

AHA SURVEY PLATFORM

WALK-THROUGH THE AHA SURVEY PLATFORM

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Introduction

Hello Survey Taker!

Welcome to the step-by-step guide to completing your survey on the AHA Survey Platform. We hope this information will help you successfully complete the survey for your hospital.

Our recommended browser is Google Chrome, for the best functionality.

If you have any questions, you may contact us via our survey support helpline at [\(800\) 530-9092](tel:8005309092) or at surveysupport@aha.org.

Access the AHA Survey by following this link: www.ahasurvey.org

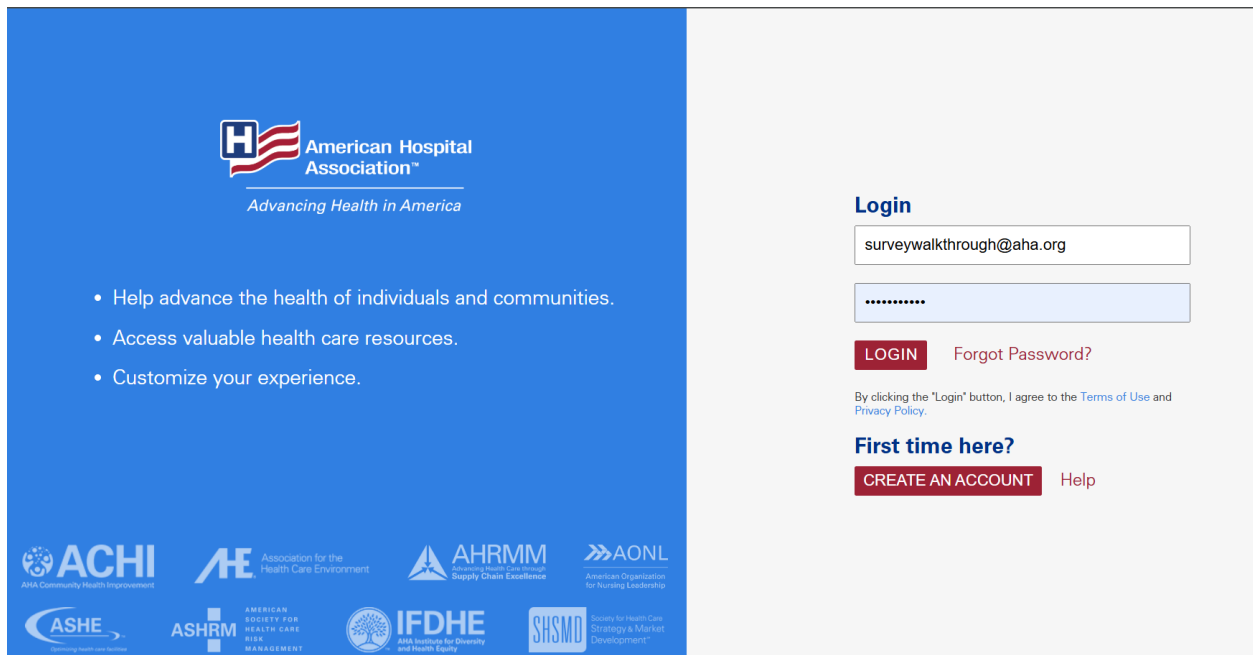
Single- Sign on (SSO)

This year’s login process is same from last year. If you already have an AHA login/password, please click here to login and access the survey, and if you do not have an AHA login/password, please click here to create one and access the survey. Each individual working on your survey will need their own, personal login.

Returning Users

If you are a returning user experiencing login issues:

1. Be sure to clear your cache.
2. Try using Google Chrome as your browser.
3. Reset your password under “Forgot Password?”.



Creating An Account

Step 1

Click the “Register/Login” button at the top of the page. From the login page, click the “Create an Account” button.

Step 2

Enter your email address. If an account already exists with that email address, you will be prompted to click “Forgot Password” to reset your password. Otherwise, you will be directed to the next step.

Step 3

If you are employed by a hospital or health system, please link your account to your organization's record. If your organization is an AHA member, this will grant your organization's member permissions on your account so that you may access members-only online resources.

There are two ways to find and link to your organization: through your email domain or zip code search.

Email Domain search: If the domain name of your email matches a hospital or health system in AHA’s database, the name of an organization will be displayed. Click “Link my user account to this organization” if the organization is correct.

We've Searched for Your Account

We've found possible matches in AHA's records that match your email. Please link to your organization below for appropriate access to our website.	
ORGANIZATION	ADDRESS
AHA (Member)	American Hospital Association 155 N Wacker Dr Ste 400 Chicago, IL 60606-1719

[Link my user account to this organization](#)

Zip Code search: Click the “Searching for your organization by its zip code” button, and type in the organization's zip code. Find your organization in the list and click the “Link my user account to this organization” button.

ORGANIZATION	ADDRESS
No organizations were found in AHA's records that match your email. Try:	
Searching for your organization by its zip code	
Or, if your organization is not a member:	
Continue with no organization affiliation	

What if I can't find my organization? If you do not work for a hospital or health system, your organization might not be in AHA’s database. If your employer's record is not found, click “Continue with no organization affiliation.” You will be able to manually enter an organization during the next step.

ORGANIZATION	ADDRESS
<p>No organizations were found in AHA's records that match your email. Try:</p> <p style="text-align: center;"> <input type="button" value="Searching for your organization by its zip code"/> </p> <p>Or, if your organization is not a member:</p> <p style="text-align: center;"> <input type="button" value="Continue with no organization affiliation"/> </p>	

Step 4

Complete the account creation form by entering your contact information. Choose a password and click the “Create Account” button at the bottom of the page.

Navigating Through the Survey Platform

Once you successfully logged in, you will see the homepage of your hospital’s survey. This page allows you to access different parts of the survey.

Additionally, this page shows:

- Survey status
- If historical data is available
- Date and time of the last update
- Last person that worked in the survey

Navigation Buttons

The navigational buttons on the top of the page allows access to different areas of the platform.



– The “*Home*” button directs you back to the homepage of your hospital’s survey.



– The “*Print*” button directs you to the print page where you can print the current survey glossary, the current survey, or the previous year’s survey. For more information, click [here](#).



– The “*Admin*” button directs you to view all authorized staff “helpers” who contribute to completing the survey. For more information, click [here](#).



– The “*Help*” button directs you to our online survey walkthrough and AHA survey support contact information.



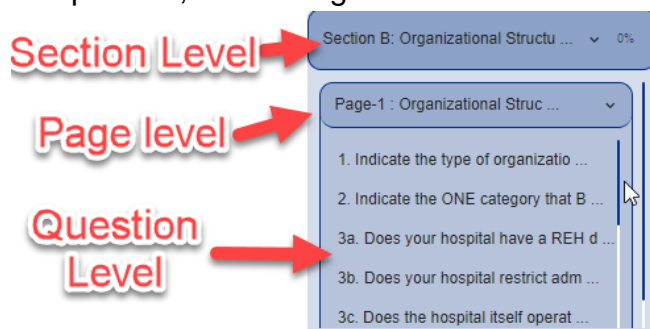
– The “*Filing List*” button directs you to your list of hospitals if you are assigned to more than one hospital.



– The “*Profile*” button directs you to logout. This feature can be accessed by clicking on your name.

The Survey Navigational Panel

Left Pane Links Sections - AHA Surveys can be accessed through the blue buttons on the left pane. When you click on a section, you will see a page number(s) displayed within that section. You can take the page level further by clicking the page button. This will display all the questions that are within that page in the section. When you click on the question, it will navigate the screen to the specific question.

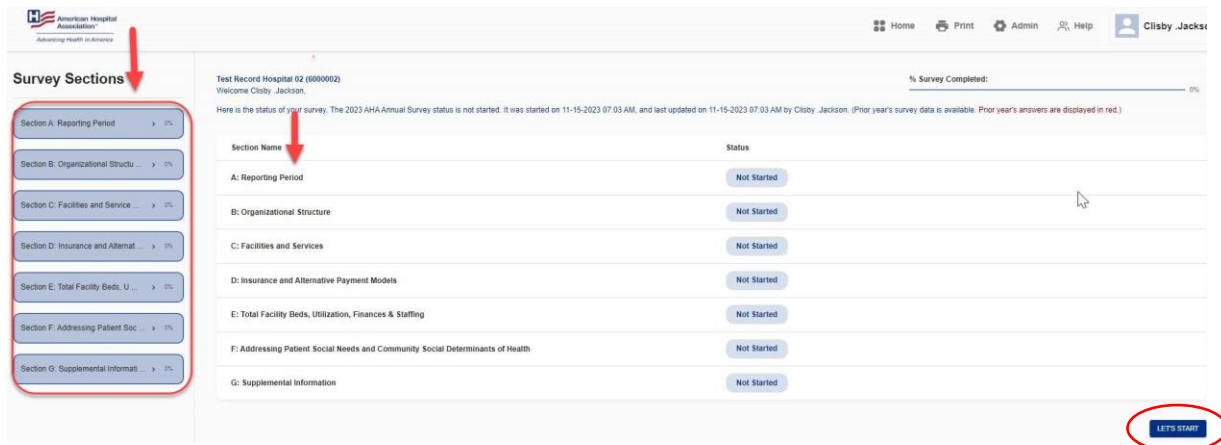


Beginning Your Survey

To start your survey, you have a few options:

1. You can click the “Let’s Start” button at the bottom of the survey home page to bring you to Section A.
2. You can click on any section you would like to start with on the home page.

3. You can click on any section you would like to start with on the survey navigation panel on the left.



Navigating Your Survey

As you enter your data you can navigate through the pages using the buttons at the bottom of the page.



The **'BACK'** button will take you to the preceding page in the survey.

The **"SAVE & CONTINUE"** button will save your data, and the status of that section or page will show as 'In Progress'. You will also be advanced to the next survey page.

The **"SAVE AND VALIDATE"** button will save your data as well as check your data for errors. Additionally, your responses to the questions will be compared to last year's submission. If errors occur, you are given the option to correct the error 'now' or 'later'. If there are no errors, or if you have corrected all errors, the status of that section or page will show as 'Complete'. To complete and submit the survey – all validation errors must be answered/corrected.

Historical Reference

Refers to data of a previous survey submission, when available.

C: Facilities and Services

Facilities, Services & Beds

50%
Last Auto-Saved: 12-26-2023 09:52 AM

BACK

SAVE & CONTINUE

SAVE & VALIDATE

If you choose to, you can [click here](#) to fill this page with last year's data (red checkboxes represent last year's answer)

If historical data is available, it is shown in red under each applicable question throughout the survey. *Sections 'B' and 'C', may be completed data' by selecting the option to fill with last year's data. Section 'C' has multiple pages, so this selection should be made for each individual page of that section. Please note that when using this feature to still verify that the data previously reported is still accurate for the current reporting period.*

If you choose to, you can [click here](#) to fill this page with last year's data (red checkboxes represent last year's answer)

C. Facilities and Services

Please report # Beds that were provided within your hospital and were set up and staffed for use at the end of the reporting period. If you choose to fill with last year data before pushing save and validate make sure all questions have at least one field checked.

Owned or provided by my hospital or its subsidiary	Provided by my Health System (in my local community)	Provided through a formal contractual arrangement or joint venture with another provider that is not in my system (in my local community)	Do not Provide
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Survey Status

As you and your team works through your survey, you can monitor the status of your entire survey and the different section. On the homepage, you can see your overall survey status at the top of the page. You can also see the status of each section of the survey.

Status Meanings:

In Progress: The section has data entered and saved, but the data has not been checked through validation.

Completed: The section has data entered, saved, and validated for all components of the section.

Errors: The entered data has been validated but failed necessary data checks that need to be reviewed and corrected or verified.

Errors

The survey homepage will show if you have errors throughout your survey. At the top of the homepage, you will see the status of your entire survey. You can correct the errors by clicking on the word 'errors' which is in red in the sentence that states that status of your survey (this link shows you errors for the entire

survey), or you can click on the word 'errors' next to the section of the survey reflecting so.

My Test Hospital (6000006)
Welcome John Doe.

% Survey Completed: 56%

Here is the status of your survey. The 2023 AHA Annual Survey status is **errors**. It was started on 12-06-2023 05:39 AM, and last updated on 12-26-2023 04:37 PM by John Doe. (Prior year's survey data is available. Prior year's answers are displayed in red.)

Section Name	Status
A: Reporting Period	Errors, 12-26-2023 04:37 PM
B: Organizational Structure	Completed, 12-26-2023 09:46 AM
C: Facilities and Services	In Progress, 12-26-2023 04:24 PM
D: Insurance and Alternative Payment Models	In Progress, 12-08-2023 06:29 AM
E: Total Facility Beds, Utilization, Finances & Staffing	Errors, 12-08-2023 08:52 AM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-08-2023 08:52 AM
G: Supplemental Information	Completed, 12-08-2023 08:52 AM

LET'S START

Correcting Errors

Once you are on the error page, you can correct the errors, by clicking the link 'correct now', go to the next survey page by clicking 'correct errors later', or going back to the survey page you just completed which has errors by clicking 'back to survey page'.

Example of an error page:

A: Reporting Period ⓘ

BACK TO SURVEY PAGE CORRECT ERRORS LATER

The following errors have occurred during validation

A. 1: The reporting period entered is for more than 12 months. Please re-enter. [Ref.# 58474495]	Correct now
A. 1, A. 2b: The reporting period you've entered does not match the days open you've entered. Please re-enter or tell us why this is correct. [Ref.# 58474500]	Correct now

On some error pages you may have three options to validate:

- 1.) change your response,
 - 2.) give an explanation
- OR
- 3.) confirm your response by checking the box indicated.

Please only choose one of these options to validate your response.

My Test Hospital (8042068)
 The following error has occurred during validation
 A.1, A.2b: The reporting period you've entered does not match the days open you've entered. Please re-enter or tell us why this is correct. [Ref # 58474500]
 Please correct the answer(s), indicated by <<, to the following question(s).
 OR confirm/explain why these values were correct.

1. Reporting Period used (beginning and ending date): ⓘ

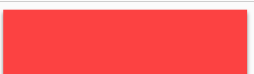
From (mm/dd/yyyy) 01/10/2022 << →
 07/01/2021

To (mm/dd/yyyy) 06/30/2023 << →
 09/30/2022

2b. Number of days open during reporting period: ⓘ

365 << →
 365

If you have NOT made any changes to the answers above, please confirm if your answers were correct here →
 OR give a brief explanation of the data entered:



[BACK TO ERROR LIST](#) [SAVE](#)

Validation Overview

1. When 'Save & Validate' is selected for the page.
2. The page validation are run. If there are errors, those errors will be displayed before proceeding.
3. If there are no page errors:
 - a. If all the pages in the section are complete, the section rules will run. If there are section errors, those are shown to the user.
 - b. If all the pages in that section are not complete, the screen will load to the next incomplete page in that section.
4. If the section rules run:
 - a. If there were section errors, any errors will be displayed.
 - b. If there are not any section errors for that section, but all of the sections are not complete yet, take the user to the next existing set of errors (page or section-level) (e.g. section A is now complete, but section B has errors, so take the user to the section B errors).
5. If all of the sections are now complete, run the survey-level rules:
 - a. If survey-level errors exist, display those to the user.
 - b. If no survey-level errors, and there is no supplement or the supplement is complete, take the user to the survey landing page.
 - c. If no survey-level errors and there is a supplement and it is not complete, the supplement will load to the screen.

Survey Tools

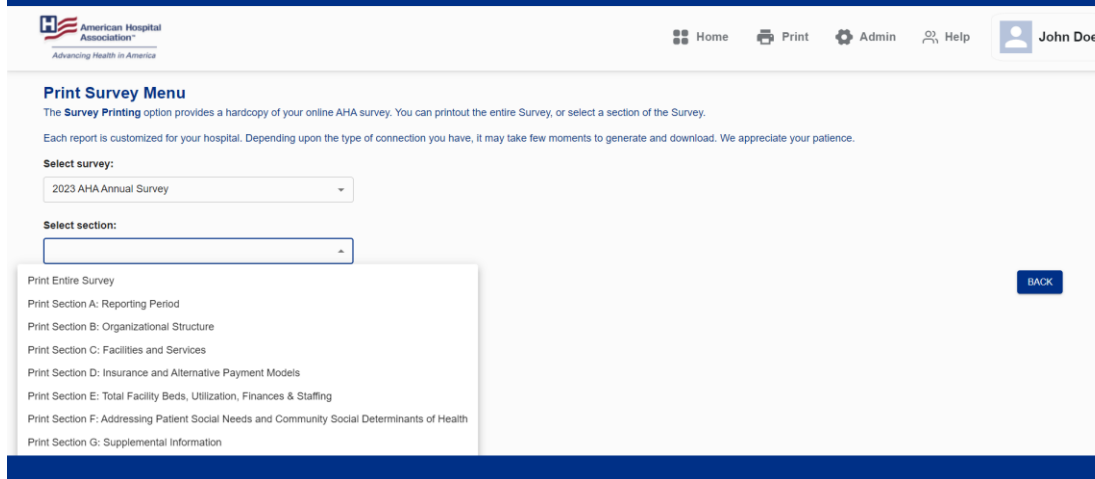
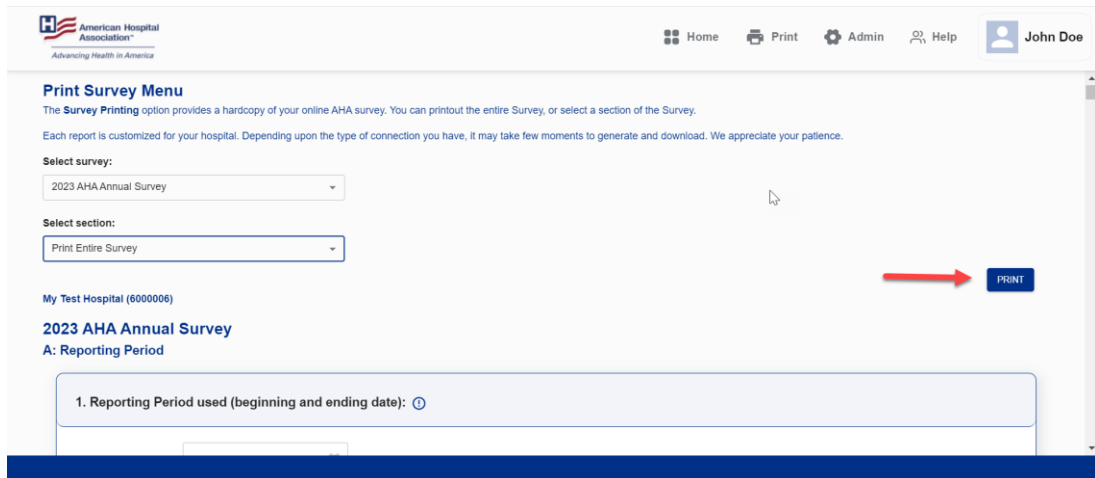
Print

You can print the survey or survey glossary. You can print the current survey at any point. There are options to print the full survey or by section. You can choose to print current survey or previous year's survey data.

The screenshot shows the American Hospital Association survey dashboard. At the top, there is a navigation bar with 'Home', 'Print', 'Admin', and 'Help' icons, and a user profile for 'John Doe'. A red arrow points to the 'Print' icon, which has a dropdown menu with 'Print Survey' and 'Print Glossary' options. Below the navigation bar, the dashboard is divided into two main sections. On the left, there is a 'Survey Sections' sidebar with five items: 'Section A: Reporting Period' (100%), 'Section B: Organizational Structure' (100%), 'Section C: Facilities and Services' (83%), 'Section D: Insurance and Alternative Payment Models' (100%), and 'Section E: Total Facility Beds, Units, and Services' (33%). On the right, there is a main content area for 'My Test Hospital (6000006)'. It includes a welcome message, a progress bar for '% Survey Completed: 72%', and a table showing the status of each section.

Section Name	Status
A: Reporting Period	Completed, 12-26-2023 04:41 PM
B: Organizational Structure	Completed, 12-26-2023 09:46 AM
C: Facilities and Services	Errors, 12-26-2023 04:24 PM
D: Insurance and Alternative Payment Models	Completed, 12-26-2023 05:05 PM

The screenshot shows the 'Print Survey Menu' page. It features the American Hospital Association logo and navigation icons. The page title is 'Print Survey Menu'. Below the title, there is a paragraph explaining the survey printing option: 'The Survey Printing option provides a hardcopy of your online AHA survey. You can printout the entire Survey, or select a section of the Survey. Each report is customized for your hospital. Depending upon the type of connection you have, it may take few moments to generate and download. We appreciate your patience.' Below this text, there is a 'Select survey:' label followed by a dropdown menu. A 'BACK' button is located at the bottom right of the page.



Print Settings

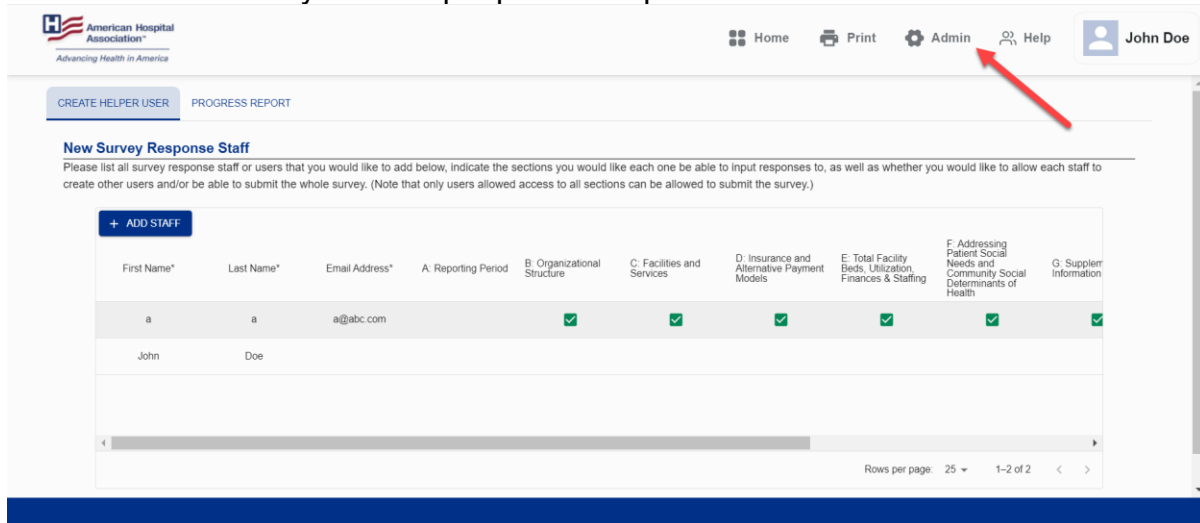
Setting Up the Print Style – Please follow the steps to set up your print for the Survey.

For Chrome, Version Chrome 114.0.5735.134 (Official Build) (64-bit) automatically set to a scale of 50%, if not then follow the instructions below.

1. Go to print.
2. Select survey year.
3. Select entire survey or survey section.
4. Click print to right next to back button.
5. Go to advance (More) settings.
6. Select Custom.
7. Select Scale.
8. Set print to 50%.
9. Click Print

Helpers

Helper creation is within the Admin button at the top of the page. Helper creation allows the survey administrator to add team members to their survey and assign certain sections of the survey to other people to complete.




The screenshot shows the American Hospital Association survey administrator interface. At the top, there is a navigation bar with 'Home', 'Print', 'Admin', 'Help', and a user profile 'John Doe'. The 'Admin' button is highlighted with a red arrow. Below the navigation bar, there are two tabs: 'CREATE HELPER USER' and 'PROGRESS REPORT'. The main content area is titled 'New Survey Response Staff' and contains a form with a table for adding staff. The table has columns for 'First Name*', 'Last Name*', 'Email Address*', and seven survey sections (A-G). A blue '+ ADD STAFF' button is located above the table. The table has two rows: one with 'a' for first and last name and 'a@abc.com' for email, with all survey sections checked; and another row with 'John' and 'Doe' for first and last name, with all survey sections unchecked. At the bottom right of the table, there is a 'Rows per page' dropdown set to '25' and a '1-2 of 2' indicator.

To add a “helper” follow the current steps:

Step 1: Click on the blue button that says “+ Add Staff”.

Step 2: This will display an empty row in the grid view. **First Name, Last Name and Email are required fields.**

Step 3: Next, which section(s) of the survey to assign. Helper can only submit if given access to all sections.

Step 4: Once you are done filling out your helper hit the save icon  to save the help information.

Once the save icon is clicked, the helper will receive an email notification with a link to create an account and register using the SSO that is located at the beginning of this document.

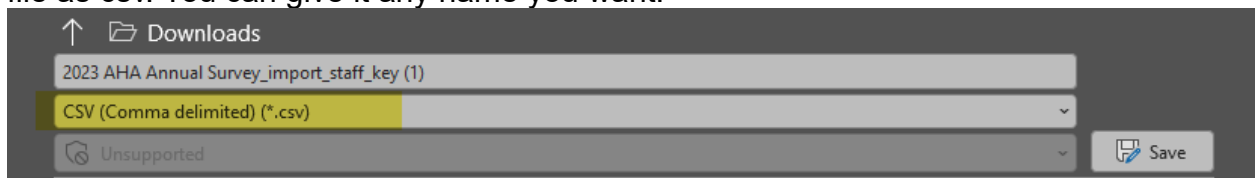
Importing Users (New Feature)

New to the platform, the survey administrator can now upload multiple users to their survey at one time. Similar to adding Helpers, uploading multiple users is accessible under the Admin button at the top of the page.

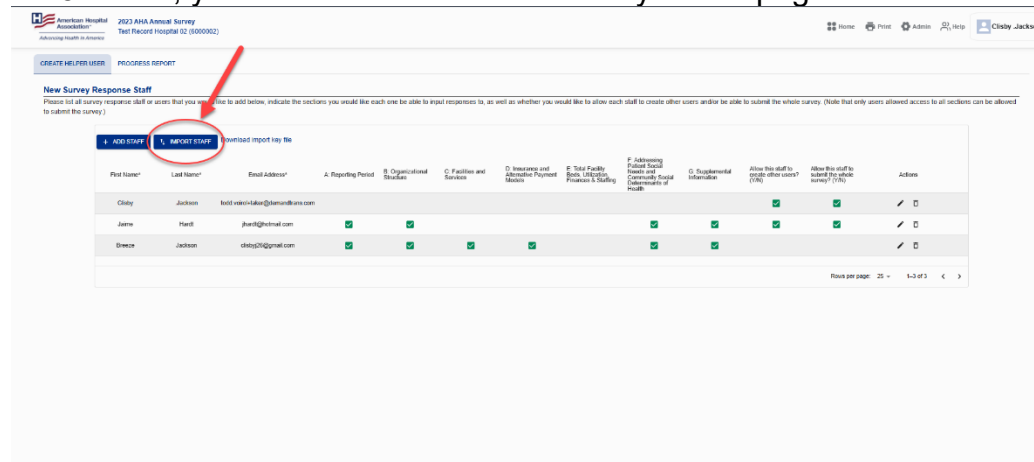
To import multiple users:

Note: you are uploading helper based on the survey that you are currently in.

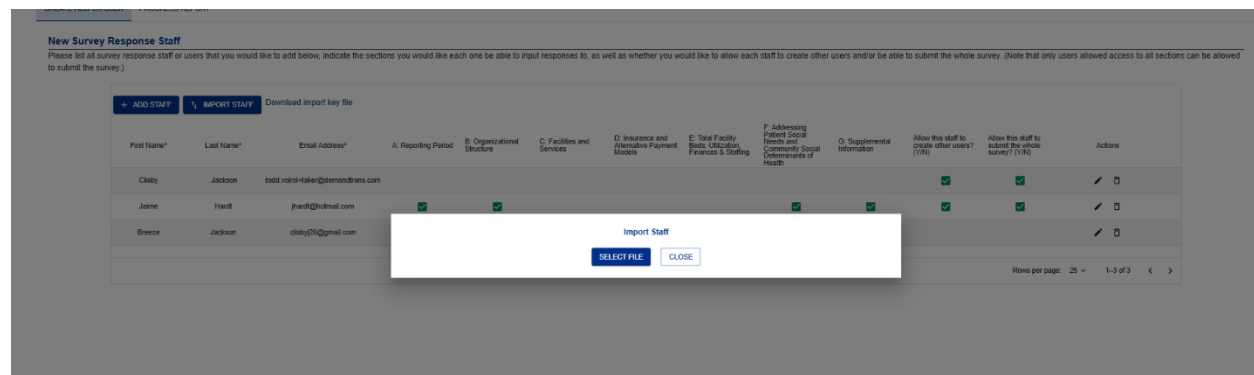
1. Download the key file.
2. Open the key csv file.
3. Fill out the key file with the people you want to add to the survey
 - a. No Duplicate people, if they existed already in that survey. We recommend removing them from the helper list or removing them from your file you're creating. They can be edited on the admin homepage.
4. Once you have all the staff that you want to add to that survey please save the file as csv. You can give it any name you want.

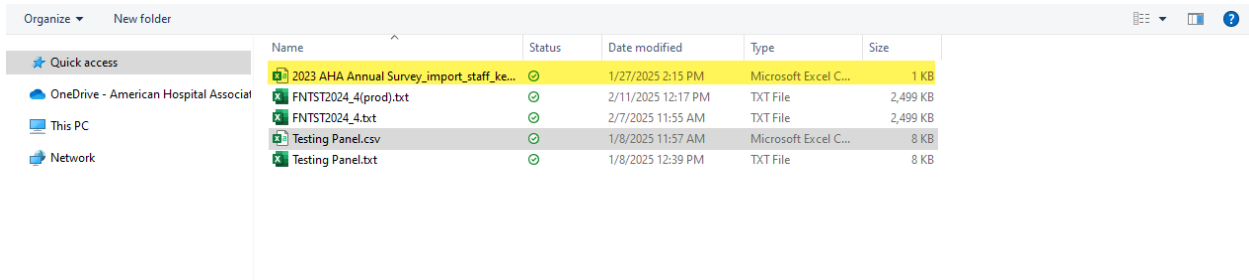


5. Next, you will come back to the survey admin page and click on the import staff

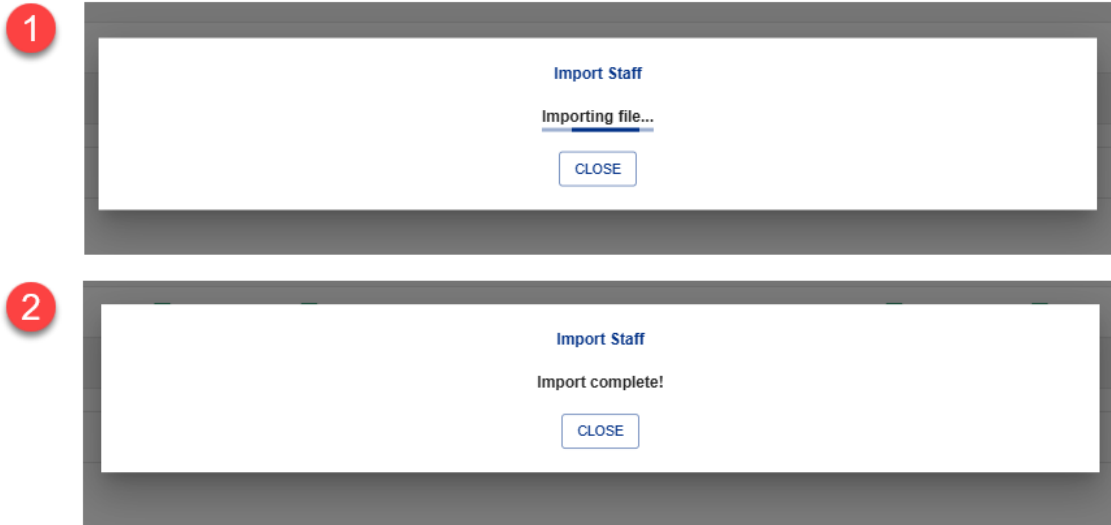


6. You will now get a pop screen saying import staff; Press “Select File” then find that file you saved in the step 4.

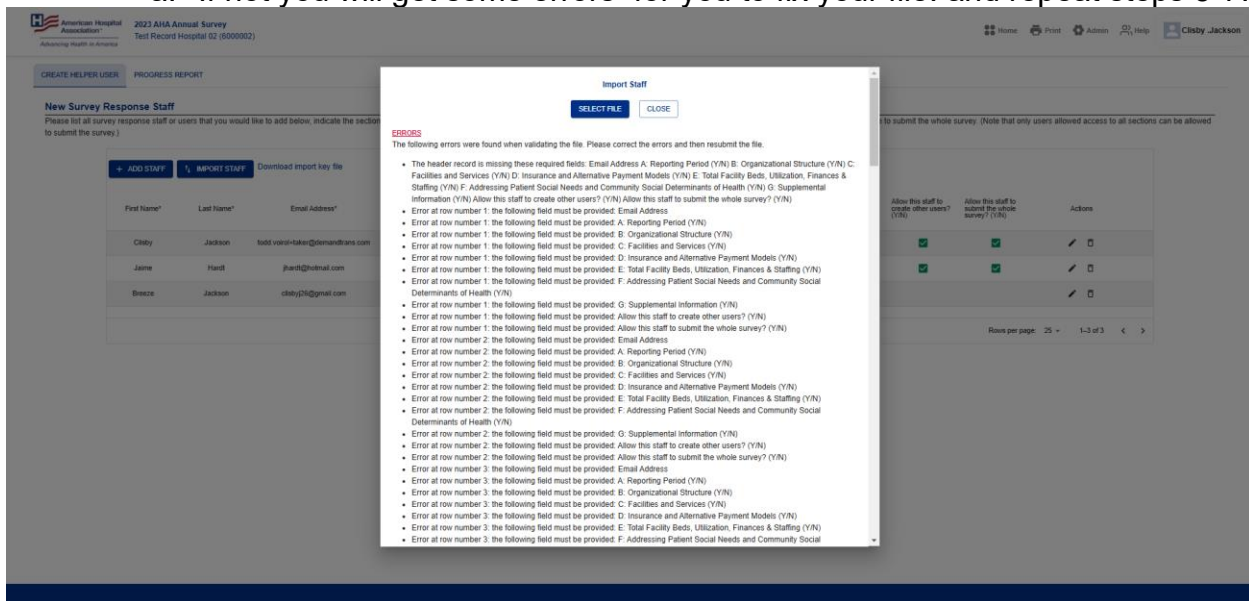




7. Click on open. Once you hit that button, your file will go through some validation if everything is good. The file will be uploaded and you will get these message screens



a. If not you will get some errors for you to fix your file. and repeat steps 5-7.



8. If all user were was successful hit the close button shown in 7. Your admin page will refresh with the newly added staff members for the survey and access. Those

staff members will receive an email saying they have been added as helper to the survey.

Submitting Your Survey

Your final survey homepage cannot look like this to submit:

Here is the status of your survey. The 2023 AHA Annual Survey status is in progress. It was started on 12-28-2023 11:16 AM, and last updated on 12-28-2023 03:52 PM by Ellen Nixon. (Prior year's survey data is not available.)

Section Name	Status
A: Reporting Period	In Progress, 12-28-2023 11:35 AM
B: Organizational Structure	Completed, 12-28-2023 02:47 PM
C: Facilities and Services	Errors, 12-28-2023 03:22 PM
D: Insurance and Alternative Payment Models	Completed, 12-28-2023 03:25 PM
E: Total Facility Beds, Utilization, Finances & Staffing	Errors, 12-28-2023 03:38 PM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-28-2023 03:49 PM
G: Supplemental Information	Completed, 12-28-2023 03:52 PM

LET'S START

Your final survey homepage should look like this to submit:

Test Hospital Ellen (6004444)
Welcome Ellen Nixon

% Survey Completed: 100%

The status of your 2023 AHA Annual Survey is completed. It was started on 12-28-2023 11:16 AM, and last updated on 01-18-2024 08:20 AM by Ellen Nixon. (Prior year's survey data is not available.)

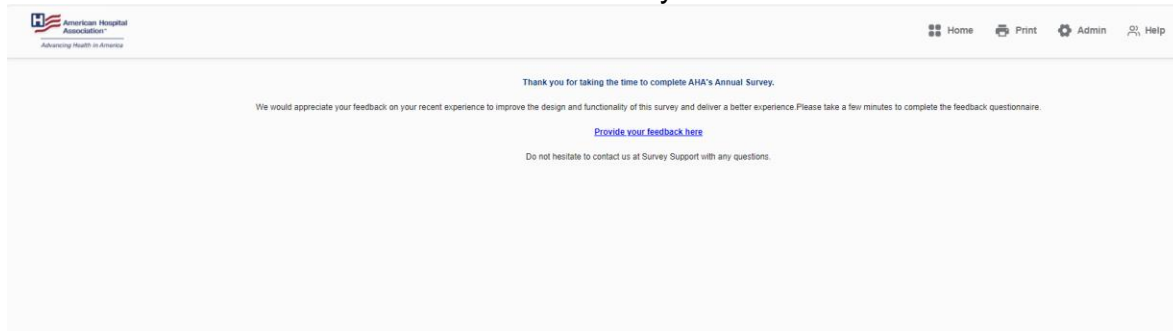
Section Name	Status
A: Reporting Period	Completed, 01-17-2024 11:46 AM
B: Organizational Structure	Completed, 12-28-2023 02:47 PM
C: Facilities and Services	Completed, 01-18-2024 08:19 AM
D: Insurance and Alternative Payment Models	Completed, 12-28-2023 03:25 PM
E: Total Facility Beds, Utilization, Finances & Staffing	Completed, 01-17-2024 12:50 PM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-28-2023 03:49 PM
G: Supplemental Information	Completed, 12-28-2023 03:52 PM

SUBMIT SURVEY LET'S START

Submission Checklist

1. Make sure you and your team have saved and validated your survey.
2. All errors have been addressed by being corrected or validated that the entered data is accurate.
3. Once all errors are corrected or validated, a “submit survey” button will appear at the end of the survey or at the bottom of the survey homepage.

4. After clicking the “submit survey” button, you will be given one last time to review your completed survey.
5. Once all the survey data has been verified, you can click the “Submit Survey” button at the top of the page.
6. After clicking the submit button, a confirmation screen will appear to confirm your submission has been received.
 - a. You will receive an email confirmation of a successful submission.
 - b. You will be given the option to leave any feedback by clicking the link to our feedback survey.



Post Submission Changes

If you need to make changes after your survey has been submitted, please contact survey support at [\(800\) 530-9092](tel:8005309092) or at surveysupport@aha.org.

Additionally, any relevant data saved in the system after the fielding period will be used as final submission.