NHSN Long-Term Care Facility Enrollment Guide
Audience

- Users who need to enroll a long-term care facility (LTCFs) into NHSN
- Users who need to enroll additional LTCFs
- Users who may train others on the NHSN enrollment process for LTCFs
Learning Objectives

By the end of this learning event you will be able to:

- Have a broad understanding of the Components available in NHSN
- Gain a broad understanding of the reporting options for LTCFs
- Successfully enroll a LTCF or multiple facilities into NHSN
- Know the SAMS process in relation to NHSN LTCF enrollment
- Define the key personnel roles for a facility enrolled in NHSN
TABLE OF CONTENTS

- **Introduction to NHSN**
  - Enrollment web-page for LTCFs
  - Overview of NHSN components and components available for LTCF
  - Key personnel roles, including the NHSN facility administrator

- **Getting started with NHSN enrollment**
  - Step 1. Enrollment preparation
  - Step 2. Read the *NHSN Rules of Behavior* and register facility with NHSN
  - Step 3. Register with SAMS
    - 3A. Register with SAMS
    - 3B. Complete and Submit Identity Proofing Verification
  - Step 4. Complete NHSN Enrollment
  - Step 5. Accept *Agreement to Participate and Consent*

- **NHSN Enrollment is complete! Next, NHSN set-up and adding additional users**

- **Helpful tips, summary, frequently asked enrollment questions, and available resources**
LTCF CHECKLIST for NHSN Participation

- **Enroll** your facility into NHSN. **Note**: A facility should only enroll **ONE TIME**.

- **Map resident locations** in the NHSN application immediately after enrollment and when there is a change, such as a new or closed unit.

- **Add additional users** to NHSN application (at least 2 users per facility recommended).

- Complete the **NHSN Annual Facility Survey** during enrollment and then between January 1 and March 1 each year thereafter.

- Complete the **NHSN Monthly Reporting Plan** (MRP) for each month facility will submit data to NHSN.

- Identify and **submit resident level HAI UTI and/or LabID event data** to the NHSN. **Note** - This step is dependent on which modules a facility is participating during a given month.

- **Enter monthly summary data** for each month under surveillance, even if no events were identified/reported.

- Complete the data quality checks and **resolve outstanding Alerts**. **Note** - data are not considered as complete and will not be included in analysis reports until all alerts for the month are resolved.
Review the LTCF Enrollment page to access helpful resources for NHSN enrollment and set-up.
CDC’s National Healthcare Safety Network (NHSN)

Healthcare facilities: (1) Enroll in the NHSN, (2) complete an annual survey describing facility characteristics and practices; (3) submit process and outcome data manually or electronically to one or more NHSN Components; and (4) use facility level data and NHSN benchmarks for analysis and action.

Available Components:
- Biocidal Product Component
- Dialysis Component
- Healthcare Personnel Safety Component
- Long Term Care Facility Component
- Patient Safety Component
- Outpatient Procedure Component
- Neonatal Component (Planned)

CDC: Collects, analyzes, summarizes, and provides data on healthcare associated infections (HAIs), other adverse healthcare events, antimicrobial use and resistance, adherence to prevention practices, and use of antimicrobial stewardship programs.
Consider enrolling to both NHSN Components Available to LTCFs

LTCFs can enroll and report in the following:

1. **Long-term Care Facility Component**
   - To track resident infections
   - To track staff adherence with hand hygiene and gown/glove use

2. **Healthcare Personnel Safety Component**
   - Healthcare Personnel Vaccination Module
     - To track staff influenza vaccination
     - For more information about Healthcare Personnel Safety:
       » [https://www.cdc.gov/nhsn/ltc/vaccination/index.html](https://www.cdc.gov/nhsn/ltc/vaccination/index.html)

**Note:** Participation requires enrollment into **each** of the two Components
Long-term Care Facility Component

Healthcare-associated Infections (HAI) Module
  Urinary Tract Infections (UTI)

Laboratory-Identified (LabID) Event Module
  Multi-drug Resistant Organisms (MDRO)
    Clostridiodies difficile Infection (CDI)

Prevention Process Measures Module
  Hand Hygiene
    Gown/Gloves
Facilities Eligible for Enrolling in NHSN LTCF Component

- Certified skilled nursing facilities (SNF) and nursing homes (NH)
- Intermediate/chronic care facilities for the developmentally disabled
- Assisted living facilities and residential care facilities are able to participate in the Prevention Process Measures Module
Key Personnel Roles

- The **NHSN Facility Administrator** - the person enrolling the LTCF into NHSN (YOU)

  Note: The NHSN Facility Administrator may not necessarily be the Administrator at your facility

The **NHSN** Facility Administrator:
- Manages users and user rights
- Can add, edit & delete facility data
- Authority to nominate groups (data sharing arrangements)
- An NHSN Facility Administrator will have this role for every component
- May serve multiple roles (NHSN Contact Person and NHSN User)

⚠️ Only the NHSN Facility Administrator can reassign their role to another user. We STRONGLY encourage facilities to have at least one other person trained on the NHSN enrollment/data submission process.
Other Key Personnel Roles for NHSN Reporting

- **NHSN User**
  - Rights are determined by NHSN Facility Administrator
    - View data
    - Data entry
    - Data analysis
  - May be given NHSN administrative rights
    - This gives the new user the right to view, enter, and analyze data, but also to add locations, surgeons, and other users.
  - One person may hold multiple roles

- **NHSN LTCF Contact Person**
  - Serves as the main point of contact CDC and the facility
  - Is often the same person as the NHSN Facility Administrator
## How Does an NHSN Facility Get Started?

### NHSN Enrollment Steps 1-5

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• Complete and submit online Annual Facility Survey and Contact Information forms |
| Step 5 | • Electronically Accept “NHSN Agreement to Participate and Consent”  
• Receive “NHSN Enrollment Approved” email |
Step 1 – Enrollment Preparation
Reporting and Module Training

- New users must review applicable training materials **before** reporting data into NHSN.

- This training can be completed before, during, or after NHSN enrollment.

- All training is available on the [NHSN Training for LTCFs](https://www.cdc.gov/nhsn/training/ltc/index.html) webpage. You may need to copy and paste the hyperlink in your browser.
Step 1 – Enrollment Preparation

Computer Preparation

Prepare your computer to interact with NHSN

- You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process

- Change spam-blocker settings to allow all email from:
  - nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov

- Add https://*.cdc.gov and https://*.verisign.com to trusted sites list and allow pop-ups
  - In Internet Explorer, open “Tools” menu, select “Internet Options”
  - Add trusted sites on the “Security” tab
  - Allow pop-ups on the “Privacy” tab

- These changes may require assistance from your IT manager or department
How Does an NHSN Facility Get Started?

NHSN Enrollment Steps 1-5

Step 1
- Enrollment Preparation

Step 2
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- Register with Secure Access Management Services (SAMS)
  - Provide Identity Proofing Documentation

Step 4
- Complete NHSN Enrollment
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Step 2 – Register Facility with NHSN

Read and Agree to the NHSN Facility/Group Administrator Rules of Behavior

- The first step to NHSN Enrollment is for the person who will serve as the NHSN Facility Administrator to access and read the NHSN Facility/Group Administrator Rules of Behavior from https://nhsn.cdc.gov/RegistrationForm/index

- After clicking Agree, you will be guided to the NHSN Registration page.

https://nhsn.cdc.gov/RegistrationForm/index
Step 2 – Register Facility with NHSN
Complete NHSN Registration

⚠️ The same email address must be used for all enrollment steps. If you have questions, please review the Guidance on Email Use for NHSN and SAMS document, located at - https://www.cdc.gov/nhsn/pdfs/ltc/nhsn-sams-registration-email-use.pdf.

☐ Be sure to enter your email address correctly, as all subsequent emails will come to this email address.
Step 2 – Register Facility with NHSN

Complete NHSN Registration, continued

- If your Facility Identifier (e.g., CMS Certification Number [CCN]) does not validate, you must request a temporary CDC Registration ID by emailing nhsn@cdc.gov

- Be sure to select the correct Facility Type
  - Nursing homes and skilled nursing facilities will select LTC-SKILLNURS-Skilled Nursing Facility

- Click Submit button once form is complete

- After registration, you will receive two emails:
  - “Welcome to NHSN!” – immediately from NHSN
  - “Invitation to Register with SAMS” – within 24 hours from SAMs-no-reply
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**Step 5**
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Step 3A – Register with SAMS

Receive Invitation to Register with SAMS email

- After CDC receives your completed registration, you will receive an *Invitation to Register with SAMS* via email
- If you do not receive this email within **2 calendar days**, email [nhsn@cdc.gov](mailto:nhsn@cdc.gov)

⚠️ **Save** this email because it has information you will need to register for SAMS
Step 3A – Register with SAMS

Click Link to SAMS

- In the Invitation to Register email you will receive, click the link to SAMS or cut and paste the following link into your browser:
  https://sams.cdc.gov/idm/SAMS/ca/index.jsp?task.tag=SAMSRegistration

Note: The SAMS username and temporary password will expire in 30 days.
Step 3A – Register with SAMS
Log-In to SAMS Credentials Using Username and Temporary Password and Accept SAMS Rules of Behavior

- After clicking on the link to SAMS in the Invitation to Register, you will be guided to this Log In screen.
- Enter the user name and temporary password provided in the email, and click the Login button.
- After clicking “Login” the SAMS Rules of Behavior screen displays.
- Read the SAMS Rules of Behavior and click the Accept button.
Step 3A – Register with SAMS

Enter Information to Register with SAMS

- After accepting the SAMS Rules of Behavior, the SAMS registration page displays.
- Enter the information in the fields displayed. Fields marked with an asterisk are required.

Important Notes:
- Enter your personal home address. Do not enter your facility address.
- Enter your first and last name exactly as it appears on your identity proofing documents (e.g., driver license).
Step 3A – Register with SAMS

Change Your Password

- You will be required to **change your password**.

![Warning Icon] Ensure that you write down the new password because you will need this password again.
Step 3A – Register with SAMS

Select Security Questions

- In the *Question* section, select a question from the list displayed in line 1.

- In the *Answer* section in line 1, type your answer to the question you selected. Repeat these steps until all five questions are answered.

⚠ The questions you select should have answers you are sure to remember.

- Click the **Submit** button to complete your registration.
Step 3A – Register with SAMS

Receive SAMS Registration Confirmation

- After clicking the *Submit* button to complete your registration. The **Registration Confirmation** message displays.

- Click the **OK** button to acknowledge the message and receive an additional display.
  - Notice that no tasks appear in the left-hand portion of the screen. Once you have registered, you cannot perform any tasks in SAMS until you are approved for an activity.

- Click the **Logout** link.
Step 3A – Register with SAMS

Receive SAMS Confirmation Email

Within 24-Hours of completing SAMS registration, you will receive ‘Identity Verification Request’ email from SAMS with instructions for identity verification.

⚠️ Print this email because it contains a document that must be completed.
Step 3B – Complete and Submit Identity Proofing Verification
Print, Complete, Notarize Identify Verification form

Carefully follow the instructions in the **Identity Verification Request** email to ensure the enrollment process is not delayed

1. You will need to print the **Identity Verification** form, complete it, and take the completed form to a **notary** for public endorsement.

2. Two **unexpired** identify proofing documents are required. **Note:** your first and last name and home/mailing address must match on all of your documents.

3. The e-mail will instruct you to submit the above documents through a digital upload, fax, or mail. **Note:** digital upload will offer the faster turnaround time.
Step 3B – Complete and Submit Identity Proofing Verification

Submit Identity Proofing Documents

Important Notes:

- You have **60 days** from receiving the SAMS confirmation email to complete and submit the ID verification application.
- Two un-expired forms of ID must be submitted with the endorsed identify verification form.
- Your photo identification must match the home address that reported during registration.
- Your first and last name on the identify verification documents must match exactly to what you reported during registration.
Step 3B – Complete and Submit Identity Proofing Verification

After submitting Identify Verification documents, it may take up to weeks to received approval.

This would be a good time to complete Module specific training. LTCF training can be accessed on the following web-page: https://www.cdc.gov/nhsn/training/ltc/index.html
Step 3B – Complete and Submit Identity Proofing Verification

Receive SAMS Registration Approval

- Once your proofing documents have been accepted by SAMS:
  - You will **First** be notified by email indicating that your registration is approved. Note: *If you do not receive email approval within 3 weeks, contact samshelp@cdc.gov or toll-free at 877-681-2901 for assistance.*
  - **Next**, you will receive your SAMS Grid Card by U.S. mail at the address provided during registration (your home address).
Step 3B – Complete and Submit Identity Proofing Verification

Important Note:

- If you do not receive your SAMS grid card within two weeks after receiving your SAMS email approval, contact samshelp@cdc.gov or toll-free at 877-681-2901 for assistance.
How Does an NHSN Facility Get Started?

NHSN Enrollment Steps 1-5

Step 1
- Enrollment Preparation

Step 2
- Register Facility with NHSN
  - Read and accept “NHSN Rules of Behavior”

Step 3
- Register with Secure Access Management Services (SAMS)
  - Provide Identity Proofing Documentation

Step 4
- Complete NHSN Enrollment
  - Electronically complete and submit Annual Facility Survey and Contact Information forms

Step 5
- Accept “NHSN Agreement to Participate and Consent”
  - Receive “NHSN Enrollment Approved” email
Step 4 – Complete NHSN Enrollment
Log-in Using SAMS Grid Card

- Now that you have your SAMS grid card, you are ready to complete the final steps in NHSN enrollment!

- First, click **Login** button under the SAMS Grid Card picture.

  It’s a good idea to bookmark the page for easy access in the future. The SAMS website: [https://sams.cdc.gov/](https://sams.cdc.gov/)
Step 4 – Complete NHSN Enrollment

Enter Your SAMS Username, Password, and Grid Card

- Enter your username, password, and the requested grid card information and click Log In.
- You will then be brought to the SAMS homepage (see next slide).

Remember, your SAMS Username is the email address used to register and the password is what you previously set-up in Step 3.
Step 4 – Complete NHSN Enrollment

Click on NHSN Enrollment

- On the SAMS homepage, you should see a link to the National Healthcare Safety Network labeled **NHSN Enrollment**.
- Click on the **NHSN Enrollment** link to go to the **NHSN Enrollment** page.

Do not use the browser’s Back button. Always use the buttons provided on a page or use the navigation bar on the left to move around within the NHSN web pages.
Step 4 – Complete NHSN Enrollment

Access and Print Enrollment Forms to Collect Required Information

- From the Enroll Facility page, click on “Access and Print required enrollment forms” option to view the required information that will need to collect prior to entering information online in the NHSN application.
Step 4.1 – Download and Print Enrollment Forms
Select Link to Forms Under Long Term Care Facility Component

- From the **Facility Enrollment Forms** page, print and complete the required forms listed under the Component you are enrolling so you will have the information readily available to complete online enrollment.

**NOTE:** Complete these forms **before attempting to enroll online.** Do **NOT** mail, fax, or email these completed forms to NHSN.

<table>
<thead>
<tr>
<th>Facility Enrollment Forms</th>
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</thead>
<tbody>
<tr>
<td><strong>Patient Safety Component</strong></td>
</tr>
<tr>
<td>Hospital applicants, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Facility Survey</td>
</tr>
<tr>
<td>Inpatient Rehabilitation Facility, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Annual Facility Survey for IRF</td>
</tr>
<tr>
<td>Long Term Acute Care Hospital, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Annual Facility Survey for LTAC</td>
</tr>
<tr>
<td>Ambulatory Surgery Centers, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Annual Facility Survey for ASC</td>
</tr>
<tr>
<td><strong>Healthcare Personnel Safety Component</strong></td>
</tr>
<tr>
<td>Any facility type, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Home Dialysis Facility, print these:</td>
</tr>
<tr>
<td>Home Dialysis Center Practices Survey</td>
</tr>
<tr>
<td><strong>Long Term Care Facility Component</strong></td>
</tr>
<tr>
<td>Any facility type, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Facility Survey</td>
</tr>
<tr>
<td><strong>Biovigilance Component</strong></td>
</tr>
<tr>
<td>Any facility type, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Acute-Care Facility, print these:</td>
</tr>
<tr>
<td>Acute Care Facility Survey</td>
</tr>
<tr>
<td>Non-Acute Care Facility, print these:</td>
</tr>
<tr>
<td>Non-Acute Care Facility Survey</td>
</tr>
<tr>
<td><strong>Dialysis Component</strong></td>
</tr>
<tr>
<td>AMR-HEMO facilities, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
</tr>
<tr>
<td>Outpatient Dialysis Center Practices Survey</td>
</tr>
</tbody>
</table>
Step 4.1 – Download and Print Enrollment Forms

**IMPORTANT NOTES**

- While completing facility enrollment forms, keep in mind the person you list as the NHSN Facility Administrator, should be the same individual who has completed the previous enrollment steps (which includes SAMS registration).

- On the enrollment survey, only facilities that FIRST opened during the current calendar year should select the option “Not Operational in the Prior Calendar Year”. Do NOT select this option if the newly enrolled facility was open, but had not enrolled into NHSN in the prior calendar year.

- The NHSN Facility Administrator is not to be confused with the Facility’s Administrator, CEO, CNO, COO, etc. This should be the person who will be mainly responsible for managing NHSN in the facility.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- Once the required information has been collected on the enrollment forms (Facility Contact Information and Annual Facility Survey), you are ready to complete the online enrollment.

- Log in to SAMS, access NHSN Enrollment, and go to the Enroll Facility page. Click on the Enroll a Facility option. Enter the data from the completed forms onto the screen and click Submit.

**IMPORTANT:** Online enrollment must be completed in one session! There is not an option to save work in progress.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- Enter required (*) information
- It is not necessary to enter all of the verification numbers.
  - For example, facilities which are CMS-certified will only enter CMS certification number (CCN) and check “not applicable” box next to the AHA ID # and the VA Station Code.
  - Note: Facilities within the Department of Veterans Affairs (VA) Healthcare System, may have a VA station code instead of a CCN.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- Once you’ve entered the required information for your facility, click the **Continue** button.
- In the unlikely event that NHSN does not accept your AHA ID, CCN, or VA Station Code, you will receive a pop-up message and should immediately contact the NHSN help desk at [nhsn@cdc.gov](mailto:nhsn@cdc.gov) and request a temporary enrollment number.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- After receiving the temporary enrollment number from the NHSN help desk, click the Not Applicable button for AHA ID, CCN, and VA Station Code.

- A new box will appear, titled Enrollment Number.
  - Enter the provided temporary enrollment number
  - Click Continue
Select most appropriate Facility Type from:

- **LTC-ASSIST** - Assisted Living or Residential Care Facility
- **LTC-DEVDIS** – Facility Caring for Individuals with Developmental Disabilities
- **LTC-SKILLNURS** - Skilled Nursing Facility or Nursing Home
Step 4.2 – Complete Facility Contact and Facility Survey Online

Mandatory fields marked with *

**NHSN Facility Information - Part 2**

**Facility Type**

Select Facility*: 
LTC-SKILLNURS - Skilled Nursing Facility

**Was this facility operational in the year prior to NHSN enrollment (i.e., last year)?**
- Yes
- No

**NHSN Components**

Select Components*: 
- Patient Safety Component
- Healthcare Personnel Safety Component
- Biovigilance Component
- Long Term Care Facility Component
- Dialysis Component

Only facilities which have opened during the current calendar year should select “No”. If the newly enrolled facility was open, but had not enrolled into NHSN in the prior calendar year, select “YES”.

Last Name: 

Title: 

Copy Address from Facility

Address, Line 1*: 
Enter Street Address
Step 4.2 – Complete Facility Contact and Facility Survey Online

Select one or more of the NHSN components in which your facility will participate:

- **Long-Term Care Facility** - for tracking infections
- **Healthcare Personnel Safety** - for tracking staff influenza vaccination

Consider including the **Healthcare Personnel Safety Component** to track flu vaccination among healthcare workers!
Enter the NHSN Facility Administrator, which is the person enrolling the facility.

The email address must match the email provided during SAMS registration. The selected User ID is how you want to be identified in the NHSN application.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- Enter information for the NHSN Facility Contact person, which CAN be the same person enrolling the facility (NHSN Facility Administrator).

If the Primary Contact Person is also the NHSN Facility Administrator, click here to copy previously entered information.
Step 4.2 – Complete Facility Contact and Facility Survey Online

- Once required information is submitted, confirmation message displays

- After you have successfully completed enrollment, you will be sent an email with instructions on how to electronically accept the *NHSN Agreement to Participate and Consent*. 
How Does an NHSN Facility Get Started?

NHSN Enrollment Steps 1-5

- **Step 1**: Training and Enrollment Preparation
- **Step 2**: Register Facility with NHSN
  - Read and accept “NHSN Rules of Behavior”
- **Step 3**: Register with Secure Access Management Services (SAMS)
  - Provide Identity Proofing Documentation
- **Step 4**: Complete NHSN Enrollment
  - Electronically complete and submit Annual Facility Survey and Contact Information forms
- **Step 5**: Accept “NHSN Agreement to Participate and Consent”
  - Receive “NHSN Enrollment Approved” email
Step 5 – Accept Agreement to Participate and Consent

After successfully completing enrollment, the NHSN Facility Administrator and Component Primary Contact (if different) will receive an NHSN email with instructions on how to electronically accept the *NHSN Agreement to Participate and Consent*.

The consent form must be accepted by either the NHSN Facility Administrator or the NHSN Primary Contact within **60 days** or the facility will be withdrawn.

The following facility has been submitted for enrollment in the NHSN:

- **Facility Name:** Ti's Test Facility
- **Component:** Long Term Care Facility
- **Tracking Number:** 56233

  NHSN Facility Administrator: Ti MCcRAY NQA0@CDC.GOV
  Component Primary Contact: Ti MCcRAY NQA0@CDC.GOV

To activate this facility and component, the Facility Administrator or component's Primary Contact must accept the consent form within 60 days. If you are listed above as the Facility Administrator or primary contact for this component, please log in to NHSN at [https://aarms.cdc.gov](https://aarms.cdc.gov) and select NHSN Reporting to accept the Agreement to Participate and Consent form. The deadline to activate the component is 08/03/2018.

The facility will be withdrawn if none of the primary contacts accept the consent form by 08/03/2018.

If you have questions, please contact us at nhsn@cdc.gov. For information on the NHSN, please visit the member's website at [http://www.cdc.gov/nhsn](http://www.cdc.gov/nhsn).
Step 5 – Accept Agreement to Participate and Consent

- Login to https://sams.cdc.gov
- Once you have logged in successfully you will receive an alert detailing the requirements for accepting the Agreement to Participate and Consent form

⚠️ Important: The consent form must be accepted **within 60 days** or the facility will be withdrawn.
Step 5 – Electronically Accept Agreement to Participate and Consent

- You must select “OK” to remove the alert and then you must “Accept” the consent form by clicking in the box under Accept.

⚠️ If you are enrolled in multiple facilities, then you may see a list of all facilities in which you are listed as a primary NHSN contact. In this case, you have the option to Accept additional components.

<table>
<thead>
<tr>
<th>Component</th>
<th>Contact Type</th>
<th>Contact Name</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Term Care Facility</td>
<td>Facility Administrator</td>
<td>Tim Gray</td>
<td>123-456-7890</td>
<td><a href="mailto:NQA0@CDC.GOV">NQA0@CDC.GOV</a></td>
</tr>
</tbody>
</table>
Step 5 – Electronically Accept Agreement to Participate and Consent

- As each component NHSN Primary Contact or Facility Administrator has accepted, an additional alert will pop-up confirming this action
How Does an NHSN Facility Get Started?

NHSN Enrollment Steps 1-5

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- Accept “NHSN Agreement to Participate and Consent”
  - Receive “NHSN Enrollment Approved” email
NHSN Enrollment is Complete: Next is NHSN Set-Up

- **Set-up training** for the NHSN LTCF Component is available
  https://www.cdc.gov/nhsn/pdfs/ltc/Facility_Set_up_slides_LTCF_v5_Final_with_508_3-2015.pdf

- Set-up NHSN for your facility – *Required before entering data*
  - *Mapping NHSN locations *(required)*
  - *Create Monthly Reporting Plans *(required)*
  - Add users & assign user rights *(optional, but highly encouraged)*
    - Once a user is added, he/she will receive an e-mail to Read and Agree to the NHSN Rules of Behavior, which will then generate an Invitation to Register with SAMS email.

**Note:** all NHSN users must have an individual SAMS grid card to access NHSN, which requires SAMS registration.
Important Information!!

- Email is our only way to communicate with you!
- Please email nhsn@cdc.gov with any changes in your email address
Where Can I Find More Information about Enrollment?

- To email questions to the NHSN Helpdesk: nhsn@cdc.gov

- To email questions to SAMS Helpdesk: samshelp@cdc.gov or toll-free at 877-681-2901

- LTCF specific enrollment and reporting resources
  [http://www.cdc.gov/nhsn/LTC](http://www.cdc.gov/nhsn/LTC)
Summary

- Remember, SAMS is the gateway that allows you to have access to NHSN. Completing the SAMS process and identity verification is only the first part of the enrollment process. Once you receive your grid card, you must continue with the enrollment process as discussed in this session.
  
  - Note: A facility must enroll in NHSN only ONE TIME

- When enrolling, select Long-term Care Facility as the NHSN Component.
When enrolling, the NHSN Facility Administrator has the option to designate another individual in the facility as the NHSN Primary Contact Person. This person will need to be added as a user by the NHSN Facility Administrator once the facility has been activated by NHSN.

Every user added to NHSN must complete the SAMS registration process in order to access NHSN. Being added as a user is the first step in beginning the SAMS registration process. When a user is added, he/she will receive the Rules of Behavior via email. The user must review and agree to the rules of behavior, which in turn generates an invitation to join SAMS.
Tips

- To save time during the electronic enrollment process, collect the required information using the available paper forms (Facility Contact Information and Annual Facility Survey) and have the forms available before beginning online enrollment.

- Do not use the browser’s Back button. Always use the buttons provided on a page or use the navigation bar on the left to move around within the NHSN web pages.

- When you arrive at the SAMS website, bookmark the page, either individually or in a special NHSN bookmark folder.
Tips

- As you go through the enrollment process, set-up task reminders in Outlook to stay on track.
- Store emails from NHSN in a folder in Outlook or your computer for easy access.
- Once user receives the SAMS grid card, the user can enroll multiple facilities using the same card.
- Once user receives his/her SAMS grid card, the card can be used to access other enrolled facilities in which he/she is added as a user for the facility (e.g., change of employment).
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<tr>
<th>Challenge/Question</th>
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<tr>
<td>NHSN Annual Survey does not allow user to save data entry until the survey is complete.</td>
<td>The NHSN Annual Survey must be completed in order for enrollment to be completed. Users do not have an option to save partially complete surveys, and, therefore must be completed in one sitting. Facilities are strongly encouraged to collect all of the required information using the paper version (<a href="http://www.cdc.gov/nhsn/forms/57.137_ltcfsurv_blank.pdf">http://www.cdc.gov/nhsn/forms/57.137_ltcfsurv_blank.pdf</a>) of the survey before completing the electronic version.</td>
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<tr>
<td>NHSN is not accepting the CCN entered during enrollment, preventing the completion of the enrollment process.</td>
<td>This may occur if the CCN is incorrect or if NHSN does not immediately recognize the facility. If the CCN is not known or if the NHSN application fails to validate the entered CCN, a temporary ID can be obtained from NHSN to start and complete the enrollment process. The first temporary ID can be used to register the facility in NHSN to begin the process. Once the user has SAMS and NHSN access, and if a CCN is still not available or validating, then a second temporary ID is needed to enroll the facility in the NHSN application. To receive either of these temporary ID numbers, the user must contact the NHSN helpdesk at <a href="mailto:nhsn@cdc.gov">nhsn@cdc.gov</a> and request a temporary ID to complete registration/enrollment.</td>
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Note: If a temporary ID was used to complete NHSN enrollment, the facility must remember to enter the facility CCN into NHSN once full enrollment is complete. Guidance for making edits to facility information, including updating/changing the CCN, can be found here- http://www.cdc.gov/nhsn/pdfs/cms/changing-ccn-within-nhsn.pdf
# LTCF Enrollment Frequently Asked Questions

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| NHSN will not accept my e-mail address when I attempt to enter it as the NHSN User ID on the Contact Information page of Step 4 of NHSN enrollment. | NHSN users will require two unique identifications:  
1. **SAMS username** that is used to log into NHSN, which is assigned as the user’s e-mail address that was entered during facility registration (new facility) or when a new user was added to NHSN.  
2. **NHSN User ID** is a label used to identify users in the NHSN application, and is set-up by the NHSN user (i.e. NHSN Facility Administrator) during facility enrollment in Step 4 (when entering contact information) or when a when a new user is added to the NHSN application. Most users will set-up their NHSN User ID as being the first initial and last name.  
*Note:* The NHSN User ID cannot be an e-mail address. |
| NHSN facility administrator verses a long-term care facility administrator. | The **NHSN facility administrator** is the point of contact for NHSN communication and is responsible for enrollment and set-up for the LTCF. **This representative does not have to be the organization’s facility administrator or part of the executive leadership.** Often, this person oversees infection prevention program activities, and may be the infection preventionist, director of nursing, assistant director of nursing, staff educator, or MDS coordinator. This representative is familiar with data management and infection prevention for the facility. Although only one person in the facility will have the role of NHSN Facility administrator, the facility should train a second person as an alternate, and assign him/her as a NHSN user with administrative rights. |
# LTCF Enrollment Frequently Asked Questions

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| The NHSN facility administrator resigned before reassigning the role of NHSN facility administrator. | The NHSN facility administrator role will need to be reassigned if the previous NHSN facility administrator is no longer available.  

In order for the NHSN facility administrator role to be reassigned, *someone other than whomever it should be reassigned to at the facility* must submit a written letter (on facility letterhead) requesting a new individual be assigned to the NHSN facility administrator role. This request can come from an administrative or clinical leader in the facility or corporation such as the Director of Nursing, a Medical Director, Regional Manager or Administrator. This letter should include the name of the new NHSN facility administrator to be assigned, phone number, and email address, as well as the 5-digit NHSN Facility ID, if known. The letter may be faxed to NHSN at 404-929-0131 or scanned and emailed to [nhsn@cdc.gov](mailto:nhsn@cdc.gov).  

*Note:* The individual submitting the request cannot be the same person being named as the new NHSN facility administrator.  

After NHSN receives the letter, the role of NHSN facility administrator will be reassigned to the designated person. If the new NHSN facility administrator does not already have access to NHSN, then he or she will be then emailed SAMS instructions to register. |
| I’m not sure what NHSN means by “personal address” during SAMS registration       | When applying for a SAMS grid card, the user must use his/her personal **HOME address** for the SAMS grid card to be mailed to. Cards will not be mailed to the LTCF address. |
**LTCF Enrollment Frequently Asked Questions**

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<td>When completing Step 4 of NHSN enrollment, I forgot which facility type to select</td>
<td>During Step 4 of enrollment, the correct facility type must be selected on the Facility Contact page, which is <strong>LTC-SKILLNURS-Skilled Nursing Facility</strong>.</td>
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![Facility Type](image)  

**Facility Type**

*Was this facility operational in the year prior to NHSN enrollment (i.e., last year)?:*  
- **YES**  
- **NO**

**NHSN Components**

Indicate which component(s) the facility will use initially:*  
- Patient Safety Component  
- Healthcare Personnel Safety Component  
- Biovigilance  
- Long Term Care Facility  
- Dialysis Component
I accidentally selected the wrong facility type when I enrolled my facility.

After facility enrollment is complete, facilities may log-into NHSN and make edits to facility information, if needed.

To edit *Facility Type*:
1. Log into NHSN
2. On left-side Navigation Bar, select *Facility* to open selections
3. Select *Facility Info*
4. Under Facility Information, Facility Type, select LTC-SKILLNURS-Skilled Nursing Facility from drop-down menu

Don’t forget to click *Update* to save your edits
# LTCF Enrollment Frequently Asked Questions

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<td>Can someone be the NHSN administrator for multiple facilities?</td>
<td>Yes, and the person can also use the same SAMS grid card to access all of the facilities as long as they are listed in NHSN with the same email address as listed on their SAMS account.</td>
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<tr>
<td>Can you take a photo with a cellphone and upload the picture as ID proof for the SAMS grid card application?</td>
<td>Users are able to upload documents using the smart phones. Uploading/scans are always better as they are easier to read. SAMS helpdesk can be reached at <a href="mailto:SAMShelp@cdc.gov">SAMShelp@cdc.gov</a></td>
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<tr>
<td>Can a facility just apply for a SAMS account instead of an individual employee?</td>
<td>No, facilities cannot apply for a SAMS account. Each SAMS user must review and accept the NHSN Rules of Behavior. For security reasons, it is extremely important that all NHSN users individually undergo the secure enrollment process.</td>
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<td>LabID module is not an option on my NHSN Monthly Reporting Plan</td>
<td>Most likely the wrong NHSN Facility Type was selected during NHSN enrollment. Follow above steps to update the NHSN Facility Type to LTC-SKILLNURS-Skilled Nursing Facility. Contact the NHSN helpdesk at <a href="mailto:nhsn@cdc.gov">nhsn@cdc.gov</a> for additional assistance.</td>
</tr>
<tr>
<td>I’m not sure who to contact when I have issues or a question.</td>
<td>Contact SAMS at <a href="mailto:sams-no-reply@cdc.gov">sams-no-reply@cdc.gov</a> for:</td>
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<td></td>
<td>• SAMS registration questions</td>
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<td>• Check your SAMS specific registration status</td>
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<td>• SAMS log in trouble</td>
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<td>• Forgot your SAMS log in</td>
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<td>• Identify proofing questions or concerns</td>
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<td>• Grid card status</td>
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<td>Contact NHSN at <a href="mailto:nhsn@cdc.gov">nhsn@cdc.gov</a> for:</td>
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<td>• NHSN facility enrollment &amp; reporting questions</td>
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<td>• User additions to an existing NHSN facility account</td>
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<td>• Facility enrollment status</td>
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<td>• Guidance for changing your email in NHSN or SAMS</td>
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<td>• Facility administrator re-assignments</td>
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<td>• NHSN application alerts</td>
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<td>I did not receive a SAMS invites or welcome e-mails from NHSN.</td>
<td>• SAMS invites are auto-generated from the email address the user enters when agreeing to the NHSN Rules of Behavior, if the email was entered incorrectly in any way, the user will not receive the welcome emails.</td>
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<td></td>
<td>• User email addresses must be the exact same in SAMS and NHSN.</td>
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<td>Nursing home leadership is concerned about the government having access to records on their computer system, specifically the <strong>Warning</strong> message on SAMS home page.</td>
<td>This warning <strong>does not</strong> give the government permission to access any of the private or proprietary data on an individual’s or facility’s computer or network. It does not give the government access to the facility’s internal network, medical records system or any protected resident information that is not submitted to NHSN.</td>
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</table>

The warning language is specifically about accessing and use of the government information system (e.g., SAMS/NHSN) and data which might be submitted to or stored on the government system, (i.e., NHSN). For example, if there were evidence that someone unlawfully accessed SAMS/NHSN in order to see protected information that a facility entered into NHSN, or if there were any irregular accessing or downloading from SAMS/NHSN then those activities could be investigated and prosecuted. This warning is to prevent someone from trying to illegally access SAMS/NHSN if they are NOT authorized to do so (e.g., using a stolen SAMS gird card). |