Introduction to TxHSN: PAE Users Guide

Questions?

Call 512.776.7676

Email PAETexas@dshs.state.tx.us
Required Training Slides

Prior to using TxHSN for the first time, you are required to complete these training slides. This training is estimated to take 30 minutes, depending on your familiarity with the PAE reporting system.

If you are unable to complete the training slides, you will be required to start the training over the next time you login to TxHSN.

If you wish to review these slides at a later time, they will be available at www.PAETexas.org.
Objectives

In this training we will review:

1. PAE reporting overview
2. How to navigate in TxHSN
3. How to enter PAE data or delete PAE record
4. How to manage workflows
5. How to search for and edit a PAE record
6. Additional training and resources
PAE reporting program overview
Welcome to TxHSN!

The purpose of Healthcare Safety reporting is to enhance healthcare transparency in Texas and empower patients to make informed decisions about their healthcare.

The Texas Healthcare Safety Network or TxHSN was developed to help coordinate & simplify the communication process between Texas and reporting healthcare facilities. It is the web-based system for reporting Preventable Adverse Events (PAEs) in Texas. Facility-specific Health Care Safety reports are then published twice a year, in June and December and can be accessed from the data link at www.paetexas.org.
Reporting PAE data to Texas can be a confusing process. To help aid in your understanding, here is a diagram to help explain how it all works.
Each healthcare facility enters PAE data online using TxHSN (Texas Healthcare Safety Network). TxHSN is where your PAE facility specific reports will be generated.
PAE Reporting Overview

TxHSN will email users (designated contacts) to notify them that their reports are ready to view in TxHSN. Users can then login to TxHSN and run reports to review their data. Users may also make comments which will be displayed on their facility’s published data reports.
Internal Data Review Report Notification: Four times a year, in mid June, September, December and March, TxHSN users will receive an email instructing them to login to TxHSN and review their facility’s Internal Data Review Report to make sure PAE data look correct and to make corrections if needed.
Comments Notification: Then, twice a year (for the half year time periods) in October and April, TxHSN users will receive another email with instructions to login to TxHSN and preview their Health Care Safety Reports. Users will be able to submit a comment for DSHS approval that will be posted on their reports.
Publication of Reports

After comments are approved, the final Health Care Safety Reports for each half year are posted in June and December for the public to view at http://txhshn.dshs.texas.gov/HCSreports

Alerts regarding data & reports

View reports & make comments
### 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 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>* Last day to verify no PAEs to report for half year</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>

This is the timeline for reporting, making corrections, and submitting comments. This is discussed again in TxHSN User Training #2 which is posted at www.paetexas.org
How to navigate in TxHSN
After you login to TxHSN and complete these training slides, you will be directed to this TxHSN Main Page.
Here we will discuss the important elements shown on this page.
To the right of the screen, you will see Resources & Support. Here you will find helpful links to important websites and contact information for HAI and PAE resources.

At the bottom of this section is a link to the website where the public reports are published.
This is where any workflows will display. Workflows will be discussed in more detail later in this presentation.
This is where any recently opened records will display. This may be a PAE event, an annual survey or your Facility Record.

There is additional training on your facility record in TXHSN Users Training # 2 which is posted on the Resources page at www.paetexas.org.
These Navigation icons appear at the top of TxHSN pages.

*Only facilities not reporting in Patient Safety Component of NHSN.
TxHSN-Main Navigation

Home--Returns to Record Summary Dashboard or TxHSN Main Page

TxHSN Help or call 512.776.7676 or email PAETexas@dshs.state.tx.us

Search--Enter Record ID number of case

PAE User--Edit Profile or Logout
When you are on the TxHSN Main page and wish to logout of the system, you can click this drop down menu and select “Logout”.
How to enter PAE data or delete PAE record
In the next section, we will review how to enter a PAE into TxHSN. We will review navigation features of the Record page as well, to help you as you enter your PAE data.

This example will demonstrate data entry for “Irretrievable loss of an irrereplaceable biological specimen.”
To enter a PAE, click on Create Record Icon on the TxHSN Main Page shown here.
This Create Record screen will open. Click on the appropriate Record Type (PAE Category) from the drop down menu.
In the field for “Preventable Adverse Event” click on the applicable PAE from the drop down menu.
Next is the Harm question which must be answered for all PAEs. In the drop down menu, there are only 3 choices to choose from:

- For those PAEs that contain the words “Patient death or severe harm”, you should only select Patient Death or Severe Harm.
- For the remainder of the PAEs, choose the appropriate answer—Patient Death, Severe Harm or Other.
The “Affected Person Information” section is optional.

Continue and enter Date Event Occurred and MRN/ Patient ID. These five fields are required.

Click on Save at the bottom to create your PAE. If you click “Cancel” you will lose all your changes and return to the TxHSN Main page.
The Record Summary – Dashboard page will now display. This is the record for the PAE you have just created.

In the Record Data tab, a General Question Package (QP) will always appear. You have the option to enter additional data in the General QP.
Some PAEs will have a Specifics QP as well as the General Question Package.

The Specifics QP has additional optional questions.
To enter data into either QP, double click on the QP of interest (General or Specifics) OR select the QP (row will be highlighted in yellow) and click on the View Question Package button below.
PAE Data Entry – General QP

If you open your General QP, this screen will appear. All required questions appear in red letters and will autofill from the Create Record Screen.

Event ID--Only required for web services
There may be a valid reason for requesting to delete an event record. To do so, select “Yes” for the question shown below which appears at the bottom of the General QP.

Complete all the questions that appear and remember to click Save.
In the toolbar of the QP, you can use the [Jump To] box for quick access to a different QP or to the Edit Person function.

Save & Stay appears at the top of every record page. If you click this button, your work will be saved and you will stay on the current page. Save will save work and exit to Main page.
To enter the event time—type in four digits. The colon will automatically appear after the first two digits.

For 1:00 to 9:59 you must type a zero first. For example:
for 3:00 AM, type in 0300 AM
For 3:00 PM, type in 0300 PM
Blue info boxes can be found throughout the QPs. By hovering over the box you can read additional information.
When you have finished entering PAE data, close the record by clicking on this “X”.
How to manage workflows
To help users identify data entry errors and to help remind users to correct them, there are several task lists (referred to as workflows) that will show up on the TxHSN Main page.

This section will describe how to use these workflows to make data corrections.
Each workflow is a list of tasks to complete in order to be compliant with your PAE reporting.

A workflow is generated for records with missing required data (Incomplete), data logic errors or incorrect harm (called Open Concerns).

After you log into TxHSN, this Main page will open and any workflows that you have will appear here. For this example, click on Cases with Open Concerns.
The Workflow Details screen will display. Click on the record ID (link) you wish to correct.
The Record Summary Dashboard for the record you chose will appear. Open concerns will display here.

You can then open the General and/or Specifics QP and correct the error.
Manage Workflows

Any Open Concerns will display on the Record Summary Dashboard after you have entered data and saved your work.

You can fix errors right away or later. If you wait, the concern will display in the Workflow queue the next time you log in.
Manage Workflows

If you choose to correct an error now, go to the General and/or Specifics QP, edit the entry, then Save.
How to search for and edit a PAE record in TxHSN
At anytime in TxHSN, you may review a PAE record that you previously entered (as long as it was not deleted by DSHS, nor is the event > 3 years old).

To find an existing PAE record, you will need to perform a search in the same way as you search for a facility record except you will select the PAE Category of interest (e.g. Care Management) instead of “Facility” under Record. Searching for your facility record is described in TxHSN Users Training # 2.
To search for a PAE record, click on this magnifying icon.

You can also enter the Record ID here if you know it and click on Search.

The record you are searching for could also be here in Recent Records. If visible, click on the Record ID to open it or Click on “More” in the lower right corner to see all records.
If you have clicked on the magnifying glass icon, this Search Case pop-up window will appear.
Search for PAE Record

Leave Type as “Normal”. There is some search criteria that you will not use.
Search for PAE Record

Enter the Record Type (PAE Category) from this drop down menu.

You can also enter the From and To Dates to narrow the search.

Then click on the Search button at the bottom left of the search case pop-up window.
Search for PAE Record

The results screen will display. Highlight the desired record and double click on it, or click on Select.
At some point after you enter a PAE record, you may need to edit or change the information you reported. To do this:

1) Open the record using the search function.
2) Make necessary changes to the applicable question package.
3) Click Save.

However, if you wish to change a patient’s birthdate, gender, race or ethnicity you must do so using the Edit Person function.
Edit PAE record: Person Data

To edit a birthdate, gender, race or ethnicity, click on the Persons tab in the PAE record dashboard.

Click here to Edit Person data
Edit PAE Record

The Edit Person screen will display. You can edit any of this information. Then click Save.

You should disregard this Edit Address section.
If you did not enter the Birth date in the Create Record Screens, or if you Edited the Birth date after you created the record, you must use this drop down menu to choose the appropriate Age classification in the General QP.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth date</td>
<td>05/12/1945</td>
</tr>
<tr>
<td>Age classification</td>
<td>Unknown</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Not Latino</td>
</tr>
</tbody>
</table>
Additional Training and Resources
This training and more about TxHSN and the PAE reporting process can be found at www.PAETexas.org.
Be sure to sign up for email updates! Whenever something new is added to the website, you will get a notification email!

What’s on the site?

- Frequently Asked Questions (FAQs)
- Link to Public Reports Data
- PAE reporting updates
- Resources
  * Training slides and webinars
  * Helpful Documents
- Advisory Panel
- Education/Training
  * Future webinars and conferences
You can click here to link to the Data webpage where the Health Care Safety Reports can be viewed by the public—June 1 & Dec 1

This is the PAE website at www.paetexas.org
Once the Health Care Safety Reports are finalized and comments have been approved, they will be posted. Searching can be done by facility name, city name or county name.
Training Webinars and Slides at www.paetexas.org on the Resources Page
**Introduction to TxHSN PAE Users Guide** — Data entry, workflows, searching for records, deleting events.

**TxHSN PAE Users Training 2** — Security Question, Facility Record, Password Reset, Update Contacts, Report No PAEs, IDRR, Annual Survey

**TxHSN PAE Users Training 3** — TxHSN Tips, Print Event Record, Healthcare Safety Reports, Submit Comments

**PAE Data Reporting** — Demonstration of reporting events in TxHSN.

**PAE Reporting 101** — Background, Definitions, Chapter 98 Rules, Timeline, Reportable PAEs
Contact Information

*Help Desk Email*
PAETexas@dshs.state.tx.us
512-776-7676
Fax 512-776-7616

Emily Engelhardt, TxHSN Administrator
Nesreen Gusbi, TxHSN Administrator
Vickie Gillespie, PAE Clinical Specialist

THE HELP DESK EMAIL is the FIRST and BEST PLACE TO CONTACT FOR QUESTIONS or ASSISTANCE.
Thank you for your time!

For questions about PAE reporting, please email PAETexas@dshs.state.tx.us or you can call 512.776.7676.