TxHSN
PAE Users
Training 2
Objectives

Training 2 for PAE users is estimated to take 50 minutes, depending on your familiarity with the PAE reporting system. In this training we will review:

1. How to complete the degree of harm assessment
2. How to set your security question
3. How to reset/change your password
4. How to open your facility record
5. How to view/update your TxHSN contacts
6. How to report NO PAE Events
7. Overview of TxHSN reports
8. How to run/view your facility IDDR report
9. How to complete your annual survey
10. Upcoming Training/Education
11. Additional Resources
How to complete the degree of harm assessment
Assessment of Harm

- PAEs that start with the words Patient Death or Severe Harm are reportable if the assessed degree of harm is Patient Death or Severe Harm.
- PAEs that do not start with those words, e.g. Foreign object retained after surgery, are all reportable regardless of the assessed level of harm.
- There are 3 choices for the level of harm question:
  - Death
  - Severe harm
  - Other (includes Moderate harm, Mild harm, No harm, Unknown harm)
PAEs starting with Patient Death or Severe Harm

<table>
<thead>
<tr>
<th>Basic Information</th>
<th>Record Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID: 300000868</td>
<td></td>
</tr>
<tr>
<td>Record Type: PAE - Care Management Event</td>
<td></td>
</tr>
<tr>
<td>Person: ()</td>
<td></td>
</tr>
<tr>
<td>Investigation Status: Active Record - Reported</td>
<td></td>
</tr>
<tr>
<td>Linked Records(s): 0 linked records(s) (View)</td>
<td></td>
</tr>
<tr>
<td>Attachments: 0 attachment(s) (Add)</td>
<td></td>
</tr>
<tr>
<td>Facility Links: This PAE is only reportable if the Degree of Harm is Death or Severe Harm. Change Degree of Harm to Death or Severe Harm OR request to delete record. Record is in workflows [View List]</td>
<td></td>
</tr>
</tbody>
</table>

Concern displayed on Record Dashboard and in General QP when choosing “Other”

* After any intervention to reduce harm, what was the degree of residual harm to the patient from the incident (and subsequent intervention)?

General QP

This PAE is only reportable if the Degree of Harm is Death or Severe Harm. Change Degree of Harm to Death or Severe Harm OR request to delete record.
Intra-op or Post-op Death in ASA Class 1 Patient

Record Dashboard

Concern displayed on Record Dashboard and in General QP if choice is other than Death
Assessment of Harm

• When to assess degree of harm
  – After rescue attempts to improve the patient’s condition
    • Rescue Actions—to be started or completed within 24 hours of the event
• Case by case basis
• Considerations
  – Surgery required
  – Pain and disfigurement
  – Anxiety or psychological pain
  – Age and tolerance/effect of interventions
Contributing Factors

These “Human factors” are related to the facility staff involved in the event, not to the patient.
How to set your security question
Setting Your Security Question

Setting your security question allows you to “Reset your password” from the log-in screen.

To set your security question you must first login to TxHSN, then click on your name in the upper right corner and click on “Edit Profile”.

Welcome to the Texas Health Care Safety Network!

This information system, data, hardware, and software are State of Texas property. The use of this system is restricted to authorized users only; unauthorized access is prohibited. Usage of and all activity on this system are subject to security monitoring and testing. Unauthorized access, use or misuse of this system is a violation of applicable DHSS policies and state and federal laws, and will be subject to criminal prosecution. Users of this system should have no expectation of privacy with respect to the use of this system, except as otherwise provided by applicable privacy laws.

If you are unsure of your login information, please contact HAITexas@dshs.state.tx.us or PAETexas@dshs.state.tx.us to ask for assistance. For more information about Texas Reporting, go to www.HAITexas.org or www.PAETexas.org

Login

Login Name: 
Password: 
Application: Main

Login
Reset your password
Click on the Security Question drop down arrow, choose a question, enter your answer, confirm your answer and save.
How to change or reset your password
Resetting Your Password

Go into TxHSN at least every 60 days or you will get locked out and be forced to reset your password.

If you’ve entered your password twice, just go directly to reset your password. You will get locked out if you make 3 unsuccessful attempts.
Resetting Your Password

Enter your username and your email and submit. You will get the following message with a link to go back to the login screen.
Resetting Your Password

You will then get an Email with Link to reset your password. You will be taken to this screen.
Resetting Your Password

You will get this notification email every time you reset your password.
Click on your name in the upper right corner and then click Edit Profile.

Change your password or the security question in the Login Credentials section.
How to open your facility record
Open Facility Record

- You must first open your Facility Record in order to access your facility’s Health Care Safety reports or make comments on your facility’s reports.

- Your Facility Record contains the address, phone, ID numbers of the facility and PAE Designated Contact information.
You will need to search for your facility record in order to open it. To do this, click on the magnifying glass here.
Choose Facility from this drop down menu for Record Type.

Then Click on the Search button at the bottom left of the pop-up window.
Search for Facility Record

The facility that you are linked to will display in the Search Results. Double click anywhere in this row to open your facility record.
This is a screenshot of your facility record also referred to as your Facility Dashboard.
From here, you can click on the Facility Links to run/preview your facility’s data reports.
Facility Record

Here is where the different Question Packages are listed. These question packages will allow you to:

- View your facility information
- View/Update your TxHSN Contacts
- Report No PAE Events
- Submit comment on your PAE data.
Note: There is one question package that only HAI users will be able to use. If a PAE user opens a question package for HAI Users Only, nothing will be visible in the question package.
When you are finished with your Facility Record, you may close your record and return to the TxHSN – Main page by clicking the “x” here.
You may also close your Facility Record by using this dropdown arrow at the very top right-hand corner of your screen. You will be returned to the TxHSN – Main page.
After you have once opened your Facility Record, it will show up on the Recent Records box on the TxHSN – Main page as it is shown here.

Once this happens, you can click directly on the link to navigate to your Facility Record instead of performing a search every time you want to access your record.
How to view/update your TxHSN contacts
To view or update your Designated PAE Contacts, open your facility record and click on >View/Update TxHSN Contacts Question Package.
Once that Question Package opens, you can see the existing PAE contacts. Go to the next section called “Edit Users”.

Click on which PAE contact to update and your desired action from the drop down menus.
View/Update TxHSN Contacts

<table>
<thead>
<tr>
<th>Existing PAE Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PAE CONTACT 1</strong></td>
</tr>
<tr>
<td>PAE contact 1 title</td>
</tr>
<tr>
<td>First name</td>
</tr>
<tr>
<td>Last name</td>
</tr>
<tr>
<td>TxHSN username</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Telephone number</td>
</tr>
<tr>
<td>Extension</td>
</tr>
<tr>
<td><strong>PAE CONTACT 2</strong></td>
</tr>
<tr>
<td>PAE contact 2 title</td>
</tr>
<tr>
<td>First name</td>
</tr>
<tr>
<td>Last name</td>
</tr>
<tr>
<td>TxHSN username</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Telephone number</td>
</tr>
<tr>
<td>Extension</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Edit Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which contact should be updated?</td>
</tr>
<tr>
<td>Update PAE contact 1</td>
</tr>
<tr>
<td>PAE contact 1 title</td>
</tr>
<tr>
<td>* First name</td>
</tr>
<tr>
<td>* Last name</td>
</tr>
<tr>
<td>* Email</td>
</tr>
<tr>
<td>Telephone number</td>
</tr>
<tr>
<td>Extension</td>
</tr>
</tbody>
</table>

Enter the new contact information. Questions with asterisks are required.

Once you have entered the email address, new questions will appear.
Be sure to click the boxes for “New User Information is complete and correct?” and “Ready for submission?” You will then see a message saying “User update is pending approval”.
Remember to SAVE your record. If you do not, all your changes will be lost.

**NOTE:** You will only be able to update/change contact information for one contact at a time.

Once approved, the new contact will receive 2 emails from TxHSN Notifications No Reply:
- Log in and website
- Temporary password

The new contact must review the orientation slides prior to entering data.
How to Report No PAE Events
Every facility must either:

- Report actual events that have occurred OR
- Confirm you have nothing to report for the Half year.

Facilities who do NOT have any PAEs to report should confirm this in TxHSN for each half year time period.

- In mid June, you can confirm that you have no events to report for H1 (Jan – June). This must be completed no later than September 30th for H1. (June 30 is soft deadline)
- In mid December you can confirm that you have no events to report for H2 (July – Dec). This must be completed no later than March 31st for H2. (Dec 31 is soft deadline)
# TxHSN Reporting Schedule

<table>
<thead>
<tr>
<th>Reporting Quarter</th>
<th>Q1: Jan 1 – Mar 31</th>
<th>H1: Jan 1 – June 30</th>
<th>Q3: July 1 – Sept 30</th>
<th>H2: July 1 – Dec 31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility data submission deadline</td>
<td>Within 60 days of end of reporting quarter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSHS takes preliminary data snapshot</td>
<td>1-Jun</td>
<td>1-Sept</td>
<td>1-Dec</td>
<td>1-Mar</td>
</tr>
<tr>
<td>DSHS sends email to facility users to review data</td>
<td>~15-Jun</td>
<td>~15-Sep</td>
<td>~15-Dec</td>
<td>~15-Mar</td>
</tr>
<tr>
<td>Facility data corrections due</td>
<td>30-Jun</td>
<td>30-Sep</td>
<td>31-Dec</td>
<td>31-Mar</td>
</tr>
<tr>
<td><em>Last day to verify no PAEs to report for half year</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSHS takes final data snapshot</td>
<td>1-July</td>
<td>1-Oct</td>
<td>1-Jan</td>
<td>1-Apr</td>
</tr>
<tr>
<td>DSHS sends email to facility to review data summary and make comments</td>
<td>NA</td>
<td>15-Oct</td>
<td>NA</td>
<td>15-Apr</td>
</tr>
<tr>
<td>Facility comment period deadline</td>
<td>NA</td>
<td>30-Oct</td>
<td>NA</td>
<td>30-Apr</td>
</tr>
<tr>
<td>DSHS reviews comments</td>
<td>NA</td>
<td>15-Nov</td>
<td>NA</td>
<td>15-May</td>
</tr>
<tr>
<td>Public posting of data summary with approved comments</td>
<td>NA</td>
<td>1-Dec</td>
<td>NA</td>
<td>1-Jun</td>
</tr>
</tbody>
</table>
Report No PAE Events

• When it is time to review your data and make corrections AND

• If you have not yet entered any events, you will see the “Report No Events” workflow appear in your Workflow Queue. *Ignore workflow “Entities Did Not Report”.*

• You can click on it and it will take you to the Workflow Details - Report No Events page—where you need to click on your blue facility number.

• This will take you to your facility dashboard and the “Report No PAE Events” Question Package.
First, click on the Report No Events Workflow in your Workflows Queue.

Then Double click your blue facility record number.
Report No PAE Events

Double click or view the Report No PAE Events Question Package.

<table>
<thead>
<tr>
<th>Question Packages</th>
<th>Organization</th>
<th>Last Update</th>
<th>Updated By</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Information</td>
<td>Record</td>
<td>04/03/2015</td>
<td>System Administrator [sa]</td>
<td>Incomplete</td>
</tr>
<tr>
<td>View/Update TxHSN Contacts</td>
<td>Record</td>
<td>05/11/2015</td>
<td>Kenzie Nevers [mnevers]</td>
<td>Completed</td>
</tr>
<tr>
<td>Report No PAE Events (PAE Users Only)</td>
<td>Record</td>
<td>04/03/2015</td>
<td>System Administrator [sa]</td>
<td>Completed</td>
</tr>
<tr>
<td>View status of Webservice data uploads (PAE Users Only)</td>
<td>Record</td>
<td>04/03/2015</td>
<td>System Administrator [sa]</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Make sure the year is correct. The correct time frame will display as Jan – June or July – Dec. Click on Yes box to confirm you have nothing to report for this time period and Save.
Report No PAE Events

This will continue to show in your Workflow Queue until we have triggered a processing module.

Once you save, you can go back into the question package and see what was last saved.

Ignore Status in the Facility QPs
Report No PAE Events

- If you have already confirmed no events and then have a PAE to report, you should go ahead and enter it.
- This will override your confirmation—you do not have to go in and change anything.
Report No PAE Events

- If you confirm that there were no PAE events to report, your facility Health Care Safety Reports will state: “This facility reported zero TxHSN events to the Texas Department of State Health Services for this reporting time period.”

- If you do NOT confirm, and no PAE events have been entered, your facility Health Care Safety Reports will state: “This facility failed to report TxHSN events to the Texas Department of State Health Services for this reporting time period.”
Overview of TxHSN reports
There are 3 data reports that can be run in TxHSN.
1. Internal Data Review Report (not published)
2. Consumer Health Care Safety Report
3. Technical Health Care Safety Report
Internal Data Review Report

- Lists the PAEs that were entered into TxHSN.
- Lists any data errors associated with PAEs entered into TxHSN:
  - Concern
    - One or more date logic errors
    - Incorrect degree of harm assessment
• Internal Data Review Reports can be run ** quarterly. 
• You will receive email notifications letting you know when reports are ready to be run/previewed in TxHSN.
• Your email was sent June 15 to inform you that you are able to view your 1\textsuperscript{st} quarter 2015 Internal Data Review Report (IDRR). You are now able to make corrections in TxHSN if needed.
Health Care Safety Reports

- **Consumer Version**: Contains basic information in language for a layperson. This includes the
  - The specific PAE(s) that your facility has reported.
  - The associated category for the reported PAE(s).
  - The number of each PAE that was reported.

- **Technical Version**: Contains the same information displayed in the Consumer version but uses the actual language from the statute.

- These are both published on the DSHS website for the public.
Health Care Safety Reports

- Health Care Safety Reports can be run for each half year (January – June and July – December)
- Your Jan – June 2015 Health Care Safety Reports will not be ready for review until mid-September.
- You will receive email notifications letting you know when reports are ready to be run / previewed in TxHSN.
- Additional training will be given on these reports in the near future.
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<td>1-Jun</td>
</tr>
</tbody>
</table>
How to run/view your facility reports

TEXAS HEALTHCARE SAFETY NETWORK

TEXAS Department of State Health Services
Run/Preview TxHSN Reports

To access your reports, log in and open your Facility Record (either using the Search functionality or the Recent Records link shown here).

Don’t use the pie chart icon to access your reports. It is currently causing an application error.
Run/Preview TxHSN Reports

The Facility Record Dashboard will display.

This is the section where the links to the different reports can be found.
In this example, we will run the Internal Data Review Report, or IDRR. Click on the hyperlink here.
Run/Preview TxHSN Reports

To view the report you can click Run Report. This will open an HTML version of the report in your internet browser window.
The IDRR Report lists the PAEs you have reported--

And any concerns that are on the PAE records.

This report will not be viewed by the public. It is intended for internal facility use only.

An Annual Facility Survey record was not found for your facility for the previous calendar year. For instructions on how to complete your Annual Survey, please email HAITexas@dshs.state.tx.us or PAETexas@dshs.state.tx.us.

Please verify that you have no PAEs to report by 09/30/2015.

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### Number of PAE Events Reported in TxHSN

<table>
<thead>
<tr>
<th>PAE Event ID #</th>
<th>Medical Record # or Patient ID</th>
<th>PAE Event Type</th>
<th>Date of Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>300001206</td>
<td>1487421</td>
<td>Patient death or severe harm resulting from failure to follow up or communicate laboratory, pathology or radiology test results.</td>
<td>3/3/2015</td>
</tr>
<tr>
<td>300001208</td>
<td>21354</td>
<td>Death or severe harm associated with a fall in a health care facility resulting in a fracture.</td>
<td>1/15/2015</td>
</tr>
</tbody>
</table>

### PAE - Surgical or Invasive Procedure Event

<table>
<thead>
<tr>
<th>PAE Event ID #</th>
<th>Medical Record # or Patient ID</th>
<th>PAE Event Type</th>
<th>Date of Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>300001207</td>
<td>84751</td>
<td>Foreign object retained after surgery.</td>
<td>2/4/2015</td>
</tr>
</tbody>
</table>

### List of PAE Record Errors in TxHSN

<table>
<thead>
<tr>
<th>PAE Event ID #</th>
<th>PAE Event Type</th>
<th>Date of Event</th>
<th>Error Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>300001208</td>
<td>Death or severe harm associated with a fall in a health care facility resulting in a fracture.</td>
<td>1/15/2015</td>
<td>Concerns. Please click on Event ID to correct any concerns listed in red.</td>
</tr>
<tr>
<td>300001207</td>
<td>Foreign object retained after surgery.</td>
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<td>Concerns. Please click on Event ID to correct any concerns listed in red.</td>
</tr>
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</table>
IDRR Report

Internal Data Review Report

Lapsley General Test Hospital
January - June [Final] 2015
Data current as of Never

An A&M System infection prevention and control tool used to identify and evaluate events of potential importance to patient safety and clinical facility use only.

(To be taken to the event record, link to clicking on the hyperlink here.)

Please verify that you have no PAEs to report by 09/30/2015.

<table>
<thead>
<tr>
<th>Number of PAE Events Reported in TxHSN</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAE Event ID #</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>300001206</td>
</tr>
<tr>
<td>300001208</td>
</tr>
<tr>
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</tr>
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<td>Foreign object retained after surgery.</td>
<td>2/4/2015</td>
<td>Concerns. Please click on Event ID to correct any concerns listed in red.</td>
</tr>
</tbody>
</table>
You are required to fix the errors that are reflected in your IDRR report.

**Record Summary - Dashboard**

**Basic Information**
- **Record ID:** 300001208
- **Record Type:** PAE - Care Management Event
- **Person:** 858989_21354 ( )
- **Investigation Status:** Active Record - Reported
- **Linked Records(s):** 1 linked record(s)
- **Facility Links:**
  - This PAE is only reportable if the Degree of Harm is Death or Severe Degree of Harm to Death or Severe Harm OR request to delete record.
  - Record is in workflows [View List]
  - Linked facilities:
    - 300000830 - Lapsley General Test Hospital - TX [Open]

**Record Summary - Dashboard**

**Basic Information**
- **Record ID:** 300001207
- **Record Type:** PAE - Surgical or Invasive Procedure Event
- **Person:** 858989_84751 ( )
- **Investigation Status:** Active Record - Reported
- **Linked Records(s):** 1 linked record(s)
- **Facility Links:**
  - The report date cannot occur before the date the event was discovered.
  - Record is in workflows [View List]
  - Linked facilities:
    - 300000830 - Lapsley General Test Hospital - TX [Open]
Run/Preview TxHSN Reports

You can also Export Results. This will allow you to open and/or save the report.
Once you have viewed your report, you can return to your Facility Dashboard by clicking on the “Dashboard” button shown here.
From this website, you can link to the Data webpage where the Health Care Safety Reports can be viewed by the public—June 1 & Dec 1.
Once the Health Care Safety Reports are finalized and comments have been approved, they will be posted to http://txhhsn.dshs.texas.gov/hai/ where the public can search for facility reports.
How to complete your annual survey
The Annual Survey—is required for all facilities. It will provide statistics to include on your Healthcare Safety Consumer and Technical Reports:

- Number of hospital beds (Hospitals)
- Number of patient days (Hospitals)
- Number of Admissions (Hospitals)
- Number of procedures (ASCs)

Information submitted is also used for the DSHS Annual Healthcare Safety Report.
How to complete your annual survey

- Facilities that submit HAI data to NHSN for Texas reporting will complete the annual survey in NHSN which is then exported to TxHSN with the HAI data.
- All other facilities will complete the annual survey in TxHSN.
- PAE users should complete it NO LATER than September 30 so that the numbers will be reflected on the Dec 1st public reports.
How to complete your annual survey

To start, click on the Create Survey Icon on the TxHSN Main page.

Enter SURVEY2015 for the name and choose the Facility Survey record type. Then Save.
How to complete your annual survey

The Annual Facility Survey dashboard will now appear. Double Click on Data Collection or View Question Package.
How to complete your annual survey--ASC

Complete all the questions. Enter 2014 as the *Survey Year and answers should be for 2014.

Be sure to SAVE!
How to complete your annual survey—Hospital

Complete all the questions and all answers should be for calendar year 2014.

Enter 2014 as the *Survey Year.

Be sure to SAVE!
Once you save, the Annual Facility Survey will be maintained in TxHSN. If you return to the question package, your answers should be there.

Ignore Status in the Facility QPs
How to complete your annual survey

Your Annual survey will now appear in your Recent Records Box.
This training and more information about TxHSN and the PAE reporting process can be found at www.PAETexas.org.
This is the PAE page at www.PAETexas.org
Thank you for your time!

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