

# National Healthcare Safety Network (NHSN): Time To Upgrade



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Presented by:

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# Making Health Care Better *Together*



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HEALTH SOLUTIONS

 **Quality Improvement Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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QUALITY

# CMS 12<sup>th</sup> SOW Goals



## Behavioral Health Outcomes & Opioid Misuse

- ✓ Promote opioid best practices
- ✓ Decrease high dose opioid prescribing and opioid adverse events in all settings
- ✓ Increase access to behavioral health services



## Patient Safety

- ✓ Reduce risky medication combinations
- ✓ Reduce adverse drug events
- ✓ Reduce C. diff in all settings



## Chronic Disease Self-Management

- ✓ Increase performance on ABCS clinical quality measures (i.e., aspirin use, blood pressure control, cholesterol management, cardiac rehab)
- ✓ Identify patients at high-risk for developing kidney disease & improve outcomes
- ✓ Identify patients at high risk for diabetes-related complications & improve outcomes



## Quality of Care Transitions

- ✓ Convene community coalitions
- ✓ Identify and promote optimal care for super utilizers
- ✓ Reduce community-based adverse drug events



## Nursing Home Quality

- ✓ Improve the mean total quality score
- ✓ Develop national baselines for healthcare related infections in nursing homes
- ✓ Reduce emergency department visits and readmissions of short stay residents

# Objectives



- By the end of this session, you will be able to:
  - Understand the difference between level-1 and level 3 SAMS access.
  - Review the instructions & requirements to complete the enhanced data security process.
  - Review barriers that can occur while completing your level -3 SAMS application.

# Secure Access Management System


SAMS portal is <https://sams.cdc.gov>

- Security clearance by a SAMS employee who is authorized to “Proof” your identity
- Level-1
- Level-3 is the same as having a Grid Card, AKA “Bingo card.”

Choose a login option

### External Partners

#### SAMS Credentials




SAMS Username

SAMS Password

**Login**

[Forgot Your Password?](#)

#### SAMS Grid Card



**OR**

Click the Login button to sign on with a SAMS Grid Card

**Login**

# Overview:

## 2-3+ Weeks to Complete Level-3

- Invitation to register/Identity Verification Form ~day 1
- Print out the email with the subject line: **SAMS Partner Portal - Identity Verification Request Form** & find 2 forms of ID...~day 2
- Take a trip to a notary & upload your notarized documents using the web portal link. **Immediately, call the SAMS help desk confirm your documents were submitted.**  
**Phone:1-877-681-2901**~day 3
- Wait ~ 1-2 weeks for your SAMS Grid Card to arrive to your home

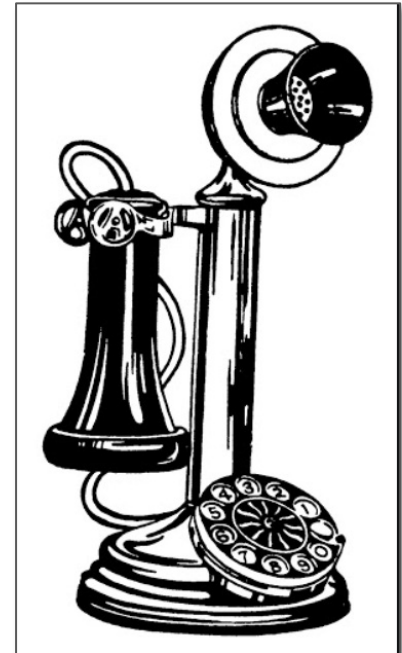
# Time for an Upgrade

## Enhanced Data Security Required for NHSN Access

### 2 Ways to start

- Email [nhsn@cdc.gov](mailto:nhsn@cdc.gov) with subject line: “Enhanced Data Security.” Include your name, email address & facility Org ID.
- Receive the email “Identity Verification Form” from SAMS

<https://www.cdc.gov/nhsn/ltc/covid19/sams-access.html>



# Look For This Email In Your Inbox

- Print this email and save in a secure place
- Do not delete the email

(The Fine Print: You will be in big trouble if you delete this email.)

**From:** sams-no-reply@cdc.gov <sams-no-reply@cdc.gov>  
**Sent:** Wednesday, September 16, 2020 9:36 AM  
**To:** johnson,marilee>marilee.johnson@allianthealth.org  
**Subject:** CDC: SAMS Partner Portal - Identity Verification Request Form

Hello Marilee Johnson,

A request has been made on your behalf to provide you with additional application access based upon your specific role in public health. Before you can begin using these new application(s), U.S. law requires that CDC conduct some **additional** identity verification steps over and above any that you may have already completed.

*\*We apologize for any inconvenience you may incur and ask for your understanding and cooperation in our efforts to protect people's private data and prevent information misuse. Please be assured that CDC and its Programs have made every effort to keep this necessary process as simple and non-intrusive as possible. Also be assured that your identity information will only be used to help determine your suitability for access and that this data will not be shared outside of CDC programs.*

**To complete identity verification, please print the form attached to this email message and follow the instructions provided below. The required steps are as follows:**



# Check Your Profile in SAMS

Legal name and home address  
(not your work address)

**SAMS**  
secure access management services

Menu

- My Profile ←
- Logout

Links

- SAMS User Guide
- SAMS User FAQ
- Identity Verification Overview

My Applications

National Healthcare Safety Network System

- NHSN Reporting \*

\* Strong credentials required.

Secure Access Management Services (SAMS) CDC

Welcome, Shea Gruffs Login

### Registration

Please provide the following information to register with SAMS, and click Submit. Required fields are marked with a red asterisk (\*). Your registration will be routed to a SAMS Application Administrator for approval. You will receive an email notification when your registration has been approved and you have been granted access to SAMS.

User ID:

First Name\*

Middle Name

Last Name\*

Suffix

Email

Home Address

Address Line 1

Address Line 2

City\*

State\*

Postal Code\*

Country\*

### Tasks

Home

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

### Modify My Identity Data

• = Required

Required fields are marked with a

First Name  Marilee

Middle Name

Last Name  Johnson

Suffix

• Preferred Name  Marilee

Email  Marilee.John

# Complete Your SAMS Application

- Print out the Identity Verification Form
- Locate two (2) forms of approved identity
- Get the form notarized by any notary such as your bank or UPS

## Step 3b: Complete and Submit Identity Proofing Verification



From the **'Identity Verification Request'** email, print the Identity Verification Form, complete it, and take it to a notary public for endorsement. Using the SAMS contact information in the e-mail, digitally upload, fax, or mail the completed form and supporting documentation.

Once your information is received and approved, you will receive **'SAMS Account Activation'** and **'SAMS Activity Authorization'** emails, followed by receipt of your SAMS grid card, which will be delivered to your home address via U.S. mail. The approval process can take up to three weeks.

**Note:** Your SAMS grid card should be delivered to your home address via U.S. mail **within 2 weeks after you receive your SAMS approval email**. If you do not receive your SAMS grid card within two weeks, contact [samshelp@cdc.gov](mailto:samshelp@cdc.gov) for assistance.

# Choose Your Two Proofing Documents

## A List

- Driver's license
  - Not expired
  - Current home address\*
- US Passport (not expired)
- US Military ID

## B List

- Employee ID Card that includes:
  - Your name
  - Your organization
  - Your photo
- Voter ID or Registration Card
- Certified Birth Certificate

\*Supply a utility bill with current address if different (not a cell phone bill)

<https://www.cdc.gov/nhsn/pdfs/sams/sams-id-508.pdf>

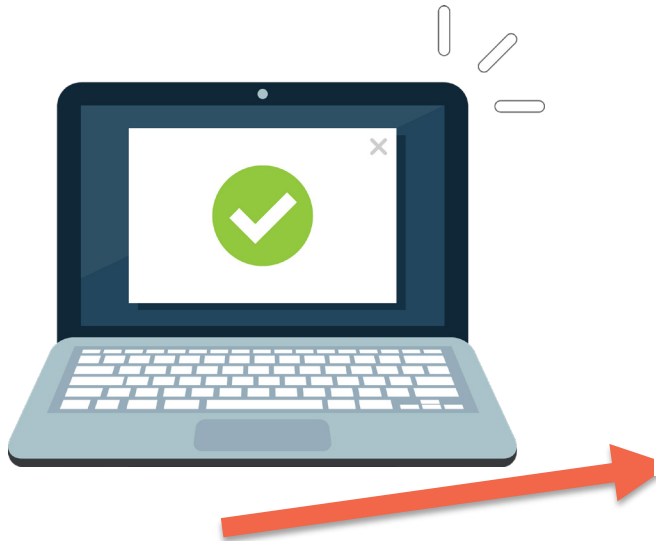
# Helpful Tips

- Use a smart phone to take a clear picture of your driver's license
- Email/text the picture to your computer
- Print and save for later



# Upload Your SAMS Application

Use the link located on Step 5 of your **Identity verification form**.



5. Submit the completed form via Upload or Fax, ***along with photocopies of your identity documentation and any supplemental documentation needed***, to SAMS by following the instructions below.

## To Upload a Scanned PDF:

You may upload a ***single*** PDF that includes all of your proofing documentation (form, scan(s) of identification, notary stamp, supplemental documentation, etc) by logging into SAMS using your SAMS username and recently established password. To upload a document visit the following link:

<https://sft1-sams.cdc.gov/Proofing/Upload/upload.aspx>

# SAMS Application

- Sign in using the new password you created.
  - For step-by-step instructions on how to upload a document, please reference the SAMS proofing guide. (<https://auth.cdc.gov/sams/SAMSProofingGuide.pdf>)



**Call SAMS help desk to confirm receipt and acceptance of documents. 1-877-681-2901**

# Check Your Home Mailbox



Call the help desk, 1-877-681-2901, if you have not received your card 7-10 days after you upload the documents.

# NHSN Login: <https://sams.cdc.gov>




## SAMS grid card

## Use your grid card

Choose a login option

**External Partners**

**SAMS Credentials**



SAMS Username

SAMS Password


**Login**

[Forgot Your Password?](#)

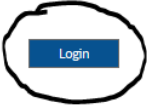
For External Partners who login with only a SAMS issued UserID and Password.

OR

**SAMS Grid Card**




Click the Login button to sign on with a SAMS Grid Card



For External Partners who have been issued a SAMS Grid Card.

**External Partners**

**SAMS Grid Card**



SAMS has assigned you CDC GRID card number: 42778. Please ensure this number matches the serial number printed on the lower left of your card.

Grid Card A4:  A5:  D5:

**Login**

For External Partners who have been issued a SAMS Grid Card.



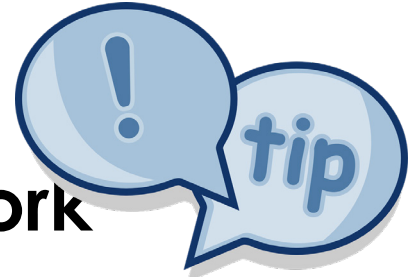
# Top Reasons for Level-3 Denial

Don't let this happen to you

1. Home address does not match driver's license
2. Legal Name does not match driver's license
3. Registered work address instead of **home** address
4. Driver's license is expired
5. Picture on driver's license is not clear
6. Notary stamp illegible/exp. date not visible
7. Only 1 document was submitted
8. Timed out



# Important Tips!



- Use your **home address** *not* your work
- First & Last Name **must** appear **exactly** as it appears on your identity proofing document(s) (e.g., driver's license)
- Home address **must** appear **exactly** as it appears on your identity proofing document(s)

# NHSN Hygiene: Add Users Campaign



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

<https://www.cdc.gov/nhsn/pdfs/covid19/lctf/lctf-covid-faq-508.pdf>

# Contact Information:

## NHSN Team

- Enrollment and Reporting:  
email [nhsn@cdc.gov](mailto:nhsn@cdc.gov)
  - (there is no phone number)
- Main Website:
  - <https://www.cdc.gov/nhsn/index.html>

## SAMS Help Desk

- For problems with login
  - <https://sams.cdc.gov>
  - call: 877-681-2901
  - email:  
[samshelp@cdc.gov](mailto:samshelp@cdc.gov)

# Mark Your Calendar

## Shop Talk 3<sup>rd</sup> Thursday's at 2pm ET



October 15th

<https://allianthealthgroup.webex.com/allianthealthgroup/onstage/g.php?MTID=eae31779520eda43dfb2e56e28e3e2746>

November 19<sup>th</sup>

<https://allianthealthgroup.webex.com/allianthealthgroup/onstage/g.php?MTID=e6e359afdf7b904eeb118c3d0b4fcdcdf>

December 17<sup>th</sup>

<https://allianthealthgroup.webex.com/allianthealthgroup/onstage/g.php?MTID=ef3db587c568677862303b52078baf7f9>

# Links from today

Assistance with NHSN [nhsn@cdc.gov](mailto:nhsn@cdc.gov)

SAMS portal <https://sams.cdc.gov>

Main instructions for SAMS upgrade: <https://www.cdc.gov/nhsn/ltc/covid19/sams-access.html>

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

Proofing:

<https://www.cdc.gov/nhsn/pdfs/sams/sams-id-508.pdf>

<https://auth.cdc.gov/sams/SAMSProofingGuide.pdf>

**FAQ Add user instructions page 10.**

<https://www.cdc.gov/nhsn/pdfs/covid19/ltcf/ltcf-covid-faq-508.pdf>

# Thank you for your time!



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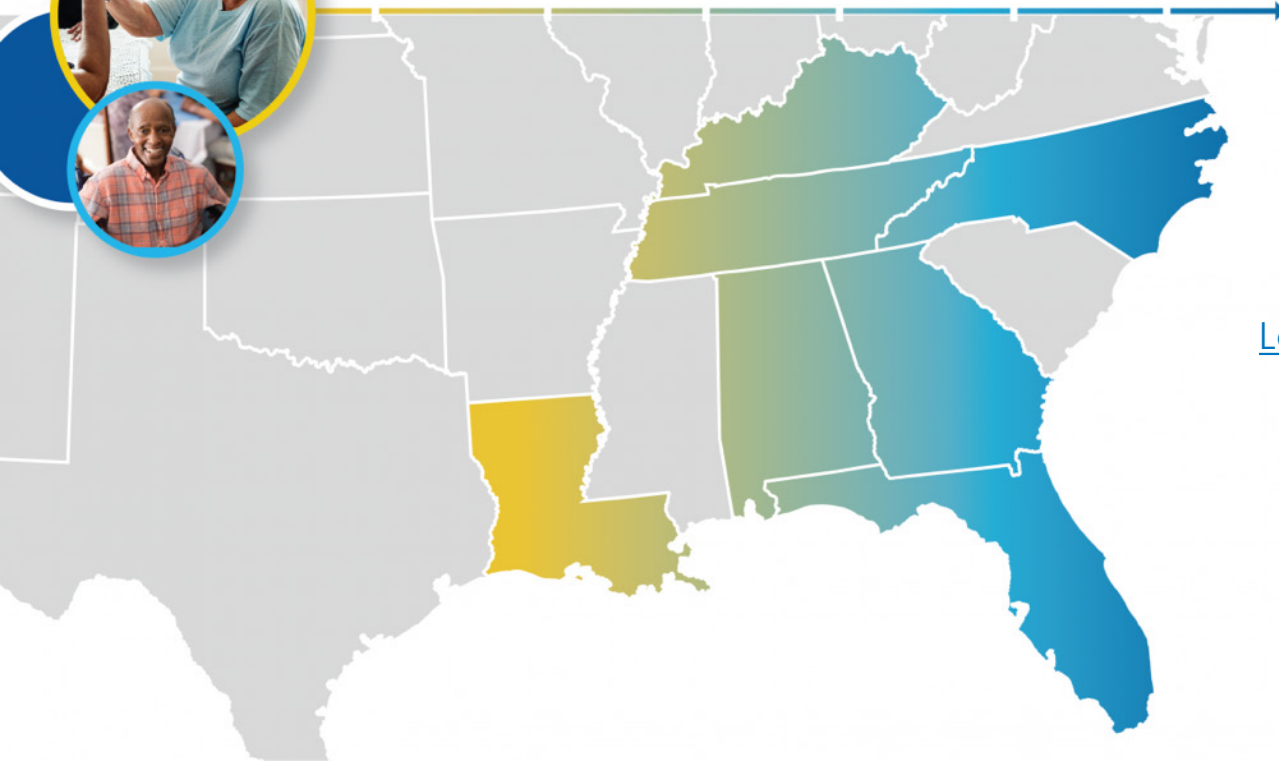
919-695-8331

**Questions?**





## Making Health Care Better *Together*



Georgia, Kentucky, North  
Carolina, or Tennessee

**Leighann Sauls**

[Leighann.Sauls@AlliantHealth.org](mailto:Leighann.Sauls@AlliantHealth.org)



Alabama, Florida, or Louisiana

**Jeana Partington**

[Jeana.Partington@AlliantHealth.org](mailto:Jeana.Partington@AlliantHealth.org)

# Program Directors

# Have You Pledged Your Commitment?

## Join Alliant Quality >1500 Facilities Strong



Kentucky 213	North Carolina 277
Tennessee 211	Georgia 261
Alabama 132	Florida 246
Louisiana 197	

<https://www.alliantquality.org/news/space-agreement/>

The Southern Partners Action Collaborative for Excellence (SPACE) is a cooperative project between Alliant Quality and nursing homes. As a SPACE participant, your facility agrees to participate with Alliant Quality, the quality improvement group of Alliant Health Solutions (AHS), which is the Medicare QIO for Alabama, Florida, Georgia, Kentucky, Louisiana, North Carolina, and Tennessee and their partners.

# Making Health Care Better Together



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