting the save button
- The reliability of billing processes.
- Upload utilities to transfer data from another EMR system.
- I would like to talk about adding clients that are already in the system; updating? Adding Assessors/Screener names. In Axis (Admission section) there is a problem with deferred, current etc.
- Others experience with troubleshooting issues or strategies for ongoing training.
- Making sure that our uploads work from our system to STAR
- Is there a mapping of all forms and all questions per form? Helpful to agencies who are building forms into their own EMR. Not just for export purposes, but to have all forms the same as those
Theoretically, licensing shouldn't be able to critique forms if they are DDAP approved and being used in STAR system where providers don't have any ability to change modify.

- exports into STAR
- How know if changes to forms in STAR if using own EMR
- Users being dropped/locked out.
- Missing data.
- What date should be used when going from CCBHO to BHSI?
- On the Admission screen, after you submit to the SCA you can't change it. You cannot put an end date in the program. You also can not add a new admission if the person is closed and then returns for services because you are unable to end the first admission. Also you cannot open more than 1 program, example intake and outpatient or IOP outpatient and then outpatient as level of care changes.
- Introduction and understanding about how the system works.
- Lack of feedback regarding whether or not we are completing this information correctly.
- We have made multiple calls to the Help Desk in Harrisburg beginning in July and only received one call back a few weeks later. Clearly, our messages were not returned.
- Duplicate work
- Integration with other software systems for import and export
- Issues regarding upload, multiple similar questions with different dropdowns, problem with inability to accurately reflects dates, and difficulty accurately reflecting data due to treatment episodes
- Doesn't seem to meet all the needs D&A depts need.
- I am not familiar with the STAR Data System at all so any information would be useful/helpful.
- Difficulty providers are having uploading data from their own IT or EHR systems.
- Unable to see the information already entered by the SCA.
- When will all providers be able to have their EHRs auto populate the information needed in STAR Data?
- How will DDAP or Core Solutions assist providers with the upload of information from provider's EMR systems?
- Do you need a PCPC with for Prison Evaluations only?
- Cannot decipher between active and inactive clients by looking at profile. Also, have questions regarding encounters & billing functions.
- Can't the system have the ability to delete admissions or other information even after something was added to that field in the event something gets submitted in error? It may be something that an administrator only can do within the organization
- Is there a test data base we can up load, to enable us to test feeds?
- Accurately entering all data into the system.
- co-pays not showing up correctly
- issues with submitting clients
- Making sure we have the data entered to get paid.
- I would like to gain a better understanding of the overall process of STAR, as I am responsible for supervising individuals that are using this system on a daily basis.
- Multiple screen issues, certain drop downs that skip, other drop downs with wrong info. A list of common errors and definitions of "prompts" would be wonderful....also NO customer service seems to be available
- How can STAR be used to help providers prepare for health reform?
• Entering data for different levels of care within one program
• Who provides technical assistance?
• Authorizations/ Approvals and denials, Encounters, Reports, Lock out,
• What do non-placement providers need to provide to the Star Data System?
• One concern is that some errors cannot be corrected once submitted. One incident that has happened is that staff have missed adding a program on the admission. Once it was submitted we could not add the program. What has now happened is that the discharge cannot be completed because he has been admitted to no program. This poses a host of problems for other providers who try to admit the client because of his open admission.
• Another problem that happened recently is that one staff member submitted the screen but it disappeared. The screen could not be brought up.
• There have been times when users have been "timed out" of the system even though they were working on it.
• Some users can print everything while others get kicked out of the system.
• duplicate entry for agencies with electronic medical records
• What do you do with clients who only received an assessment?
• Printing issues, further training opportunities, faster response time to issues, reports, etc.
• Navigation thru the system - there are no scroll bars - on some screens the bottom of the screen is cut off from view.
• time consuming data entry
• Compatibility with Credible data system
• Data upload

What is your number one challenge associated with the STAR data system?

• Upload of data
• Conversion of data from CIS to STAR.
• Why does STAR continue to lock staff out of the system?
• Very cumbersome as we already have our own electronic assessment-so we had to create a form-that is redundant-for clinicians to use.
• When pts change levels of care -which they do often-keeping up with STAR admission/discharge to that level of care has been difficult-
• saving/uploading
• Questions about Discharge
• It was designed to be a full EMR system, but a lot of us already have a different EMR system. We now need to duplicate efforts, i.e., put data into two different systems.
• links and information not working
• The fact that once a screen is submitted we do not have access to make any changes- ex: level of care or if an incorrect date was used I have many cases where if I had access to make a correct then I would be able to get an auth back and do an encounter.
• Volume of data to be input.
• My number one challenge associated with the STAR data system is not knowing what's working and what's not working in the system. And not having an updated list of FAQ from providers and SCA's.
• I do not currently utilize the system. I am representing the Counties we serve and the providers who are in the VBH network for those respective Counties.
- Timely completion of data entry
- Amount of time required to enter data.
- I have not experienced any challenges aside from minor glitches here and there.
- Entering information into two systems. - Very time consuming.
- Navigating through the different tabs
- When you are d/c a client you need to reenter everything again in the teds, substance abuse and dx section. That really is very time consuming to do that again why does this system remember that information since we already entered that in the system when we admitted them?????
- Too many systems to record into with our EMR and still utilizing Client Suite/Xitech.
- If a client is in the star system already, being able to update.
- Ongoing technical issues
- Getting all the fields answered in such a way as to make it workable for the STAR system
- Hiring a dedicated employee to manage/input data into this system.
- Time consuming data entry..... Not every screen/drop down functions the same.
- Data extracts.
- Getting all the information needed to complete the data system
- Not having anyone to contact when problems or questions arise.
- The lack of ability to amend/adjust an authorization\
- Knowing when we, as non-placement providers, need to become involved with the Star System.
- The inability to edit screens after submitted even if it is marked as being able to edit record.
- The time involved.
- If you exit out the STAR without clicking log out, it keeps you logged in. You then have to contact the system administrator. This get's to be a pain sometimes especially if you work hours that are past the time of the system administrator
- When to enter consumers with other payers in preparation for when they flip and must be entered into star
- Knowing how the system works.
- Making the system "fit" to the system which is in place in our County between Assessment/Case Management offices and Treatment offices - i.e. workflow
- Accessing the system is not easy due to web browser issues.
- Inability to data transfer from Credible
- Data upload
- Non-compatibility with company browser
- Exports
- Data import.
- The number one challenge we have encountered is the amount of information that needs to be entered into the system.
- More fields need to have an unknown option, example for income source you can pick full time, income unknown but when asked for income, unknown cannot be entered.
- The system is new to me.
- Having to retype identical information several times on different screens within the system.
- Being able to pull the data out of our system to export.
- Poor performance. Appears that testing was not thorough.
- The inability to incorporate the STAR questions with the flow of our integrated (MH and D&A) Initial Assessment.
Because STAR is lacking in some areas we've had to keep legacy system. Integration has been a challenge.

I have never used it.

Difficulty providers are having uploading data from their own IT or EHR systems.

Amount of time it takes to enter the information.

Volume of information to be entered and the style of which it must be entered is an administrative burden.

Data Uploads

Not knowing how to correct something, or to go back to a screen to add something when it is not entered.

PCPC is located in the Assessment section.

Inability to get a quick response to issues/problems to allow flow of client information.

Testing the file

Data is being submitted in the appropriate area.

co-pays, information not carrying over and having to fill out the same information

the upload

The system is not logging users out. We often need the administrator to go back into the system and manually log users out.

The system times out unexpectedly.

New clients entered from the SCA are not always visible on the provider side.

The message tab shows all clients to all users, no way to filter by site or county.

At times when we attempt to process an authorization an error occurs and all data is lost.

The system allows users to enter multiple screens or assessments per each episode, leading to duplicate forms. This leads to submission problems.

Many modules do not allow for editing or deletion of incorrect data or duplicate forms.

Customer support is less than ideal, put on hold for long periods of time.

Difficult to determine whether an error is on the provider side or payer side, or if it is a software issue.

Message tab is clogged up with old messages, no way to delete old messages. Messages not in alphabetical order.
Have you attempted an upload to STAR?

Total Responses: 41 of 60 (68%)

If yes, were you successful?

Total Responses: 8 of 60 (13%)

*Yes response clarification- “we uploaded successfully, but then got errors after the upload”*
If no, why have you not attempted an upload?
- we are still using paper documents and existing agency system
- SCA's do not have the capacity to do an upload. It's a feature that's not available to SCA's...CORE must upload STAR in order for SCA's to have this capacity.
- Coordinated through corporate IT
- No need to at this time. We are using the minimum data set and this information is easy enough (for us) to put into STAR without uploading.
- I'm an SCA rep. and haven't had to upload anything yet.
- Not on EMR completely yet.
- I don't do the data entry
- SCA instructed us not to
- I do not have the permissions or the capability to do so.
- I am supervising employees that are responsible for using the STAR system.
- I am a new staff member, have not been given a log in for STAR.
- We have not been trained and are unsure how to. We are a nonplacement provider.
- At this time the agency does not have EMR
- No need to at present.
- not needed in my position
- Not applicable – SCA
- our agency is directly entering the required data into STAR
- Working out bugs with creating forms having the correct field types to be accepted. Now that it’s live we have heard from the SCA that there is no test site any longer and we are nervous about test data being in live site.
- Taking a long time to create the extract out of our current EMR and the amount of data to extract.
- We decided with all the problems it was easier for us to enter our info
- It was difficult to make this upload work with our current EHR. Many recode tables would have needed to be developed, etc.
- Building the export/import bridge from CredibleBH to STAR
- Our EHR is not yet prepared to do this - difficulty matching fields with existing work flow (we use an integrated assessment).
- do not have the data organized yet
- no previous electronic records to upload, and CIS data upload to STAR would not have included all information so it was easier to hand key
- We have our own electronic system for client management. Our system has to be configured to be able to pull the data. WE haven't been able to configure it to pull just yet.
- In process of writing the specs, put on backburner due to being told that it doesn't work.
- No need to upload any data as of yet
- We needed changes to our current EHR and are in the process of updating and would like to test soon.
What EMR/EHR does your organization use?

- Askesis/Psychoconsult: 1
- Qualifacts: 2
- Credible: 6
- Netsmart/Avatar: 9
- Netsmart/Tier: 4
- QuadraMed Affinity: 3
- Total Record: 2
- Quic Docs: 1
- None: 1
- Own/Homegrown: 1
- Unknown: 1
- Did Not Answer: 1

Total Responses: 40 of 60 (67%)

Did you attend a STAR upload training session?

- Yes: 9
- No: 31

Total Responses: 40 of 60 (67%)
Chat Log Questions/Comments

- If this is replacing the CIS system for data collection, in Philadelphia county this is currently only reporting on BHSI individuals and eliminates most of our population who are CBH essentially underreporting our data for the county.
- Right now this is being used for data collection in Phila County. Do you have a sense of when it will become a billing system?
- We were asked two months ago if we would be willing to work directly with Core Solutions on the problems we were having. We said ABSOLUTELY!! I have followed up several times with Joe Galucci’s office and have not gotten any update/response.
- I need to qualify the answer to that. We uploaded successfully, but then got errors after the upload. (in response to upload poll)
• We have been working heavily with our TIER team and I have sent the contacts on the TIER side to Joe Gallucci’s office.
• Upload - You have to go to the website and actually upload a file of patient data.
• Us too. Lots of calls to the State with no response
• I got a call a few weeks ago regarding a problem we submitted MONTHS ago.
• One recommendation for training is on the technical aspects, such as being able to correct errors, editing, etc.
• Client name doesn’t appear in Client Search when in fact a profile and screen has been submitted.
• is there still a test site to upload data to just to make sure that it is working without jeopardizing live site
• STAR could be a silver lining in that it could make consistent questions on evaluations, etc, that would streamline licensing because all agencies being licensed would be using the same forms so licensers can’t attack forms that are concrete and not able to be changed.
• STAR SYSTEM QUESTIONS1. When I do an intake through the Star, I first do a search for the client, if not found, I then do a Profile. Once this is done I call up the menu and choose Screen, then I go to Assessment, and lastly go to Admissions. Somewhere between Assessment and Admissions, I go to TEDS. Is this the appropriate procedure for intaking someone. 2. Speaking of Intakes. Do the Screen Date, Assessment Date, and Admit Date all have to be the same on the intake? I am having problems with Admit dates. I just did an intake on someone on the 16 of Oct. However, this person arrived at our facility at 5:00 on the 15th. Consequently, when I do the intake my only choices for Screen Date, Assessment Date, and Admit Date was 10/16/12. I am fine with the Screen Date, and Assessment Dates, but 10/16/12 is not the Admit Date of this person. Unfortunately, I am unable to type in the actual Admit Date – 10/15/12.3. Why does it say please select an admit date on the discharge, when nothing but Please Select comes up after you scroll down? 4. Is there any way to make a correction once the information has been submitted? Or, is there someone to contact to override the system and make adjustments? Some of our discharges and intakes before October need a few corrections. 5. Star system, times out, freezes, locks you out even if you logged off correctly and cannot get back on due to Internet congestion. 6. I attempted to print out a client liability form on my Allegheny County client and received the printout of a person in Chester County of an unknown person7. Why do all the dates have to match in order to be permitted to complete all forms? 8. Why does it permit you to submit when all the information is not present? 9. Often the system informs you that all information is not present and it will not permit you to submit however there are times when it permits submission of forms with too little information and you are not locked out and cannot go back and correct anything.
• SCA's do not have the capacity to upload
• Can Core Solutions help with getting the last four digits of the zip codes to help to resolve the upload issue?
• I was kicked out only a couple of times. The problem is I was kicked out and then locked out. When I contacted Star it took days to get a call back. Thankfully I was able to contact someone in my agency is unlock me.
• YES. Has happens to us daily. (in response to getting "kicked out" of STAR)
• We contact that number and it took 2 weeks for a response.
• The logging off issues happened in training too. We have the same issue but not with our EHR vendor. I believe it is their issue.
• We too never get a call back.
• We got 1 call back in the last 3 months. (From the state)
• Our upload is ready to be tested, but we are afraid to take the next step with the issue we are already having.
• How can we edit a profile after the profile is created? How can we delete duplicate entries?
• We are having the same difficulties with PCPC info cut off. Inability to edit and correct entries. users unable to log on or their profile has been modified and are unable to log on as well as, being kicked off the system.
• Basic data entry training, including does and don'ts...i.e. logging out properly. thank you.