

Shop Talk For Data Submission into the NHSN COVID-19 Module *Infection Prevention "Surveillance, Tracking and Reporting" (STAR) Facilities*



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Presented by:

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Disclaimer

- I do **not** work for NHSN, SAMS, CDC, or CMS.
- I am **not** the SAMS or NHSN help desk
- I **am** the technical advisor for infection prevention for Alliant Quality, the QIO for Alabama, Florida, Georgia, Kentucky, Louisiana, North Carolina and Tennessee

Objectives

By the end of this session, you will be able to:

- Find, analyze and make edits to your data on the CMS website.
- Add new users, change the facility administrator, update your email address & apply for SAMS grid card.
- Understand recent updates for reporting cases of COVID-19 in NHSN to the workflow.

Ground Rules

- Please mute your microphone
- Put questions in chat
- Contact me after the Webex for one-on-one assistance

What's New: Scenario-based learning

Clarification – Scenario Based Training

Trump Administration Announces New Resources to Protect Nursing Home Residents Against COVID-19

July 22, 2020 CMS Press Release

Additional Technical Assistance & Support

- CMS, in partnership with the CDC, is rolling out an online, self-paced, on-demand Nursing Home COVID-19 Training focused on infection control and best practices.
- The training being offered has 23 educational modules and a scenario-based learning modules.
- The training is a requirement for nursing homes to receive the additional funding from the Provider Relief Fund (PRF) Program.
- **CLARIFICATION: Only the scenario-based learning module is tied to the PRF, not the 23 educational topics that are presented on a weekly basis. The module has not launched yet.**



Training Link: <https://qsep.cms.gov/welcome.aspx>





LONG-TERM CARE FACILITY (LTCF) COVID-19 Module Frequently Asked Questions

What's New: NHSN FAQs

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www.cdc.gov/nhsn/pdfs/covid19/ltcf/ltcf-covid-faq-508.pdf

What's New: Facility Testing Question

TESTING: Does the LTCF have the ability to perform or to obtain resources for performing COVID-19 viral testing (nucleic acid or antigen) on all current residents within the next 7 days, if needed?

If NO, indicate reason(s) below (select all that apply):

- Lack of recommended personal protective equipment (PPE) for personnel to wear during specimen collection
- Lack of supplies for specimen collection
- Lack of access to a laboratory for submitting specimens
- Lack of access to trained personnel to perform testing (including internal and external resources)
- Uncertainty about testing reimbursement
- Other

During the past two weeks, on average how long did it take your LTCF to receive COVID-19 viral (nucleic acid or antigen) test results of residents?

Since the last date of data entry in the Module, has your LTCF performed COVID-19 viral testing on residents?

If YES, indicate the reason COVID-19 testing was performed (Check all that apply):

- Testing residents with new signs/symptoms consistent with COVID-19
- Testing asymptomatic residents on a unit/section of the facility in response to a new case with COVID-19
- Testing asymptomatic residents, facility-wide in response to a new case with COVID-19
- Testing asymptomatic residents without a known exposure to COVID-19 as part of surveillance
- None of the above: testing of another subgroup of residents occurred

On one or more residents

Barriers to Submitting Data

A Series of Unfortunate Events

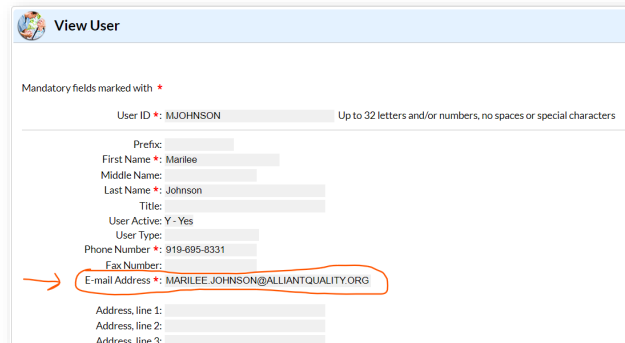
- User left the building
- Unable to access NHSN due to network glitches or email change
- Forgot security questions/
can't reset password



How To Change Your Email Address

2 Step Process

- Change your email address in NHSN first
- At the home page, go to Users> Find>Find
- Click on your name, Then Edit, change your email address, then click Save.

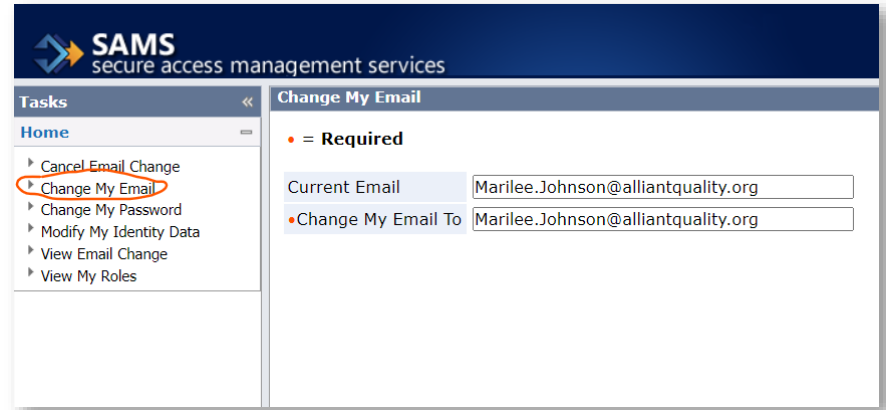


The screenshot shows the 'View User' form with the following fields:

- User ID: MJOHNSON (Mandatory field, marked with a red asterisk)
- Prefix: [Redacted]
- First Name: Marilee (Mandatory field, marked with a red asterisk)
- Middle Name: [Redacted]
- Last Name: Johnson (Mandatory field, marked with a red asterisk)
- Title: [Redacted]
- User Active: Y-Yes
- User Type: [Redacted]
- Phone Number: 919-695-8331 (Mandatory field, marked with a red asterisk)
- Fax Number: [Redacted]
- E-mail Address: MARILEE.JOHNSON@ALLIANTQUALITY.ORG (Mandatory field, marked with a red asterisk, circled in red, and pointed to by a red arrow)
- Address, line 1: [Redacted]
- Address, line 2: [Redacted]
- Address, line 3: [Redacted]

How to Change Your Email Address

Go to <https://sams.cdc.gov> >My Profile>
Change my email>Submit



SAMS
secure access management services

Tasks << >>
Home

- ▶ Cancel Email Change
- ▶ **Change My Email**
- ▶ Change My Password
- ▶ Modify My Identity Data
- ▶ View Email Change
- ▶ View My Roles

Change My Email

• = Required

Current Email

• Change My Email To

You will NOT be able to access NHSN until you complete the change in SAMS and both email addresses are the exact same.

(takes 2 days) Follow the prompts sent to your new email inbox.

Remember Your Security Questions?

Tasks <<
Home -
▶ Cancel Email Change
▶ Change My Email
▶ **Change My Password**
▶ **Modify My Identity Data**
▶ View Email Change
▶ View My Roles

• Organization Name

Organization Role

Organization Address

• Address Line 1

Address Line 2

• City

• State

• Postal Code

• Country

• Primary Phone

Alternate Phone

Your answers to the following questions will be used to verify your identity should you forget your password. Answers may not contain any part of the question.

Question:	Answer:
• Q1 <input type="text" value="Your mother's middle name"/>	• A1 <input type="text" value=""/>
• Q2 <input type="text" value="Name of your third grade teacher"/>	• A2 <input type="text" value=""/>
• Q3 <input type="text" value="Month of your father's birthday"/>	• A3 <input type="text" value=""/>
• Q4 <input type="text" value="The first concert you attended"/>	• A4 <input type="text" value="Amy Grant"/>
• Q5 <input type="text" value="Color of your first car"/>	• A5 <input type="text" value="burgundy"/>



Must type exact capitalization and spacing!

Resident Impact- Admitted

- **Any newly admitted or readmitted resident** who was previously diagnosed with COVID-19 **AND requires transmission-based isolation precautions**
- **NOT** residents who are placed on observation for COVID-19

Resident Impact- Suspected

- Managed because of signs and/or symptoms suggestive of COVID-19 as described by CDC's guidance but does not have a positive COVID-19 test result.
- NOT in observation due to exposure, surveillance, or other reasons. MUST have symptoms

Weekly Data Submissions into NHSN

98%
Almost Perfect 😊

	Date										
State	24-May	31-May	7-Jun	14-Jun	21-Jun	28-Jun	5-Jul	12-Jul	19-Jul	26-Jul	Total
AL	223	224	222	226	227	227	226	193	227	185	2180
FL	635	667	691	695	695	699	697	691	697	680	6847
GA	345	349	354	356	358	356	357	356	353	344	3528
KY	256	273	281	283	282	282	283	283	282	273	2778
LA	270	271	275	276	276	274	272	275	276	273	2738
NC	417	422	426	426	425	426	425	427	425	415	4234
TN	308	312	313	313	314	314	314	314	313	305	3120
7 State Total	2454	2518	2562	2575	2577	2578	2574	2539	2573	2475	25425

But, Some Submissions Did Not Pass QA

Some data needs to be corrected

~5% 😞

Count	Date										
	May		Jun				Jul				
STATE	24-May	31-May	7-Jun	14-Jun	21-Jun	28-Jun	5-Jul	12-Jul	19-Jul	26-Jul	Total
AL	7	2	5	3	2	8	5	6	10	8	56
FL	43	43	49	51	51	51	53	59	59	58	517
GA	33	28	27	31	29	27	25	32	28	27	287
KY	7	4	4	4	2	3	4	2	5	3	38
LA	30	26	22	22	22	25	23	25	28	28	251
NC	14	14	12	9	7	7	10	9	11	10	103
TN	5	3	3	4	3	4	3	3	3	3	34
7 State Total	139	120	122	124	116	125	123	136	144	137	1286
US Total	829	555	551	533	517	545	539	561	563	520	5713

Find Out if **Your** Data Uploaded Successfully (Passed QA)

State	Number of Unique Facilities
Florida	99
Georgia	59
Louisiana	48
Alabama	29
North Carolina	29
Kentucky	16
Tennessee	8
United States	1429

Data accessed 8/10/2020 CMS
website:
<https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>

Data Quality Check

<https://data.cms.aov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>

Data.CMS.gov

COVID-19 Nursing Home Dataset

The Nursing Home COVID-19 Public File includes data reported by nursing homes to the CDC's National Healthcare Safety Network (NHSN) custom COVID-19 Long Term Care Facility Module, including Resident Impact, Facility Capacity, Staff,

Week En...	Federal ...	Provider...	Provider...	Provider...	Provider...	Provider Zip Code	Submitted Data	Passed Quality Assurance Check	Residen...
05/24/2020	015035	[REDACTED]	100 PINEVIE...	BREWTON	AL	36427	Y	Y	
07/12/2020	015138	[REDACTED]	1000 HIGHW...	DOUBLE SPRI...	AL	35553	N		
07/26/2020	015142	[REDACTED]	88073 HIGH...	LINEVILLE	AL	36266	N		
07/26/2020	015187	[REDACTED]	THIRD AVEN...	MOUNDEVILLE	AL	35474	N		
07/05/2020	265609	[REDACTED]	1209 STOKEL...	MALDEN	MO	63863	Y	Y	
05/24/2020	035152	[REDACTED]	1850 WEST 2...	YUMA	AZ	85364	Y	Y	
06/28/2020	285138	[REDACTED]	P O BOX F-1, ...	SYRACUSE	NE	68446	Y	Y	
06/28/2020	035172	[REDACTED]	1933 PEPPER...	SAFFORD	AZ	85546	Y	Y	
07/19/2020	035216	[REDACTED]	PO BOX 2187	SACATON	AZ	85247	Y	Y	
05/31/2020	035242	[REDACTED]	PO BOX 910	CHINLE	AZ	86503	N		
07/26/2020	035249	[REDACTED]	3131 WESTE...	KINGMAN	AZ	86401	N		
06/14/2020	035260	[REDACTED]	16455 EAST ...	[REDACTED]	[REDACTED]	85268	Y	N	
05/24/2020	045125	[REDACTED]	1923 EAST JO...	FAYETTEVILLE	AR	72703	N		
05/24/2020	045192	[REDACTED]	202 TIMS AV	HARRISON	AR	72601	N		

< Previous Next >

Data Quality Check- Where do I Start?



NHSN Home

- Alerts
- Dashboard
- Reporting Plan
- Resident
- Event
- Summary Data
- COVID-19
- Import/Export
- Surveys
- Analysis
- Users
- Facility
- Group
- Logout

COVID-19

Click a cell to begin entering data on the day for which counts are reported.

28 June 2020 - 08 August 2020

Record Complete Record Incomplete

28	29	30	Jul 01	02	03	04
			<ul style="list-style-type: none">ResidentStaffSuppliesVentilator			
05	06	07	08	09	10	11
					<ul style="list-style-type: none">ResidentStaffSuppliesVentilator	
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	Aug 01
02	03	04	05	06	07	08

Upload CSV... Download CSV Template... Export CSV...

Log into NHSN.
Export the CSV file of your data.
Then review.

NHSN Checkpoints: Inspect data



collectiondate	numresad mc19	numresconfc19	numressuspc19	numresdied	numresc19died	numltcfbeds	numltcfb edsocc	c19testin g	c19testin gstatehdl ab	c19testin gprivatela b	c19testin gotherlab
5/14/2020	0	0	0	0	0	120	116	Y	N	Y	N
5/21/2020	0	0	1	0	0	120	114	Y	N	Y	N
5/28/2020	0	0	0	0	0	120	110	Y	N	Y	N
6/4/2020	0	0	0	0	0	120	111	Y	N	Y	N
6/11/2020	0	0	0	0	0	120	113	Y	N	Y	N
6/16/2020	0	2	0	0	0	120	114	Y	N	Y	N
6/18/2020	0	5	0	0	0	120	112	Y	N	Y	N
6/20/2020	0	1	2	0	0	120	110	Y	N	Y	N
6/21/2020	0	2	1	0	0	120	108	Y	N	Y	N
6/22/2020	0	2	1	1	1	120	109	Y	N	Y	N
6/23/2020	0	12	1	0	0	120	108	Y	N	Y	N
6/24/2020	1	0	1	2	1	120	106	Y	N	Y	N
6/25/2020	0	1	2	2	0	120	106	Y	N	Y	N
6/26/2020	0	1	0	2	0	120	106	Y	N	Y	N
6/29/2020	0	0	0	4	2	120	100	Y	N	Y	N
6/30/2020	0	3	0	5	1	120	101	Y	N	Y	N
7/1/2020	0	7	4	5	0	120	100	Y	N	Y	N
7/2/2020	0	7	1	7	2	120	99	Y	N	Y	N
7/8/2020	0	31	0	7	0	120	96	Y	N	Y	N
7/9/2020	0	1	0	8	1	120	98	Y	N	Y	N
7/10/2020	0	0	0	9	1	120	95	Y	N	Y	N
7/13/2020	0	0	0	12	3	120	91	Y	N	Y	N
7/14/2020	0	5	1	12	0	120	88	Y	N	Y	N
7/15/2020	0	0	0	13	1	120	84	Y	N	Y	N
7/17/2020	0	0	0	13	0	120	84	Y	N	Y	N
7/22/2020	0	4	0	13	0	120	81	Y	N	Y	N
7/27/2020	0	0	0	15	2	120	81	Y	N	Y	N
7/29/2020	0	2	0	15	0	120	79	Y	N	Y	N
8/4/2020	0	0	0	16	1	120	84	Y	N	Y	N

“Cumulative total”
died rather than
“new” cases were
submitted each day.

Contact Information:

- CMS Data FAQs:
 - <https://www.cdc.gov/nhsn/pdfs/covid19/litcf/faq-cms-datarelease-508.pdf>
 - Quality Assurance Rules:
 - <https://data.cms.gov/Special-Programs-Initiatives-COVID-19-Nursing-Home/Nursing-Home-Data-QA/bqa5-3dzf>
- Email NH_COVID_Data@cms.hhs.gov & nhsn@cdc.gov for clarification

Most Common Data Quality Issues

- Entering total cases each time the facility submits cases instead of new cases
- Entering data into the wrong field – for example, after reaching out to facilities, we have found that they accidentally entered the number of COVID-19 cases in the COVID-19 deaths field, or the number of Total Deaths in the COVID-19 deaths field.
- View the slides from [NHSN's Data Quality Webinar](#)

-The CMS COVID-19 Nursing Home Data Team
NH_COVID_Data@cms.hhs.gov

NHSN Hygiene

-If you get a new job, add a user to your current facility **before** you leave. *Karma is a real thing.*



NHSN Hygiene: Add Users Campaign



We want **YOU** to
add users to your
NHSN account!

<https://www.cdc.gov/nhsn/pdfs/ltc/ltcf-faqs-508.pdf>

NHSN Hygiene- Add Users



*Hint: Check users.
Users>find, then find
again.*

- Users>Add.

NHSN Home
Alerts
Dashboard
Reporting Plan
Resident
Event
Summary Data
COVID-19
Import/Export
Surveys
Analysis
Users
Facility
Group
Logout

Find User

• Enter search criteria and click Find

User Information

User ID:
First Name:
Middle Name:
Last Name:
Phone Number:
E-mail Address:

Find **Clear** **Back**

NHSN - National Healthcare Safety Network

Add User

Mandatory fields marked with *

User ID * Up to 32 letters and/or numbers, no spaces or special characters

Prefix:
First Name *
Middle Name:
Last Name *
Title:
User Active: Yes No
User Type:
Phone Number *
Fax Number:
E-mail Address *

Address, line 1:
Address, line 2:
Address, line 3:
City:
State:
Country:
Zip Code:
Home Phone Number:
Beeper:

Add **Find**

Save **Back**

NHSN Hygiene- Add Rights

Edit User Rights

User ID: MJOHNSON (ID 246058)

Facility List:

Rights	Long Term Care
Administrator	<input checked="" type="checkbox"/>
All Rights	<input checked="" type="checkbox"/>
Analyze Data	<input type="checkbox"/>
Add, Edit, Delete	<input type="checkbox"/>
View Data	<input type="checkbox"/>
Customize Rights	<input type="checkbox"/>

Advanced

Effective Rights **Save** **Back**

NHSN Hygiene -Add Users “Issues”

If you have added a user, and he/she did not receive an invitation email:

1. Double-check the email was entered correctly
2. Email nhsn@cdc.gov with the subject line: **LTCF-add user/invitation to register**. Include the email address, full name, & NHSN org id and request a new invitation to register.

NHSN Hygiene-Option #1

Updating NHSN Facility Administrator in your Account

- ❑ <https://www.cdc.gov/nhsn/facadmin/index.html>
- ❑ **And** submit email to nhsn@cdc.gov including:
 - Facility Name, Address, Facility Org ID (5 digit number on your NHSN account), Current/Previous/Former NHSN administrator name, email, phone number and NEW NHSN administrator name, email, and phone number.
 - **Caution: Do not use the generic email.** You must use a new and unique email address (suzzie@nh.org) **NOT** admin@nh.org

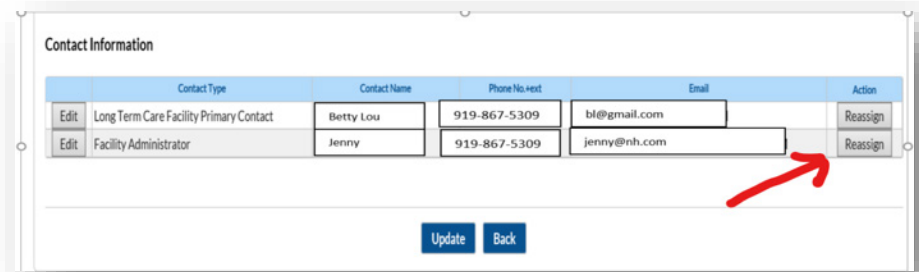
NHSN Hygiene- Option #2 Preferred

Updating NHSN Facility Administrator in your Account

- ❑ Log into <https://sams.cdc.gov>
- ❑ Go to the home page
- ❑ Add the new administrator as a user: User>add>assign rights.
- ❑ Facility>Facility Info>Reassign
- ❑ Select the name of the administrator and Save.

*Only a current NHSN Facility Administrator can reassign the Facility Administrator.

**Reassign another staff person as the NHSN facility administrator before you leave your position.



Contact Information

	Contact Type	Contact Name	Phone No. ext	Email	Action
Edit	Long Term Care Facility Primary Contact	Betty Lou	919-867-5309	bl@gmail.com	Reassign
Edit	Facility Administrator	Jenny	919-867-5309	jenny@nh.com	Reassign

Update Back

Problems Logging In:

- Can't log in?
- Unable to reset your passcode?
- Locked out of the website?
- Email address change?
- Forgot your password?



Hint: (don't email NHSN)

ANSWER: Call the **SAMS Help desk!** 1-877-681-2901 OR Email the samshelp@cdc.gov

NHSN Team:

nhsn@cdc.gov

Website:

<https://www.cdc.gov/nhsn/index.html>

Subject Line Must Include

LTCF:

LTCF-Add user

LTCF-COVID-19 Module question

LTCF-data

SAMS Help Desk

Login access:

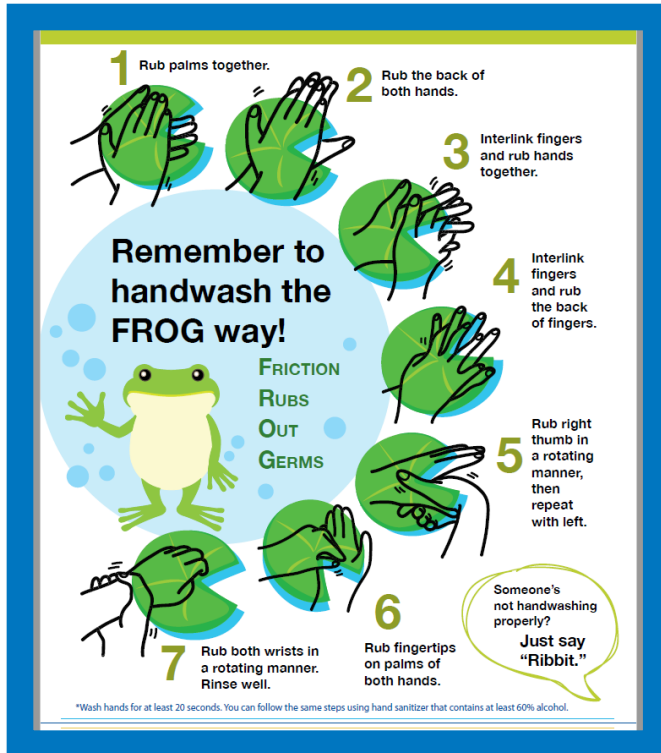
samshelp@cdc.gov

phone: 877-681-2901

Portal:

<https://sams.cdc.gov>

New Hand Hygiene Poster & Badge



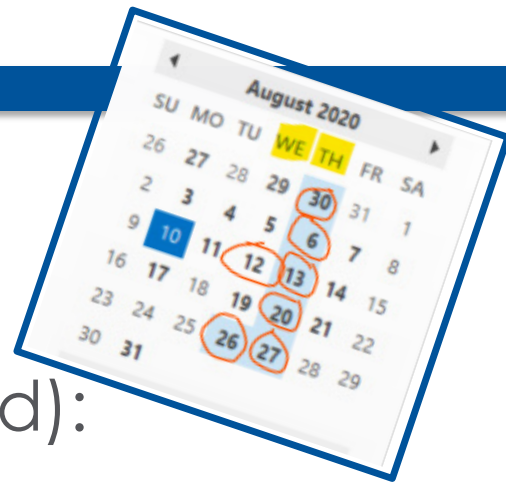
<https://www.alliantquality.org/topic/hand-hygiene/>

Stretch Goal

- Apply for your SAMS Grid Card to submit *C.diff* data and Hand Hygiene compliance
- Email nhsn@cdc.gov and request Level-3 SAMS access
- Monitor Hand Hygiene – 30 per month!
- Share your best practices!

<https://www.cdc.gov/nhsn/ltc/process-measures/index.html>

Mark Your Calendar



☐ **Thursday's at 4 ET** (Registration required):

- August 27: COVID-19 Testing
- September 3: Reopening Considerations
- September 10: Clinical Care/Managing COVID-19-Positive Residents in the Nursing Home
- September 17: Getting Your Vaccine Delivery System Ready: [Influenza](#) and COVID-19

<https://qioprogram.org/nursing-home-trainings>

Mark Your Calendar

☐ **2nd & 4th Wednesday at 4:30 ET**

CMS Nursing Home Update

Toll Free Attendee Dial-In: 833-614-0820;

Access Passcode: 7857618

Next call is **August 26th**

<https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>



Mark Your Calendar

☐ 3rd Thursday's at 2 pm ET
Alliant Quality Shop Talk
(Next one is September 17th)



Registration Link:

<https://allianthealthgroup.webex.com/allianthealthgroup/onstage/g.php?MTID=eb8d4c7f5022edf15e9ae88025335d5c4>

Questions?

- Please put your questions in chat.



Thank you for your time!



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919-695-8331

Making Health Care Better Together



ALABAMA • FLORIDA • GEORGIA • KENTUCKY • LOUISIANA • NORTH CAROLINA • TENNESSEE



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Alliant Quality

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