

HealthAssistance

PARTNERSHIP

Helping SHIPs Help Medicare Consumers

HAP's eNPR Service: More Than a Technology Tool

What is HAP's eNPR Service?

Electronic National Performance Reporting (eNPR) is a web-based reporting tool that collects the information required of SHIPs by the Centers for Medicare & Medicaid Services for National Performance Reporting (NPR). The eNPR captures client contact encounters, outreach events and volunteer resources as required by the Client Contact Form, Public and Media Activity Form and the Resource Report Form.

How did the eNPR evolve?

HAP's eNPR Service was developed by HAP under a grant from The Atlantic Philanthropies to study capacity building within the SHIP network. In the fall of 2004, HAP surveyed SHIPs across the country and found NPR reporting to be an issue. As a result, HAP worked very closely with staff and volunteers in the Ohio State SHIP program (OSHIIP) to develop HAP's eNPR Service.

What are the benefits of using HAP's eNPR Service?

- Provides volunteers and local programs the ability to report information in real time and then access that information to gauge the success of the SHIP services being provided in their respective communities. This not only encourages reporting of client encounters and events, but also promotes local and state program improvement on a regular basis by enabling SHIPs to gather and analyze feedback on their community-based services.
- Offers the flexibility to permit or restrict access to different aspects of reporting based on a volunteer or staff person's role in the SHIP program.
- Provides a 'trail' of data that can be traced back to the individual beneficiary as well as the volunteer who performed the SHIP service. This ensures the integrity of the information being captured.
- Acts as a case management system by providing a place for case notes and the ability to search for a client's previous encounters with the SHIP program to add a new client encounter to their 'case file.'
- Allows state level staff to view data in aggregate to help spot trends in the delivery of SHIP services and health coverage issues.
- Allows eNPR to be "branded" with a SHIP program's logo, thereby adding a degree of familiarity to the reporting process for local SHIP programs.

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How does eNPR data get to SHIPTalk?

At the end of each quarter, the eNPR creates a report for Client Contact Forms and Public and Media Activity Forms in the file formats required to be uploaded into SHIPTalk. These files are then submitted through a SHIP Director's SHIPTalk account using the "Upload" option. For the Resource Report, the eNPR automatically calculates Sections 1-5 from information contained in the tool's database. However, because there are no SHIPTalk file specifications for importing resource report data, the aggregate information generated from the eNPR must be manually entered into SHIPTalk via a SHIP Director's account.

Is HAP's eNPR Service secure?

Yes. HAP's eNPR Service employs two forms of security to ensure the data collected is secure. The first is creating a system of usernames and passwords where only those with a designated login can access the reporting tool. Second to this, all data captured in the eNPR is transmitted using at least 128 bit encryption via a secure socket layer.

Do all users see all of a SHIP program's data?

No. The eNPR Service is role-based to protect the privacy and integrity of the information collected. All users have access privileges associated with their login information that give them permissions to see and use different parts of the eNPR. For example, the tool can specify that a SHIP volunteer only sees the clients they have counseled or the events they have entered. However, a staff person or a SHIP volunteer supervisor at an organization can be designated to see all the clients served by that organization. At the state level, a SHIP program can see all the SHIP activity across the program by organization and by volunteer. There is also a state aggregate view of information designed to help spot trends in the delivery of SHIP services such as average time spent counseling by counseling type or events held by topics covered.

Can the eNPR be adapted to meet your program's needs?

Yes. The eNPR is designed to provide maximum flexibility to allow SHIP programs to meet their needs. Therefore, while the data fields required by CMS must be included in order to satisfy NPR requirements, the eNPR can accommodate the unique needs of each SHIP program by allowing additional data collection fields to be built into the system. The eNPR also allows additional design elements, such as a work flow approval process, reminder flags for following up on open client contact forms or others, to be included in the tool should a program elect to do so.

What is the future of HAP's eNPR Service?

HAP is interested in making the eNPR available to other SHIPs. HAP is creating a business plan that allows the tool to be adapted to meet the changing, unique needs of SHIPs while minimizing the costs. For more details on the service please contact Rachel Gussett-Williams, Director of National Technology Initiatives via email (RGWilliams@hapnetwork.org) or phone (202-737-6340).