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### **Check Out our Other Training Resources**

### Youtube Training Playlist Full Training Playlist

Videos focused on the web form:

- 1. Logging into the system: <u>link</u>
- 2. Using the visit and client pages: <u>link</u>
- 3. Validating data entered with the visit web form: <u>link</u>
- 4. Reviewing and downloading data: link

Videos focused on data uploads

- 5. Uploading data: link
- 6. Checking and fixing data uploads: link

Quick review of system with slides

Link to slides





### Introducing the KORE Data Portal, Developed with RADOR-KY



RADOR-KY has partnered with KORE to build them a system that will improve the data entry process.

#### How does this help KORE?

• It will take them substantially less time to process and use the data you send them.

#### How will this help you?

- The web-based form makes it much easier for you to track your data in one spot, allowing your team members to collaborate on the go.
- Entering data as its collected, using the web form, can take a lot of pressure off your team when data is due.

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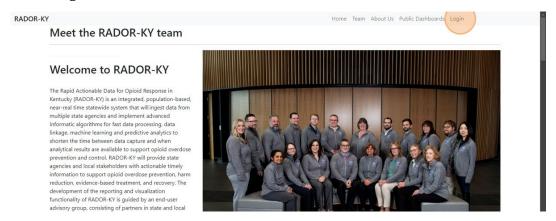
RADOR-KY Training Contact: Lindsey Hammerslag L. Hammerslag@uky.edu





### **Accessing the System**

- 1. Navigate to <a href="https://rador-ky.uky.edu/">https://rador-ky.uky.edu/</a>
- 2. Click "Login"



3. Click the KORE icon.



4. Enter your login information. You should have received an email from support.rador-ky@uky.edu with a request to reset your password when your account was first created. If you have not, please find that email and create a password, or email <a href="L.Hammerslag@uky.edu">L.Hammerslag@uky.edu</a> to request an account.

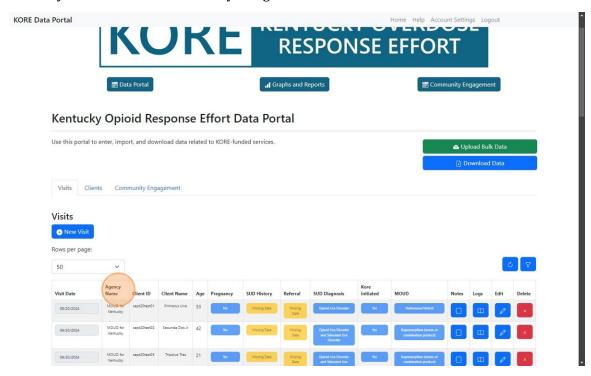




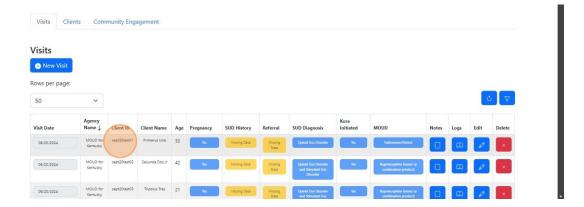


### **Navigating through the Data Portal**

- 1. After logging in, you'll be taken to the data dashboard page.
- 2. The first page you can view is the visits page. This contains a list of all visits for any clients from your agency or program.
  - You can only see clients that are connected to a program your account has access to, to protect the privacy of client information.
  - This page is automatically sorted with the most recent visits on top, but we'll show you how to sort and filter by things like client name later.



3. Client ID and name are visible here, along with details about the visit, such as the date.







**SUD History** 

Missing Data

Missing Data

Missing Data

SUD Dia

Referral

Data

Data

4. One of the new things about this system is that each visit can get its own record or row. So here you can see that all of these clients had a visit on September 20th. We can sort data by visit date to view earlier records, too.

### Visits New Visit Rows per page: 50 Agency Visit Date Name ↓ Client ID MOUD for sept20test01

Kentucky

MOUD for

Kentucky

MOUD for

Kentucky

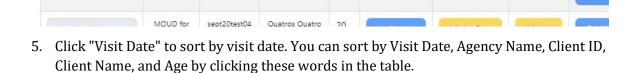
sept20test02

sept20test03

09/20/2024

09/20/2024

09/20/2024



Client Name

Primerus Uno

Secunda Dos Jr.

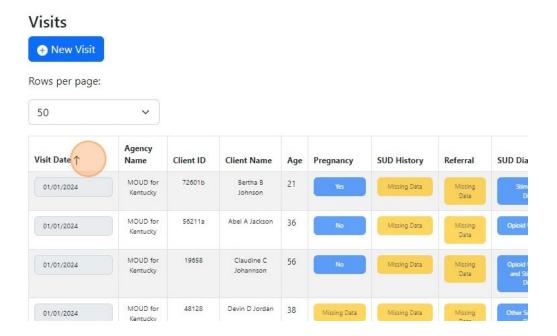
Age

53

42

21

Pregnancy







### **Using the Visits Page to add Visit Information**

MOUD for

Kentucky

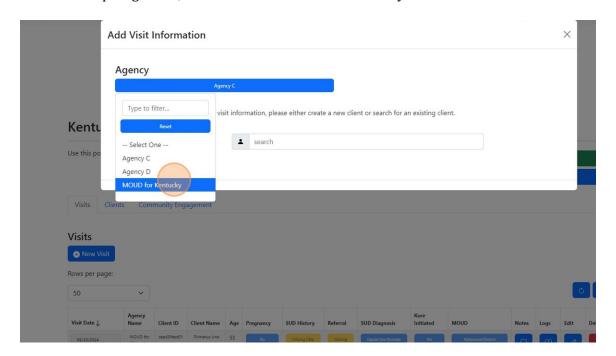
09/20/2024

sept20test01

1. Click "New Visit" Visits Community Engagement Clients **Visits** + New Visit Rows per page: 50 Agency Visit Date ↓ Client ID SUD Dia Name Client Name Age Pregnancy **SUD History** Referral

2. Select your agency from the dropdown menu. If you are associated with only one agency or program this should be automatically selected for you. The account I'm using here has multiple agencies, so we'll select "MOUD for Kentucky"

Primerus Uno

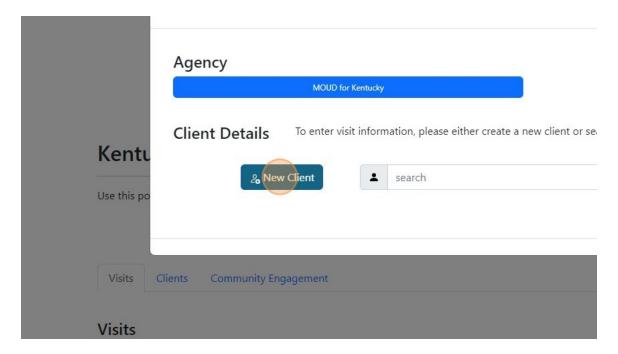




Missing Data



3. Click "New Client" if this is the first time your program has seen this person. If the client has been in before, and you know their client ID, you can search for them in the text box to the right instead.



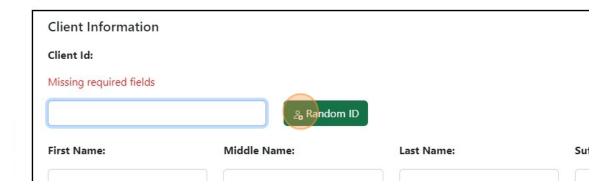
4. When entering a new client, the first thing you'll be prompted to do is fill in a unique ID number. This is critical to get right, as we cannot accept a record without a client ID. You can enter your own client ID here if you'd like, or you can ask for a random ID number. If a client ID is already in use, you'll be warned and asked to pick a new ID.

Client Information		
Client Id:		
Client Id:		_
	<b>₽</b> Random	ID
First Name:	% Random Middle Name:	Last Name:
First Name:		
First Name:		
First Name:  Date of Birth:		



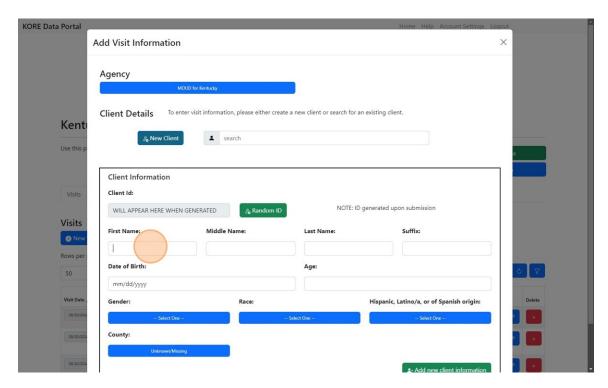


5. For this example, we're going to click the random ID button.



Notice that the client ID box is now gray and has a message stating the ID number will appear when generated. The ID number will appear in that box as soon as you finish filling in this rest of the client information and click the "Add New Client Information" button.

For now, work on filling in as many client details as you're able to share. Remember that name and date of birth are optional and will not be shared with KORE or anyone else outside your agency, they're just there to help you keep better records.

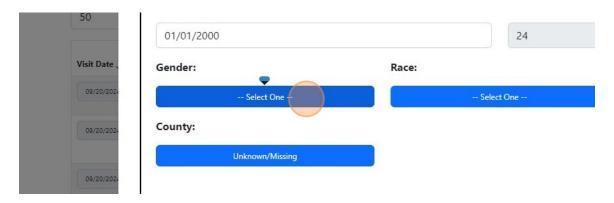




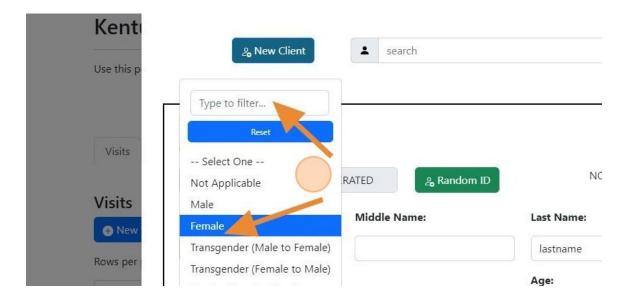


Tip: As you're filling in the name, you might find it helpful to use the "Tab" key to navigate through the fields a little faster. Try it out and see what happens!

7. When you get to the fields where we will only accept specific responses you're going to see a blue box marked "Select One". Click on these boxes to pull up the dropdown menu of your choices.



- 8. Select the appropriate options for your client to complete gender, race, ethnicity, and county information.
- 9. Notice that you have an option to "Type to filter" when navigating through these dropdown menus. By typing into that box you can restrict the options available in the dropdown list. This will be really helpful when you're entering race and county information!
  - You can just scroll through the options here and click on whatever you'd like, but I'm going to show you a faster way to work if you like using the keyboard.





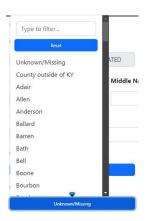


Tip Tabbing through fields, by pressing the tab button after you enter information, can help you work faster here! Try this sequence out if you're feeling adventurous.

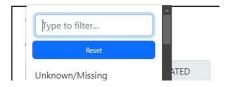
1. Hit "tab" until you see a dropdown menu has been selected.



2. Hit enter to open the dropdown menu



3. Hit tab to select the filter box.



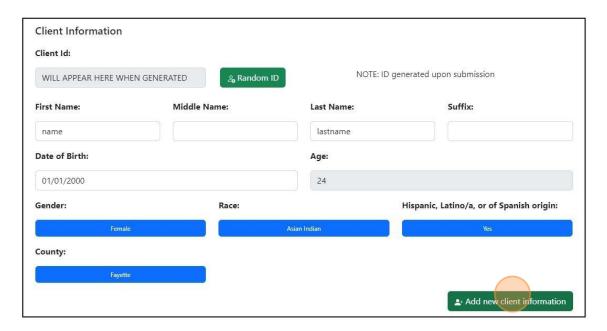
- 4. Start typing what you want to select.
- 5. Hit tab twice to select the option that pops up, then hit enter to choose it!



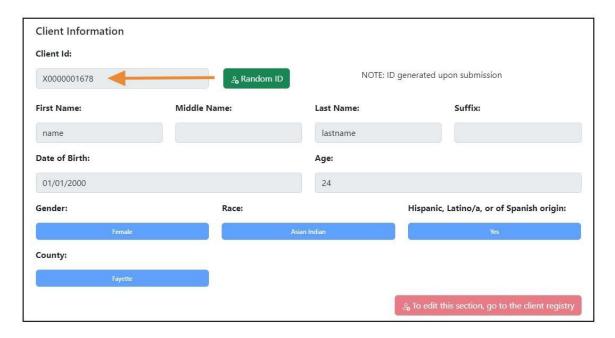




10. Whichever way you decide to interact with the dropdowns, once you finish them you can move on to hitting "Add new client information"



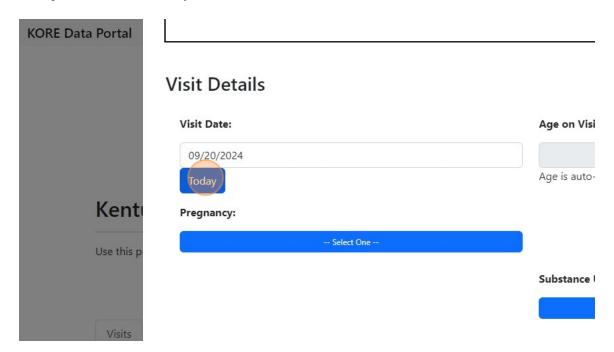
11. If you chose to assign a random ID, make a note of the ID that was assigned for this client, you can use this to quickly access their information later.







12. Now that we've entered the client information, let's scroll down to enter the visit information! First, you're going to need to enter the visit date. This is information is required to submit the file to the system. You can click the today button to speed things up if the visit was today.



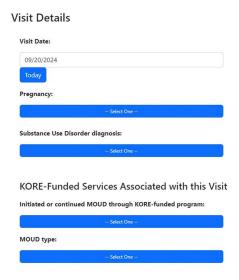
13. For every visit, you'll need to fill in information about a client's pregnancy status.



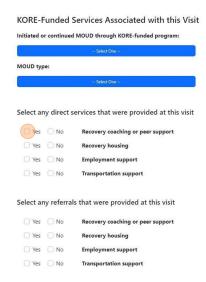




15. Next, you'll need to answer the questions about KORE funded services. Here's an example with questions that you would see if your agency was focused on providing MOUD.



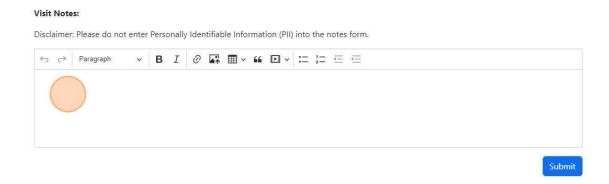
- 16. And here's what you'd see if your agency was more focused on recovery and quick response services.
- 17. After you complete these questions, you'll be asked about whether the client received KORE-funded services directly from your program and whether the client received a referral to receive these services from another program.







18. Next, you'll scroll down to the notes section, where you can enter anything you'd like to keep track of for later. Remember that KORE will be able to see what you write here, so don't share personal or identifying information about your clients. This is different from name and date of birth, which get removed before KORE receives the data.



19. When you've finished filling in the information, hit submit!



20. Once you've entered the data, it should be seen around the top of the database. Notice that this form is focusing on visit information.



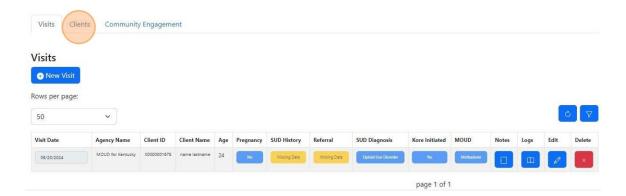




As of September 2024, we're still working to improve our sort functionality. If you can't see the client you just entered at the top of the data table, you may instead find them a few rows down, below other records with visits on the same day.

As of September 2024 we're still working to hide columns that don't apply to your agency. For agencies reporting MOUD data, you can ignore missing values in "SUD History" and "Referral". For agencies reporting QRT and recovery services, you can ignore missing values in "SUD Diagnosis", "KORE Initiated", and "MOUD".

21. From here, you can click the clients tab to look at more detailed information about your client.





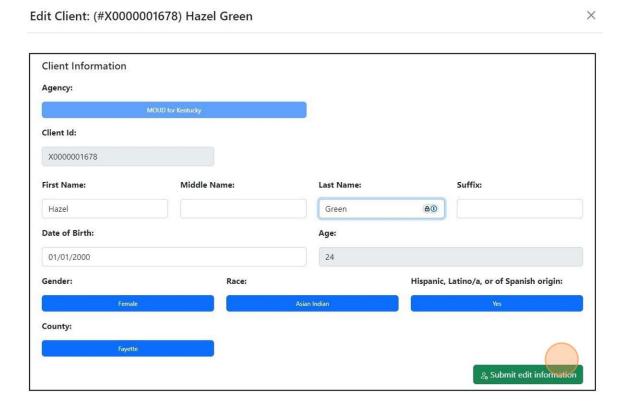


### **Using the Clients Page**

1. This Clients page includes more information about the client, including demographic information. The edit button here is the only place you can go if you need to edit client information.



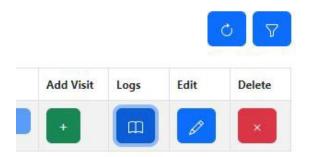
2. For this example, let's say I got to know the client better and wanted to add her actual first and last name. I can do that by pressing the edit button and then interacting with the fields. When I'm done making edits I can hit the "Submit edit information" button.







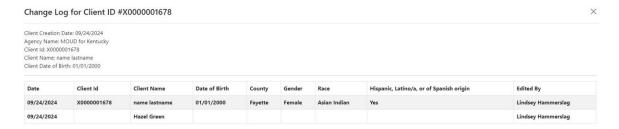
3. If you want to look at the history of edits to a client's registry information, just click the "Logs" button!



4. You can quickly create new visit records from this page, using the "Add Visit" button.



5. Here we see that Hazel's information has been updated, by Lindsey Hammerslag, on 9/24/2024. Keeping these kind of records can help you track down issues later.

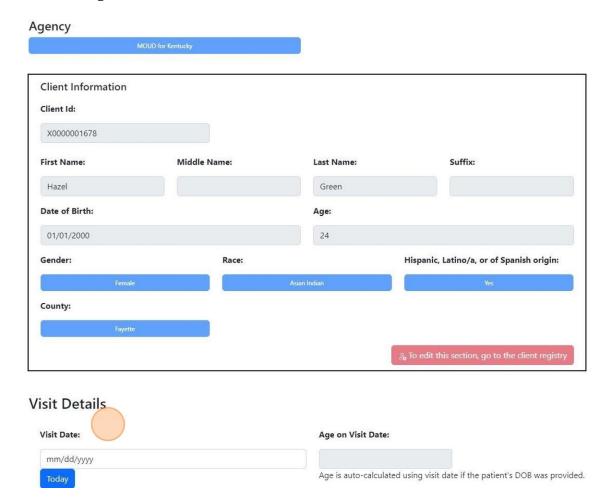


6. Pressing the Add Visit button pulls up the "New Visit" form with the client information pre-filled. This can be a huge time saver for your agency, if you're seeing the same people more than once!





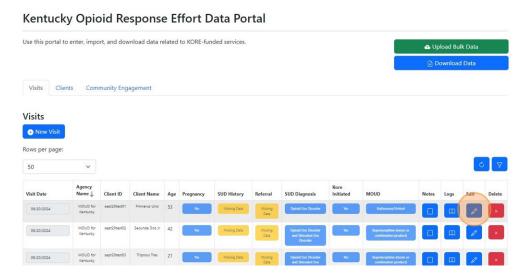
7. Once you have this pulled up, you can scroll right down to the visit date and begin interacting with the form like normal.



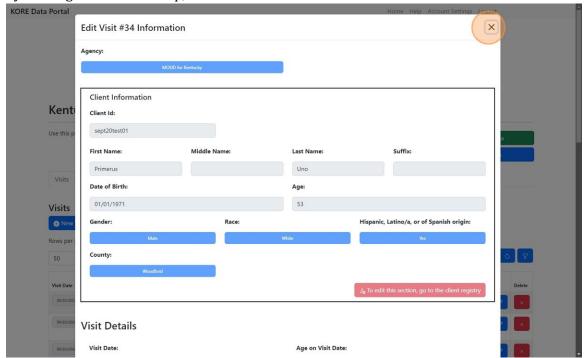


### **Reviewing Data Associated with a Visit**

1. To review more details associated with a visit, or to edit the visit details, you can click the "pencil" icon, in the Edit column.



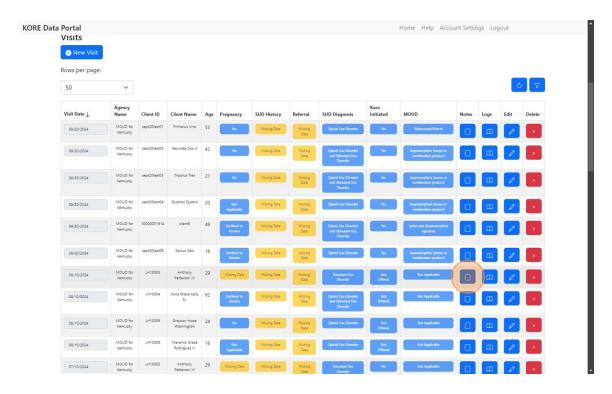
2. This will pop up a full version of the form that was submitted, or the data that was uploaded if your agency does bulk uploads (*more on that later*). You can close this form by clicking the "X" at the top, or scroll down to review the visit information.



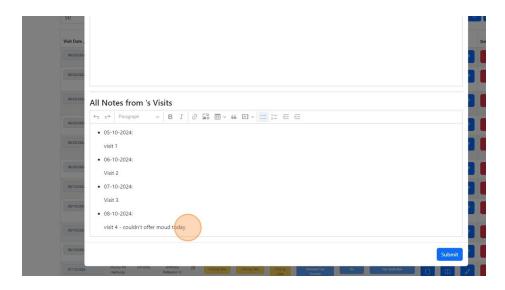




3. To review visit notes for a specific client, you can click on the "Notebook" icon, in the "Notes" column. For example, we're going to look at Anthony Patterson's notes here, from his most recent visit.



4. Anthony Patterson has actually had 4 visits in the last several months, and when we click on the notes icon for his most recent visit we can see that history in the bottom section.







### How do we automatically check your data?

#### Automatic checks with the web form

The web form helps you enter data right the first time by warning you if there are errors. There are a few flavors of errors it's looking out for:

- 1. Inconsistent information some of the things you're reporting go hand in hand. We will let you know if your answers to two questions are incompatible and give you a chance to fix your responses.
  - a. Example 1: If a client has a history of stimulant use (for QRT and recovery teams) or a diagnosis of stimulant use disorder, you can't submit information about opioid use disorder treatment. To fix this error, change the diagnosis/history you're reporting or change the mismatched opioid use disorder-specific variables.
  - b. Example 2: If a client is a male, we will send a warning if you select "Yes" for pregnancy. To fix this error, either correct the response for pregnancy, or select something different in the gender field (e.g., female or trans female to male).
- 2. Impossible information As we check the dates you enter, we ensure that they make sense. They shouldn't occur to far in the past and they certainly shouldn't happen in the future. If you get one of these warnings, just correct the date.

Tip: Want to enter client information the day before a visit? Just use the client page to submit that information without any visit information!

- 3. Information that isn't formatted right The KORE data dictionary is very specific about the way that you can write your data. To save you effort, we have dropdown menus that prevent you from entering something incorrectly.
- 4. Reusing the same client ID for more than one person Because we create a "client registry entry" for clients, you cannot accidentally enter a client ID that has already been used without us telling you about it.
  - a. That client registry entry also prevents you from entering inconsistent client information. You can edit the information through the client page, if you need to, but because you don't have to retype things more than once your chances for errors go way down.



#### Automatic checks with the upload form

These are much more intensive than the form, as we lose out on all of the things the form does for you automatically.

This is part of why we suggest that agencies proceed with caution if they choose to use bulk uploads, as the file preparation process is likely to take longer than data entry unless the agency is processing quite a lot of data all at once.

To get your file accepted, you're going to need to work closely with the template and data dictionary files. You can find them here:



- 1. Include every single item listed in the file template, even if your agency is leaving that information blank.
  - a. Just like before, teams reporting QRT and recovery focused variables (e.g., substance use history) still have to include the empty labeled columns for the treatment focused variables (substance use disorder diagnosis and MOUD information).
- 2. Ensure that every single item in your file complies with the data dictionary rules.
  - a. If a column has a set of blue cells, those are the only answers you can submit. All other answers will result in your entire file being rejected..
  - b. If a column is marked as required (visit date, client ID, agency ID) then you cannot submit any row with data that does not include values in these 3 columns.
- 3. Ensure that every single person in your file is either a new client, or has a date of birth that's consistent with what's already in the system. That's our main check to ensure that you're not re-using IDs.
- 4. If the DOB doesn't match, we'll show you what was in the system for that client so you can resolve the issue. You'll either need to edit the client registry, in the clients tab, or you'll need to edit your file.
- 5. Ensure that the data you're submitting is consistent and formatted correctly. Review the validation rules above.
  - a. While the web form prompts you to correct your data as its entered, the data upload system requires you to work through a submission report.
  - b. Resolve any issues identified as failures. We do our best to give you guidance, but you'll need to

determine how to resolve each individual error.



