

Louisiana Addictive Disorders Data System
LADDS WEEKLY BULLETIN
Issue #2 July 9, 2003

THINGS THAT HAVE BEEN FIXED

Several problems that were frustrating users have been fixed:

- 1) A nurse can now record s TB service;
- 2) The Financial Info page will save even if you do not complete the Legal Status field on the Initial Interview page (which ordinarily is not completed for Contacts), and
- 3) When you click Service Tickets after selecting a client, the client's individual tickets will now show as well as group service tickets.

THINGS TO BE FIXED THIS WEEK

- 1) Usually there is not a problem doing a termination form on an expired case. But in some cases, LADDS thinks there is a termination already done when there isn't. Also sometimes you may want to edit a termination form. Now there is a new security permission granting the right to edit a termination form or add one for an Expired case when LADDS doesn't want to let you do that. Your Regional System Administrator can grant this right to anyone the Regional Manager authorizes.
- 2) The group ticket routine was putting the total number of people in a group as the number attended – now it puts just the number you selected for tickets as the number who attended.
- 4) LADDS has been marking some cases as expired when it was not supposed to do so. We think that problem will be fixed also by July 10. If you notice cases which should be open that are marked Expired (meaning you should close them), email dbelgard@bellsouth.net with the facility and case number of the client. Please do not email social security numbers or other complete identifying information on clients though since email is not secure.

NEW FEATURES

- 1) There will now be a VOID field on the service tickets and on the Census tickets. There will be another new security permission which will grant the right to check this VOID field when someone makes an error and records someone present in a group (or on daily census) when actually the person wasn't there. Your Regional System Administrator can grant permission to void service or census tickets to anyone your Regional Manager authorizes.
- 2) LADDS will not allow an Initial Interview to be done on an incomplete Registry Record anymore. This will help clean up the situation with duplicate registry records – more on that later.
- 3) LADDS will now assign case numbers for you. They will be unique and uneditable. You can use them on your hardcopy records if you wish or just write them under the case

number you ordinarily assign on the hardcopy record (if you want to keep using your current case numbering scheme on your paper records). We had to make the case numbers uniform and unique in LADDS because some people were assigning the same case number to two different people in the same facility. Then when you search by case number things get confused.

WHY SO SLOW?

The system has been bogging down with too much data to transfer between the web servers that communicate with you the users and the SQL Server where the data is stored. This will sometimes cause the servers to time out and all kinds of weird and mysterious error messages to appear.

This bog down may be because the data line connecting the servers that we thought was dedicated only to OAD is being shared. We have to check on that. But there is no doubt the system can be speeded up by allowing fewer records to be retrieved by any one user at one time. For that reason, you will sometimes see a warning that LADDS is retrieving only the first 300 of the records that match your search criteria.

Another problem occurred when State level people clicked Users or Providers -- every user or provider in the State would be listed. State level people can no longer do this. They now will see only State level people. If they need to see the users or providers of a particular region (maybe to help someone in that region) they will have to set themselves up with a regional ID for that region. So you people with regional level security should not be surprised if you see some new logins for State level people appear in your list. This is all part of limiting the number of records retrieved at one time so the system will not bog down so much.

Until we can get the data speed problem fixed, you can help if you have routine stuff to do like close cases or run reports by doing these things very early or very late in the day when there is not as much network traffic. That way the people who are admitting patients will have a faster system to work with during the peak use times.

CLEAN UP

Some people have expressed concern about all the duplicate registry case records. Not to worry. Duplicate records will be merged in the coming week to 10 days. First the duplicate registry records will be merged and then the duplicate case records. We will let you know when this happens so you can let us know if you find duplicates we missed. Moving from one data system to another is a monumental and frustrating task. But with every day that passes the situation will get more under control, and you will become more familiar with and more in control of the data system