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**Required Infection Reporting for Minnesota CAHs, Session 2**
Presented by [Janet Lilleberg; Quality Data Specialist, Stratis Health]  
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**Vicki Olson:** Welcome everyone this is Vicki Olson from Stratis Health. Welcome to our 2nd of four webinars on Required Infection Reporting for CAH in Minnesota. Today our focus is going to be on enrolling in NHSN and installing the digital certificate.

Janet Lilleberg will be doing the presentation and we’re also joined today by Marilyn Grafstrom and Katie Banks, which we didn’t introduce before and I wanted to make sure we included. Katie is a Patient Safety Quality Data Analyst at MHA, so we’re hooked in the same partnership with Stratis Health and the MHA.

Shari Shostak with Stratis Health will also be on the call and when we have questions and answers, Shari’s available. We encouraged you to invite your IS representatives and Shari is our IS expert on installing digital certifications. So, if you have questions during the Q&A at the end of the presentation feel free to ask those.

Let’s get started with the presentation.

**Janet Lilleberg:** Hi everyone, I just wanted to start by reminding you that there was homework from the previous call. We asked you to choose your NHSN administrator and identify the staff who would be given user rights, and then review the facility enrollment guide and the patient safety component guides. It would be good if you had a chance to complete the patient safety component survey form as well. If you haven’t had a chance to do that so far that’s fine.

Today we’ll go through the five steps for NHSN enrollment and learn how to install the digital certificate. You’ll also learn how to gain access through SANS, which is the new access system that’s coming out. I want to also remind you, we talked about it last time, that the NHSN facility administrator is the only person who can enroll a facility and complete the NHSN enrollment process. This facility administrator can reassign a person to be another user and to be the facility administrator if they choose to back out.

There are two options for enrolling in NHSN, one currently but as we mentioned previously, SANS is coming soon. I contacted NHSN to find out if there is any progress and their response was it’s coming soon. In an earlier newsletter they said it would be coming at the end of 2013. Be aware of that.

We’re talking today primarily about the digital certificate process. This is the guide we asked you to review for your homework class time and it reviews this process as well. There are five steps and I sent you a cheat sheet for reviewing the five steps, and it’s a guide to help you stay on track during the enrollment process. There are a lot of emails going back and forth and sometimes we might get off track, so keep in mind these are the five steps.
First, you’ll review and accept the rules of behavior.
Second, you will register.
Third, apply for and install the digital certificate.
Fourth, to complete and submit the facility contact information.
Fifth, complete the consent form.

Now we’ll go through things in a little more detail.

Step one – review and accept the rules of behavior

NHSN processes and stores a variety of sensitive data and that’s provided by the healthcare facilities. This information requires protection from unauthorized access and disclosure, so in order to keep it confidential and everything that’s why you have the digital certificates. These guidelines were established to hold the users accountable for their actions and make sure information is kept secure.

So the rules of behavior will establish standards in recognition of that, the fact that you understand how to keep information secure. Online you’ll be asked to accept the rules of behavior and agree to it. That’s all you have to do is read and accept, once you understand it.

Next you’ll proceed to step two which is to complete the registration process and that involves identifying the facility administrator and contact information. You’ll provide the facility identifier or C-SAN number and for you that’s a six digit number that starts with 241. Please enter the date that your training was complete and click save on that.

Make sure when you complete the process that you use the same email address throughout. We had problems with that where at some point a different email was used and NHSN is tracking your progress throughout by using your email address, so make sure you use the same one. As they send you emails you need to make sure they’re getting through to you, so make sure your spam filters aren’t blocking their emails.

After you complete the registration process, NHSN will send you a confirmation email with the subject line, welcome to NHSN. It will also have instructions for how to obtain your digital certificate. It will have a temporary password for you. You simply need to go to the SDN website and request your digital certificate using the password you received in that email. When you enroll in the SDN you will request the NHSN enrollment activity to get started.

When you’re enrolling in SDN you’ll fill out some of the personal information and there are some process steps. Make sure you’re using the same email address and that you’re choosing NHSN healthcare safety network. At this point you’ll select a challenge phrase, which is your password. It’s important that you save that password and it will give you tips on what kinds of symbols, that it’s case sensitive and that kind of thing. Make sure you save that password it’s really important.

Some things you should know about the digital certificates. It is user specific so don’t share with anyone in your facility. It’s only meant for you and other users will have to register to get their own. It can be installed on your computer and if you have more than one computer it can be installed on more than one. If you enroll more than one hospital though you only need one digital certificate and it does expire, unlike the SANS program. It’s important that you don’t wait until the deadline of your data submission and then find out your certificate has expired, because it does take some time to get it up and running again.

After you apply for your certificate be sure to check your email because requests are usually processed by SDN within 72 hours and then you’ll receive another email.
In the next email you’ll receive the instructions for installing the digital certificate, and this is where your IT department can come in and help you install the digital certificate. The most important thing to let you know, Shari, is that you need to have administrative rights on your computer to install it. This depends on your hospital as to whether you have those rights on your system or not. They can be assigned to you temporarily also.

I’ve sent out the instructions in the sample email that the CDC will send you during this process, and we’ve also included on the last page of the handout the CDC digital certificate installation instructions. The last page also includes how to check to see if you have administrative rights on your computer. I won’t go through the entire handout, but if you review or have your IT staff review it then they can ask questions later.

There are some tips that I handpicked out, like I thought you should know you have Internet Explorer 6.0 or higher and make sure that you save a copy of the digital certificate and use it again on more than one computer.

So, now you’re on step four of the five step process, which consists of completing the NHSN enrollment online. In this step you can go to SDN, and enter your challenge phrase. After you’ve logged in, click NHSN enrollment, and then when you click that a window will open and on the first link access and print required enrollment forms, if you haven’t completed that form yet, that needs to be done here. I go through the forms for you in case you haven’t done them yet and aren’t familiar.

There’s a facility contact information form. There’s also an annual facility survey form for your purposes and submitting CAUTI data, you’ll want just the patient safety component annual survey and this is done. Be aware that that’s the one you do. You don’t have to do all of them, just that one.

When enrolling you will click on the second link regarding enrolling a facility. Here you’ll complete that form online and on the bottom is to enroll the facility identifier and that is where you want to put your CCN number that starts with 241. You’ll enter only numbers with no dashes. It tells you what to do and I think it’s pretty self-explanatory on that.

Once the enrollment is completed you’ll receive an email to access and agree to participate and sign the consent form. That’s step five in our process and in this you’re agreeing to the purposes of NHSN, the eligibility criteria and reporting requirements, as well as the assurance of confidentiality. In this case you’ll be looking at getting a hard copy of it, which must be signed by a C level corporate person at your hospital, a CEO, or COO and you’ll send that in via U.S. mail to the CDC as a hard copy.

A little bit about the purpose of NHSN… The purpose of you doing all this work is for quality improvement activities. It’s to recognize patient safety problems for intervention and to collect the data for estimation of adverse events. The date is used for analyzing and reporting and we collect the data for CMS and state mandates. In this case, your data is not a requirement by CMS but is going to be a state requirement to submit the CAUTI data.

That’s the purpose of doing reporting and next we’ll talk about what you will review, sign and send off to NHSN, that’s the consent form. The requirements that they’ll ask you to agree to is to submit a monthly reporting plan to follow the protocols, including surveillance methodology. You’ll be asked to report events in summary or denominator data within 30 days of the end of the month.

So you’ll submit the data for at least one module, which in this case is patient safety, for a minimum of six months of the calendar year. These are the requirements of the NHSN request. You’ll also complete the annual survey, which you’ve already done. At this point they’ll ask you to also commit to passing quality control text for completeness, accuracy and agreeing to report to the state health authorities for adverse event outbreaks if the CDC were to contact you. That’s basically what they’re asking you to agree to.
In the next step, NHSN will activate your facility when they’ve received the consent form. The facility administrator will receive the enrollment approval email. Once you’ve completed that you can login to select NHSN reporting. Then you’re ready to start the reporting process and you’re done.

I know you have gone through a lot of emails and other things, but I wanted you to know that it is SANS and there is some information on the website about enrolling using SANS and if that were to come up between now and when you do it, this would be the alternative process instead of the digital certificate. I have reviewed some of that. The handouts that are on the website and they are similar to the process for what we talked about for getting the digital certificates.

It has the rules of behavior, the registration process but there are a few differences, in that there’s no annual renewal, no digital certificates to install on your computer and it does have passwords that are updated every 60 days. Everyone will be rolled over to this process within two years, according to a recent newsletter and whether or not they’re on schedule has been hard to figure out. With that said, it’s projected that everyone will be on it within two years.

Once you’re on it you’re always on it but you do have to login to it at least once a year or you would be inactivated. Again, in this process you’ll receive the invitation and you’ll receive a web link to SANS registration process. You’ll register on SANS partner portal and accept the rules of behavior similar to the other process. You’ll register in a similar way to the other process.

Again, you’ll receive an email where you’ll identify the verification form and have it notarized in this case, which is a little different. Then you have email that you’ve done this and then send a hard copy to the CDC, which is a little different. I think the reason for that, so again it’s just a security process for your protection to make sure no one is impersonating you and for the public’s protection that their data is handled appropriately. Once you’ve received approval you’ll receive a couple emails from SANS to activate your account.

One tip is if you were to forget your password it would lock you out after several tries. You can wait an hour or so and then try again.

We’ll have another webinar in a month and at that time we’ll talk about the Minnesota CAUTI measures and definition for critical access hospitals and defining what the new measures are. We’ll also talk about getting you up and running as well as setting up reporting in the patient safety module and defining some of the key terms you’ll use in patient safety. They have a lot of definitions and new terminology that you may be unfamiliar with.

When you’re looking at the structure of NHSN, it’s used for a number of different facilities for different uses. The healthcare administrator activates the patient safety component. We’re working primarily in the patient safety component because that’s where CAUTI is located. There are other components as well that I probably won’t go into the terminology on or any of that for the next webinar.

Within the patient safety is the device associated module and that’s with the CAUTI and ventilator associated pneumonia and that’s the module we’ll work with for the CAUTI. So, for next time we’d like you to register for the digital certificate or wait for SANS to roll out, your choice. Make sure that you know who will be entering the data, and collecting it. We’re going to talk about getting them to the users and how you do that. We won’t go through step-by-step on that as close because we went through that in the previous webinar, but be aware of who will be a user for entering the data.

We recommend at least two people have access just in case your certificate were to expire, that another person could enter the data if need be.
If there are any questions you can contact me. There's an NHSN website and CDC help desk.

Vicki Olson: Before opening for questions, let’s address some of the questions in the chat box. The most recent question is…

**When do the critical access hospitals have to start reporting data?**

The discharge dates start January 1, 2014, which is when you need to collect the CAUTI data. The actual official submission date first quarter is August 15; however, with NHSN the recommendation is that you get the data in the month after the month of the data you’re collecting. So, if you’re collecting January data, ideally you need to have it in by the end of February or at latest mid-March. That’s the goal then is that you would start entering this in, in February. The official for mandatory data submission is as stated, August 15 for the first quarter.

**To re-register when SANS is available, because the CDC email directed me to apply for my digital certificate…?**

What will happen is if you decide to sign up for your digital certificates then you will be in that process and NHSN will decide when you transition to SANS. The goal is for everyone to be on SANS so the digital certificates will go away within a two year timeframe, but it will be up to them to decide how that transition happens. So, if you decide to wait for SANS then you would be started on that system to begin with.

**Are most critical care units finding that they’re categorized as mixed acuity?**

I don’t think we know that for sure, but I’m guessing that would be true. I believe once we start getting into more information on entering the data that then we’ll be talking about mapping locations and that kind of thing. I would hold off until then for the final word on it, because I believe we’ll try to have all the hospitals define that the same way for critical access hospitals in Minnesota. I would wait until all that information comes next month.

**Do I understand if I’m already enrolled using a digital certificate that within the next two years we will be placed into the SANS process?**

Yes. Eventually SANS will be the only process that NHSN will use for entering data, but you do have to go through the process of registration, they won’t just move you to that. It could be that you would go through a renewal process if you end up in the queue for switching to SANS but start with a digital certificate, it could be because the digital certificate is only good for a year, where you would end up renewing before you go into the SANS process.

**Will we be notified when SANS is available?**

Yes. We’ll be in contact and looking at the information that NHSN is sending out, so certainly we’ll contract the group when we find out when SANS is available.

**What does SDN stand for?**

That is the Secure Data Network, which is the actual CDC/NHSN system that you enter the data into. When Janet was talking about the email that sends you to the SDN site, that’s the Secure Data Network site.

**Can we wait for the SANS program?**

Yes you can. You might need to use some of the manual data collection forms, and in the next webinar we’ll go over those forms so that you can do your surveillance and collecting your CAUTI rates starting January 1.
That requirement hasn’t changed, but if SANS isn’t available at that time then you would have to manually collect it and then enter it in at a later time. If for some reason SANS was delayed beyond August 15, where you couldn’t enter your data then you would have to go with a digital certificate.

They said they would start the system by the end of the year, know that it may be delayed a little more just because of the government shutdown but it should be ready soon after that.

Marilyn Grafstrom:

I believe if it ends up that a lot of hospitals are waiting for SANS and aren’t able to enter into NHSN, and I’m speaking for the HEN now, then we would figure out a way for hospitals to submit the information, the catheter days, patient days and number of CAUTIs through the portal, but we haven’t established that yet because we’re waiting to see what happens with SANS. I just wanted you to know that might be a possibility so that we can still collect that data.

Vicki Olson:  Do you have the certificates to be on the SANS plan?

No, you don’t need the digital certificates to be on the SANS, because it’s a web-based program so it doesn’t have the same level or complexity of the digital certificates.

There’s a question from a hospital that’s apparently already using a digital certificate and is renewing. Looks like the renewal happened during the government shutdown, which this also happened to me so I can relate to the timing of it. If you sent an email to support and haven’t gotten a response back, I would send another email. I waited until the government shutdown was over because I wasn’t entering data, so I didn’t have that timeframe.

I received it within a few days, so I know that they are responding to renewals so if you haven’t received an email then I would probably send another email.

Can we enroll in the program if we’re going to wait to do the SANS instead of the digital certificate?

No. You just need to follow along with understanding the steps. I guess the disadvantage is if you do wait for SANS and it’s not available by next month when we start getting into the details of setting the system up once you’re in NHSN, you’ll have to follow along and do that as a later time when it’s available.

Can we get a copy of the slides?

They have been sent to the distribution list, so if you aren’t on that list then perhaps you can get a copy of the slides. If you want to contact you can contact Janice and she can have Mary send you a copy.

Can you give me some ideas on how to renew the digital certificate?

What will happen with the renewal process is that NHSN will actually send you a message with links and information on how to renew. It’s easy but it means that IS has to install the digital certificate again.

I did part one but the IT part wasn’t done in time, do I need to redo the entire process with the same password?

There isn’t a time limitation once you get the information to install the digital certificate. If you received an email with the information to install your digital certificate and IT hasn’t done that, they should be able to follow that through. If you have questions about that it might be where you want to contact Shari Shostak, our IS expert at Stratis.
You can use the same passwords.

I think some additional questions may have come in.

**Please clarify how you receive an invitation to register for SANS.**

Because it’s a new program I don’t know if we have an example of what that would look like, but you would still go through the registration process and then receive the invitation from NHSN based on the registration process.

**Any idea of the timeframe required to get it up and running with a digital certificate versus SANS?**

Even though the digital certificate, and as you can tell from the presentation it feels very complicated because there are multiple steps, but ultimately depends on NHSN since you’re waiting for emails from them. They used to say a month but I believe two weeks is closer to being accurate.

**For CAUTI, is that for both inpatient and outpatient?**

It is for inpatient however, we’ll be including observation patients that are located as the inpatient unit. It’s by location.

**What about indwelling catheters versus intermittent?**

The definition by NHSN is indwelling only. The definitions will be covered more in-depth later.

Let’s open the lines now to see if there are any additional questions.

**Julie-Appleton:** We have a nursing home and a couple of residents with indwelling catheters. If they were to come to the hospital site would we have to do the CAUTI?

**Janet Lilleberg:** They are included in your catheter data from what I understand and you go through checking for appropriateness everyday as to whether that catheter is appropriate. Obviously from facility to facility it’s different as to whether to remove the catheters is necessary when moving them. You should have a conversation with the physician about it.

**Julie-Appleton:** I think the two residents that have them in place are because they refused the intermittent and it’s required for their diagnosis.

**Jane-Life Care:** Generally, if it’s a long-term or chronic catheter that wouldn’t be included for the CAUTI, where as far as why it’s placed, but you still check and ask if it really needs to be there.

**Julie-Appleton:** So to clarify, that does get included in your catheter data?

**Guest:** Is super pubic included in that as well?

**Jane-Life Care:** I would say no. That was my understanding from the start.

**Guest:** Thank you.

**Janet Lilleberg:** I think we’ll be more prepared to answer those specific questions next time. Jane has been putting CAUTI into NHSN for quite some now so she’s very aware.

**Vicki Olson:** Be aware that we are talking about hospital-wide. For PPS hospitals they will not be moving to hospital-wide until 2015, but for critical access hospitals, because the current definition is with ICUs then that would not be as relevant, it will be hospital-wide.
If there are no further questions, know that you can contact Janet and direct any further questions to her. Thank you for your time and we'll talk to everyone on the next webinar.

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