

How to Resolve Alerts

NHSN Patient Safety Component

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Description

It is the responsibility of each facility to ensure its data have been accurately collected and reported in accordance with the NHSN protocols. To assist you with this effort, various alerts have been created and will be displayed upon log-in to NHSN.

Before you review the details of each alert, it's important to keep in mind the following:

- The alerts will appear upon log-in for each user that has access to your facility within NHSN.
- The alerts are interactive icons, meaning when you click on the alert itself, it will direct you to the page where the specific alerts can be resolved.
- These alerts are created for in-plan data only.
- The timeframe for alerts will extend from January 2011 thru the present.
- In instances where you are unable to report accurate data, you may choose to remove the
 event/location/procedure from your monthly reporting plan. It is important to remember that
 removing events from your monthly reporting plan could make your facility non-compliant with state
 or CMS reporting requirements.
- If at any time you need to revisit the alerts, you can do so by selecting "Alerts" on the navigation bar.
- When your facility does not have any records that meet the criteria for a specific alert, you will see the message "You have no action items."
- In-plan data will be included in rates and SIRs only if the month is considered "complete" by reporting all required data and resolving all applicable alerts.

If you have questions regarding this guidance or are still unable to clear your alerts, please contact the NHSN Helpdesk: nhsn@cdc.gov.

Please note: the examples provided in this document contain screenshots from a fictitious facility with fictitious data.

Action Items

When logged into the Patient Safety Component home page, facility specific action items are displayed. These items can be resolved by any user in the facility but it impacts all facility data. These action items can include survey completion reminders, as well as, conferring rights to a group (if the facility joined a group in NHSN). The action items are interactive icons, meaning when you click on the alert itself, it will direct you to the page where the specific alerts can be resolved.

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NHSN Patient Safety Component Home Page

- TAP Strategy Dashboard
- Reliability-Adjusted Ranking

Action Items

COMPLETE THESE ITEMS

Confer Rights Not Accepted

ALERTS

Incomplete Events

Missing Events

Incomplete Summary Items

Missing Summary Items

Incomplete Procedures

Missing Procedures

Missing Procedure-Associated Events

Unusual Susceptibility Profiles

Confirm CDI Test Type

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Complete These Items

Survey Required



All facilities that submit data into NHSN must complete the annual survey. Surveys are always for the calendar year prior to the current year.

Confer Rights Not Accepted



This alert will appear if your facility has not accepted the data rights template set up by a Group to which your facility is joined. Facilities can share data with groups (such as state health departments, hospital systems, quality improvement organizations, etc.). Facilities join Groups and provide access to their data as requested by the Group within the NHSN application. A facility that joins a Group does not have access to any data from other facilities in the Group. Groups create a template of

rights that is shared with member facilities. Individual facilities within the Group may choose to confer rights to complete data sharing with the Group.

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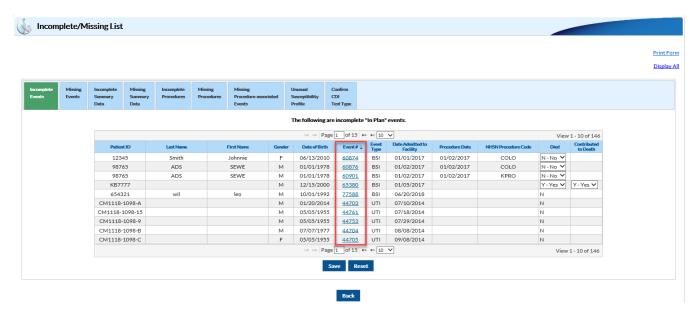
Division of Healthcare Quality Promotion

Alerts

Incomplete Events



This alert appears when there is an incomplete event record, where required fields were not completed, or the record was not saved appropriately. Select the alert to view the events that are incomplete.



Each incomplete event can be resolved by performing one of the following actions:

- a. If you are able to accurately report these data per the NHSN protocols, you should do so by entering the information on the Incomplete Events screen. Click the link in the 6th column (titled "Event #") in order to resolve the incomplete event. Click the "Edit" button to unlock the event data for editing. Once data have been entered for each record, click "Save".
- b. If you are unable to accurately report these missing data per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified event type from your plan(s). Please see Appendix A for instructions on how to edit your monthly reporting plan.

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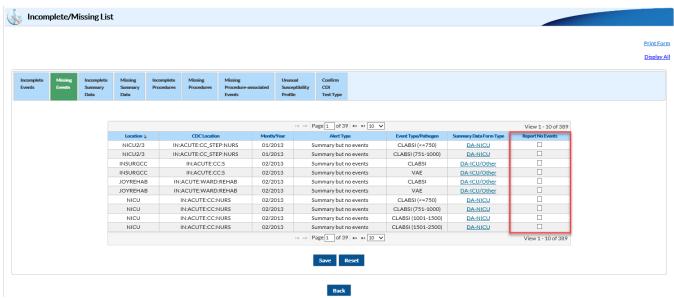
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Missing Events



This alert appears when in-plan device-associated or MDRO/CDI module summary data were entered, but corresponding events have not yet been reported, nor has the "Report No Events" box been checked. "Report No Events" is required when no events have been identified, as a way for the facility to confirm that zero events occurred. Resolution of this alert is required to complete in-plan reporting and inclusion in rates and SIRs.



Each entry on the list can be resolved by performing one of the following actions:

- a. If your facility performed in-plan surveillance for the given event in the location and events were identified, you can enter these events in NHSN by clicking on Event > Add in the navigation bar.
- b. If your facility performed in-plan surveillance for the given event in the location but **no** events were identified, you must verify that zero events occurred. You may check the "Report No Events" checkbox on this screen or refer to Appendix B for information on how to address this through the "Summary Data" option.
- c. Facilities who include **CLIP** in their monthly reporting plan will receive a "Missing Events" alert when no **CLIP** events are reported for a month. They can use the "Report No Events" checkbox to confirm that they had no insertions for the specified location. <u>Note that **CLIP** "no events" can only be reported through the option described above.</u>
- d. If your facility included the event(s) in your monthly reporting plan(s), but surveillance was not done per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified event(s). Please see Appendix A for instructions on how to edit your monthly reporting plan.

NOTE: Until this alert is resolved, the month/location/event type will be excluded from all related rates and SIRs.

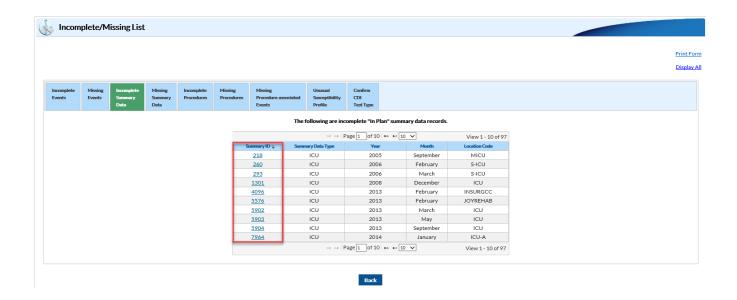
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Incomplete Summary Items

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Incomplete Summary
Items

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This alert will list months of in-plan device-associated or MDRO/CDI module summary data in which a required field is missing. This usually occurs when a monthly reporting plan is updated to include an additional event(s) for a location after summary data have been entered initially. Select this alert to view incomplete summary data.



Each incomplete summary data record can be resolved by performing one of the following actions:

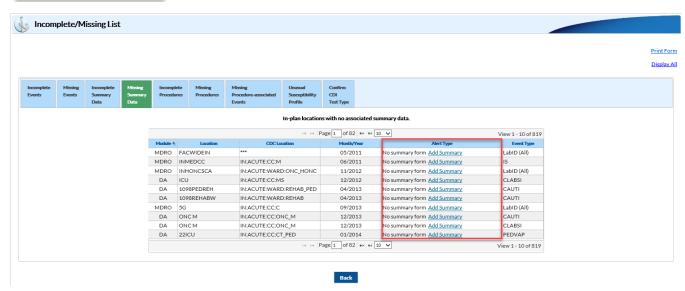
- a. If you are able to accurately report the appropriate summary data per the NHSN protocols, do so by clicking on the link in the first column of the table (the "Summary ID" column) to return to the month's summary data record. Click the "Edit" button to unlock the summary data record for editing. Enter the missing data in the required field(s) and click the "Save" button.
- b. If you are unable to accurately report these missing data per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified event from your plan(s). Please see <u>Appendix A</u> for instructions on how to edit your monthly reporting plan.

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Missing Summary Items

Missing Summary Items

The "Missing Summary Items" alert is a reminder to facilities that are missing in-plan summary data records. It will list in-plan months in which no summary data have been entered, regardless of whether a corresponding event has been reported.



Each missing summary data record can be resolved by performing one of the following actions:

- a. If you are able to accurately report the appropriate summary data per the NHSN protocols, you should do so by clicking on the "Add summary" link, which can be found under the "Alert Type" column.
- b. If you are unable to accurately report the missing summary data per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified event from your plan(s). Please see Appendix A for instructions on how to edit your monthly reporting plan.

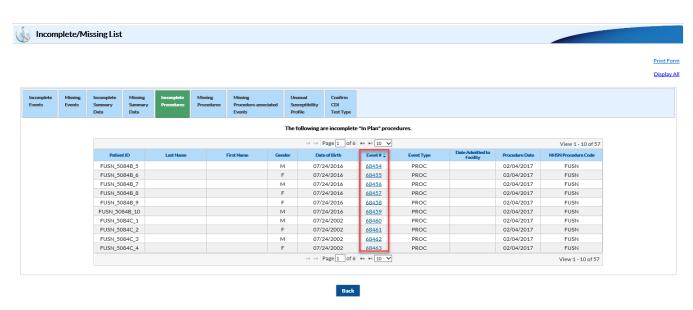
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Incomplete Procedures



This alert will list those in-plan procedure records that have been reported with incomplete data.



Each incomplete procedure can be resolved by performing one of the following actions:

- a. If you are able to accurately report these data per the NHSN protocols, you should do so by entering the information on the Incomplete Procedures screen. Click the link in the 6th column (titled "Event #") in order to resolve the incomplete procedure. Next, click "Edit" to unlock the procedure data for editing. All missing but required data fields will be marked with a red asterisk on the procedure modification screen. Once data have been entered, click "Save".
- b. If you are unable to accurately report these missing data per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified procedure category from your plan(s). Please see Appendix A for instructions on how to edit your monthly reporting plan.

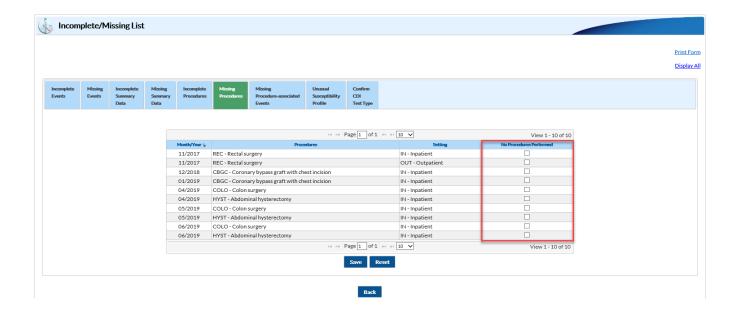
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Missing Procedures



Once the reporting month is complete, if you did not report any monitored procedures according to the Monthly Reporting Plan, you will receive a "Missing Procedures" alert on your alerts screen. Your facility must verify if zero procedures were performed for the month in order for that month's data to be complete.



Each month and procedure category can be resolved by performing one of the following actions:

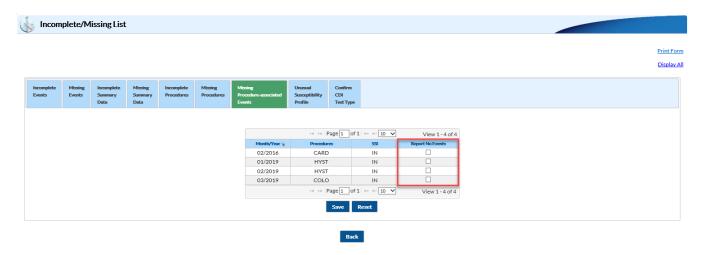
- a. If your facility did not perform any procedures in that category, you may check the box under "No Procedures Performed". Once you've made the appropriate selections on a page, click "Save". Continue this until you reach the end of the report.
- b. If your facility performed these procedures and you are able to report these data per the NHSN protocols, you should do so either through a procedure import or through manual data entry.
- c. If your facility performed these procedures but you are unable to report them accurately per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified procedure categories from your plan(s). Please see <u>Appendix A</u> for instructions on how to edit your monthly reporting plan.



Missing Procedure-associated Events



This alert will list those months in which NHSN operative procedures were reported in-plan and no in-plan procedure-associated events (i.e., SSIs) have been reported to NHSN, according to the surveillance month during which the procedures were performed. "Report No Events" is required when no events have been identified, as a way for the facility to confirm that zero events occurred. Resolution of this alert is required to complete in-plan reporting and inclusion in rates and SIRs.



Each month, procedure category and procedure setting can be resolved by performing one of the following actions:

- a. If your facility did not identify any SSI in that category and setting, you may check the box under "Report No Events". Once you've made the appropriate selections on a page, click "Save". Continue this until you reach the end of the report. NOTE: If you later identify an event attributable to one of these procedures, the event should be reported to NHSN. At that time, the "Report No Event" indicator will no longer apply.
- b. If your facility identified an SSI and the required information was collected according to NHSN protocols, these events should be reported to NHSN and linked to the corresponding procedure record.
- c. If your facility identified SSI(s) but you are unable to report them accurately per the NHSN protocols, you must edit your monthly reporting plan(s) and remove the identified procedure categories from your plan(s). Please see Appendix A for instructions on how to edit your monthly reporting plan.

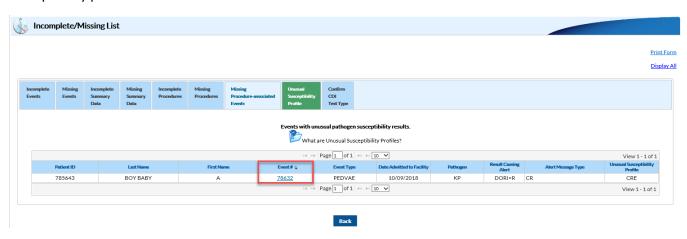


Unusual Susceptibility Profiles



Data collection on microorganisms with specific resistance patterns prompts NHSN to notify users to an "Unusual Susceptibility Profiles" alert. When a user enters a pathogen's susceptibility testing result into the NHSN application that aligns with one of the unusual susceptibility profiles, this alert will result.

Select the event number to examine the pathogen's susceptibility testing result that aligned with an unusual susceptibility profiles.



For directions on how to resolve this alert and more information on unusual susceptibility profiles, refer to https://www.cdc.gov/nhsn/pdfs/gen-support/USP-Alert-current.pdf

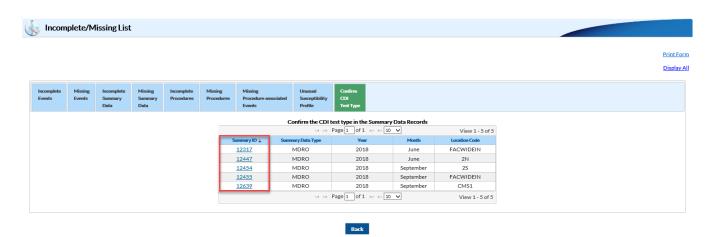
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Confirm CDI Test Type



This alert appears when the CDI test type entered on the IRF MDRO denominator form does not match the CDI test type selected on the FACWIDEIN denominator form for the same month.

To view the CDI test type that has been selected in the summary data records, select the hyperlinked summary ID from the "Summary ID" column.



To clear this alert, ensure that the CDI test types selected on both forms are a match.

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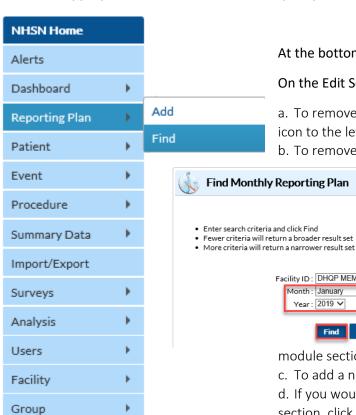
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Appendix A

HOW TO EDIT A MONTHLY REPORTING PLAN

On the navigation bar, go to "Reporting Plan" and select "Find".

Enter the appropriate Month and Year for the plan you would like to update and click "Find":



At the bottom of the View screen, click "Edit":

On the Edit Screen, make any necessary changes.

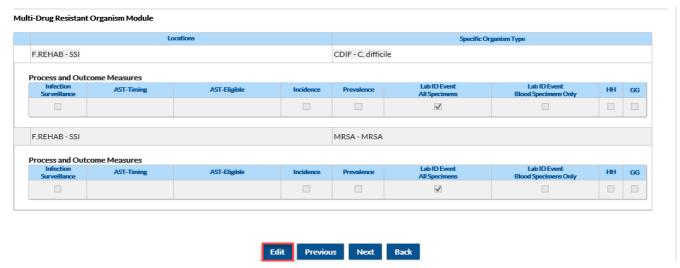
- a. To remove a row from any section of the plan, click the trashcan icon to the left of that row.
- b. To remove an event from a location in the device-associated



Facility ID : DHQP MEMORIAL HOSPITAL (ID 10018) 🗸

module section of the plan, uncheck the box for that event.

- c. To add a new row to the plan, click "Add Row".
- d. If you would like to copy the previous month's plan for any section, click "Copy from Previous Month".



Tools

Logout



Mandatory fields marked with * Print Form Facility ID *: DHQP MEMORIAL HOSPITAL (ID 10018) Month *: January Year *: 2019 $\hfill \square$ No NHSN Patient Safety Modules Followed this Month Device-Associated Module CLABSI VAE CAUTI PedVAP Locations CLIP PedVAE CARDCRIT - MED CARD CRIT ~ **~ ~ ✓ ✓** NICU - LEVEL 3 NICU ~ ✓ ✓ **~** TEHAB2 - REHAB2 ~ ✓ F.REHAB - SSI ~ ✓ ~ **✓** ✓ P_HONC - P_HONC 22ICU - PEDIATRIC ICU **V** ~ ~ **~** ✓ ICU-A - ICU-A II LD:PP - LABOR AND DELIVRY ~ **✓** ✓ Add Row Clear All Rows Copy from Previous Month

Once all changes have been made, scroll to the bottom of the screen and click "Save". You will then receive a message, confirming that the changes have been saved.

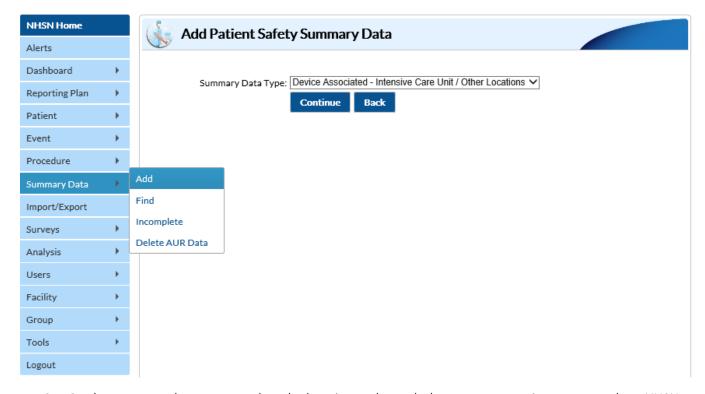
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Appendix B

HOW TO REPORT NO EVENTS FOR THE DEVICE-ASSOCIATED AND MDRO/CDI MODULES

You may report no events for both Device-Associated and MDRO/CDI Modules in either the "Alerts" list or through the "Summary Data" option. The method to report no events through the "Summary Data" option is described below.

- 1. On the navigation bar, go to "Summary Data" and select "Add".
- 2. Select the type of summary data that you would like to enter from the dropdown box and select "Continue".



3. On the summary data screen, select the location and month that you are entering summary data. NHSN will place asterisks on the fields that are required for completion according to your monthly reporting plan.

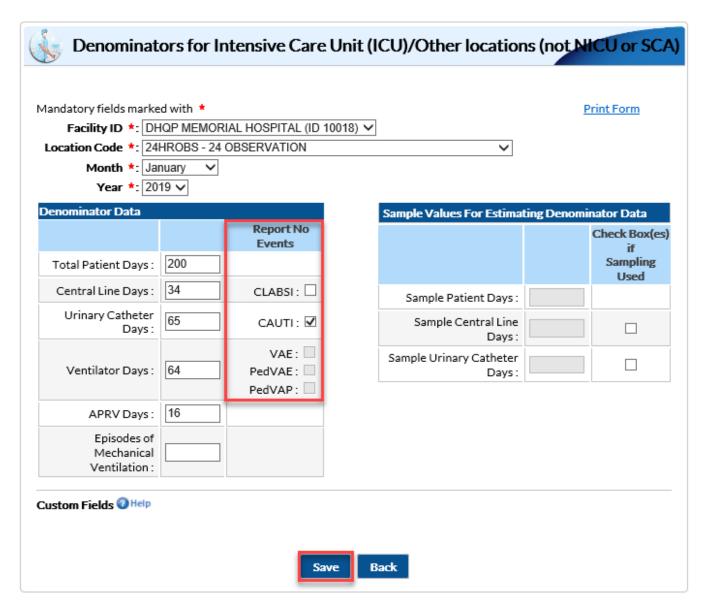


Mandatory fields marked with ★ Facility ID ★: DHQP MEMORIAL HOSPITAL (ID 10018) ✓						Print Form	
Location Code *: 123 Month *: Jan Year *: 201	nuary 🗸	345		~			
enominator Data		Report No Events		Sample Values For Estima		nator Data Check Box(es) if	
Total Patient Days :						Sampling Used	
Central Line Days :		CLABSI :		Sample Patient Days :		Oscu	
Urinary Catheter Days :		CAUTI:		Sample Central Line Days :			
Ventilator Days :		VAE : PedVAE : PedVAP : VAE :		Sample Urinary Catheter Days :			
APRV Days :							
Episodes of Mechanical Ventilation :							

4. Enter summary data counts in the appropriate fields. If zero is entered for a summary data field, the corresponding "Report No Events" box is automatically checked, since no events can be reported for a zero denominator.

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- 5. If your facility has not identified a given event for the location for the month, check the "Report No Events" box for that event. If your facility has identified events for the location for the month, leave the box unchecked.
- 6. Click the Save button to save your summary data record.

NOTE: If you attempt to save a summary data record for a location that is in your monthly reporting plan with no events reported for the month, but do not check the Report No Events box, NHSN will display a pop-up message indicating that you have done so. Click Cancel to return to the summary data record to check the appropriate box(es). If events were identified for the location but have not been entered, click OK to save the summary data record and then use Event > Add to enter the events.

