

**IHS Division of Diabetes Treatment and Prevention  
Diabetes WebAudit 2009**

**Frequently Asked Questions (FAQ)**

**1. Accounts and Passwords**

**1.1 I have a WebAudit account but I can't remember my User Name or password.  
What should I do?**

Email the WebAudit team at [ddtpwebauditadmins@ihs.gov](mailto:ddtpwebauditadmins@ihs.gov) and ask for your User Name.  
See item 1.2 below to reset your password.

**1.2 I have a WebAudit account and know my User Name but I can't remember my  
password. What should I do?**

Go the log in page for the WebAudit  
([https://www.ihs.gov/NonMedicalPrograms/ihpes/portal/portal\\_login.jsp](https://www.ihs.gov/NonMedicalPrograms/ihpes/portal/portal_login.jsp)). In the box that  
says "Please Log On" click on the text that says "Click here to reset your password".  
Follow the instructions from there.

## **2. General Questions**

### **2.1 If I am planning on doing an electronic audit, do I need to set up a WebAudit account?**

Yes, you do need to set up a WebAudit account even if you are doing an electronic audit.

After creating your electronic audit (REC) file, you will “upload” it into the WebAudit. Then you can view, edit, and run reports on your data. The Area Diabetes Consultant for your area and IHS Division of Diabetes Treatment and Prevention staff will also have access to your data once it is uploaded.

### **2.2 Can more than one person have access to the data for a facility?**

Yes – any number of people can have access to the data for a facility, with permission from the facility staff.

### **2.3 Can one person have access to data for more than one facility?**

Yes – one person can have access to the data for as many facilities as necessary.

### **2.4 I was automatically logged out of the WebAudit – why?**

Audit data includes information that could be used to identify individuals (e.g., Date of Birth, Chart Number) which must be kept confidential. In order to do so with internet-based software like the WebAudit, DHHS computer security guidelines require an automatic log out if the computer is unattended for some period of time (20 minutes).

If you are in the middle of entering data for a record and need to leave your computer, click on the "Save" button at the bottom of the screen, even if you aren't done entering data for that record. That way you won't lose any data, and can go back and "Edit" that record (meaning adding in the rest of the record's data) when you next get back to your computer.

### **3. Electronic (RPMS) Audits**

#### **3.1 Certain diabetes medications and urine tests are not available at my facility. Can I leave those taxonomies empty?**

Yes, if a particular medication or lab test is not available at your facility, it is okay to leave the pertinent taxonomy empty. When you start the audit, you will be notified about any taxonomies that have no entries, but if those taxonomies were left blank intentionally you can ignore the message as no further action is necessary.

#### **3.2 How can I tell if there are potential errors in any of the records that have been uploaded via an electronic audit (REC) file? How can I correct any errors that are found?**

You can check for potential data errors using the Data Quality Check tool. If any errors are found, you can fix them one of two ways. The first way is to make corrections using RPMS, create a new .rec file, and upload the new .rec file. The second way is to make corrections using the WebAudit by editing the record from either the Data Quality Check tool or the View/Download Data tool. If you use the second way, you should eventually make the same corrections in RPMS so the data are corrected at their source.

#### **3.3 I uploaded an electronic audit (REC) file and ran the Audit Report to be sure everything looked okay with my data. Something must be wrong because it shows that 90% of my patients are controlled by diet and exercise alone. What should I do?**

This is usually an indication that you do not have all of the medications in all strengths and dosages in each drug taxonomy. Review each taxonomy in RPMS and populate with all suggested drugs of all strengths and dosages for that drug class.

#### **3.4 I am having problems creating my electronic audit (REC) file in RPMS or some of the data do not look "right" for my patient population. How can I get help for resolving these problems?**

You may email the IHS Help Desk at [ITSCHELP@ihs.gov](mailto:ITSCHELP@ihs.gov). Your request for assistance will be routed to Cimarron staff that supports the RPMS Diabetes Management System and the GUI Diabetes Management System.

## **4. Facility Information: Registry Number and SDPI**

### **4.1 How do I enter the Registry Number for my facility?**

1. From the Main Menu click on "Diabetes WebAudit Facility Administration".
2. From the Facility Administration page click on the button or left menu item that says "Enter Facility Info".
3. On the Facility Information Entry Tool page, follow the instructions on the screen to enter your REGNUM.

### **4.2 How do I enter the information about Special Diabetes Program for Indians (SDPI) grant funds for my facility?**

1. From the Main Menu click on "Diabetes WebAudit Facility Administration".
2. From the Facility Administration page click on the button or left menu item that says "Enter Facility Info".
3. On the Facility Information Entry Tool page, follow the instructions on the screen to enter information about your SDPI grant.

## **5. Data Entry/Editing**

### **5.1 Why can't I see some of the questions on the screen, like tobacco cessation counseling and depression screening?**

These questions depend on the response to the previous question and will appear on your screen only if they should be answered.

### **5.2 When I have missing data for blood pressure, HbA1c, lipid panel, or other fields that usually have a number, what do I enter?**

Just don't enter anything if you have missing data. DO NOT enter a value of 0, 99, a negative number, a dash, or any another number or character.

### **5.3 For a question where I choose a response from a list, I accidentally chose a response but really the response is missing – what should I do?**

1. For STATE of residence, just select the word "State" at the top of the list.
2. For DM Therapy, missing is assumed to be "No", so select "2 - No" from the list.
3. For all other fields where you choose a response, select "Choose One" from the top of the list.

### **5.4 Why can't I use the Enter key to go between fields?**

The ability to use different keys to move through data entry is dependent on the software. The WebAudit software requires use of the Tab key or mouse instead of the Enter key.

### **5.5 On the urine protein testing section, can I choose more than one option? Some patients have had multiple different urine tests.**

Only a single choice is permitted on the type of urine protein test performed. Evaluate the record for urine protein testing during the audit period in the listed priority order of the tests, beginning with choice 1 (quantitative UACR). If the patient has not had a quantitative UACR during the audit period, next look for choice 2 (semi-quantitative UACR), and so on down the list.

**5.6 I entered/uploaded my data and I need to change/correct some values. How do I do that?**

1. From the Main Menu click on "Diabetes WebAudit".
2. From main WebAudit page, click on the button or left menu item that says "View/Download Data".
3. Follow the instructions at the top of the screen to see a list of records for your facility.
4. Once the list appears, follow the instructions above the list to choose a record to edit.
5. You will be taken to the Data Entry Tool, which is also used for data edits. Follow the instructions at the top of the screen to make any necessary data edits. Be sure to click on the "Save" button at the bottom of the screen after making any changes or the changes will not be made.

## **6. View/Download Data**

### **6.1 The List of Audit Forms Entered is not in the order that I entered them. How can I change the order?**

You can reorder the List of Audit Forms Entered by clicking on any of the underlined column headers. To see the list in the order the forms were entered, click on the “Entry Date” column header.

## **7. Locking Data**

### **7.1 What does "Lock Facility Data" mean?**

"Lock Facility Data" means data for your facility will be submitted to the IHS Division of Diabetes Treatment and Prevention and can no longer be entered or changed by you or other staff with access to your data. Locking your data via the WebAudit is essentially the same as sending it to your ADC or directly to the IHS Division of Diabetes Treatment and Prevention in previous years.

### **7.2 How do I "Lock" the data for my facility?**

1. From the Main Menu click on "Diabetes WebAudit Facility Administration".
2. From the Facility Administration page click on the button or left menu item that says "Lock Facility Data".
3. On the Lock Facility Data Tool page, follow the instructions on the screen to lock the data for your facility.

### **7.3 I locked the data for my facility and now I need to make some changes. Can I do that?**

Yes, the WebAudit administrators can "unlock" the data for your facility. Contact them via email at [ddtpwebauditadmins@ihs.gov](mailto:ddtpwebauditadmins@ihs.gov) and let them know what facility you need to unlock. After that, make any necessary changes and then lock the data for your facility again.

## **8. Other Questions**

### **8.1 I didn't find the information I was looking for here, how can I get help?**

Please send an email message to [ddtpwebauditadmins@ihs.gov](mailto:ddtpwebauditadmins@ihs.gov). If you would like someone to contact you via phone, please indicate that in your message and provide a phone number.