

# KENTUCKY SUBSTANCE ABUSE TREATMENT OUTCOME STUDY (KTOS)

OVERVIEW, TIPS & TROUBLESHOOTING



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University of Kentucky CDAR

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## KENTUCKY SUBSTANCE ABUSE TREATMENT OUTCOME STUDY - KTOS

### *Overview of the KTOS Data Collection System*

Your Personal Digital Assistant (PDA) has been assigned to you by the Division of Mental Health and Substance Abuse to be used for collecting KTOS data. When you are ready to begin baseline data entry for a client – open the KTOS program by tapping on the **icon labeled KTOS**. Tap on the **START** button to begin a new record.

### *What type of data collection is expected from me?*

For each of your clients, you should complete a baseline interview. A client is anyone **ages 12-99** who receives state-funded substance abuse treatment. The baseline interview is to be completed after you have established rapport and have an alliance with your client. Baseline interviews should be completed as close to admittance into the treatment program as possible. General guidelines state the interview should be completed:

- ❖ within the first **72 hours for inpatient/residential** clients and
- ❖ within the first **3 sessions for outpatient/IOP** clients.

The goal of the baseline interview is to take a picture of your client at the very beginning of the intervention – prior to providing services for an extended period of time.

### *Who is responsible for completing the 12-month follow-up interview data collection with clients?*

UK CDAR will take care of the 12-month follow-up interviews. Sample of the clients who have volunteered to participate in the follow-up study by **signing the electronic consent form** on the PDA and **providing accurate locator information** (phone number, contact address, etc...) will be called for a brief interview approximately 12 months after their baseline interview.

When a client agrees to participate in the follow-up study, you will give them a **paper copy** of the consent form to keep. **\*\*\* NO paper forms should be sent to UK. \*\*\***

If a client has concerns about the follow-up study or wants to update contact information, the client can call the phone numbers listed on the paper consent form that was given to them at baseline.

### *How do I know that my client data are protected?*

The PDA automatically requires you to enter a password every time you turn it on and allows you to safely store data on the PDA. **Do not change or turn off this password** – the computer that receives your data will not be able to recognize your PDA and you will leave your data unsecured.

In addition, the PDA program encrypts your data when you enter it on the PDA. It then erases records off the PDA once they have been uploaded to the main server from your HotSync operation.

All data sent to use through your HotSync operation is stored in a password protected and encrypted file on our server PCs. Only authorized staff are able to view the unencrypted data. Tables used for data analysis and reports are all non-identified to further protect your clients.

*Where can I get another copy of the KTOS consent form or review training information again?*

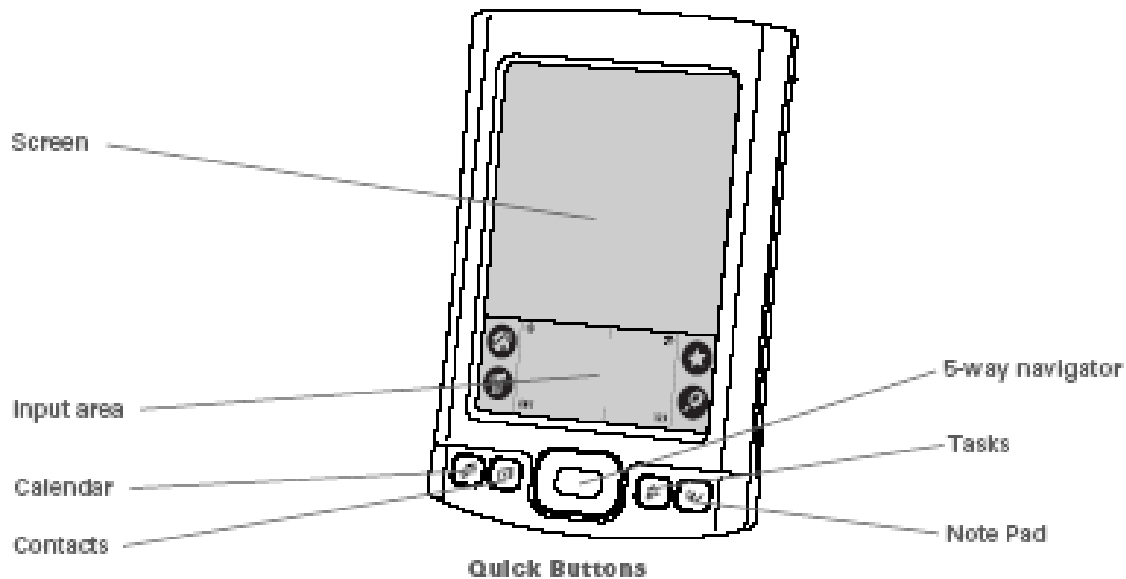
The KTOS webpage includes important information for you and your treatment program. You can download and print the 12-month follow-up consent form, review training materials, or email UK staff with questions. The website is located at: <http://cdar.uky.edu/KTOS>

In addition, the website allows you to review the number of records that your program and each PDA have sent to UK. These data are updated every weekday morning by 9am.

## PDAs – Common Questions and Troubleshooting

### What's on my handheld?

#### Front



<b>Screen</b>	Displays the applications and information on your handheld. The screen is touch-sensitive.
<b>Input area</b>	Lets you enter info with <u>Graffiti® 2 writing</u> or open the <u>onscreen keyboard</u> .
<b>5-way navigator</b>	Helps you move around and select info to display on the screen.
<b>Quick buttons</b>	Turn on your handheld and open Calendar, Contacts, Tasks, and Note Pad.

How can I bring up the keyboard or number pad if it doesn't appear?



Use "ABC" to bring up the letter keyboard

Use "123" to bring up the number keyboard

I am on a screen that I don't recognize. How do I get back to where the KTOS program is located?

Tap the picture of a house on the bottom left-hand side of the PDA. It will take you back to the main screen with the KTOS icon. You can also check the top right hand corner of the main screen next to the battery. The heading should be "ALL." You can tap the small black triangle to select "ALL" if it doesn't appear at first. This should show all your programs, including KTOS, on the main PDA screen.

What if I get interrupted while entering KTOS on the PDA?

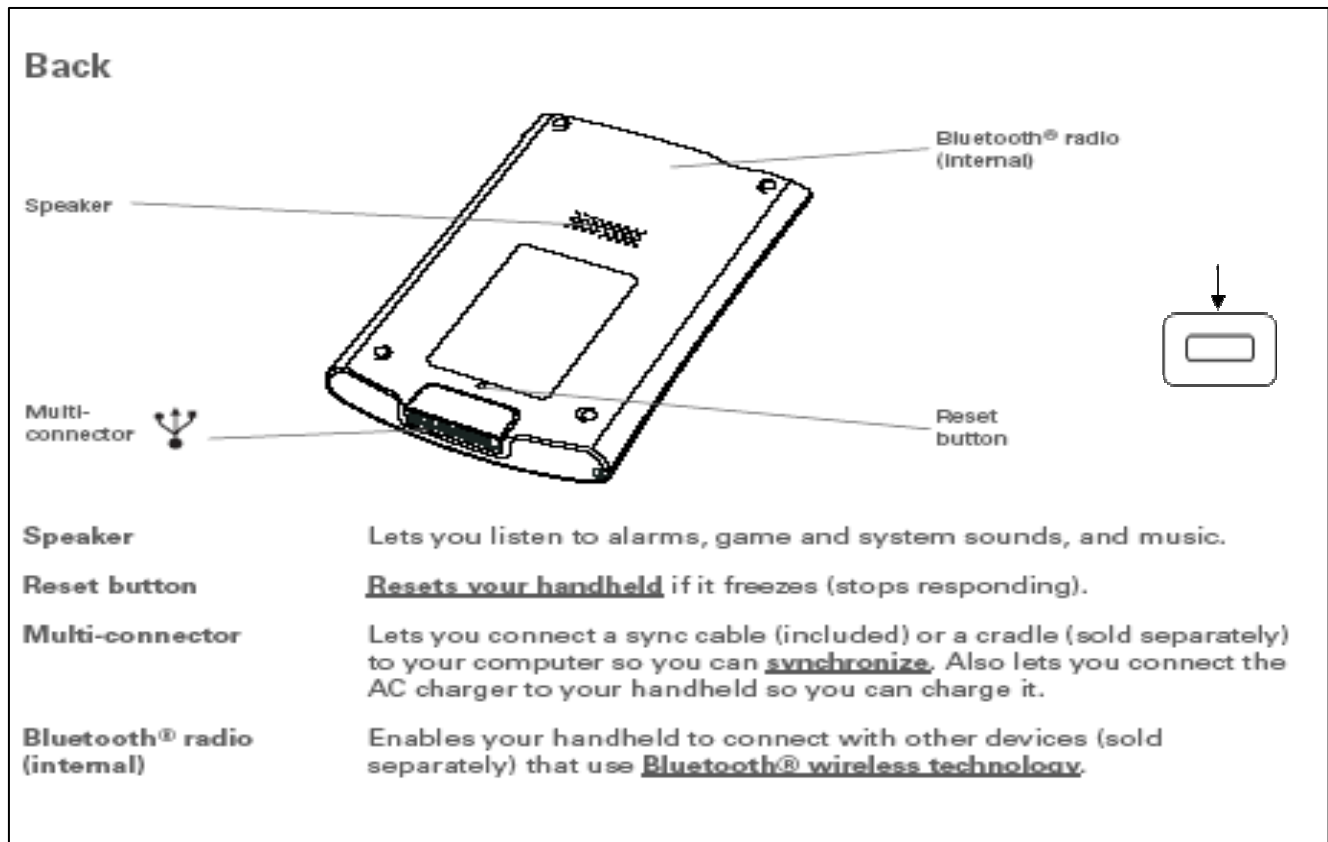
If you have not been keeping your battery recharged, the program will automatically shut down when it gets below 15% charge and **you will lose** any unfinished KTOS record. To prevent this from happening, make sure your PDA is fully charged before beginning a new KTOS record.

Your PDA also shuts off to save battery power if it is not being used. You can set your PDA to **turn off after a specific amount of time** using the program called "Auto/Off". Tap on the Auto/Off icon on the main PDA screen. You can "set" any of the selected time periods as the delay before the PDA will turn off if you are not entering data. *It is not recommended to select "Always On"* as this could completely drain your battery without you realizing it. Tap the Home button to go back to the main screen. Any changes you selected by tapping "Set" will be saved.

How do I know the PDA is actually charging?

When the PDA is plugged in, either to an A/C or car charger adapter, turn on the PDA and enter your password. The opening screen will show a lightning bolt at the top center over the battery picture. When the lightning bolt is over the battery, the PDA is charging.

**IMPORTANT:** If you do not plan to use your PDA for an extended period of time (e.g., a week or more), it is a good idea to leave the PDA plugged into the charger. Even during extended period of non-use, the battery slowly loses its power much like a cell phone.



*Sometimes my PDA gets stuck, freezes up, or gives me a blank screen. Is there anything I can do to fix this?*

Sometimes the PDA will get stuck or give you a blank screen. Resetting it will help correct this problem. Resetting **will NOT erase your data** if performed correctly.

#### **Simple reset**

Take your stylus and tap it in the small reset hole in the bottom back of the PDA. The screen should light up and everything will be restored. If the simple reset doesn't correct the problem, try a warm reset.

#### **Warm reset**

- Press and hold the UP part of the rectangle toggle button on the front bottom of the PDA. Hold **only the top part** of the button - not the center or sides.
- Continue to hold the toggle button in the UP position while firmly pressing the stylus into the reset hole on the back of your PDA.
- **Do Not Release the UP button until you see the screen light up.**
- Always choose to **Activate** your former settings if prompted with this question.
- If a warm reset does not resolve the problem, please call for additional assistance (859-257-9061, 859-323-4763, or 859-257-1521).

**IMPORTANT REMINDER:** If you reset your PDA (e.g., simple or warm), you will also need to go into the PDA and reset:



**1. Date/Time**

- Tap the “WorldClock” icon
- Tap on “Set Date & Time” in the bottom left corner
- Select the correct date and time
- Tap “Done”
- Tap the Home button to return to the main menu

**2. FatFinger**

- Tap the “FatFinger” icon (refers to the big keyboard)
- Tap “On” in the upper right hand corner
- Tap the Home button to return to the main menu

**3. Auto-off feature**

- On the home screen – Tap “AutoOff” icon
- Use the number keyboard and enter 60 minutes.
- Tap “set” to select the time
- Tap the Home button to return to the main menu

## Modems – Common Questions and Troubleshooting

All KTOS data is transmitted to UK CDAR via Bluetooth or Infrared (IR) modems.

*I have never used my modem to send data. How do I hook it up?*

While the task of hooking up the modem may at first seem daunting, it is a relatively simple process. Make sure you follow the instructions for the type of modem you have in your office (The Infrared modem is a small gold/silver rectangle with the word *Pegasus* on the top; the Bluetooth modem is a more rounded rectangle shape).

### Bluetooth Modem Setup

1. Unplug the phone/fax line from the wall outlet.
2. Plug the phone/fax line into the jack on the modem labeled “Phone”.
3. Plug the black phone line cord provided into the jack on the modem labeled “Line” and then plug the other end into the wall outlet.
4. **You should now have:**
  - a. A phone line running from the modem to the wall outlet, and
  - b. Another phone line running from the modem into the fax/phone machine.

5. Plug your modem into a power outlet and push the on button marked “SW” on the back of the modem. The red power light should come on.

**NOTE:** Setting up the Bluetooth Modem with the phone/fax machine running through the modem allows for the modem and the phone/fax machine to both remain plugged in at all times. However, you cannot transmit data via the modem while the fax machine is receiving/transmitting a fax or the phone is in use. Likewise, if the modem is in use – someone trying to send a fax or call would get a busy signal.

### Infrared (IR) Modem Setup

1. Make sure the switch on the back of the modem is switched towards “IR”.
2. **Unplug the phone/fax line from the wall outlet and** insert the line into the **jack on the modem.**
  - a. You should now have a phone line running **from the phone/fax wall outlet into the modem.**
3. Plug your modem into a power outlet. The green power light should come on. **Note:** The modem (and the green light) goes off after a few minutes of non-use. You can push the small black “on” button to turn the modem back on again.

*Now that my modem is set up, how do I sync my data to UK CDAR?*

1. Check your setup and make sure the modem is plugged into a power outlet.
  - a. For a Bluetooth modem, push the ON button marked “SW” on the back of the modem. The red power light should light up.
  - b. For an Infrared modem, make sure the green light is lit so show the modem is ON. If its not, push the small black ON button or plug it in again.
2. Enter your password on the PDA.
3. Tap on the icon labeled **HotSync** to bring up the HotSync operation screen.
4. **Make sure that the following settings appear on the operation screen:**
  - a. The word “Modem” is highlighted (instead of local);
  - b. Below the circling arrows picture you see the word “**Bluetooth**” or “**Infrared**” depending on the type of modem you are using; and
  - c. The phone number below the HotSync image reads “18663051719” (*or 9,18663051719 if you need a “9” to dial out of your phone/fax system*)
5. **For Bluetooth modems**, you may be anywhere within approximately 30 feet in order to sync. The modem and PDA do not have to be lined up or facing one another.



6. **For Infrared modems**, you need to set up the modem and PDA so they are facing one another (about ½” to 1” apart) on a flat surface. Do not move them during the HotSync as this will interrupt transmission. Though no data will be lost, you will have to start over again.
7. On the center of the HotSync screen, tap the circling arrows picture to start the syncing operation.
8. The PDA will automatically dial the toll-free UK-CDAR office number (1-866 -305-1719) and send all data from your PDA.
9. You know the transmission is finished when the top of the PDA screen reads: *HotSync operation complete*.
  - a. For Infrared modems - Do not move the PDA or modem until you see this screen, as you could interrupt the transmission and have to start over again.
10. Tap the house image to go back to the main screen where KTOS appears.

*When I try to send records using the modem, I get an error message. What do I do?*

**Error Message: “Modem not Found”**

- Are you using a single analog phone (most likely your fax line)? Multiple lines or digital lines do not transmit KTOS data using the modem.
- Is the phone line plugged into the back of the modem in the “line” outlet and also attached to the phone jack? Try unhooking the phone cord from the wall – then plugging it back in.
- Is the modem plugged in to an a/c adaptor? Is the power button turned on (you should see a green light)?
- When you tap on the HotSync icon (on the PDA) – are your settings correct? Make sure you have the right modem selected (Infrared or Bluetooth)>

**Error Message: “Carrier not Found”**

- Are you using a single analog phone (most likely your fax line)? Multiple lines or digital lines do not transmit KTOS data.
- Is the phone line plugged into the back of the modem and also attached to the phone jack? Try unhooking the phone cord from the wall – then plugging it back in.
- You may not need a “9” to dial out or you may need to add a “9” to the phone number. Try tapping on the phone number below the HotSync image. Check/uncheck “Dial prefix 9” and sync again to see if that fixed your problem.

*How often do I need to send KTOS records from the PDA to the CDAR office?*

You should send the records using the modem and phone line once a week to avoid storing a lot of client records on the PDA at any given time. Overloading the PDA with too much information may slow down the operation of the PDA. Try to pick a day/time when you are typically in the office around the modem to build it into your schedule to routinely sync your data.

*How do you know whose PDA has synced data?*

There is a built in code that transmits the PDA's I.D. number along with each record so that we can track which PDA sent data. If you have a record that you need to delete or correct, call us and we can modify it for you.

*How do I know if the records I entered have been sent from the PDA?*

You can check to see that data have been sent by opening the KTOS program – the number which appears on the opening screen represents the TOTAL number of baseline, activity, and discharge records that are waiting to be sent the next time you HotSync with the modem. On the first screen of the program, the number (#) of records to upload should be  after you have synced your PDA. If you have records to upload, there will be a number indicating how many records are on the PDA.

If you have synced your records and after opening the KTOS program, the screen suggests you still have records to sync – try closing and re-opening the program.

*What do I do if I have ANY kind of problem, question, or comment about the KTOS PDA program?*

Please remember, No question is too silly. We would much prefer you call us with your problems or questions before you become overly frustrated and/or damage the PDA. You can call or email us and we will do our best to help you as quickly as possible.

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