Injury Epidemiology & Surveillance Branch

TEXAS EMS & TRAUMA REGISTRIES SYSTEM USER GUIDE

Injury Epidemiology & Surveillance Branch
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1.0 Introduction to the Texas EMS & Trauma Registries (Maven)

The purpose of the Texas EMS & Trauma Registries is to monitor and analyze the EMS and trauma care systems. Data is used to perform epidemiological investigations to identify public health issues and support injury prevention projects to ultimately improve the efficiency and quality of care patients receive in the State of Texas.

The Texas EMS & Trauma Registries (Maven) is an online reporting system that is a compilation of five registries that include Emergency Medical Services (EMS), Traumatic Brain Injury (TBI), Spinal Cord Injury (SCI), Submersions, and Other Trauma Injuries. The Texas Legislature has mandated all EMS providers, Hospitals, Long Term Post-Acute Care (LTAC) facilities, Rehabilitation (REHAB) facilities, Justices of the Peace (JP), Medical Examiners (ME), Physicians, and Local and Regional Health Authorities to report data to the Texas Department of State Health Services (DSHS). The data to be collected are all EMS runs, TBI, SCI, submersions, and other traumatic injuries based on a specified criterion.

To log into the online registry, https://injury.dshs.texas.gov/injury/login.do

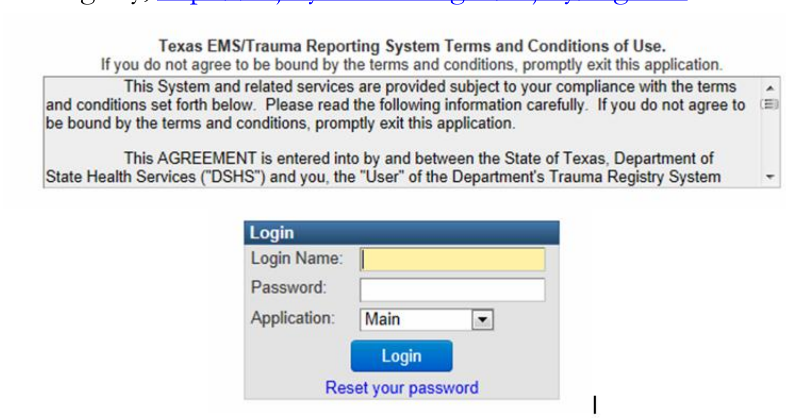


Figure 1 displays the login page on the Texas EMS & Trauma Registries

* The EMS & Trauma Registries and the EMS/Trauma Registry terms are used interchangeably

Section

2

2.0 Registry Overview

The EMS & Trauma Registries incorporates national EMS and hospital data standards in addition to Texas Custom Questions to analyze the EMS and trauma care system and to benchmark Texas within its twenty-two trauma service areas and between other states.

Maven is a tool used to monitor and analyze the EMS and trauma care systems. The registry incorporates national EMS and hospital data standards in addition to Texas Custom Questions to analyze the EMS and trauma care system and to benchmark Texas within its twenty-two Trauma Service Areas and between other states. Data is used to perform epidemiological investigations to identify public health issues and support injury prevention projects to ultimately improve the efficiency and quality of care patients receive in the State of Texas.

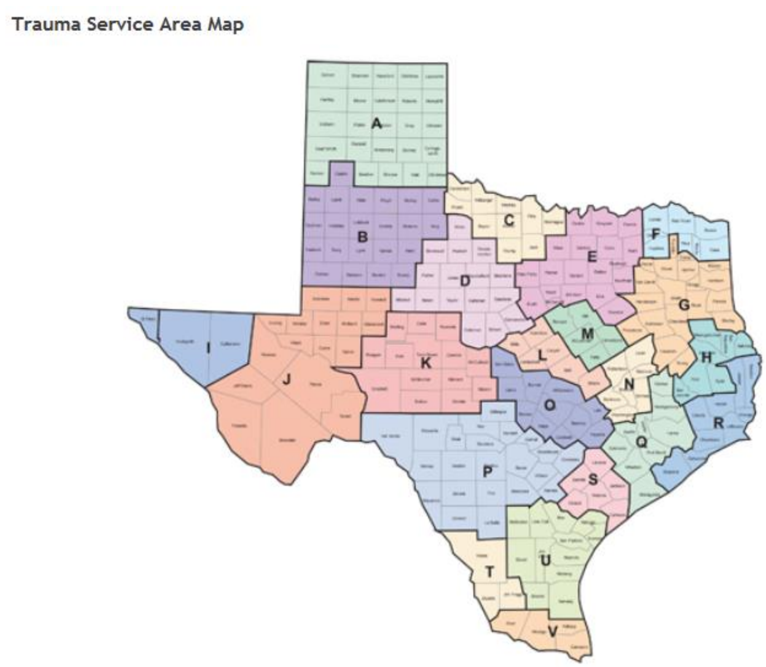


Figure 2 displays the counties that reside within a Trauma Service Area (TSA) as of March 2015

Section
3

3.0 About the User Guide

This section will discuss the purpose of Maven. It will also touch base on the basic knowledge required to utilize the online registry system. Overall, the User Guide was produced and its sole purpose of its development is to assist users, of Maven to navigate and be able to work in the current stage of development.

Purpose

This document is a guide for users who are creating patient records in Maven. The guide contains sections that describe the functions of the Registry required for submitting data.

Basic Knowledge Required

The guide is intended for EMS, Hospital, Long-Term Acute Care, Rehabilitation, Justice of the Peace and Medical Examiner personnel responsible for entering and submitting data into the Registry.

A basic understanding of computer functionality and web-based tools are required.

Scope of the Guide

This guide is a basic tool to help users maneuver through the functions of the Registry at its current stage of development. The scope of this initial document will be limited to guidance on current functionality. As the Registry attains full functionality and stabilizes, a comprehensive guide on Registry functionality for users will evolve with input from users through the Registry Operation Support Team.

Section
4

4.0 Data Submission and Rules

This section will provide an overview of the Texas Legislative mandated data rules regarding data submission to Maven.

The data reporting rules are from the Health and Safety Code and Texas Administrative Code. The Health and Safety Code are the general mandates requiring reporting. The Texas Administrative Code is specific rules describing reporting requirements. See the EMS & Trauma Registries Reporting Rules link below for additional information on reporting requirements.

EMS & Trauma Registries Reporting Rules

As discussed, in this section you will see the following:

4.1 Data Inclusion Criteria

4.2 Traumatic Brain Injury, Spinal Cord Injury, Submersion Injury, and Other Traumatic Injury

4.3 Hospital Case Inclusion Criteria

4.1 Data Inclusion Criteria

Health & Safety Code, Chapter 92. Injury Prevention and Control, Subchapter A. General Provisions authorizes the Texas Board of Health to adopt rules concerning the reporting of injuries.

Texas Administrative Code, Title 25 (Health Services), Part 1 (Department of State Health Services), Chapter 103 (Injury Prevention And Control), §103.1 – §103.8 are the rules adopted by the Texas Board of Health to implement the above legislation. See the following pages for additional criteria and rules.

* *Texas Department of Health* and the *Department of State Health Services* terms are used interchangeably

4.2 Traumatic Brain Injury, Spinal Cord Injury, Submersion Injury, and Other Traumatic Injury

***RULE §103.2 Definitions** is used for hospital case inclusion criteria:*

Traumatic Brain Injury (TBI): An acquired injury to the brain, including brain injuries caused by anoxia due to submersion incidents. The following International Classification of Diseases 9th Revision Clinical Modification (ICD-9-CM) diagnostic codes are to be used to identify cases of traumatic brain injury: 800.0-801.9, 803.0-804.9, and 850.0-854.1. The ICD-9-CM diagnostic code to be used to identify traumatic brain injury caused by anoxia due to submersion incidents is 348.1 or 994.1.

Spinal Cord Injury (SCI): An acute, traumatic lesion of the neural elements in the spinal canal, resulting in any degree of sensory deficit, motor deficits, or bladder/bowel dysfunction. The following International Classification of Diseases 9th Revision Clinical Modification (ICD-9-CM) diagnostic codes are to be used to identify cases of traumatic spinal cord injury: 806.0-806.9 and 952.0-952.9.

Submersion Injury: The process of experiencing respiratory impairment from submersion/immersion in liquid.

Other Traumatic Injury: An injury listed in the International Classification of Diseases 9th Revision Clinical Modification (ICD-9-CM) diagnostic codes between 800.0 and 959.9, excluding 905-909, 910-924, and 930-939, and admitted to a hospital inpatient setting (for more than 48 hours), or died after receiving any evaluation or treatment or was dead on arrival, or transferred into or out of the hospital.

4.3 Hospital Case Inclusion Criteria

A submersion injury

OR

A spinal cord injury, ICD-9-CM diagnosis codes 806.0-806.9 and 952.0-952.9

OR

A traumatic brain injury, ICD-9-CM diagnosis codes 348.1, 800.0-801.9, 803.0-804.9, 850.0-854.1, and 994.1

OR

Other traumatic injury, ICD-9-CM diagnosis codes 800-959.9 excluding 905-909, 910-924, and 930-939, and at least one of the following:

- admitted to a hospital inpatient setting (for more than 48 hours)
- died after receiving any evaluation or treatment or was dead on arrival
- transferred into or out of the hospital

Note: The ICD-9-CM codes used above are **diagnosis codes**, not **E-codes**.

Links to the laws and rules are on the DSHS Injury website in the section titled "Data Reporting Rules" located at http://www.dshs.state.tx.us/injury

Section 5

5.0 Maven Browser Requirements

There are specific system rules and requirements that customers should be aware of prior to logging into Maven online reporting system.

When accessing Maven, there are a few things that customers should take into consideration if they are experiencing issues with the Registry link, https://injury.dshs.texas.gov/injury/login.do . This section will discuss a few of the preliminary system requirements. There are specific browsing requirements essential for compatibility; enabling the cookies is also vital when trying to access the Registry; and ensuring that the JavaScript requirements are met.

As discussed, in this section you will see:

5.1 Browser Requirements

5.2 Enable Cookies

5.3 JavaScript Requirements

5.1 Browser Requirements

Some may experience issues with accessing the Registry when first coming to the login page. Unsupported browsers will display the message below indicating that your browser is incompatible with the online application, Maven. Moreover, it depends on what internet browser you are using and what version. Maven can be accessed using the following browser: Internet Explorer versions 7, 8, 9, and 10, Mozilla Firefox version 3.0 and above, Google Chrome version 2.0 and above, Apple Safari version 3.0 and above, and Opera version 9.0 and above. (NOTE: Most of our customers use Internet Explorer, Mozilla Firefox, and Google Chrome) Also, please keep in mind that the cookies should be enabled, and the JavaScript should be enabled in order to access the Registry.

Texas EMS/Trauma Reporting System

Unsupported Browser

The application has detected an incompatibility issue with your browser. Please verify the following:

1. Supported browsers for Maven include:
   - Microsoft Internet Explorer 7.0 and above
   - Mozilla Firefox 3.0 and above
   - Apple Safari 3.0 and above
   - Opera 9.0 and above
   - Google Chrome 2.0 and above
2. JavaScript must be enabled in the browser settings for the application to work correctly
3. Cookies must be enabled in the browser settings for the application to work correctly

If after verifying the above you are still having problems, please contact your local system administrator for assistance.

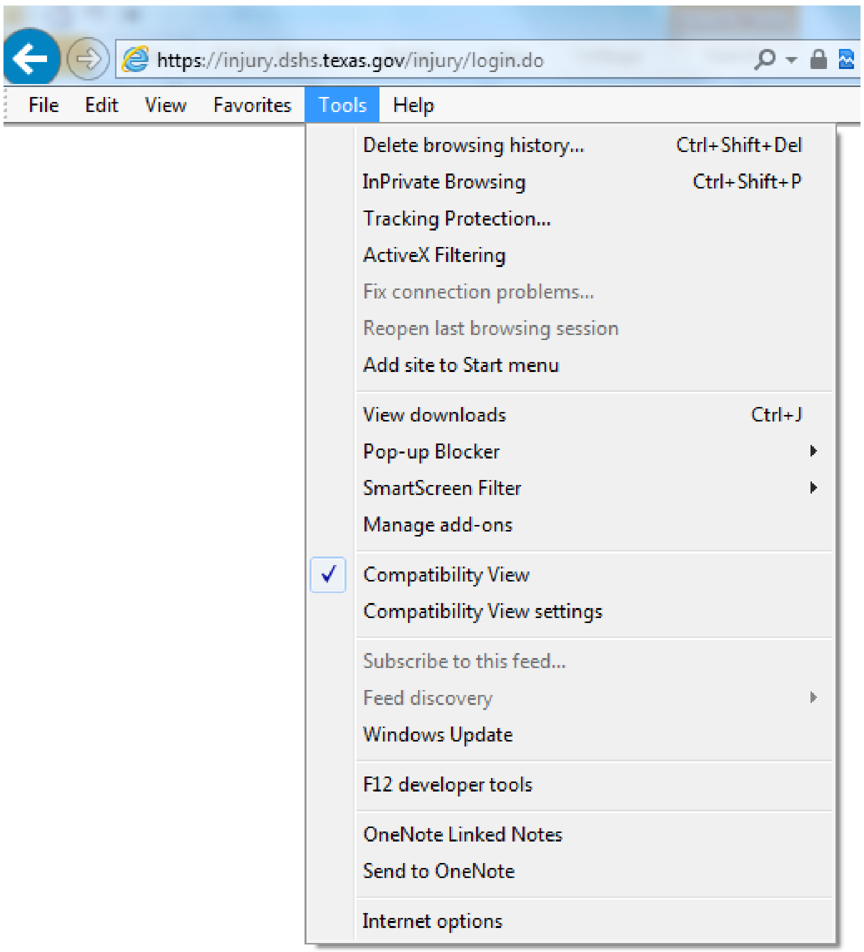
Figure 3 displays the error message received with an unsupported browser

Internet Explorer versions 7-10

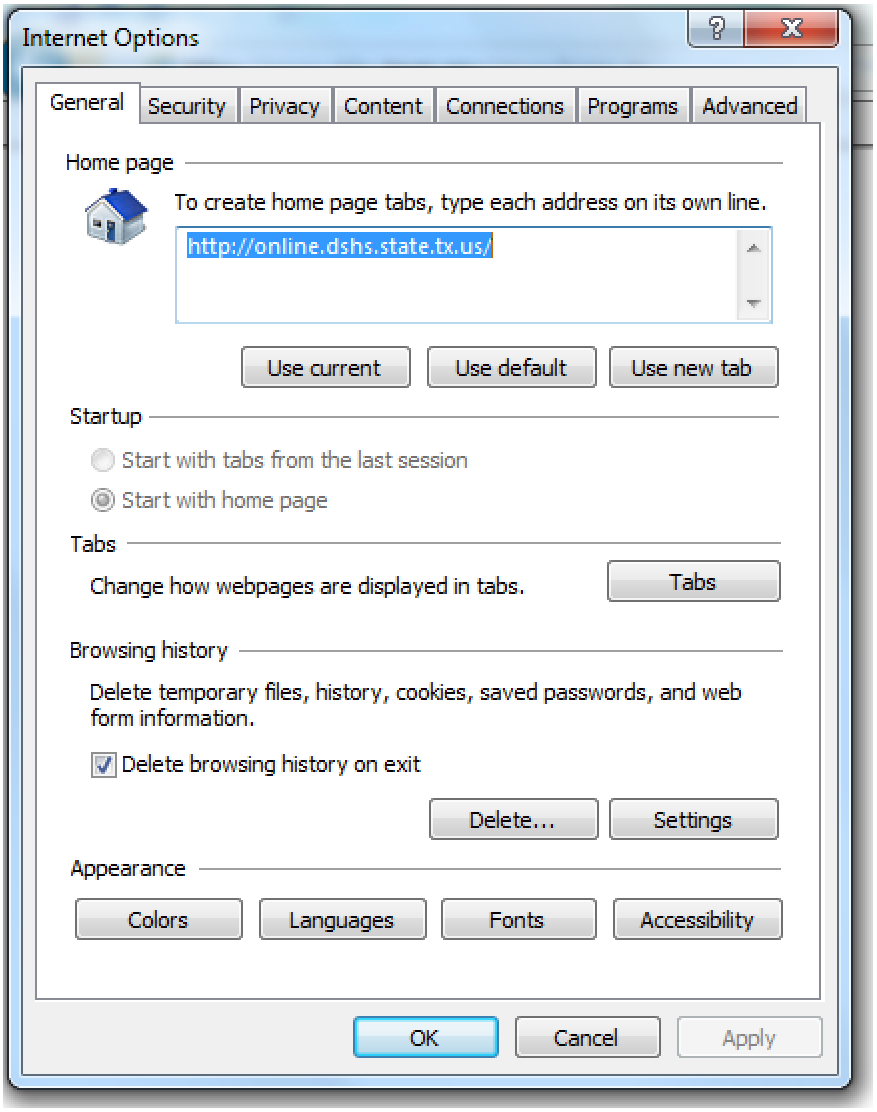
To resolve any Internet Explorer compatibility issues (version 7-10), please follow the steps below:

NOTE: The images below are from using Internet Explorer version 10. However, these same steps can be followed for Internet Explorer version 7, 8 and 9.

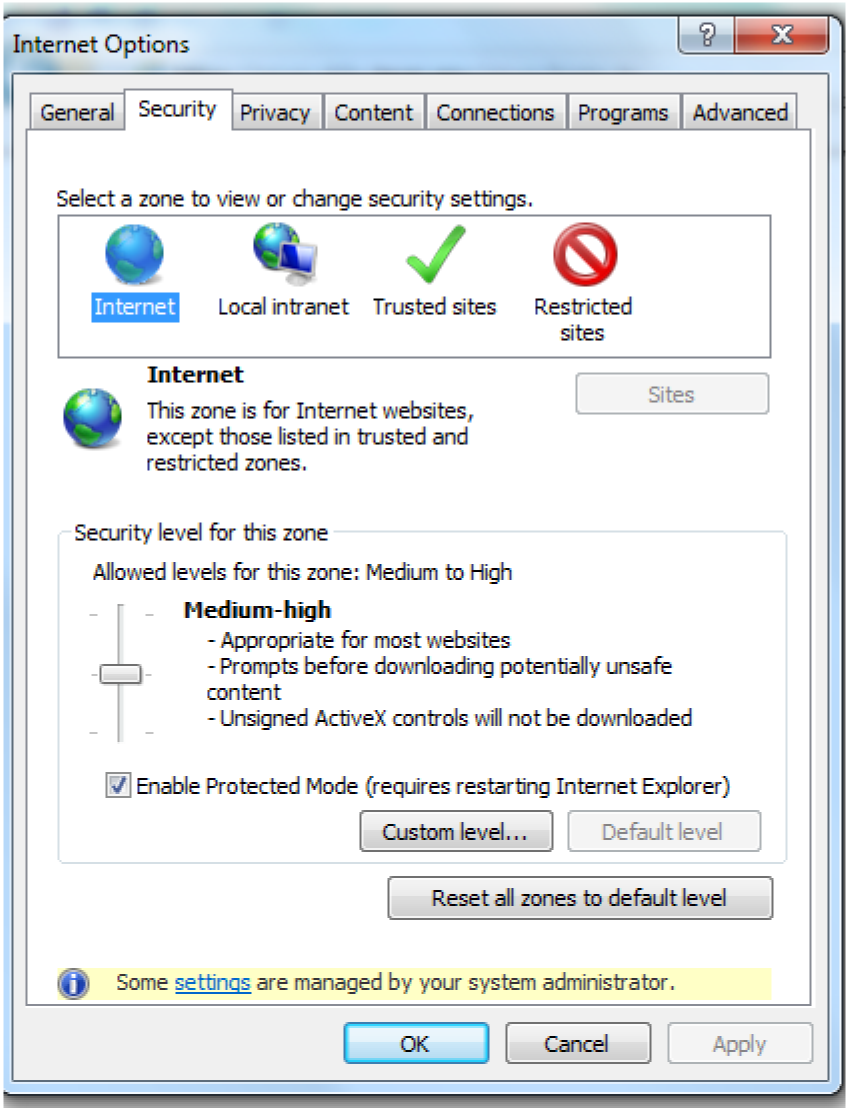
Step 1: Click on the "Tools" menu



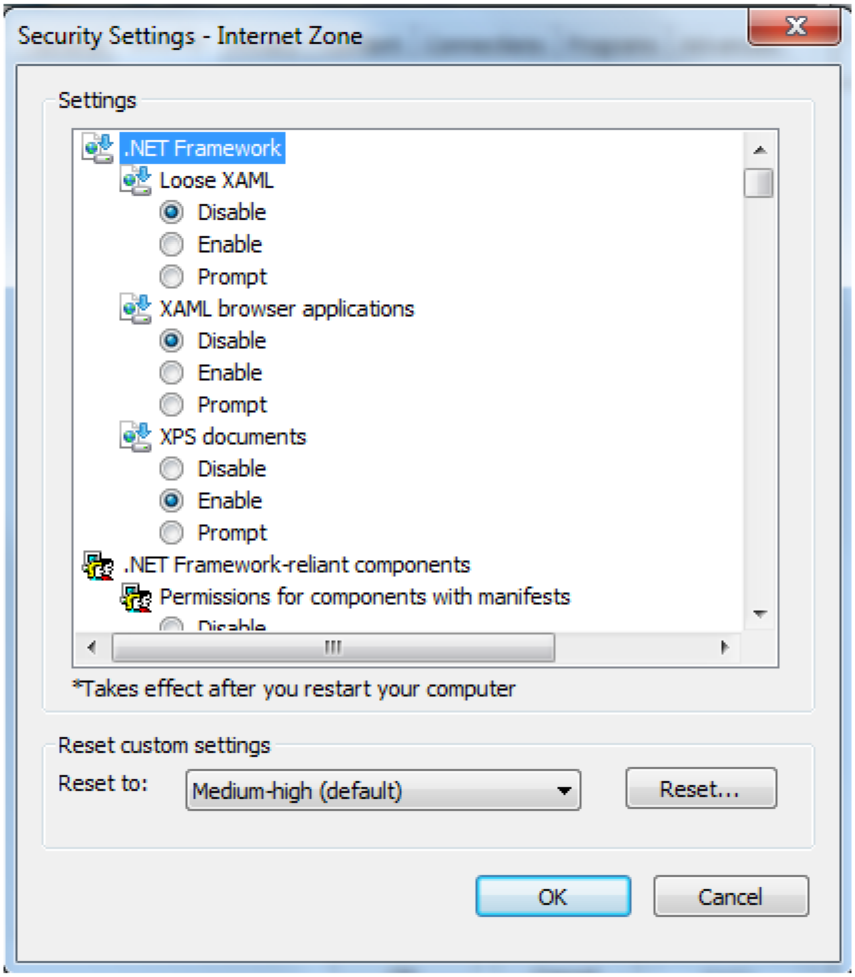
Step 2: Click on the "Internet Options"



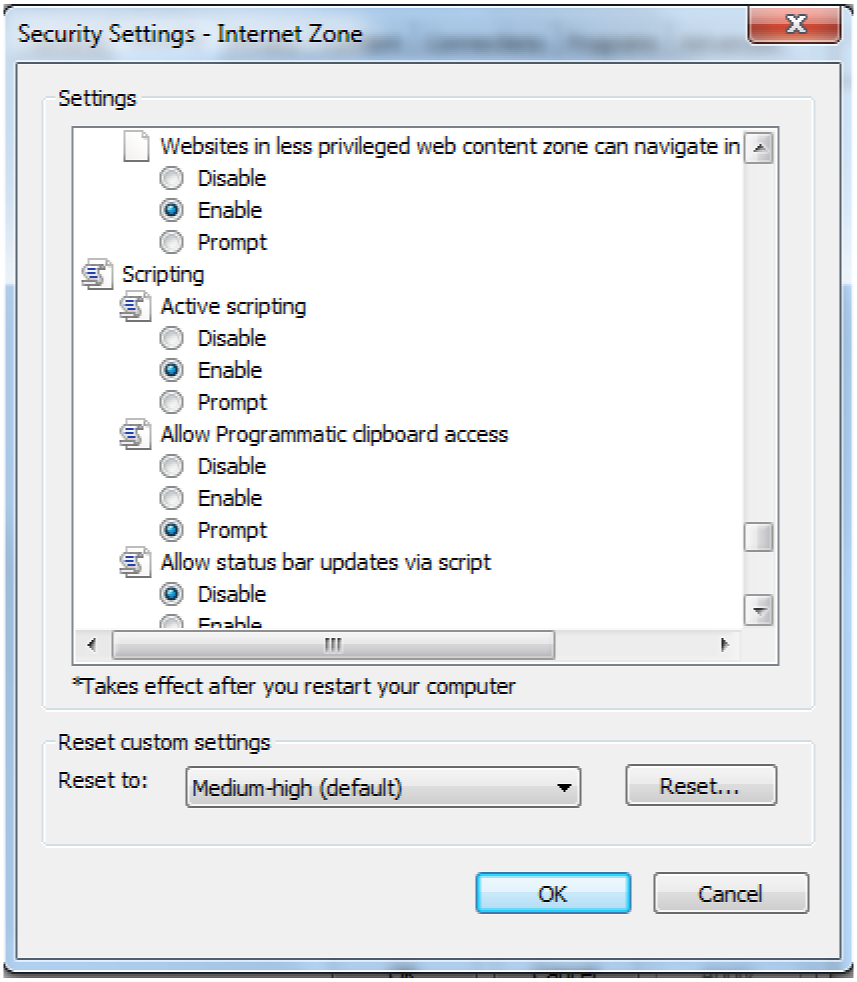
Step 3: Click on the "Security" Tab



Step 4: Click on the "Custom level..." button

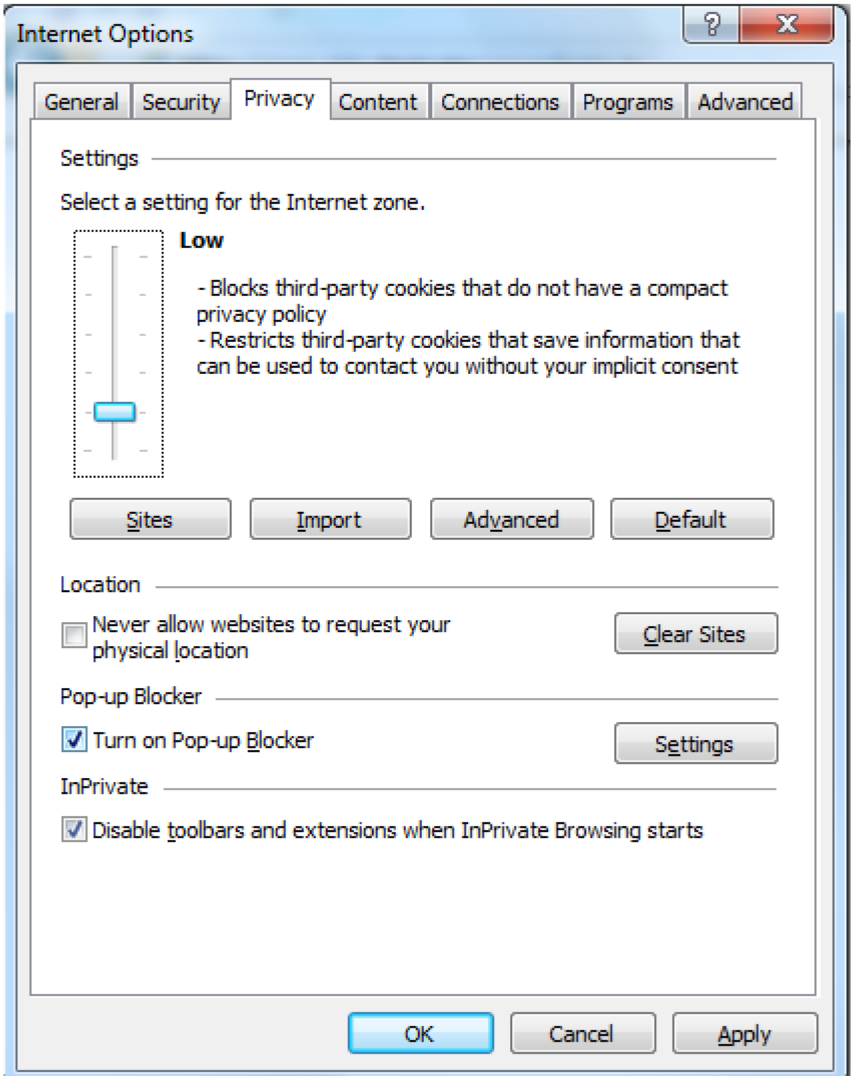


Step 5: Scroll down the vertical scroll bar to "Scripting" and make sure "Active scripting" radio button option is 'Enable'



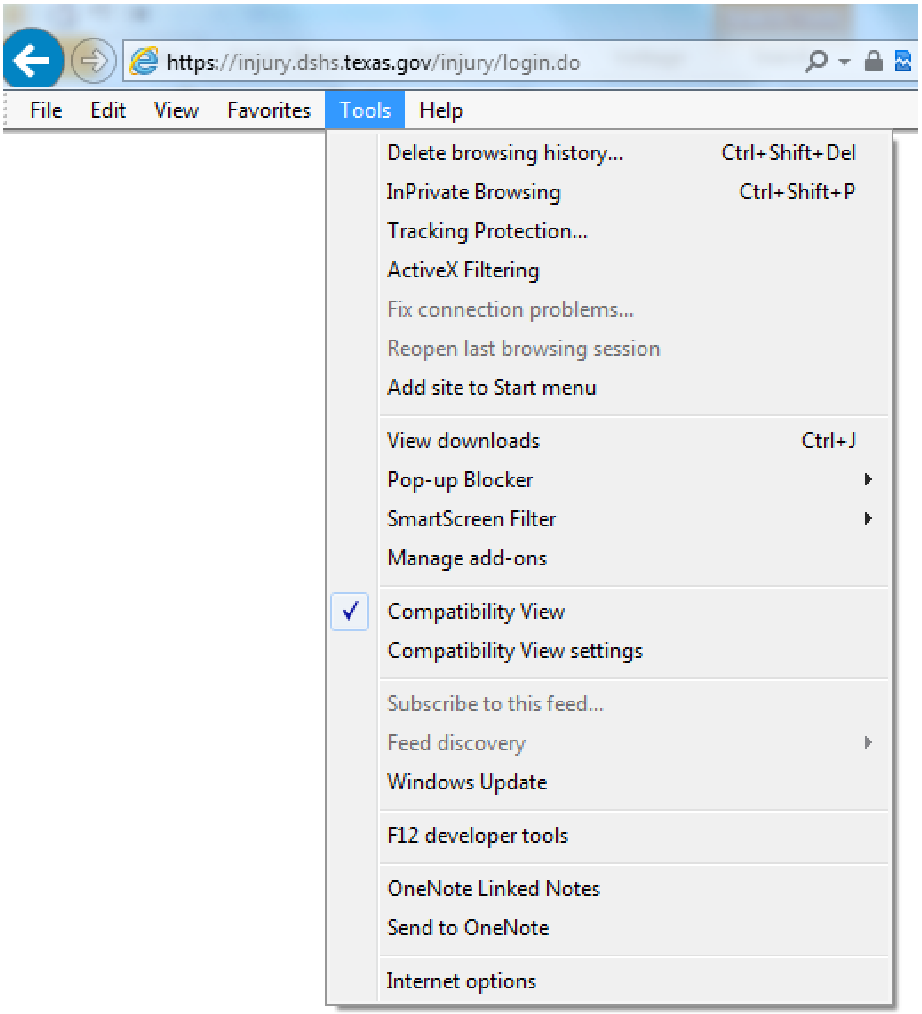
Step 6: Click on the "Ok" button

Step 7: Click on the "Privacy" tab and make sure "Select a setting for the Internet zone" is LOW as like for pictures



Step 8: Click on "Apply" button then click on the "Ok" button

Step 9: If you are using IE 9 or 10, please de-select the 'Compatibility View' to run the Maven application

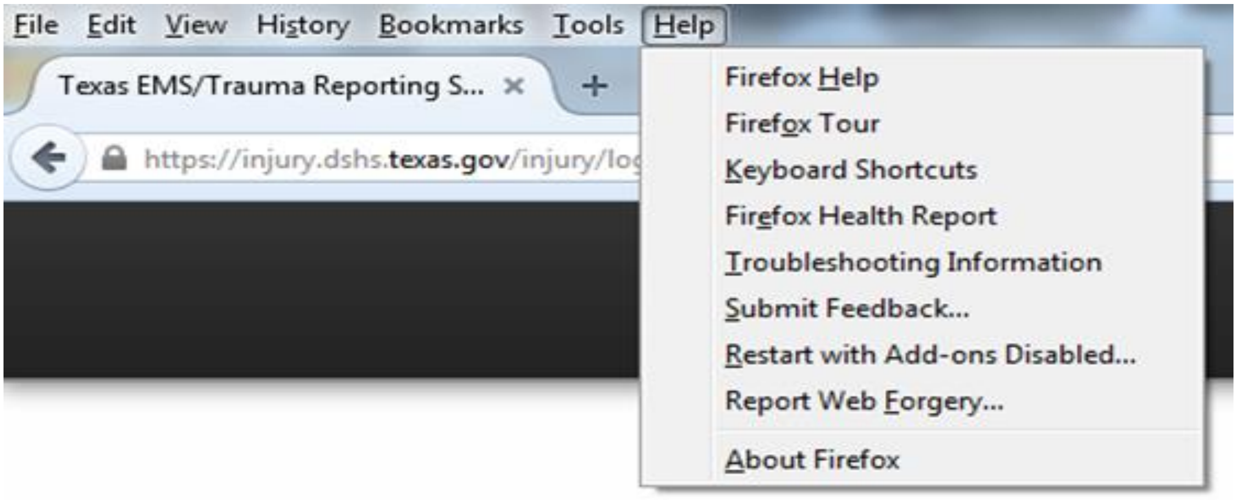


Mozilla Firefox version 3.0 and above

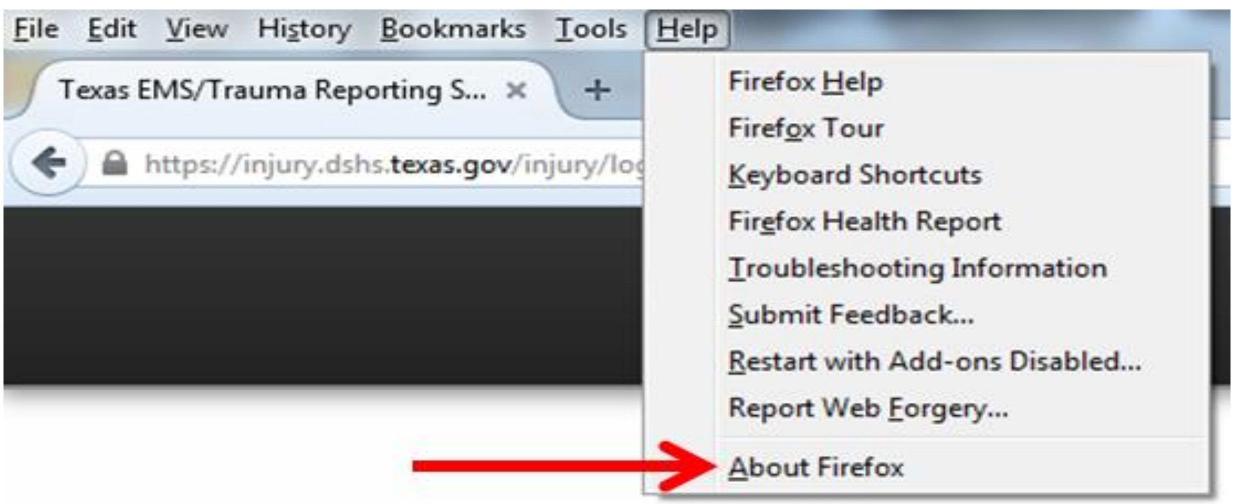
To resolve any Mozilla Firefox compatibility issues please ensure that your internet browser is Mozilla Firefox version 3.0 and above; as long as you are using version 3.0 and above, your internet browser is supportive to the Maven application.

NOTE: Please note that the images below are from using Mozilla Firefox version 33.0.

Step 1: Click on the "Help" menu



Step 2: Click on "About Firefox"



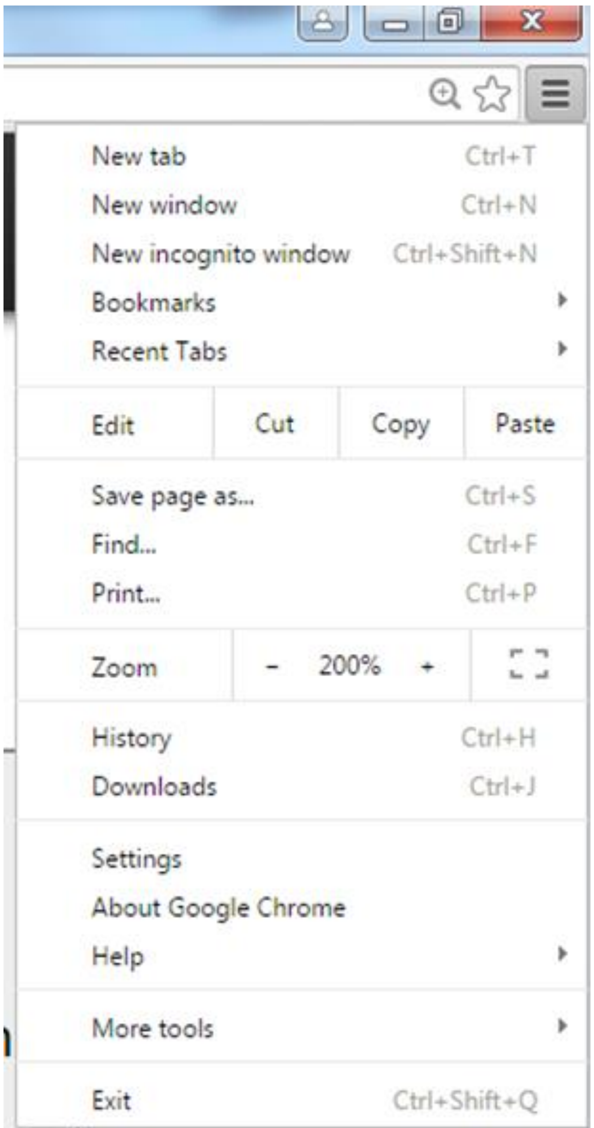
Step 3: The window below will appear; please ensure that the version shown is Mozilla Firefox 3.0 and above

Google Chrome version 2.0 and above

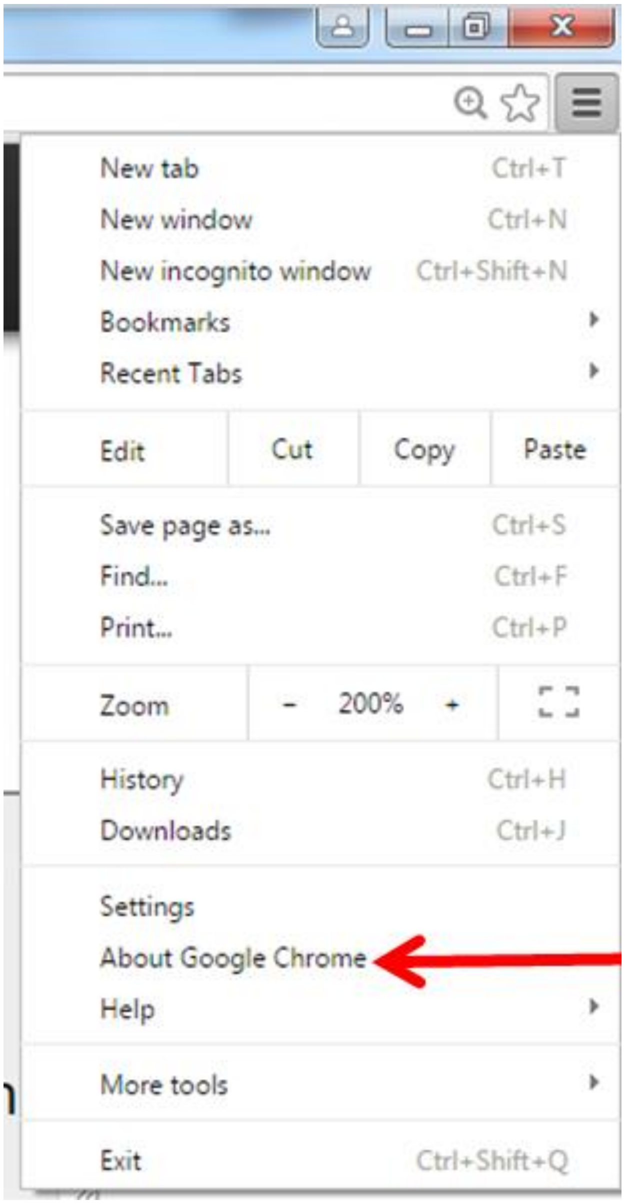
To resolve any Google Chrome compatibility issues please ensure that your internet browser is Google Chrome version 2.0 and above; as long as you are using version 2.0 and above, your internet browser is supportive to the Maven application.

NOTE: Please note that the images below are from using Google Chrome version 41.0.2272.101.

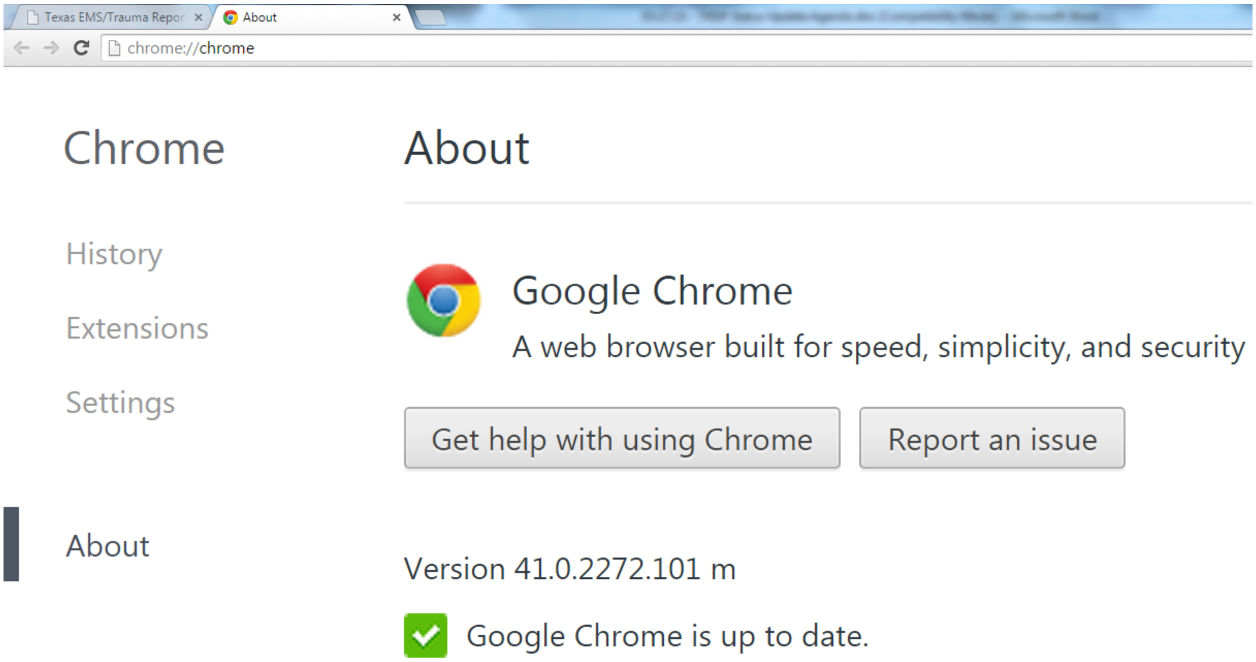
Step 1: Click on the "Customize and Control" Icon



Step 2: Click on "About Google Chrome"



Step 3: The following tab will open; please ensure that the version shown is Google Chrome 2.0 and above



5.2 Enable Cookies

This section breaks out the steps on how to enable cookies in different internet browsers. Each browser differs in terms of trying to locate the settings. Below you will find the step-by-step process on how to enable cookies on Internet Explorer version 7-10, Mozilla Firefox, and Google Chrome. Also, please keep in mind that the internet browser must be supportive to the online application and the JavaScript should be enabled in order to access the Registry.

As discussed, in this section you will see the step-by-step process for the following internet browsers:

5.2.1 Internet Explorer version 7.0 and above

5.2.2 Mozilla Firefox version 2.0 and above

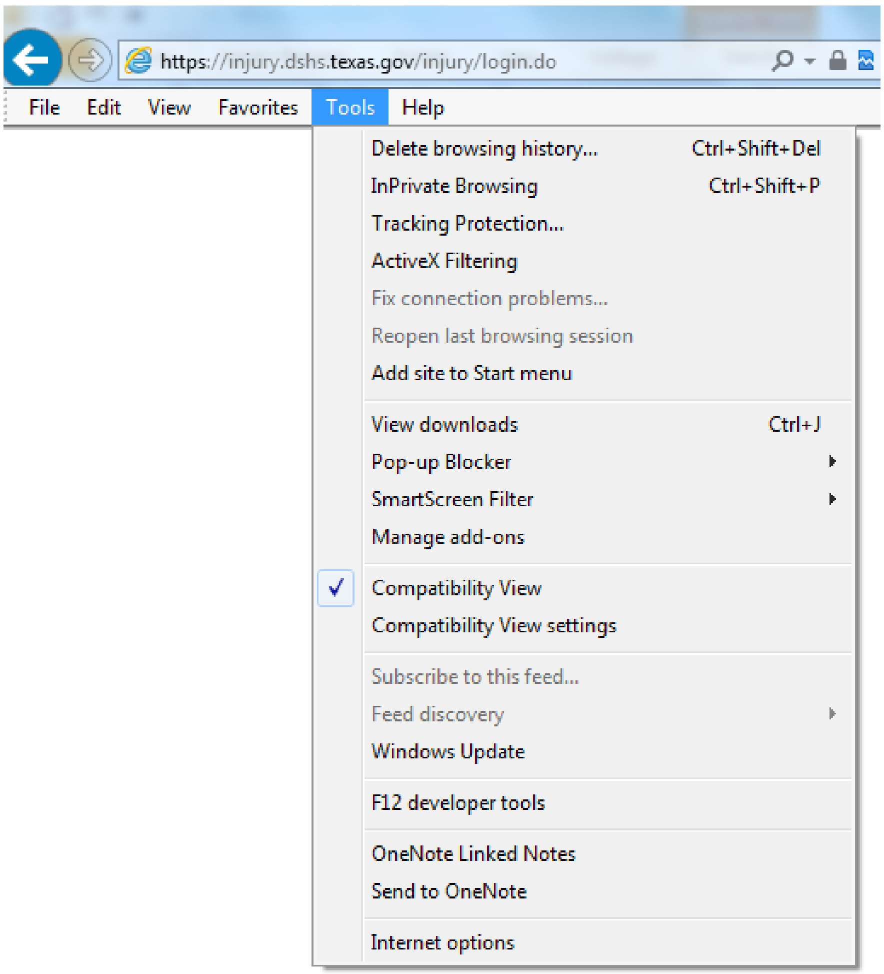
5.2.3 Google Chrome version 2.0 and above

To enable to cookies in for Internet Explorer versions 7 or higher please follow the steps below:

Internet Explorer version 10

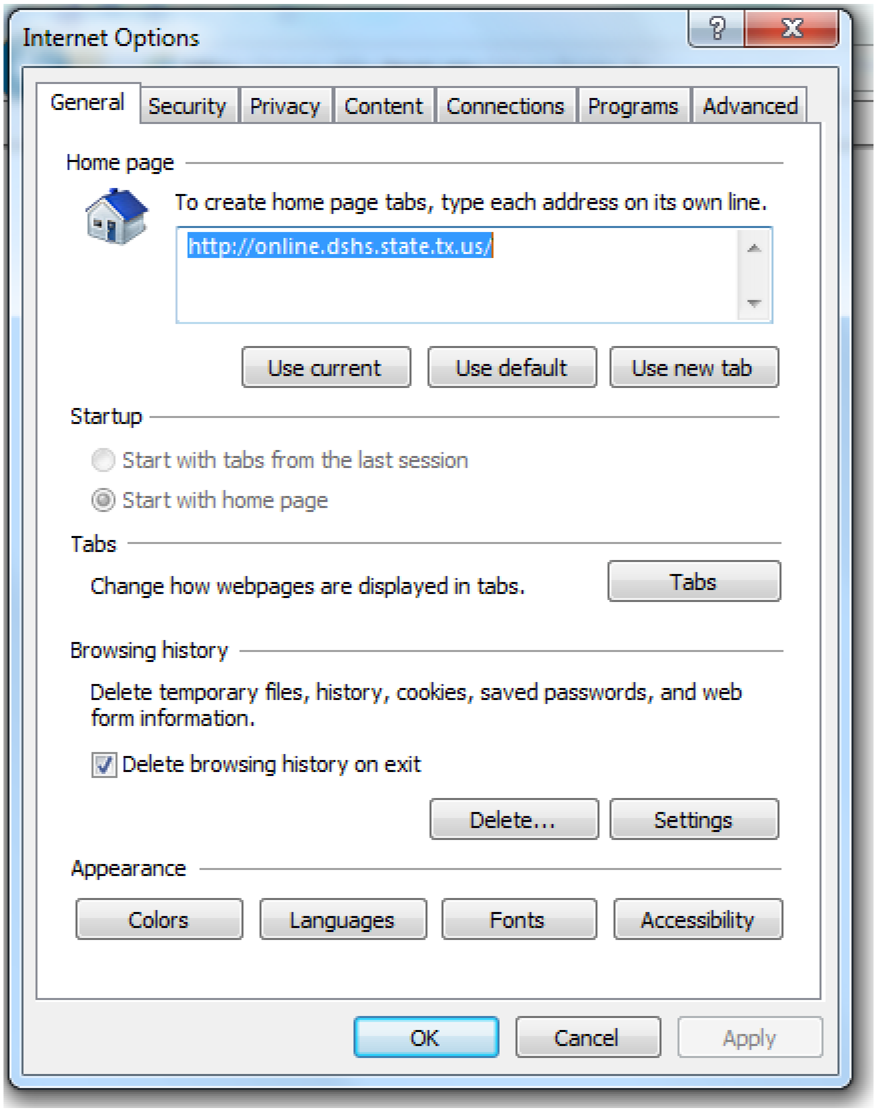
Please note that the images below are from using Internet Explorer version 10. However, these same steps can be followed for Internet Explorer version 8 and version 9.

Step 1: Click on the "Tools" menu

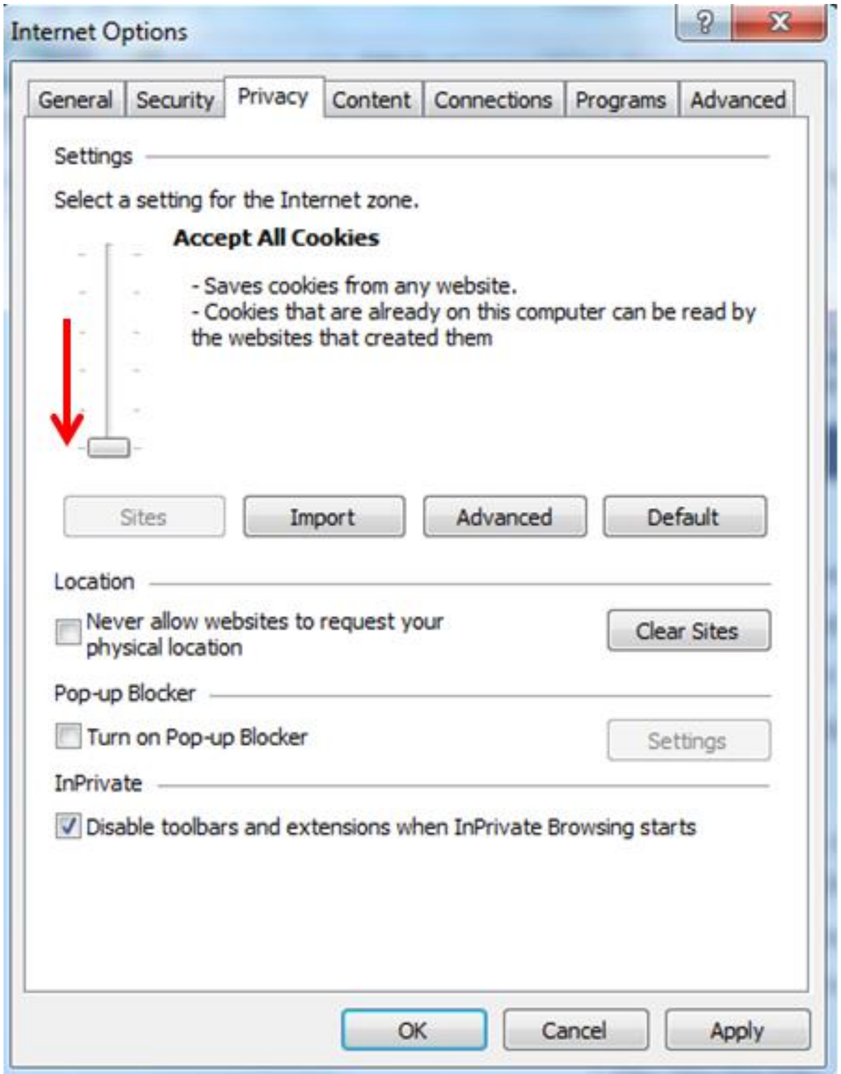


* Internet Explorer® is a registered trademark of Microsoft Corporation in the United States and/or other countries

Step 2: Click on the "Internet Options"



Step 3: Click on the "Privacy" Tab



Step 4: Scroll the bar down to change settings to "Accept All Cookies"

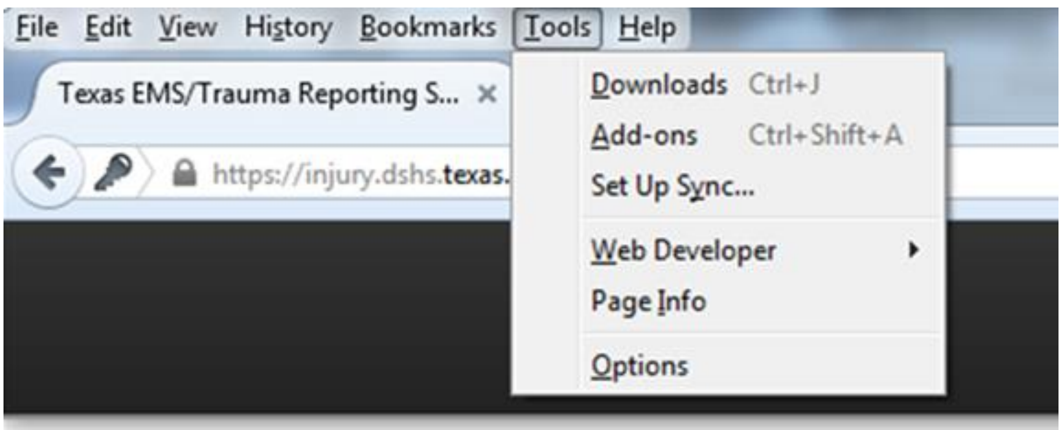
Step 5: Click on the "Apply" Button then click on the "Ok" button

To enable to cookies in for Mozilla Firefox version 32.0.3, please follow the steps below:

Mozilla Firefox version 32.0.3

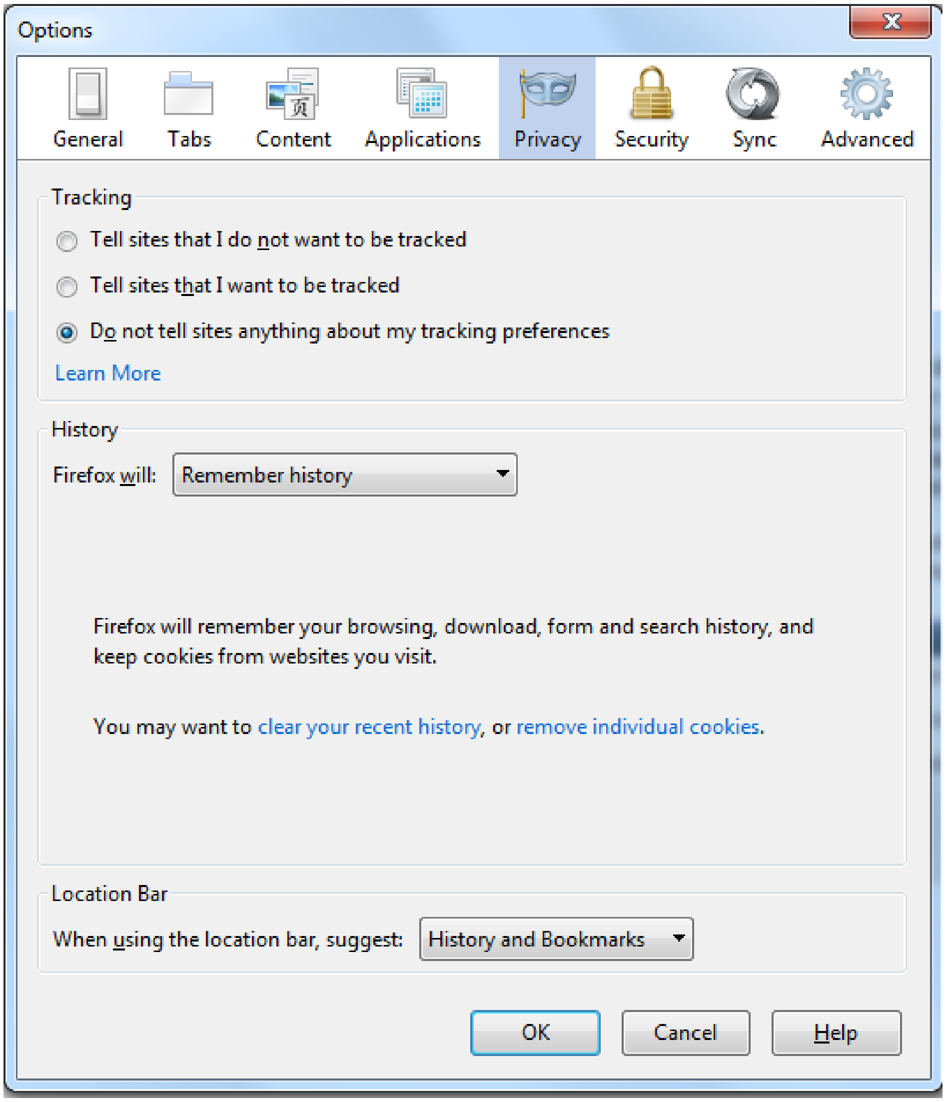
Please note that the images below are from using Mozilla Firefox version 32.0.3.

Step 1: Click on the "Tools" Menu

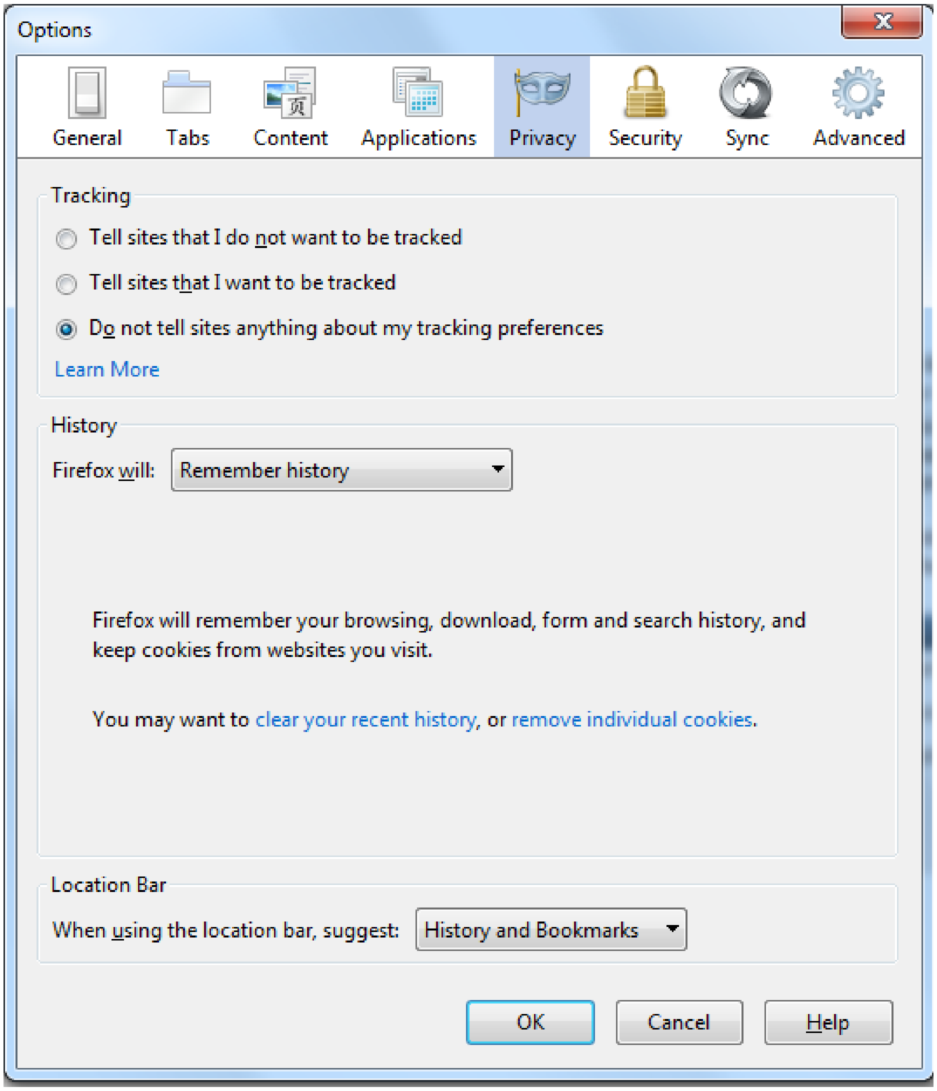


* Firefox® is a registered trademark of the Mozilla Foundation

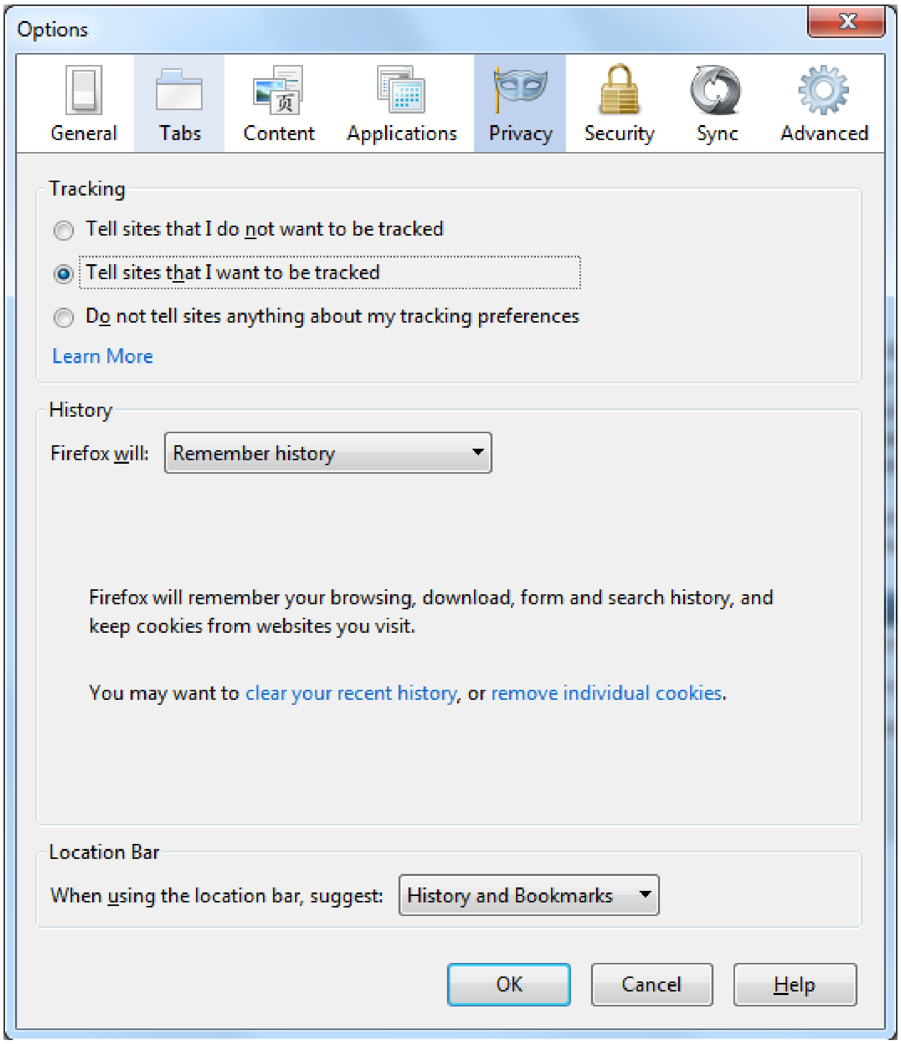
Step 2: Click on the "Options"



Step 3: Click on the "Privacy" Tab



Step 4: Under the 'Tracking' Section, make sure to have "Tell sites that I want to be tracked" selected



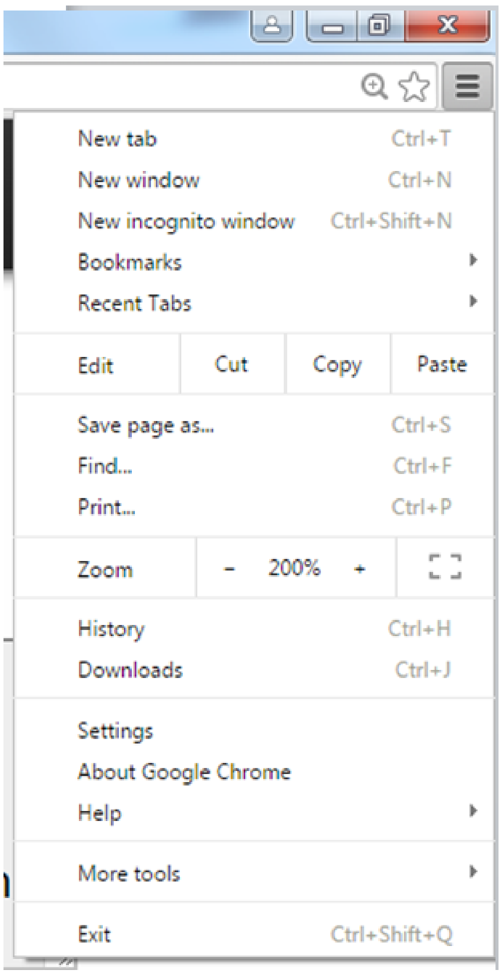
Step 5: Click on the "Ok" button

To enable to cookies in for Google Chrome, please follow the steps below:

Google Chrome version 37.0.2062.14

Please note that the images below are from using Google Chrome version 37.0.206214.

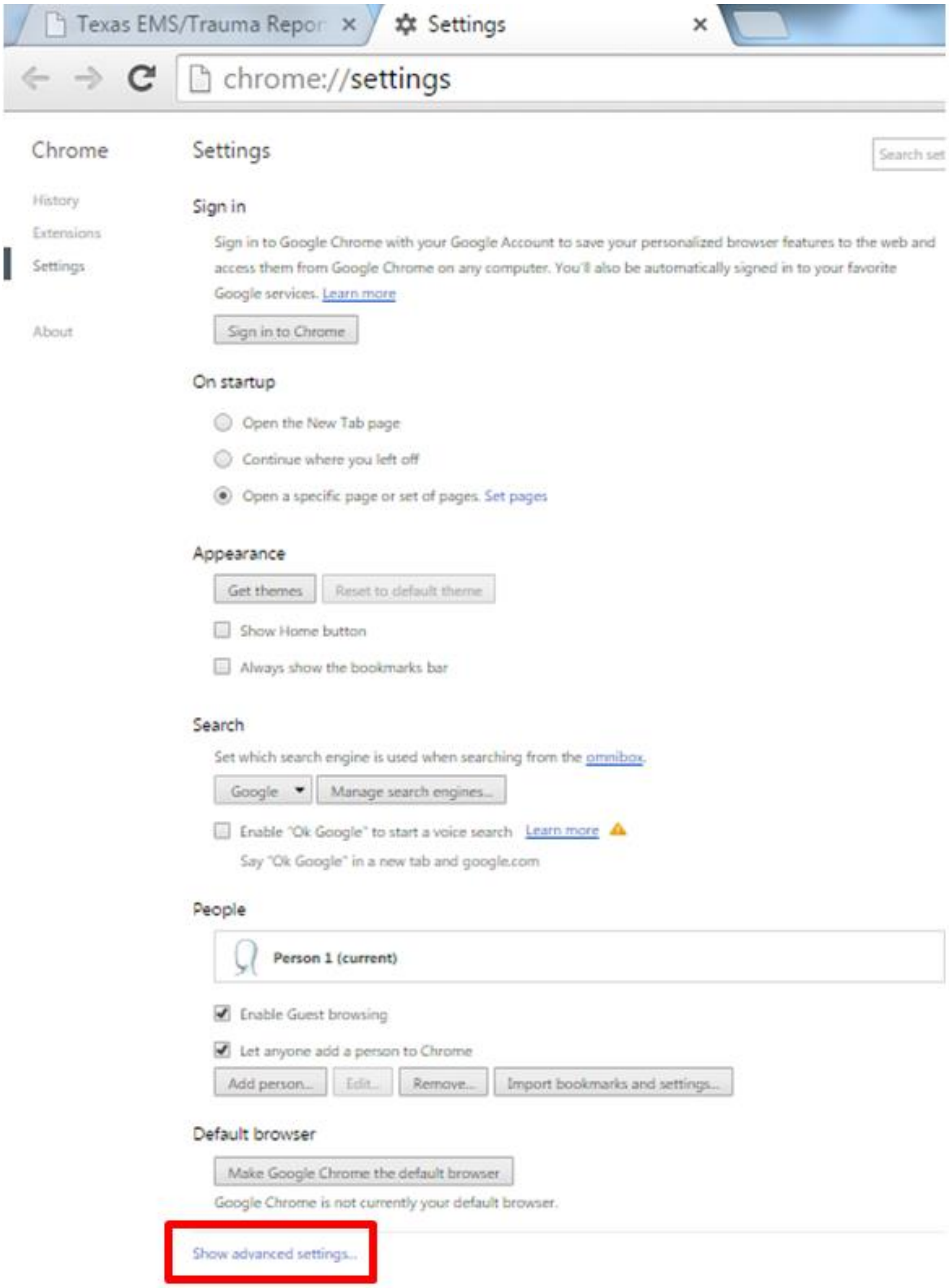
Step 1: Click on the "Customize and Control" Icon



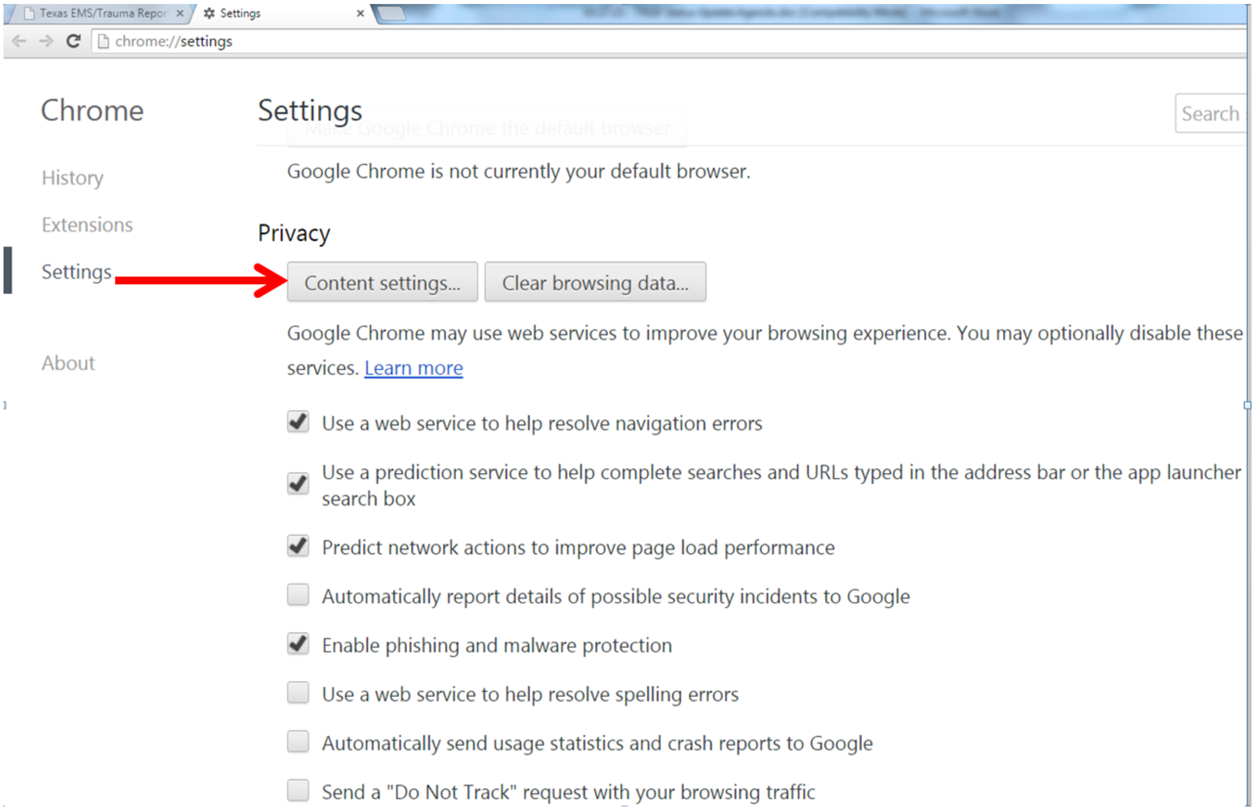
Step 2: Click on "Settings"

* Chrome^{TM} is a trademark of Google Inc.

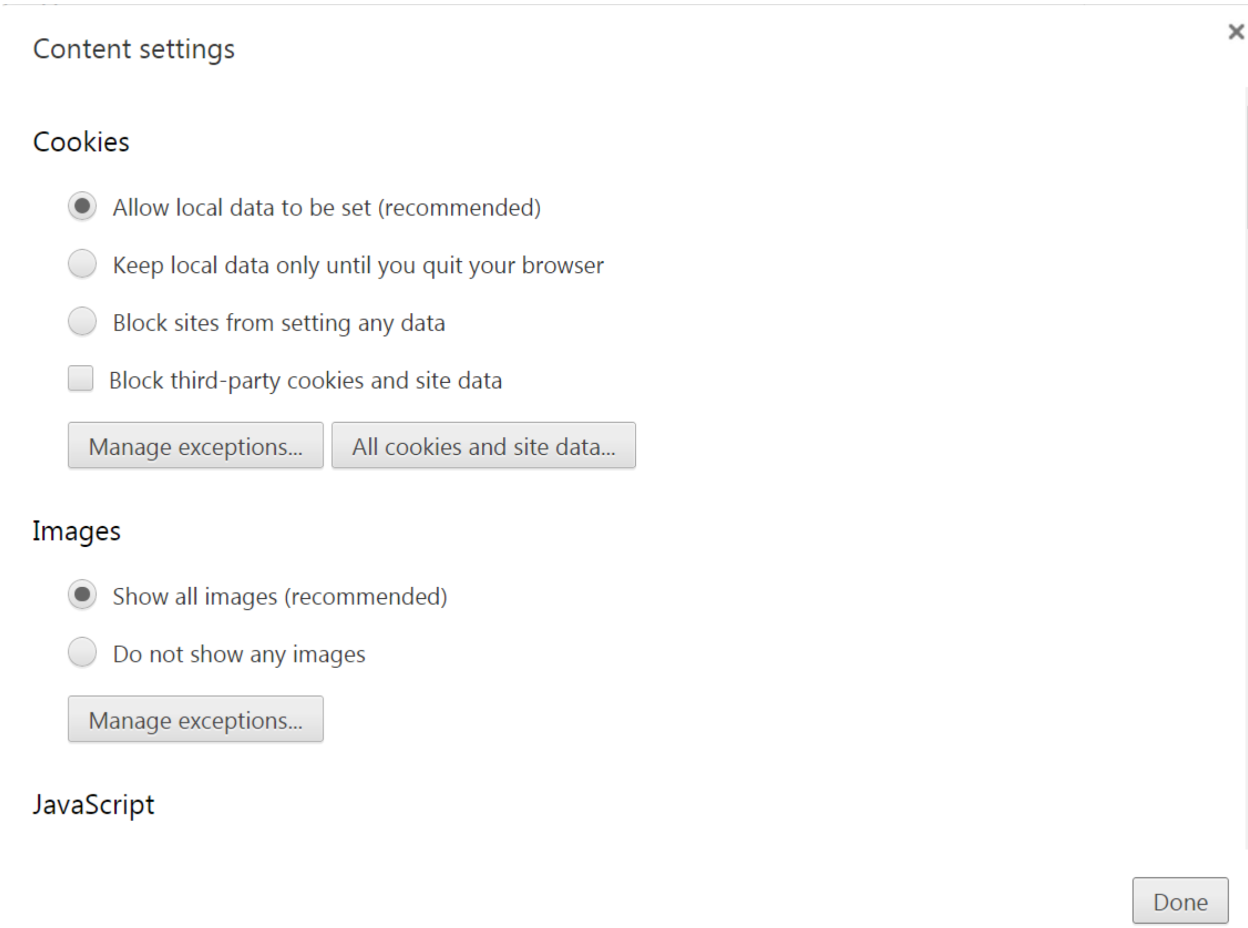
Step 3: Click on "Show advanced settings"



Step 4: Scroll to the 'Privacy Section' click "Content Settings"



Step 5: Under the 'Cookies' section, select "Allow local data to be set" selected. Under the 'Images section', make sure to have "Show all images (recommended)" selected. Then under the 'JavaScript' section, select "Allow all sites to run JavaScript (recommended)" selected



Step 6: Click on the "Done" button

5.3 JavaScript Requirements

This section breaks out the steps on how to ensure that your browser meets the JavaScript Requirements. Each browser differs in terms of trying to locate the settings. Below you will find the step-by-step process on how to ensure that the JavaScript on Internet Explorer 7-10, Mozilla Firefox, and Google Chrome meet the necessary requirements. Also, please keep in mind that the internet browser must be supportive to the online application and the cookies should be enabled in order to access the Registry.

As discussed, in this section you will see the step-by-step process for the following internet browsers:

5.3.1 Internet Explorer version 7.0 and above

5.3.2 Mozilla Firefox version 2.0 and above

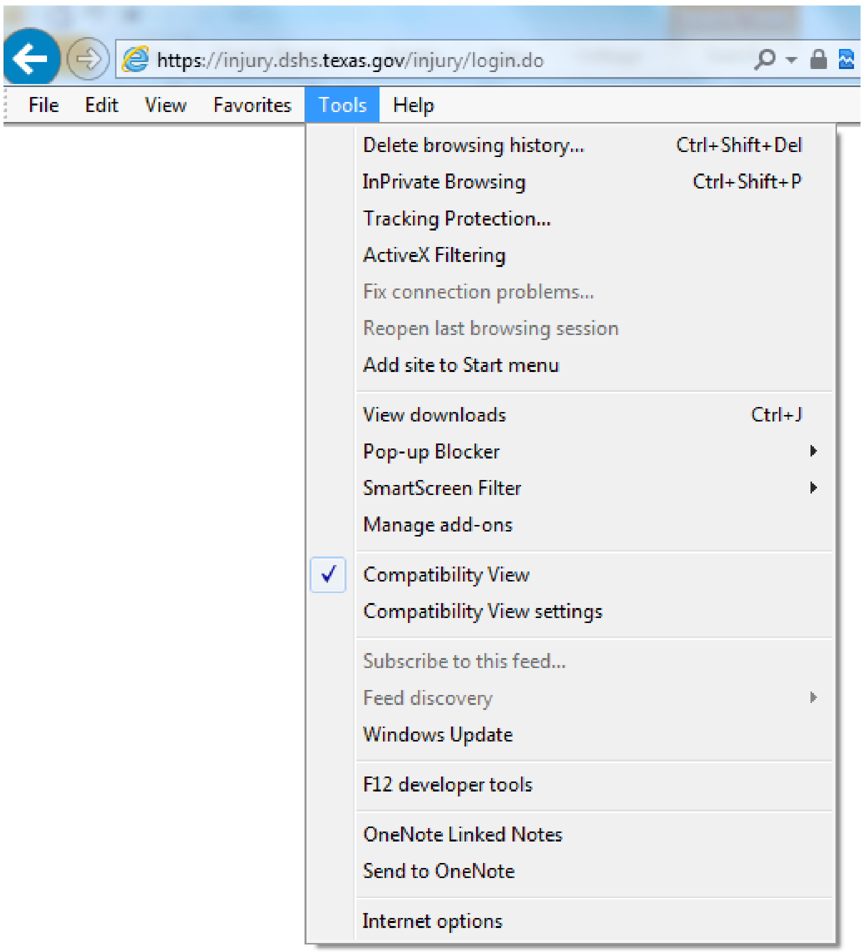
5.3.3 Google Chrome version 2.0 and above

ollow these steps to make sure that the JavaScript Requirements are met on nternet Explorer version 7, 8, 9, or 10; please follow the steps below:

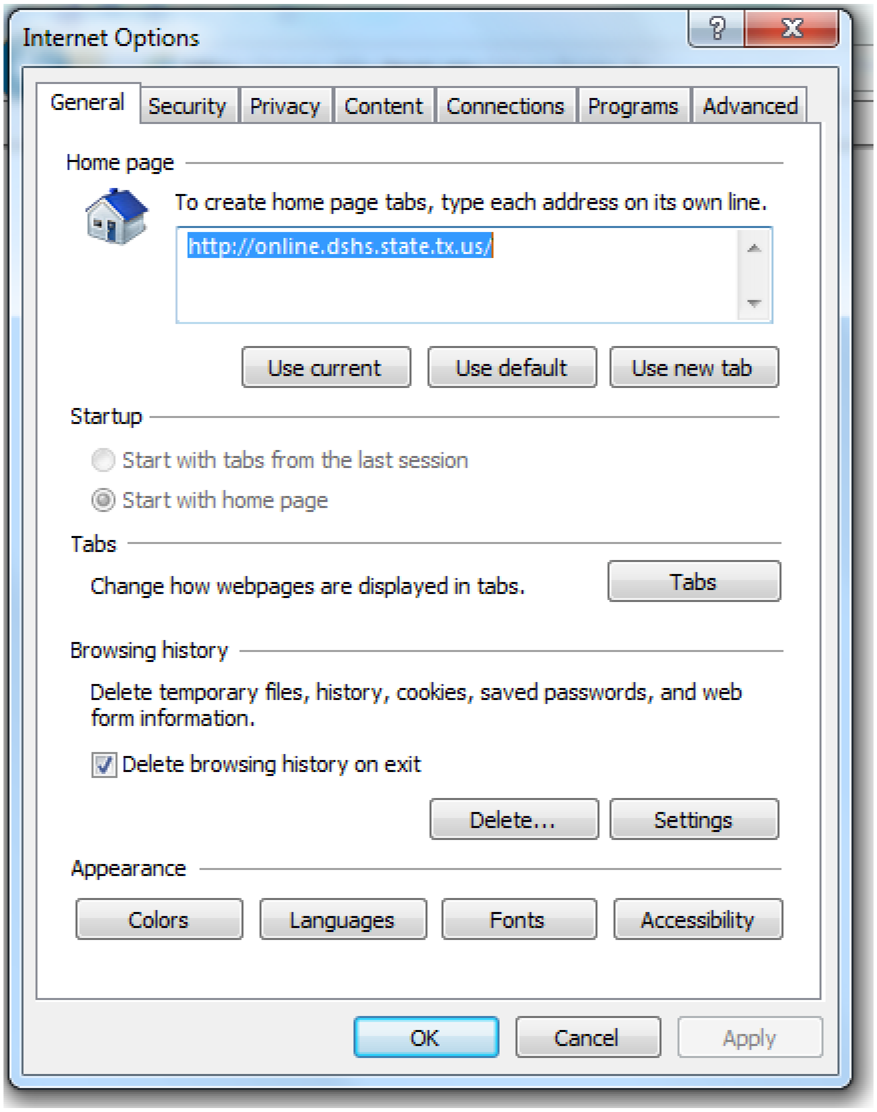
nternet Explorer version 10

lease note that the images below are from using Internet Explorer version 10. However, these same steps can be followed for Internet Explorer version 8 and version 9.

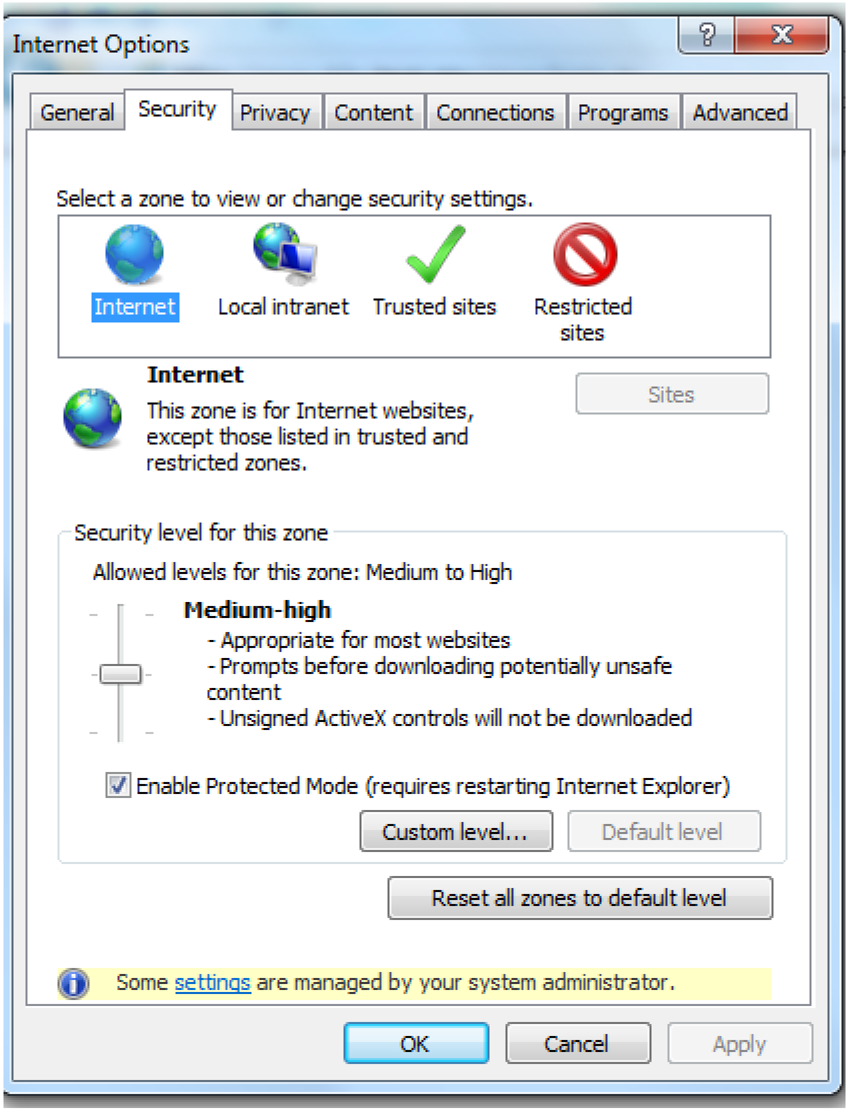
Step 1: Click on the "Tools" menu



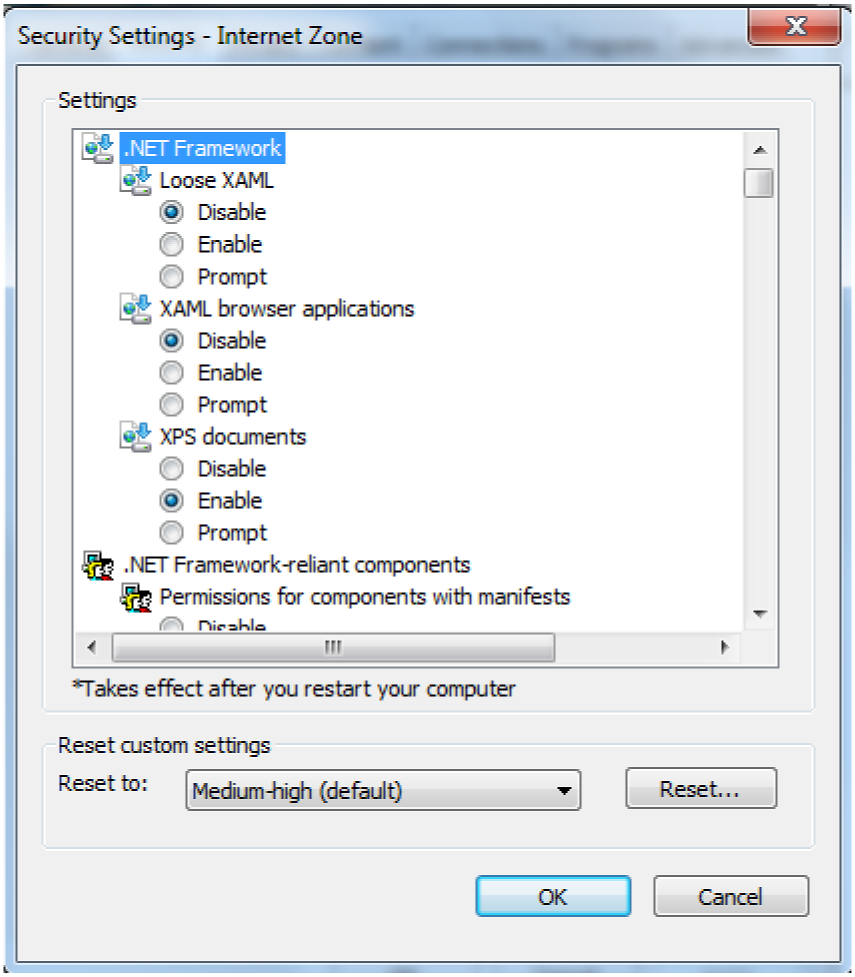
Step 2: Click on the "Internet Options"



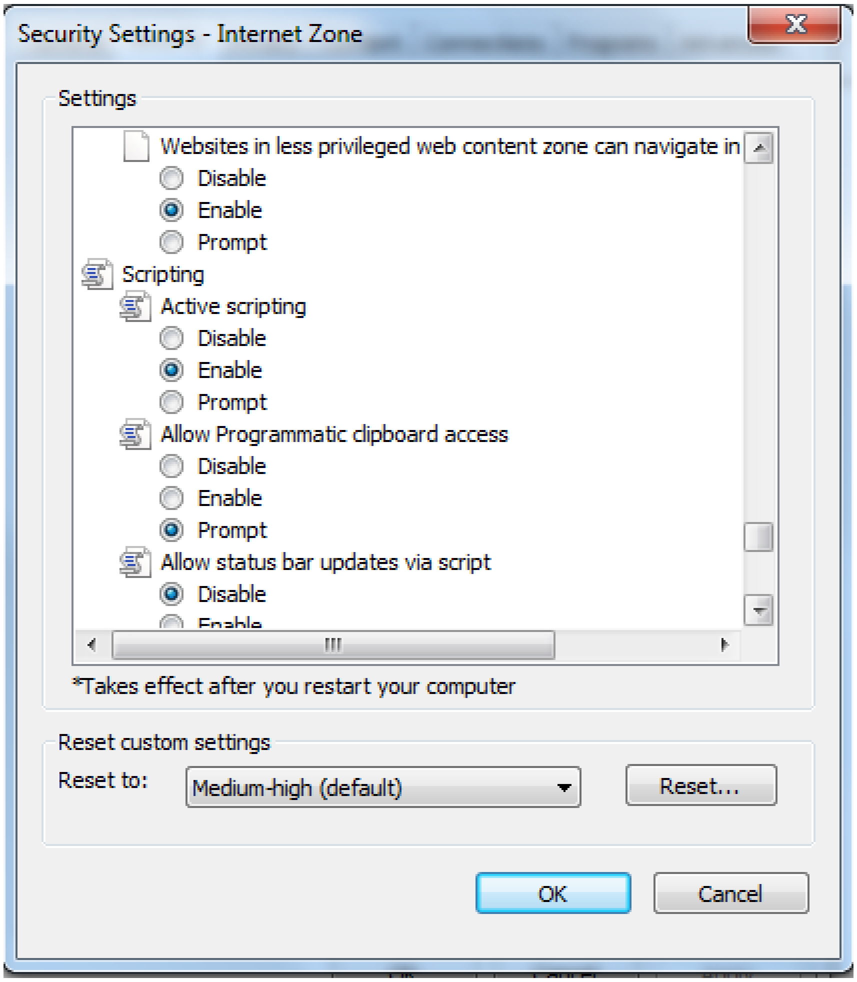
Step 3: Click on the "Security" Tab



Step 4: Click on the "Custom level..." button

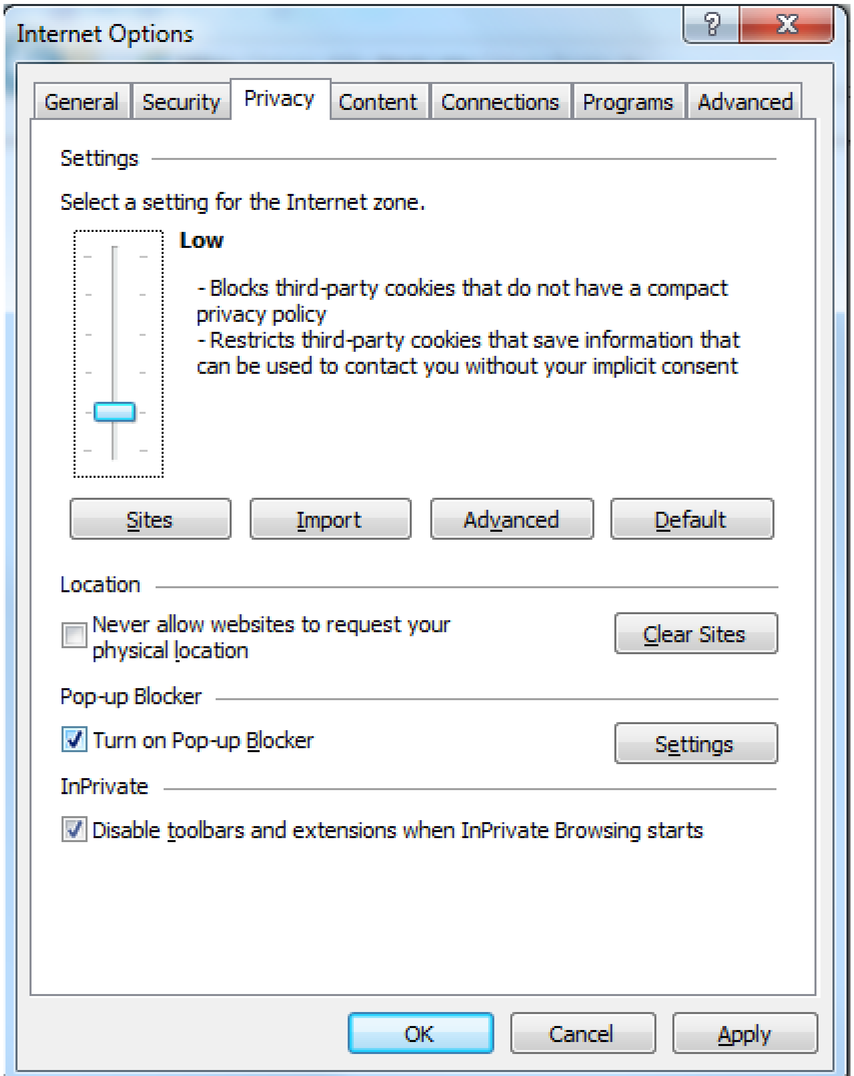


Step 5: Scroll down the vertical scroll bar to "Scripting" and make sure "Active scripting" radio button option is 'Enable'



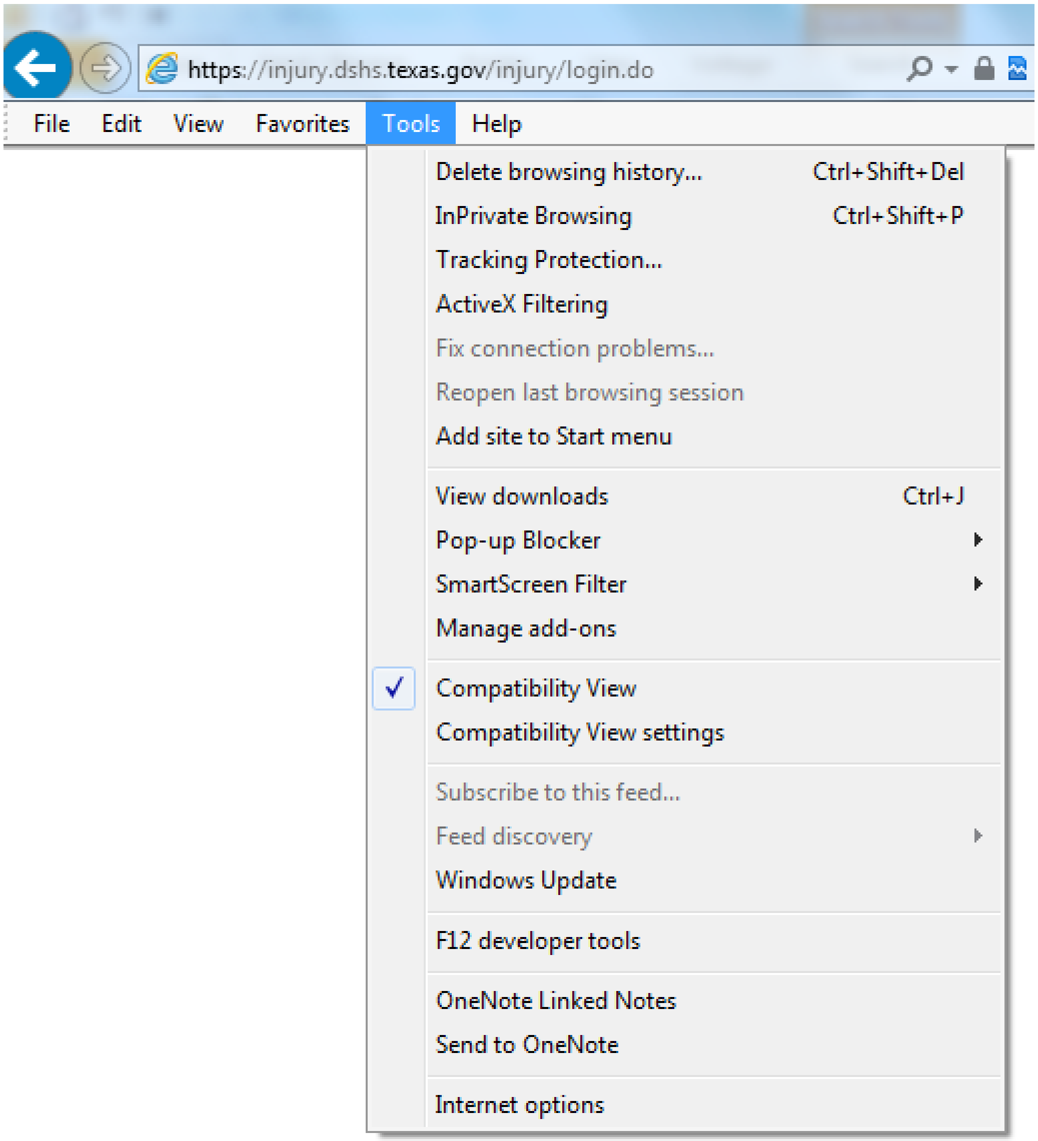
Step 6: Click on the "Ok" button

Step 7: Click on the "Privacy" tab and make sure "Select a setting for the Internet zone" is LOW as like for pictures



Step 8: Click on "Apply" button then click on the "Ok" button

Step 9: If you are using IE 9 or 10, please de-select the 'Compatibility View' to run the Maven application



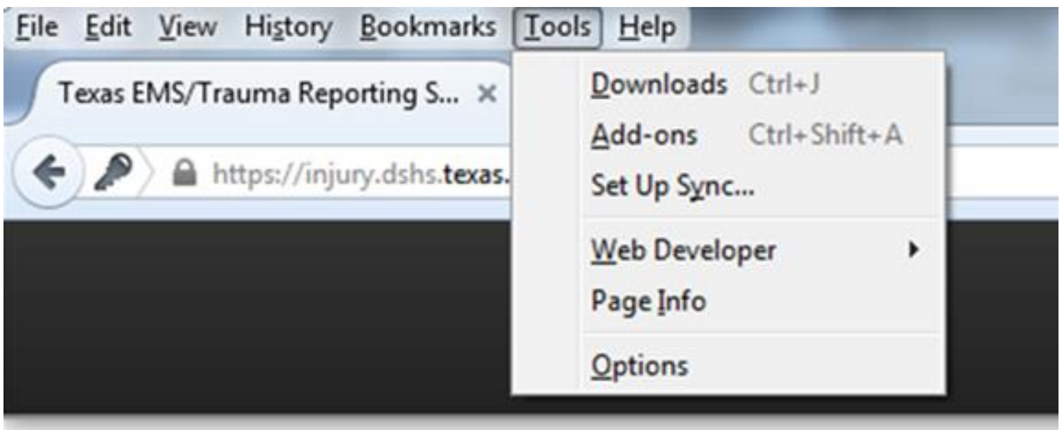
Follow these steps to make sure that the JavaScript Requirements are met on Mozilla Firefox version 32.0.3, please follow the steps below:

Mozilla Firefox version 32.0.3

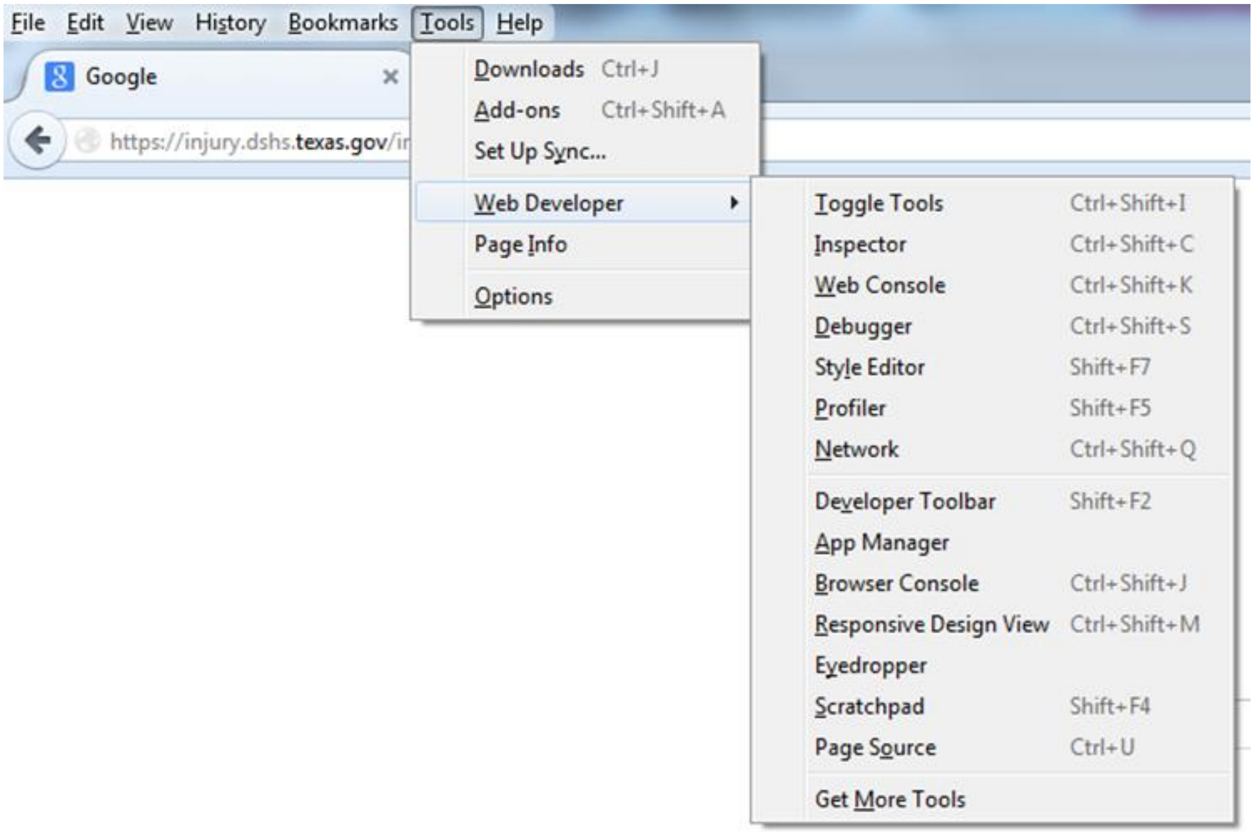
Please note that the images below are from using Mozilla Firefox version 32.0.3.

NOTE: By default, Mozilla Firefox has JavaScript enabled, however, to ensure or in the event that the JavaScript has been disabled, please see the steps below:

Step 1: Click on "Tools"

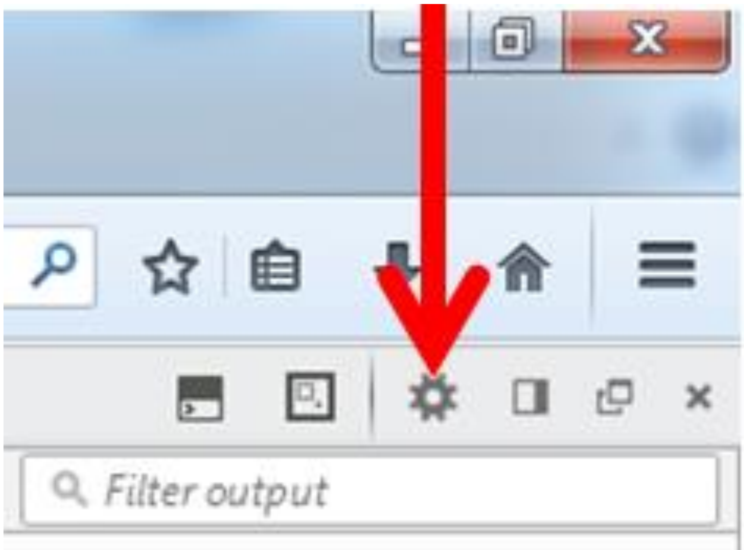


Step 2: Click on "Web Developer"

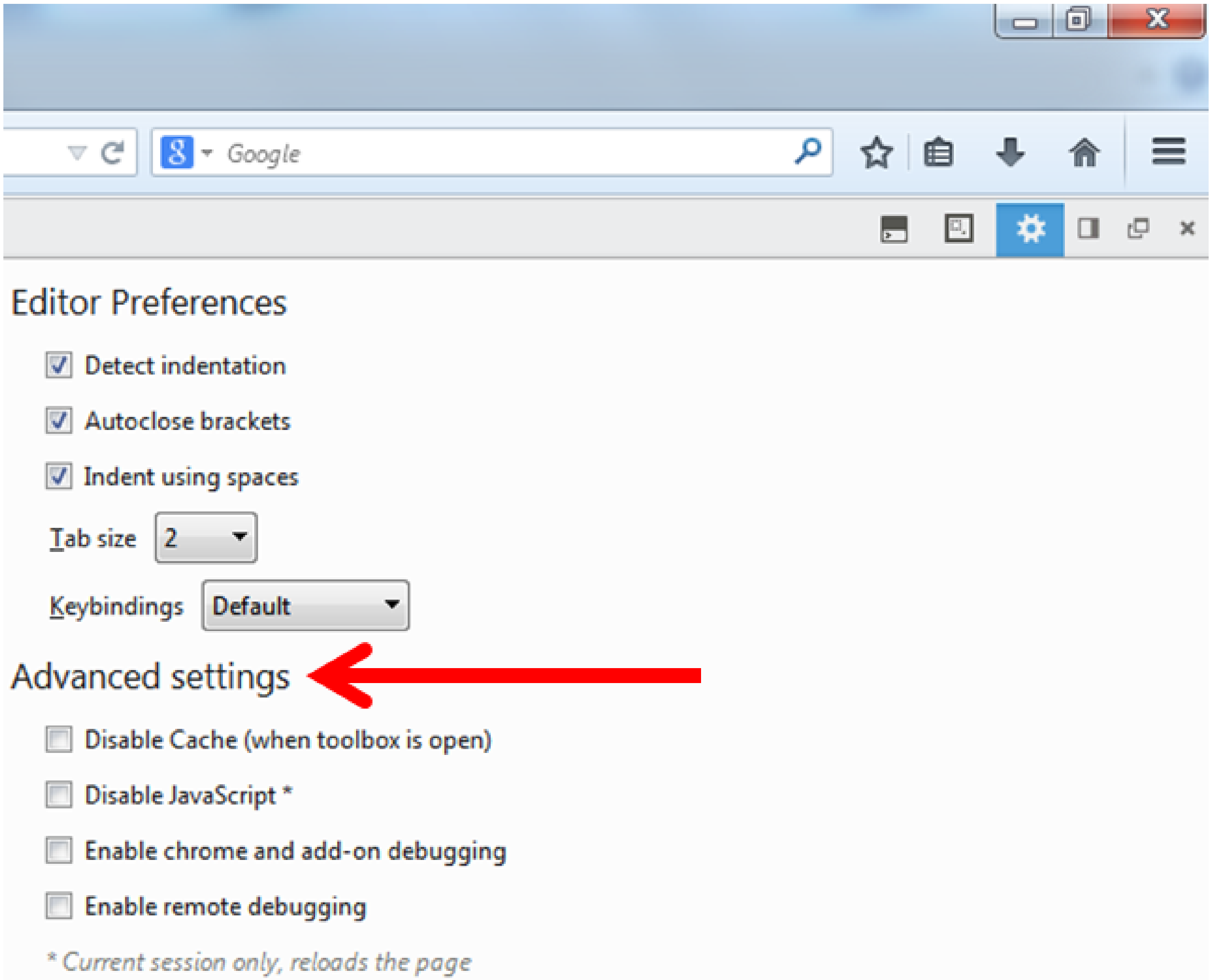


Step 3: Click on "Toggle Tools"

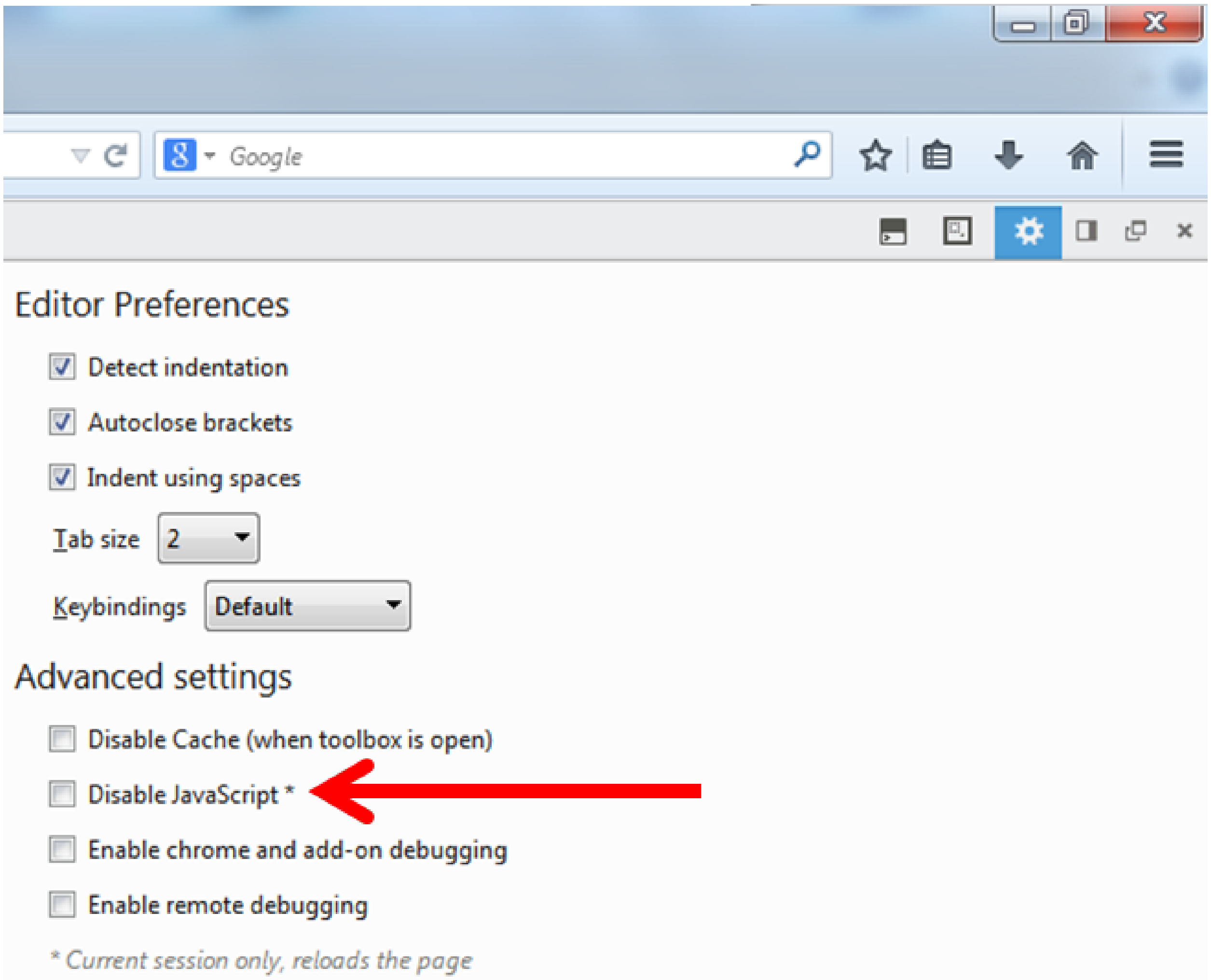
Step 4: Click "Toolbox Option" icon at the upper, far-right corner



Step 5: Scroll down to "Advanced Settings"



Step 6: Under the "Advanced Settings" section, make sure that the "Disabled JavaScript*" is not selected

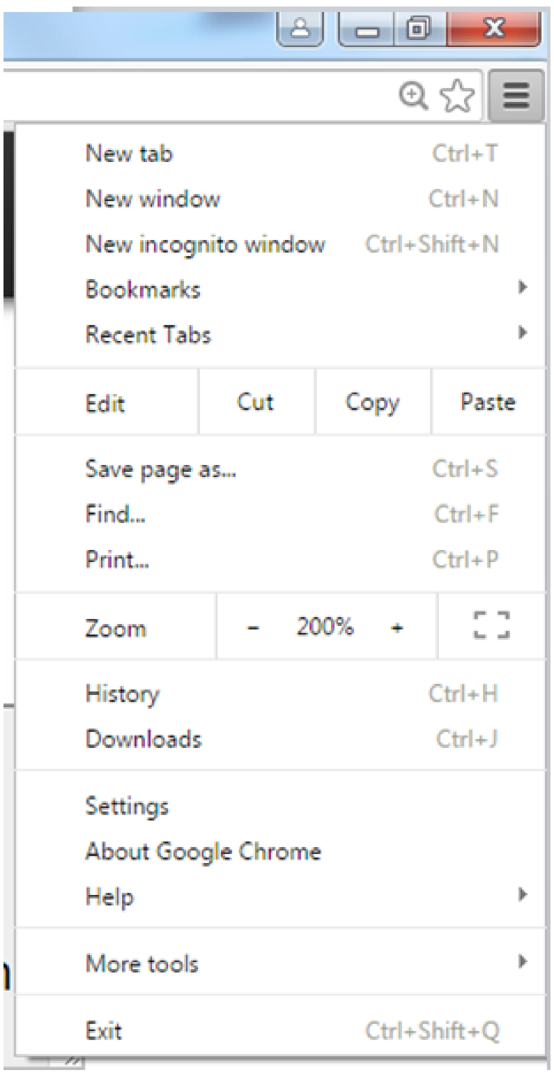


Follow these steps to make sure that the JavaScript Requirements are met on Google Chrome, please follow the steps below:

Google Chrome version 37.0.2062.14

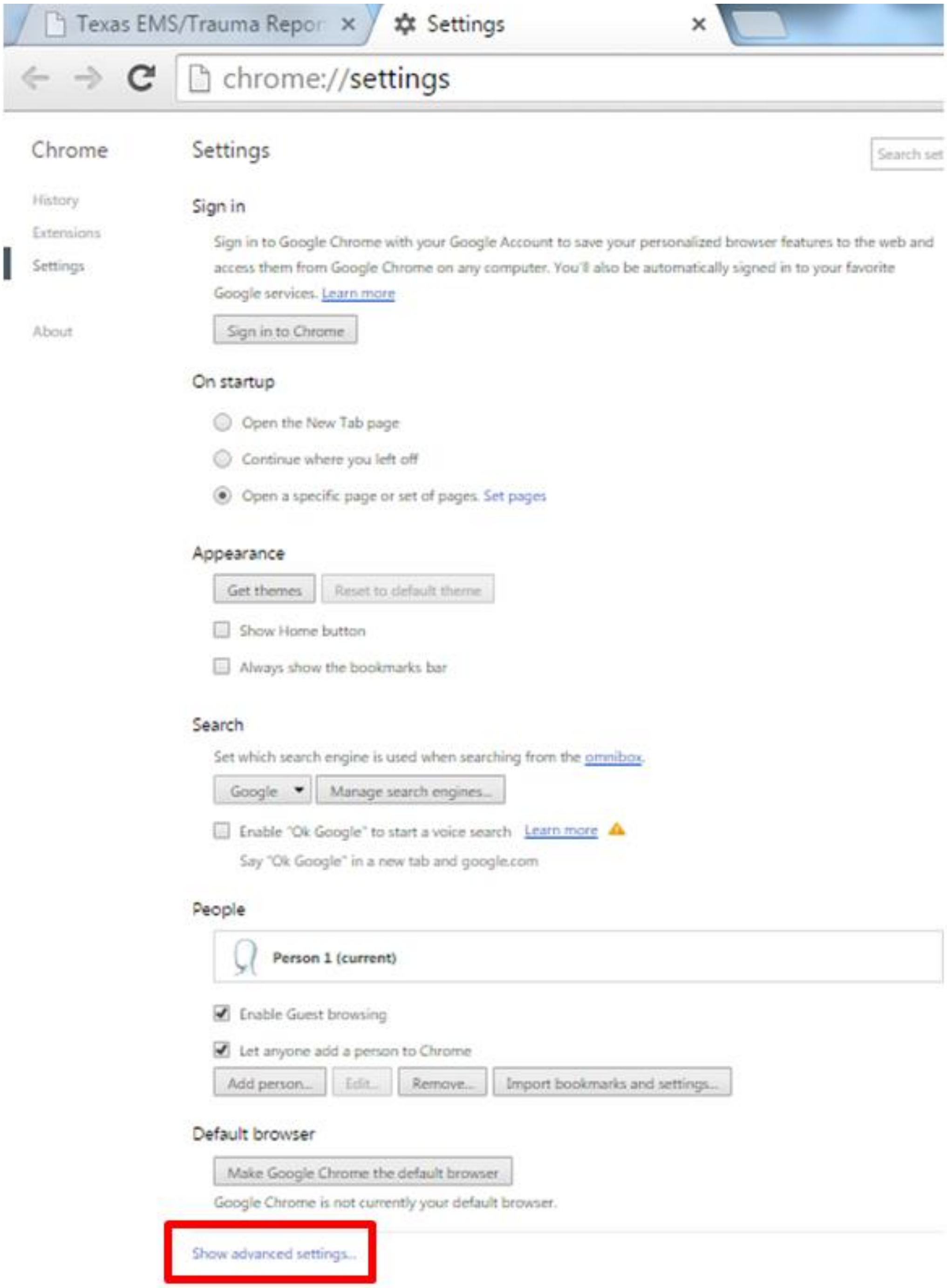
Please note that the images below are from using Google Chrome version 37.0.206214.

Step 1: Click on the "Customize and Control" Icon

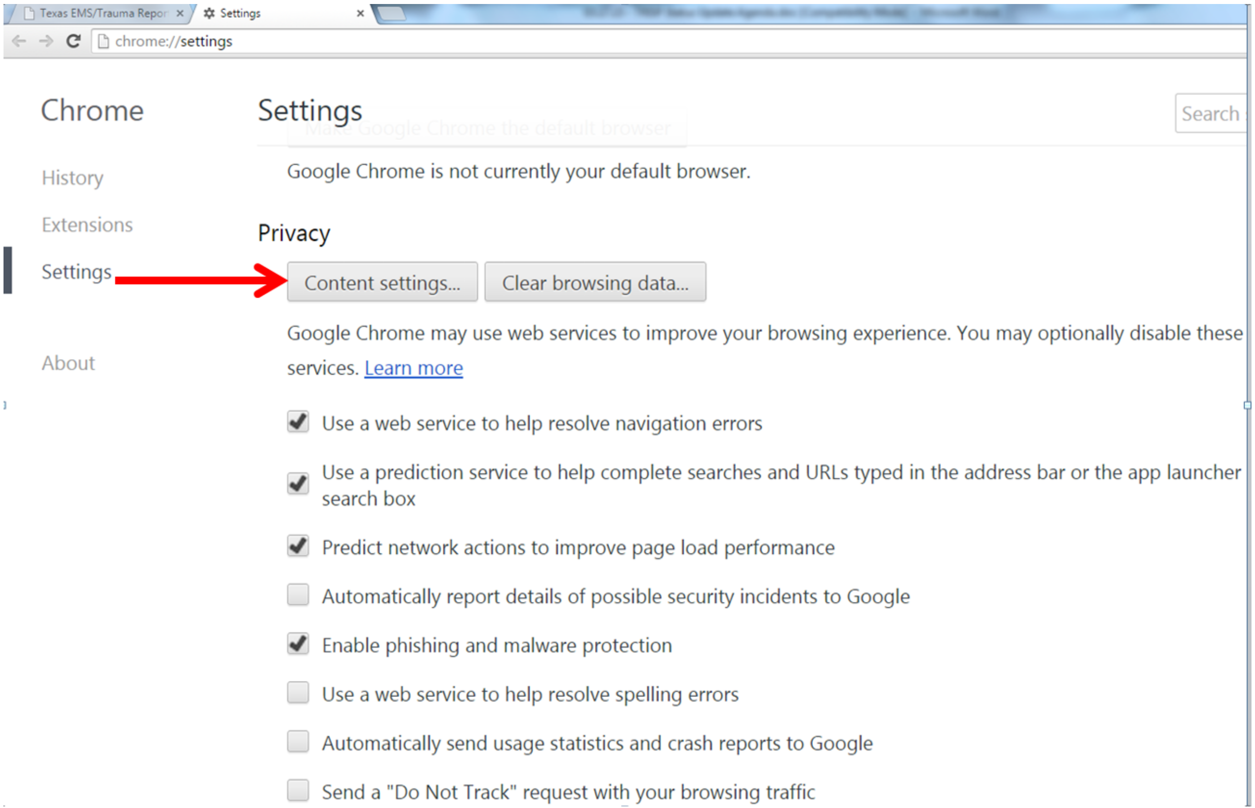


Step 2: Click on "Settings"

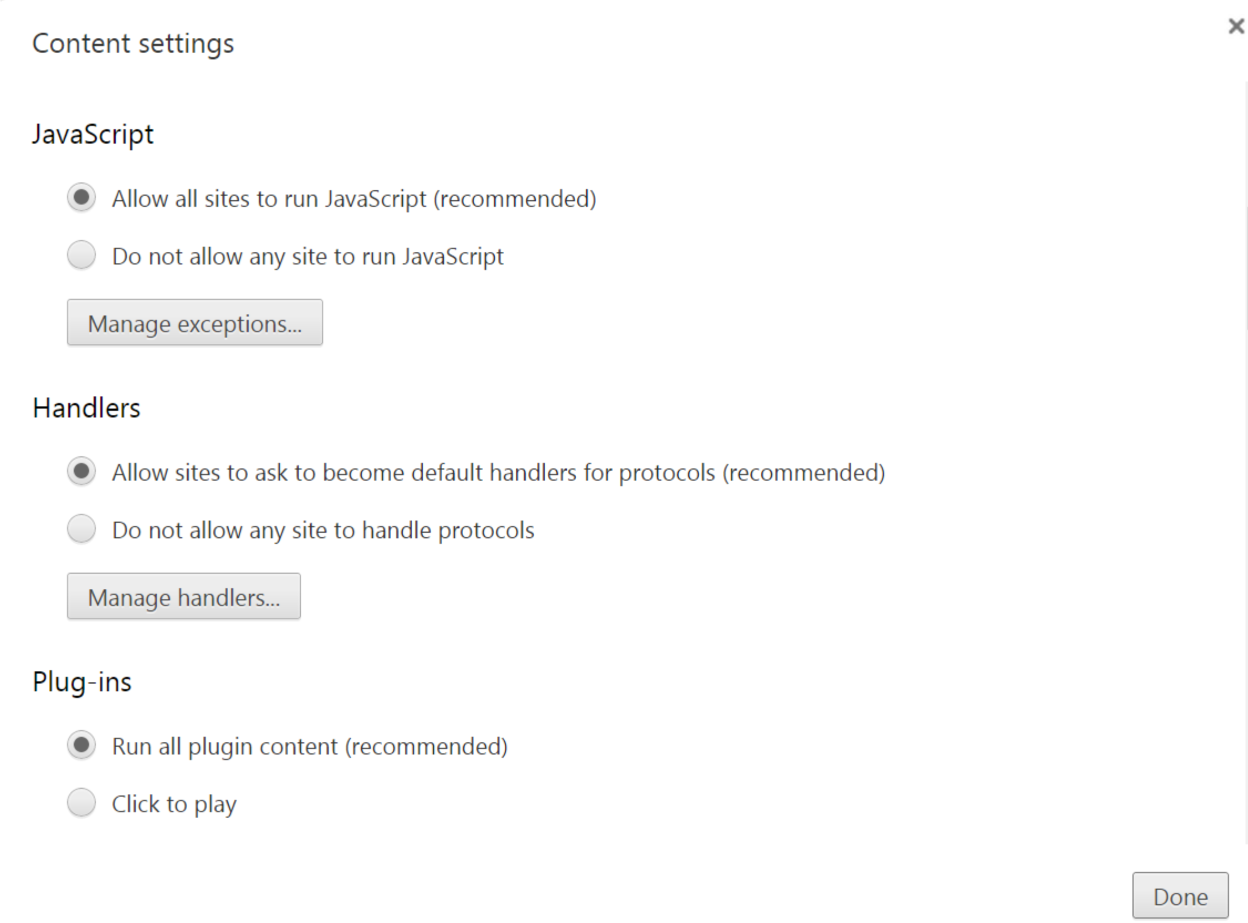
Step 3: Click on "Show advanced settings"



Step 4: Under the 'Privacy Section' click "Content Settings"



Step 5: Under the 'Cookies' section, select "Allow local data to be set" selected. Under the 'Images section', make sure to have "Show all images (recommended)" selected. Then under the 'JavaScript' section, select "Allow all sites to run JavaScript (recommended)" selected



Step 6: Click on the "Done" button

Section

6

6.0 Data File Requirements (File Upload)

When uploading data to Maven, customers/vendors should refer to the National Standard and Texas Custom Data Dictionaries and the given specification files, as applicable.

This section introduces and provides links to various Data Dictionaries which covers the requirements for submitting data Maven online reporting system. An entity may submit data files in a .txt format and NTDB XML format as defined in the NTDB data dictionary. The XML file will require the proper header and footer. Please refer to the respective Data Dictionaries for specific formatting and file upload instructions.

As discussed, in this section you will see the following:

6.1 What is a Data Dictionary?

6.2 National Data Sources

6.3 Texas EMS & Trauma Registries Data Dictionaries

6.4 Specification Files

6.1 What is a Data Dictionary?

A Data Dictionary is a set of information describing the contents, format, and structure of a database and the relationship between its elements. It is also used as a source reference for each data element and describes the acceptable content within each element.

Name:	The data element
Definition:	The description or definition for the data element
Question Package:	The grouping or question package to which the element belongs in the Maven system.
Question ID:	The element name within the system
	The tag name used within the XML file, applicable mainly to file uploads.
Answer Type:	Describes the element type, how it should appear to the user, or what type of data it accepts.
Repeatable:	Describes whether an element is only posed once or multiple times
Collection Criteria:	Identifies system based requirements
Question Notes:	This is instructional notes regarding the particular element

Hospital Name

Definition

The name of the hospital.

Question Package	AGENCY_RESPONDER		
Question ID	HOSPITAL_NAME		
Tag			
Answer Type	ReferenceCode [ENT_HOS]	**Length / Range**	50
Repeatable	NO	**Null Values**	NO
Collection Criteria	Required. Auto-populated by system based on HOSPITAL_NUMBER for file uploads.		

Question Notes

This element allows you to search and select entities that are present in the Trauma Registry system. These are filtered to be a Hospital, Justice of the Peace, Medical Examiner.

Figure 4 displays an example of the data element from the Data Dictionary

6.2 National Data Sources

Below are the external links to the National EMS Information System (NEMSIS) and National Trauma Data Bank (NTDB) Data Dictionaries. We are current with the 2014 data standards for NTDB.

1. **NEMSIS Data Dictionary**
2. **NTDB Data Dictionary**

6.3 Texas EMS & Trauma Registries Data Dictionaries

Below are the external links to the Legacy 2002 and 2012 Data Dictionaries.

2012 DATA DICTIONARIES (LEGACY)

1. **Hospital Data Dictionary for File Upload - Nov 2012**
2. **Hospital Data Dictionary for Web Entry - Nov 2012**
3. **EMS Data Dictionary for File Upload - Nov 2012**
4. **EMS Data Dictionary for Web Entry - Nov 2012**
5. **Submersion Data Dictionary for Web Entry - Nov 2012**
6. **Rehab-LTAC Data Dictionary for Web Entry - July 2013**

2002 DATA DICTIONARIES (LEGACY)

1. **Hospital Data Dictionary (Legacy) (PDF)**
2. **Hospital Data Dictionary (Legacy) (MS Word)**
3. **EMS Data Dictionary (Legacy) (PDF)**
4. **EMS Data Dictionary (Legacy) (MS Word)**

6.4 Specification Files

Below are the external links to the specification files.

1. **Texas Hospital Custom Questions Specification**

2. **Texas EMS Custom Questions Specification**

Section

7

7.0 External Resources

Within Maven there are numerous resources that can be utilized to help inform and assist with reporting data to the online system. These external resource links can be found on the injury website.

When first accessing Maven, there are a few things that customers should take into consideration; customers are encouraged to visit our website, www.dshs.state.tx.us/injury, to review provided external resource links. Some of these links consist of information that can provide assistance to customers in fulfilling their data reporting requirement. (i.e. the NEMSIS Data Dictionary and the NTDB Data Dictionary). Other external resources are essential for inter-agency programs that relate and/or affect the customers in terms of data submission.

As discussed, in this section you will see the following links:

7.0 National Data Standard

7.1 EMS & Trauma Registries' Laws & Rules

7.2 International Classification of Disease (ICD) Injury Codes

7.1 National Data Standard

1. **NEMSIS Data Dictionary**

2. **NTDB Data Dictionary**

7.2 EMS & Trauma Registries' Laws & Rules

1. **Chapter 92 of the Health & Safety Code (Title 2. Health Subtitle D. Prevention, Control, and Reports of Diseases Chapter 92. Injury Prevention and Control Subchapter A. General Provisions)**

2. **Chapter 103 of the Texas Administrative Code**

3. **Chapter 773 of the Health & Safety Code (Title 9. Safety Subtitle B. Emergencies Chapter 773. Emergency Medical Services Subchapter A. General Provisions)**

4. **Chapter 157 of the Texas Administrative Code**

7.3 International Classification of Diseases (ICD) Injury Codes

1. **ICD-9 Data (Sample user link for ICD-9 classification)**

2. **ICD-10 Data (Sample user link for ICD-10 classification)**

Section
8

8.0 Getting Started

When accessing Maven, there are a few things that customers should take into consideration if they are experiencing issues with access the Registry link, https://injury.dshs.texas.gov/injury/login.do . This section will discuss a few of the preliminary system rules and system requirements. There are specific browsing requirements essential for compatibility; enabling the cookies is also vital when trying to access the Registry.

As discussed, in this section you will see:

8.1 New Entity Registration (Portal)

8.2 Texas EMS & Trauma Registries Reporting System URL

8.3 Password Requirements

8.4 "Forgot Your Password" Link

8.5 Logging In

8.5.1 Main Application Screen

8.5.2 Administration Application Screen

8.5.2.1 User Administration

* Users

* Roles

* Groups

8.6 Basic System Training & Account Manager Training

8.7 Navigation Tool Bar

8.1 New Entity Registration (Portal)

This is a systematic process used by the Injury Epidemiology & Surveillance Branch to register new entities (Hospitals, EMS, LTAC, Rehabilitations, Justice of the Peace and Medical Examiner) into Maven.

1. Based on the State Regulatory Licensing Unit list of entities' points-of-contact, a newly identified entity will receive an email from injury.web@dshs.state.tx.us titled "Account Manager Enrollment".

2. The entity's point-of-contact will need to identify an Account Manager for the EMS & Trauma Registries during the new entity registration process.

3. When an Account Manager has been identified both the Account Manager and the entity's point-of-contact will receive a second email of confirmation.

4. Once the Account Manager has successfully accessed Maven, review the training slides to begin the process of providing data reporting.

How to Register Using the Registration Portal Process

1. You have received an email from injury.web@dshs.state.tx.us , titled "Account Manager Enrollment".

2. At the bottom of the email there is a link to the Portal URL, a temporary username, and a temporary password.

3. Click, or copy and paste, this link into an internet window.

Follow these steps to complete the new entity account enrollment process. Newly identified entities will receive this email to begin creating an account for Maven.

Step 1: Enter the temporary username and temporary password from the email into the login fields and click "Login"

NOTE: The username and password have to exactly match the one in the email.

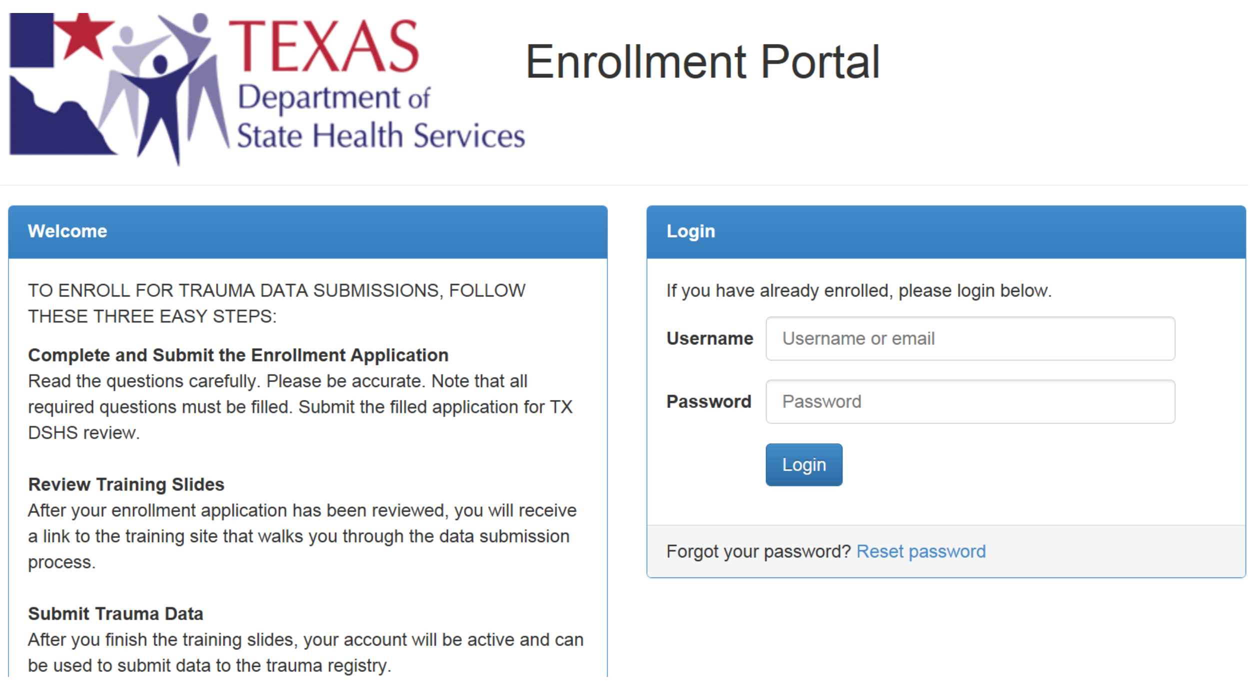


Figure 5 displays the login page for the Registration Portal Process

<u>WARNING</u>: DO NOT press the "Back" button on your browser during the registration process

Step 2: The next step is to create a new password.

Creating a New Password

1. Once you have successfully logged in, your screen will display as shown below; enter the temporary password from the email into the "Current Password" field box

2. Create a new password

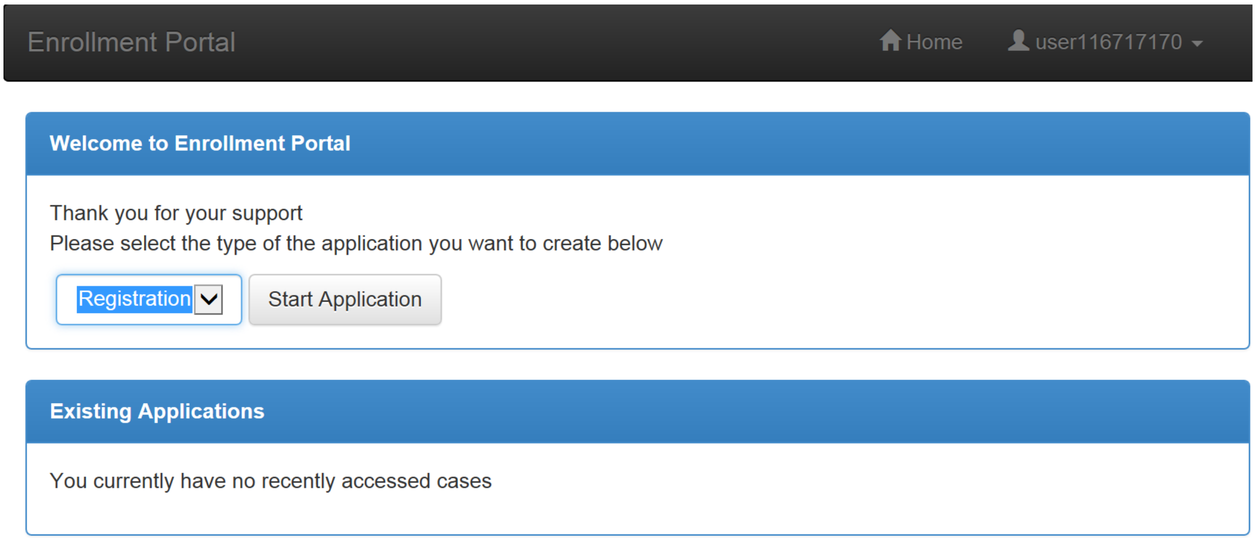
a. 8-12 characters in length
b. 1 Uppercase letter
c. 1 Lowercase letter
d. 1 Numerical value
e. 1 Special character (ex: @ # * %)

(NOTE: The system will time-out if the password is not created within a couple of minutes. If this happens close the window and start the process from the beginning)

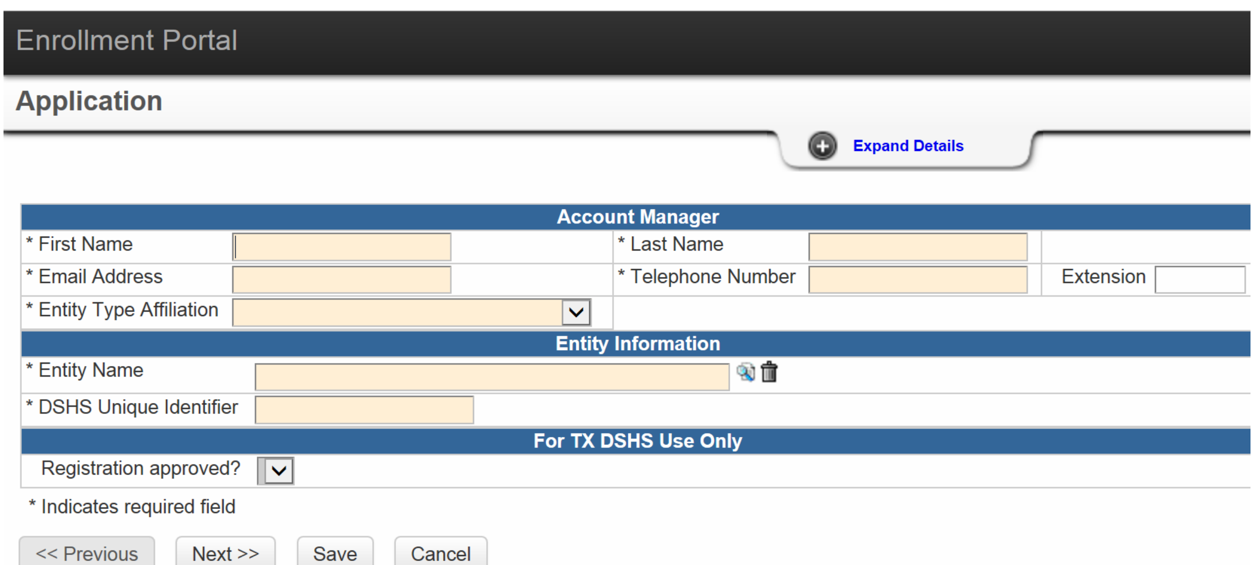
Step 3: The next step is to start the Application Process

Starting the Application Process

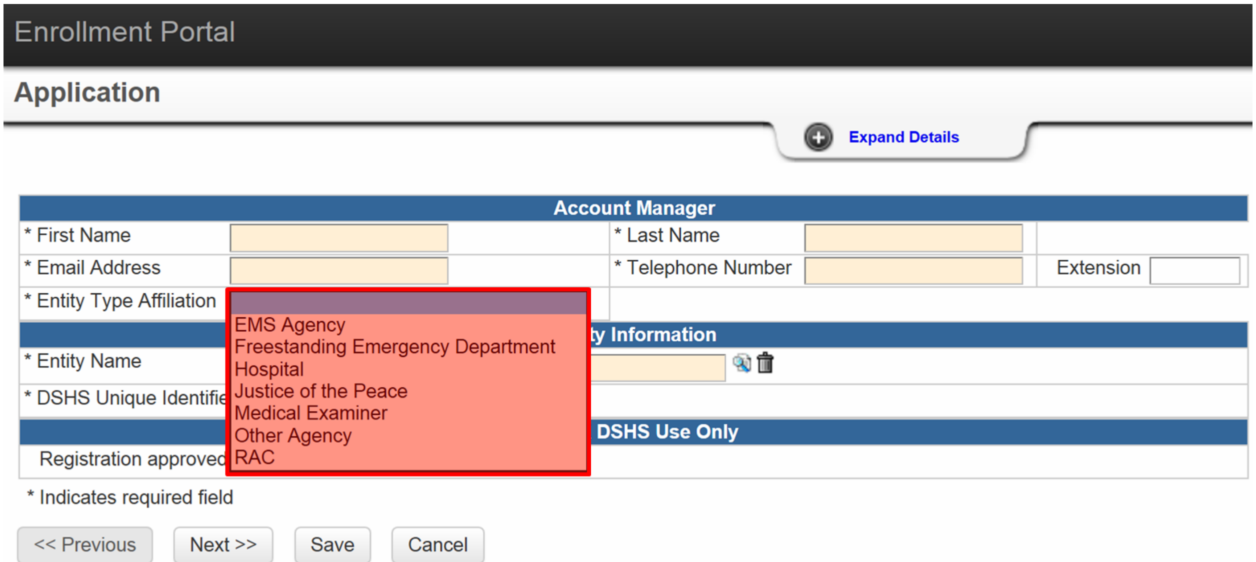
1. Click on "Start Application"



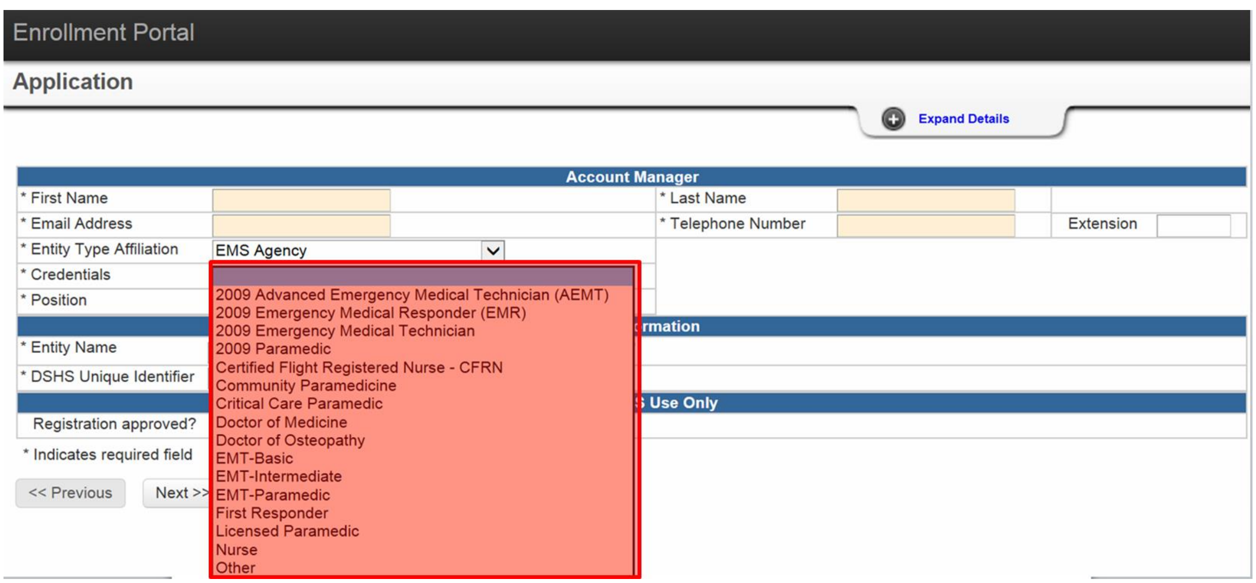
2. Complete all the fields that are marked with an asterisk (*)



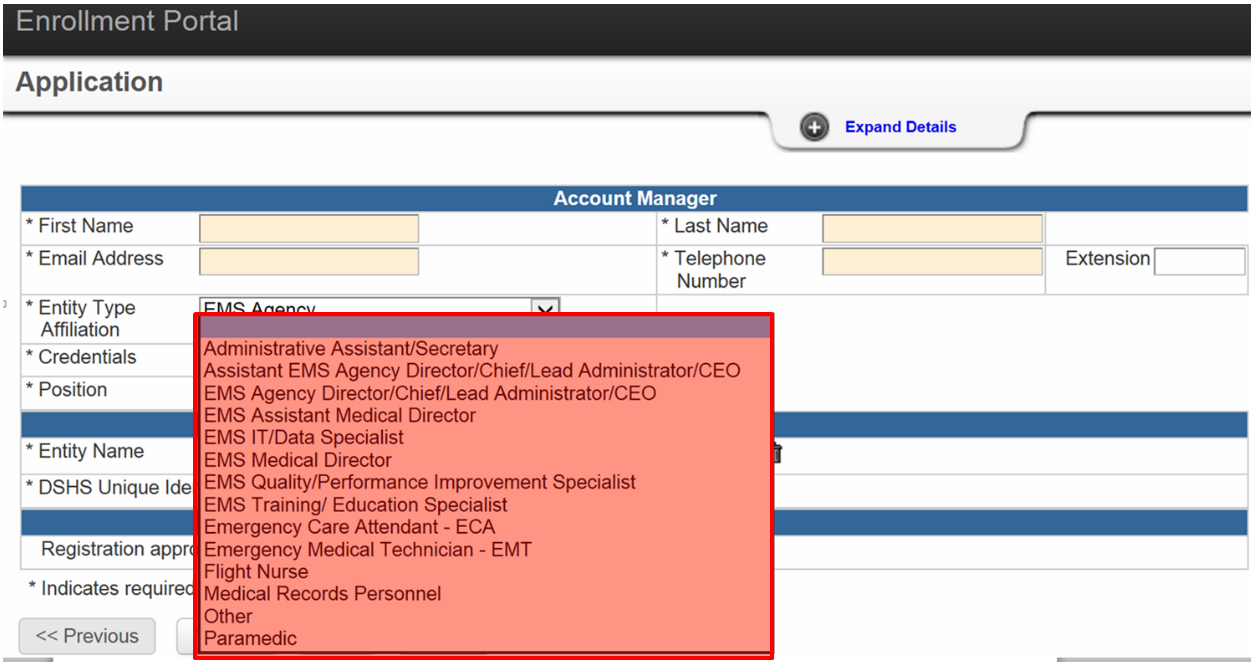
3. Select the correct ‘Entity Type Affiliation’ from the drop-down menu



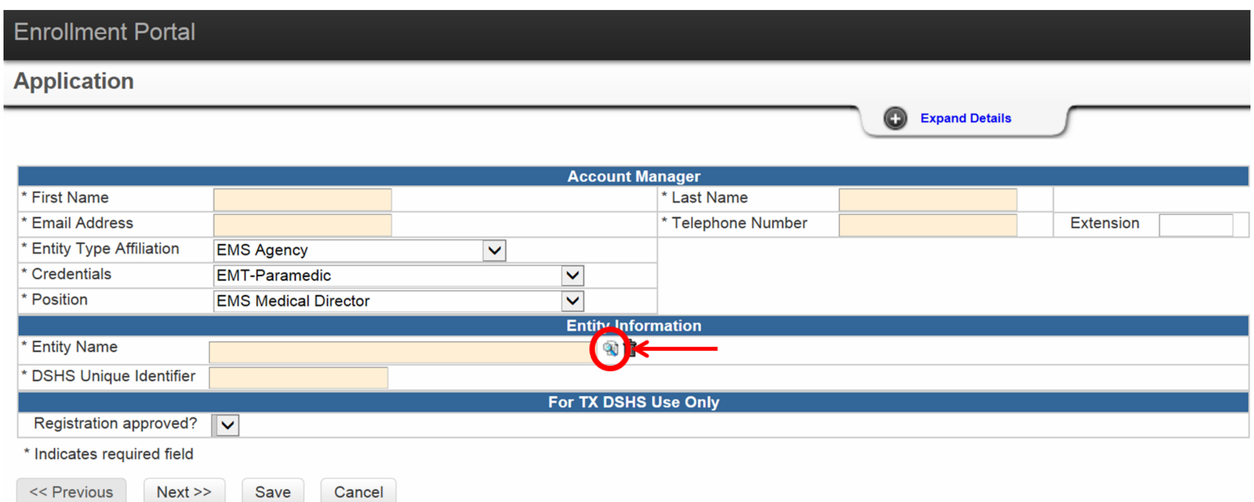
4. Select the correct ‘Credentials’ from the drop-down menu. If not listed, select ‘Other,’ and then enter ‘Other Credentials’



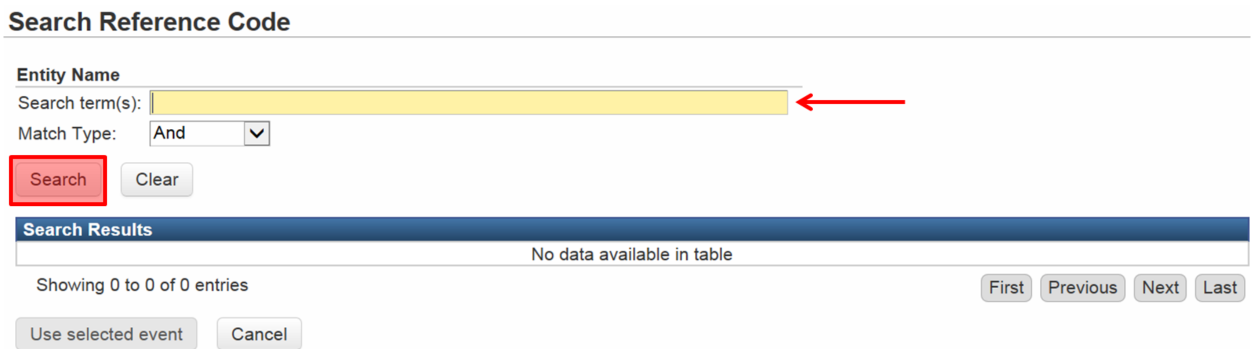
5. Select the correct ‘Position’ from the drop-down menu, if not listed select ‘Other’



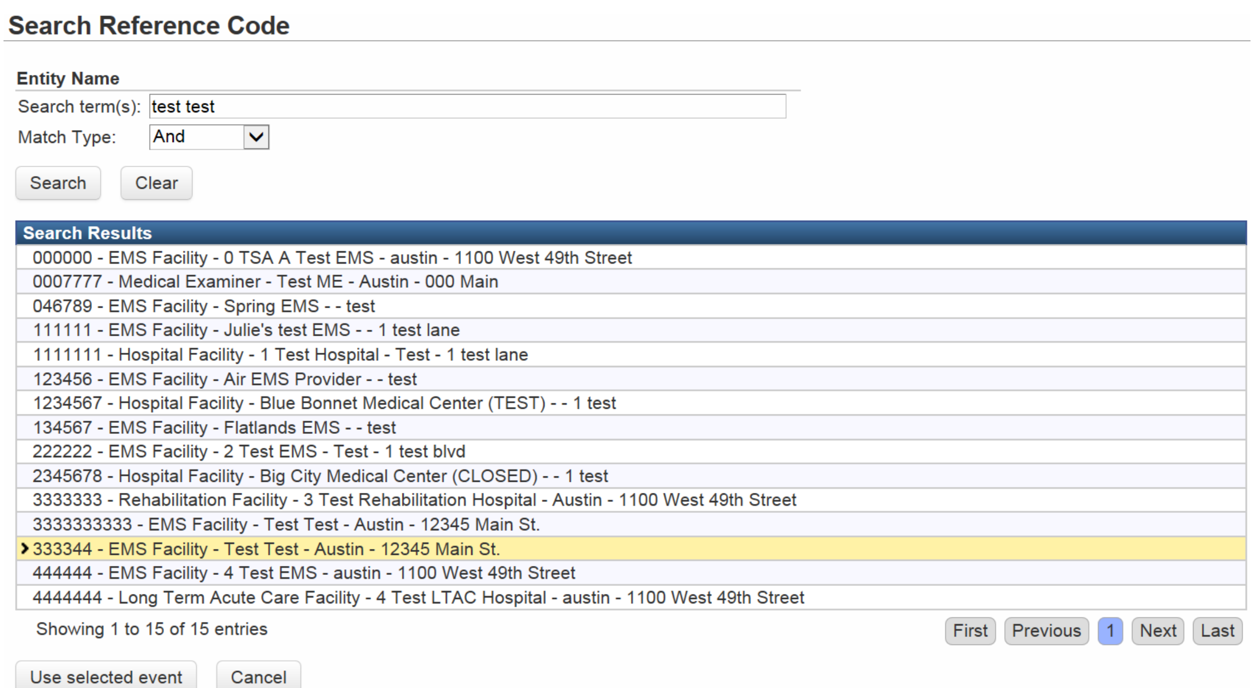
6. For ‘Entity Name’ click the “Search” icon to the right of the box.



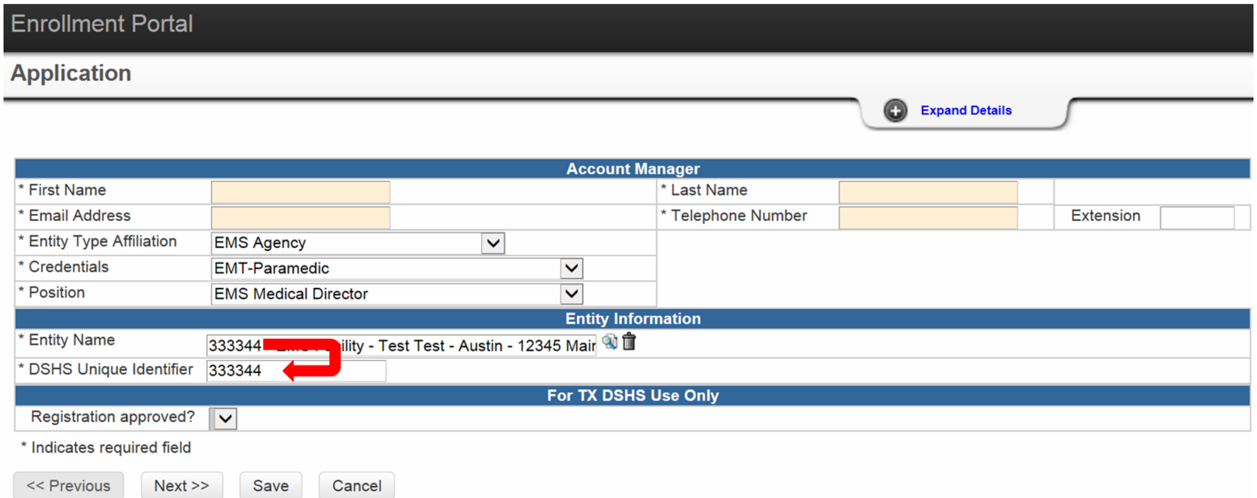
7. Enter your Entity's name and click search, (Example: test test)



8. Find your Entity in the list and double click on its name

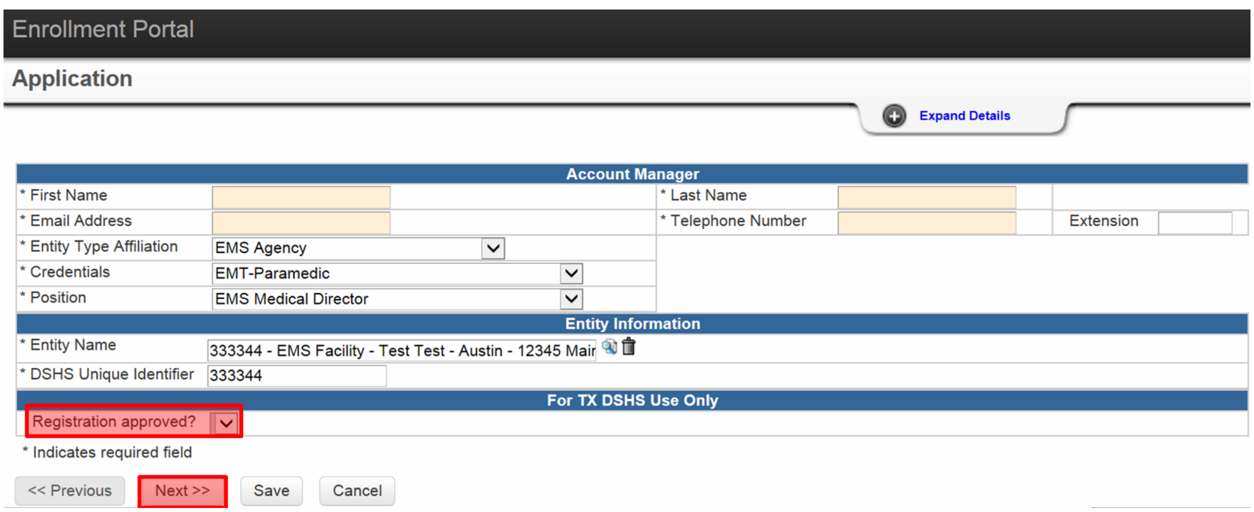


9. In the "DSHS Unique Identifier" box, type the 6 digit number from the "Entity Name" box.

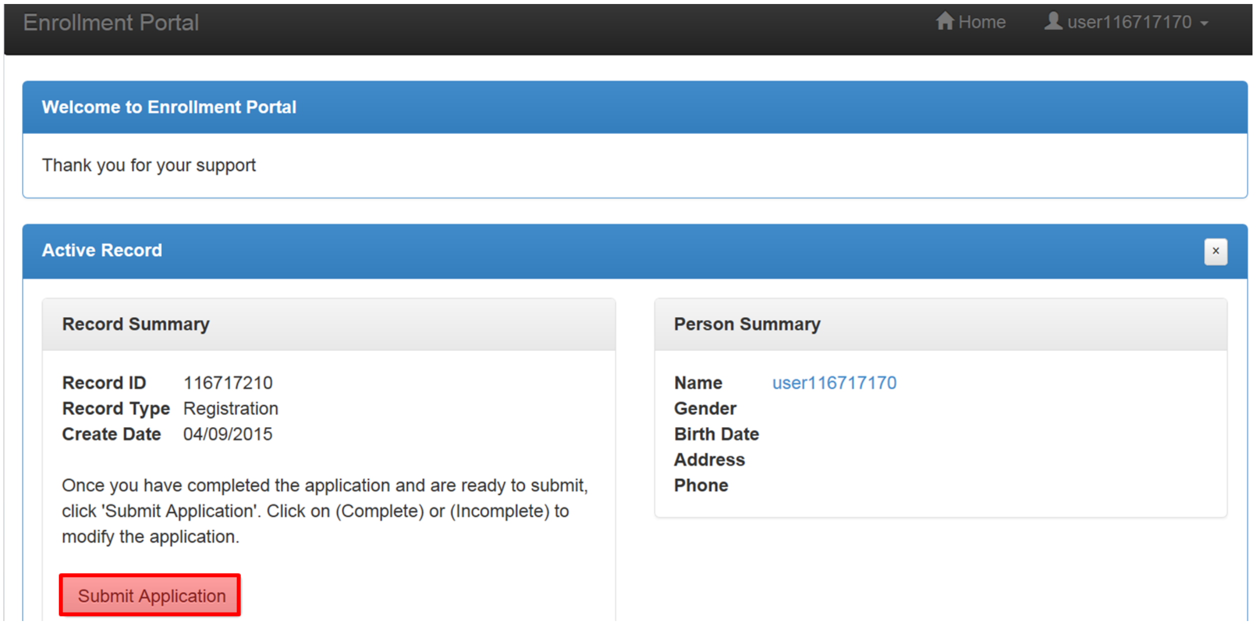


(Note: DO NOT use this number (333344), it is an example. The number that appears on your screen after "Entity Name" is unique to you)

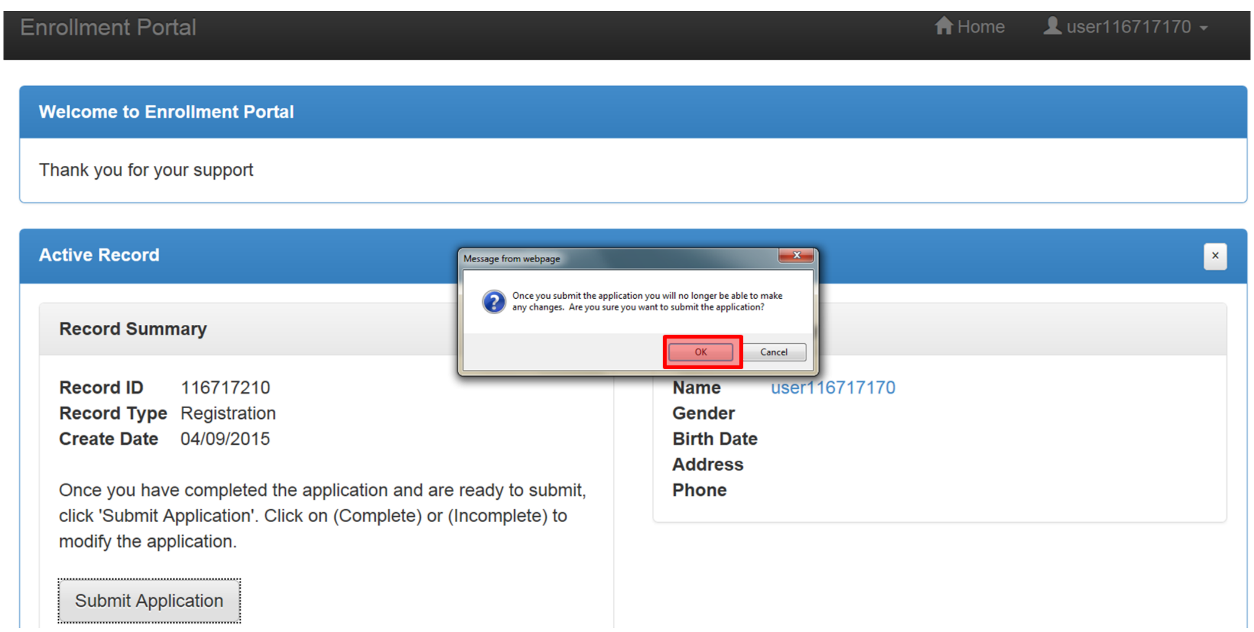
10. Leave the 'Registration Approved' field at default setting. Click "Next" at the bottom.



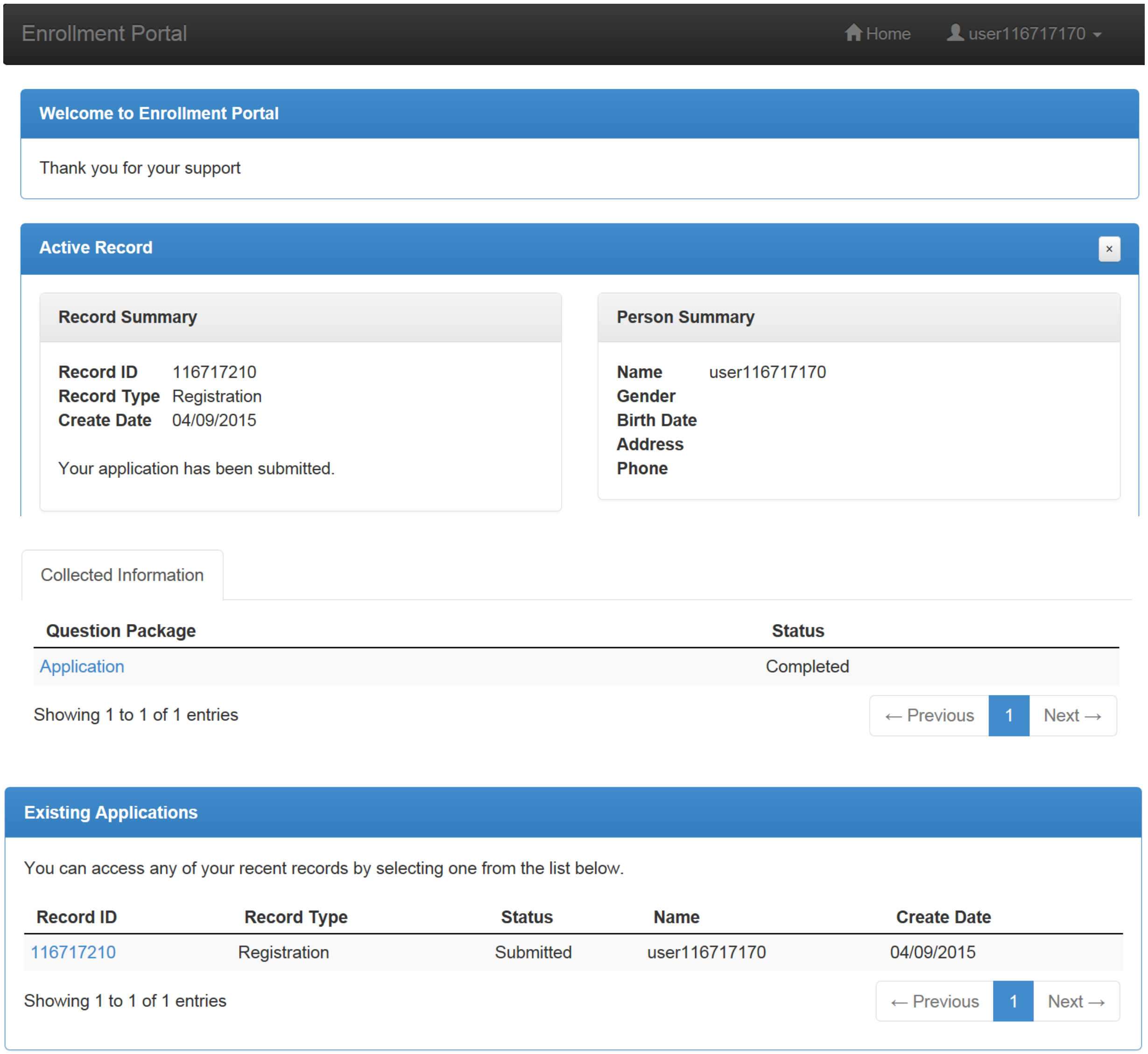
11. Click “Submit Application”



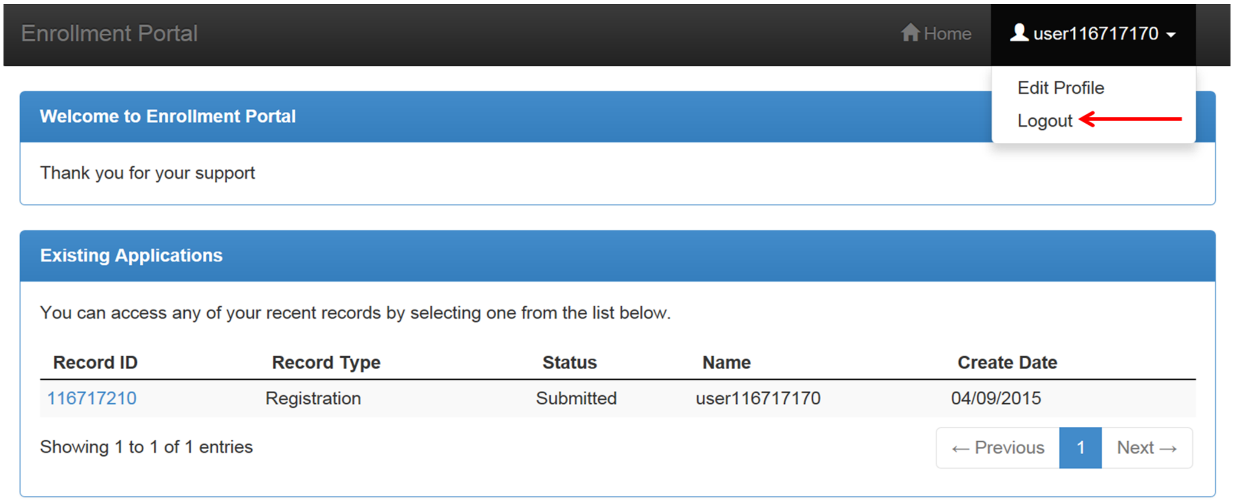
12. A new dialog box will appear, click “OK”



13. You have successfully completed your application, the following screens will appear:



14. Click “Logout”

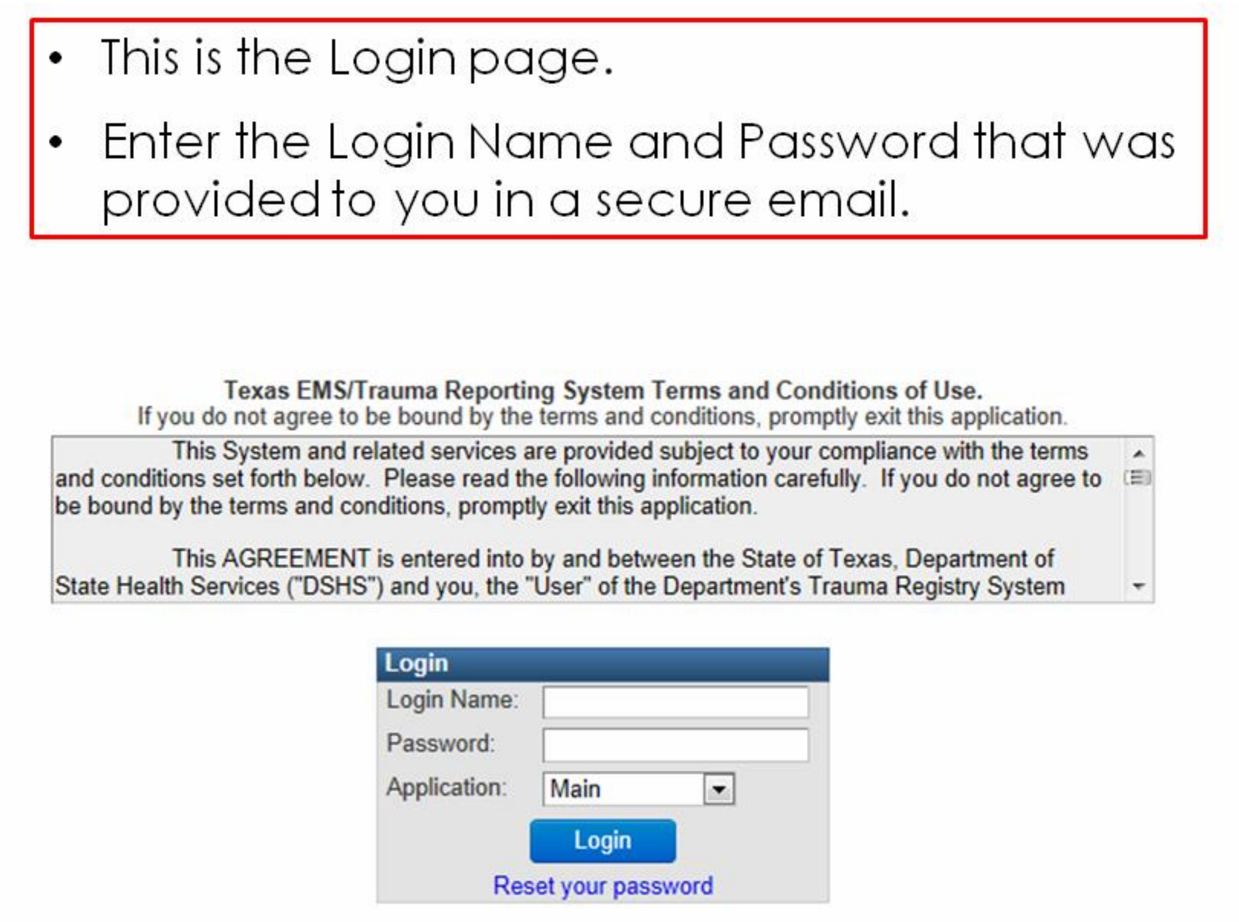


15. Once your application has been approved by the ROS Team you will receive an email from injury.web@dshs.state.tx.us confirming Account Manager Enrollment which includes the newly established username and Maven URL.

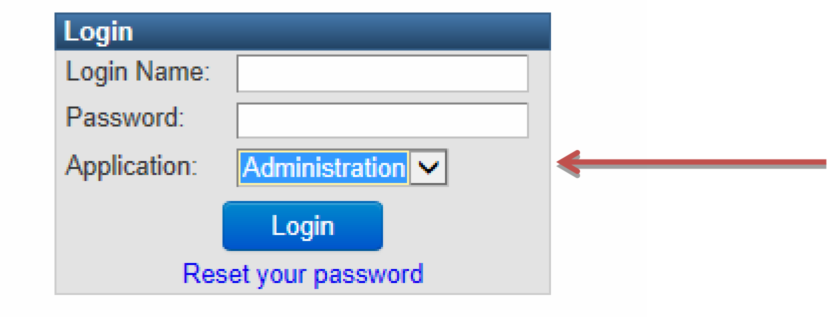
8.2 Texas EMS/Trauma Reporting System URL

Logging In

The Maven login page is found at: https://injury.dshs.texas.gov/injury/login.do



This login page is used for all users. Account Managers will select the Administration Application from the drop-down to manage Users in their Entities.



8.3 Password Requirements

Password Criteria:

Passwords should include the following:

a. 8-12 Characters in length

b. One Capital letter

c. One Lowercase letter

d. One Number

e. One Special character

Example: Password2# or Mill$M3d1c

8.4 "Forgot your Password" Link

When a user forgets their password, or incorrectly types their password, they will receive an error message indicating, "Login Failed – Invalid username or password." At this point, they have the options to reset their password by clicking the "Rest password" link below the 'Login' button. The user must have a security question established in their account profile within the Registry for this to apply.

Upon clicking the "Reset password" link, the user will be prompted to enter their username and email address associated with their account. Please note that the user must have previously logged into the system or the user will have to contact their entity's Account Manager to have their password reset.

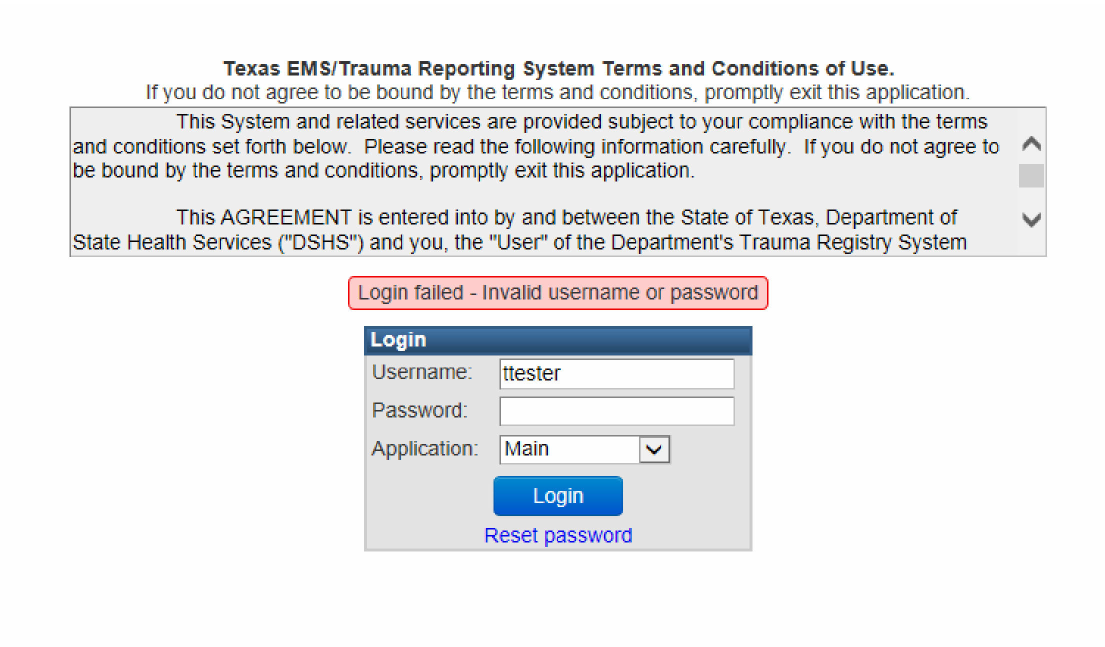
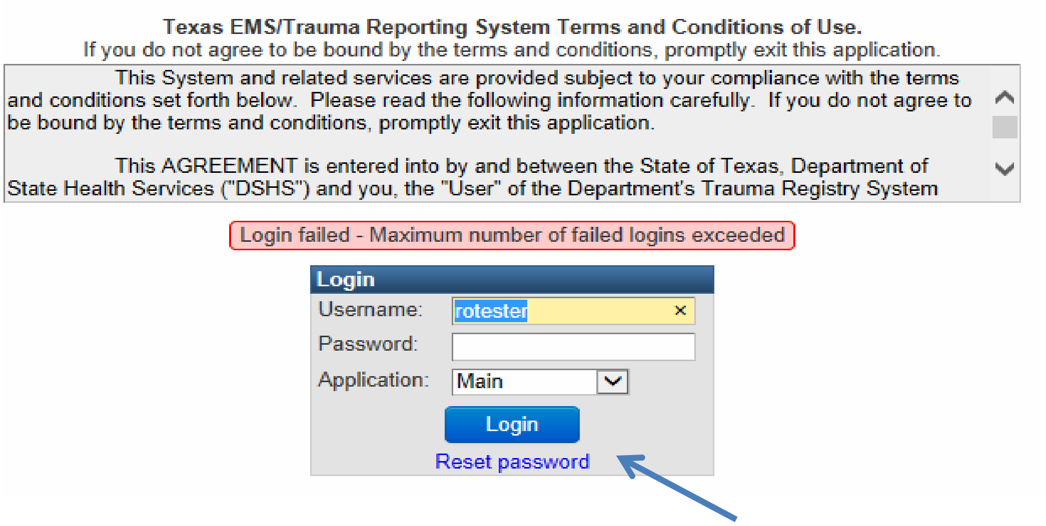


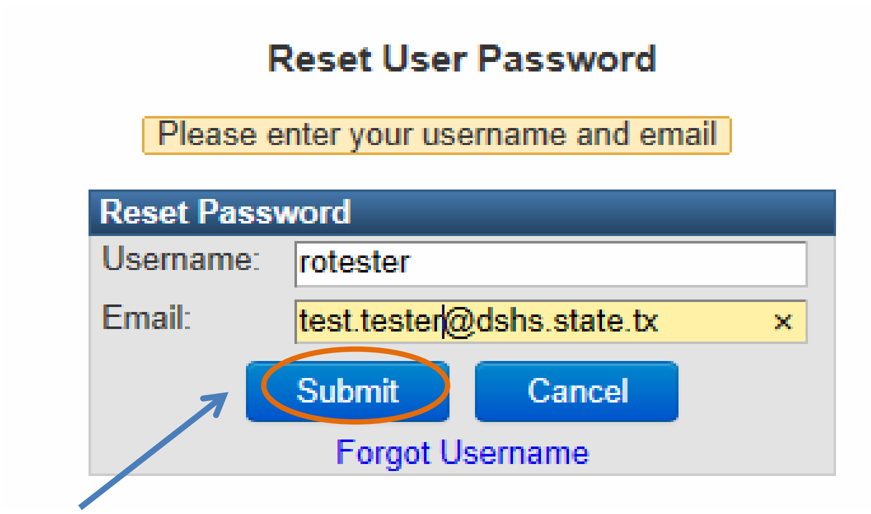
Figure 6 example of email that customer will receive following a password reset request

Follow these steps to successfully reset your password for Maven.

Step 1: Click the "Reset password" link

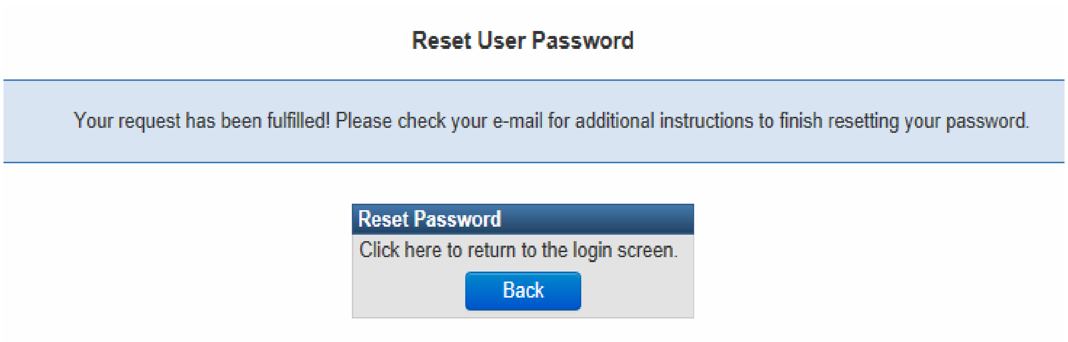


Step 2: Enter in username and email address associated with this user account



Step 3: Click "Submit"

Step 4: The following screen will appear



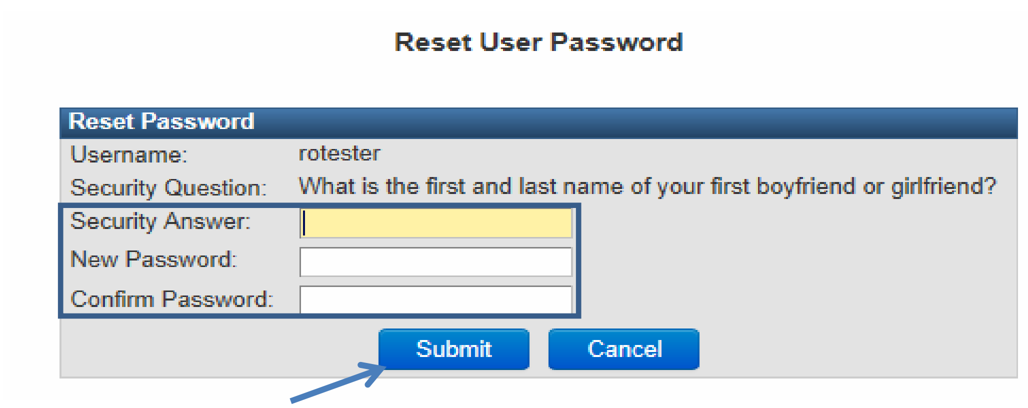
Step 5: An email will be sent to the user's email address; when the user receives the email they will be requested to click on the link that will take them to the Texas EMS/Trauma System screen

Sent: Tuesday, January 13, 2015 1:48 PM
To: Tester, Test (DSHS)
Subject: Please confirm password reset

You have requested for your password to be reset. If you did not reset your password, please contact the system administrator for additional assistance. Please click on the link below to reset your password:
http://dshs-aavhaiwb1s.dshsratl.state.tx.us/injury-stage/resetPassword.do?loginName=ttester&authCode=C8DF361A9E777E5BA96959BEAB05486D984F730CA75B8FC62967B586A3157A85

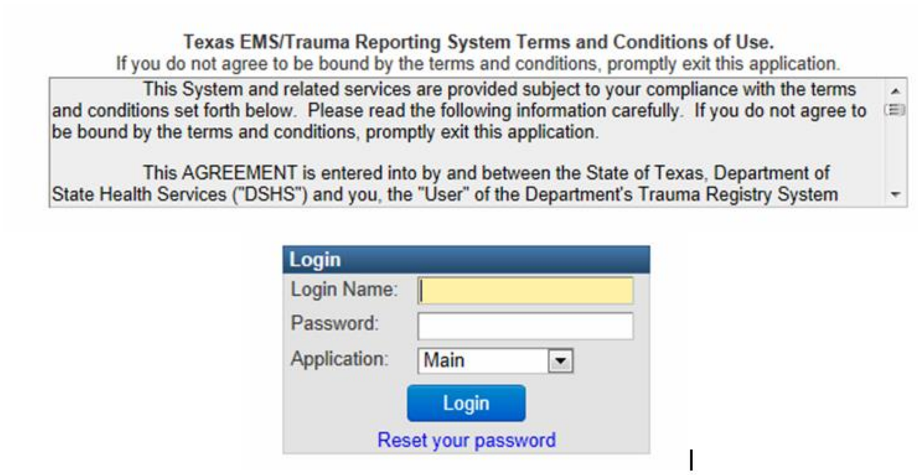
Figure 7 example of email that customer will receive following a password reset request

Step 6: Enter the "Security Question Answer", "New Password", and "Confirm Password" and click the "Submit" button



Step 8: Once the security question has been answered correctly along with an acceptable password, this screen will show; click on the "Back" button to return to the login page of the Texas EMS/Trauma Registry Reporting System

Step 9: Enter in username and newly created password



Upon resetting your password, the user will also receive a follow-up email

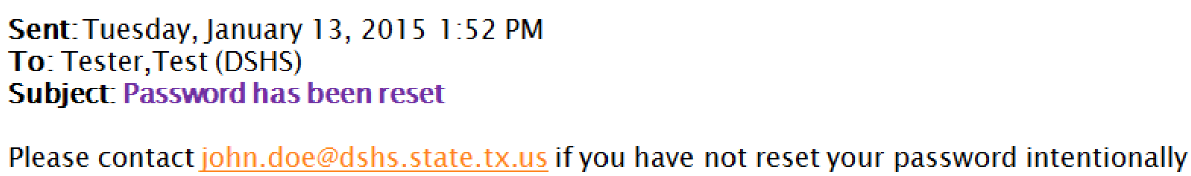


Figure 8 example of email that customer will receive following successfully resetting password

8.5 Logging In

The login page is found at: https://injury.dshs.texas.gov/injury/login.do

Use following link to access Maven to begin the process of submitting data on all EMS runs, traumatic brain injuries (TBI), spinal cord injuries (SCI), submersions, and other trauma injuries based on specified criterion into the Registry. Within this section, the user will observe the locations of the "Main" application side and "Administrative" side and its contents.

As discussed, in this section you will see the step-by-step process for the following internet browsers:

As discussed, in this section you will see:

8.5.1 Main Application Screen

8.5.2 Administration Application Screen

8.5.2.1 User Administration

*Users

*Roles

*Groups

NOTE: This login page is used for all users; under the Application field box is where you select which side of the system you want to access: Main Application Screen or Administrative Application Screen.

To log into the online registry, https://injury.dshs.texas.gov/injury/login.do

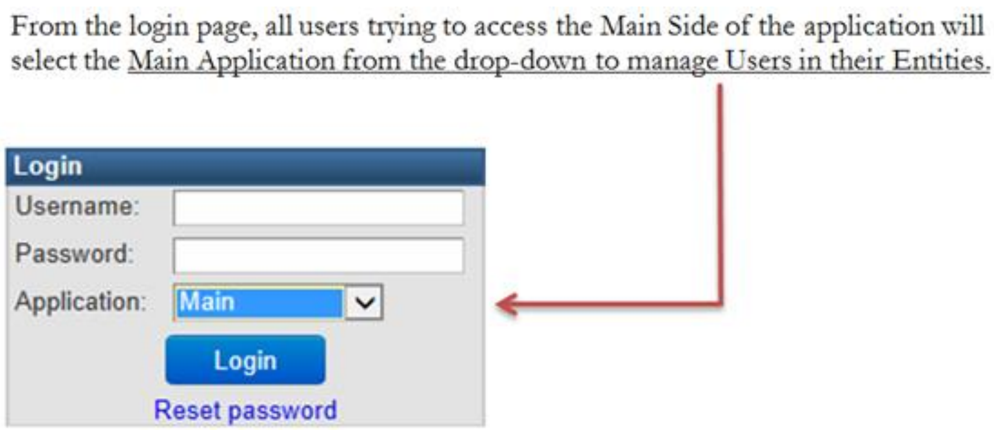
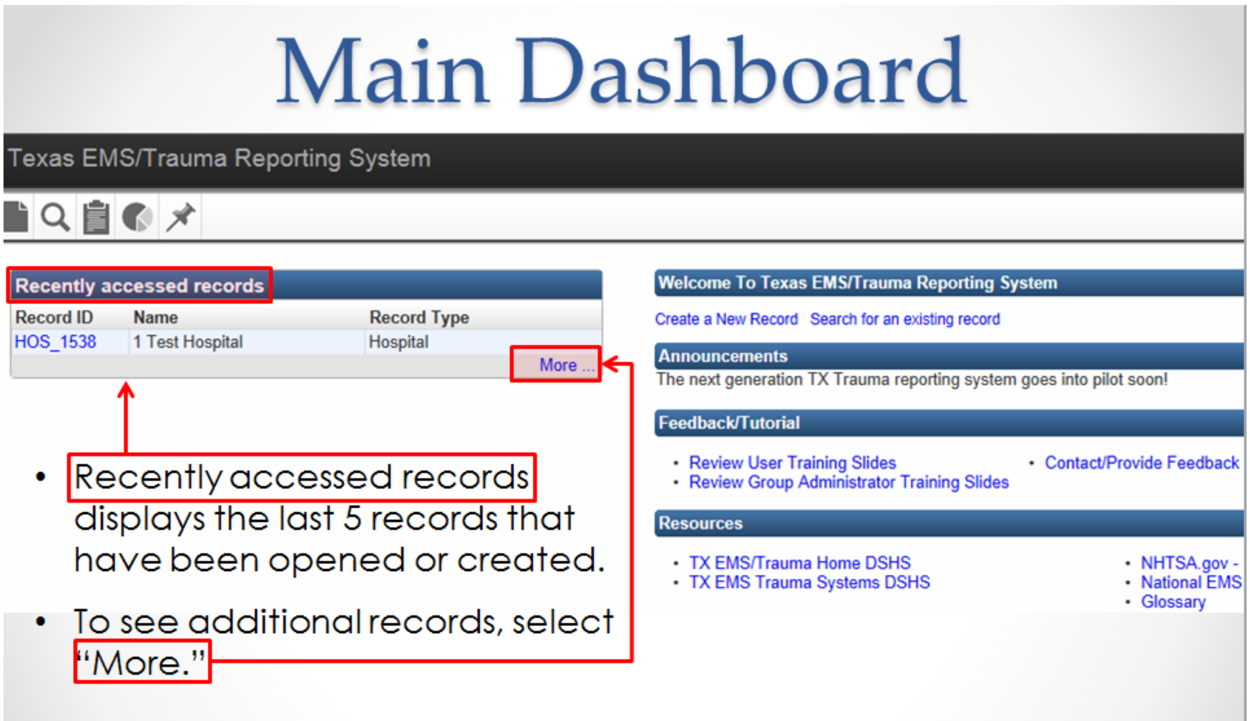


Figure 9 displays the login page to Maven, which is used by all users, with the "Main Application" screen selected

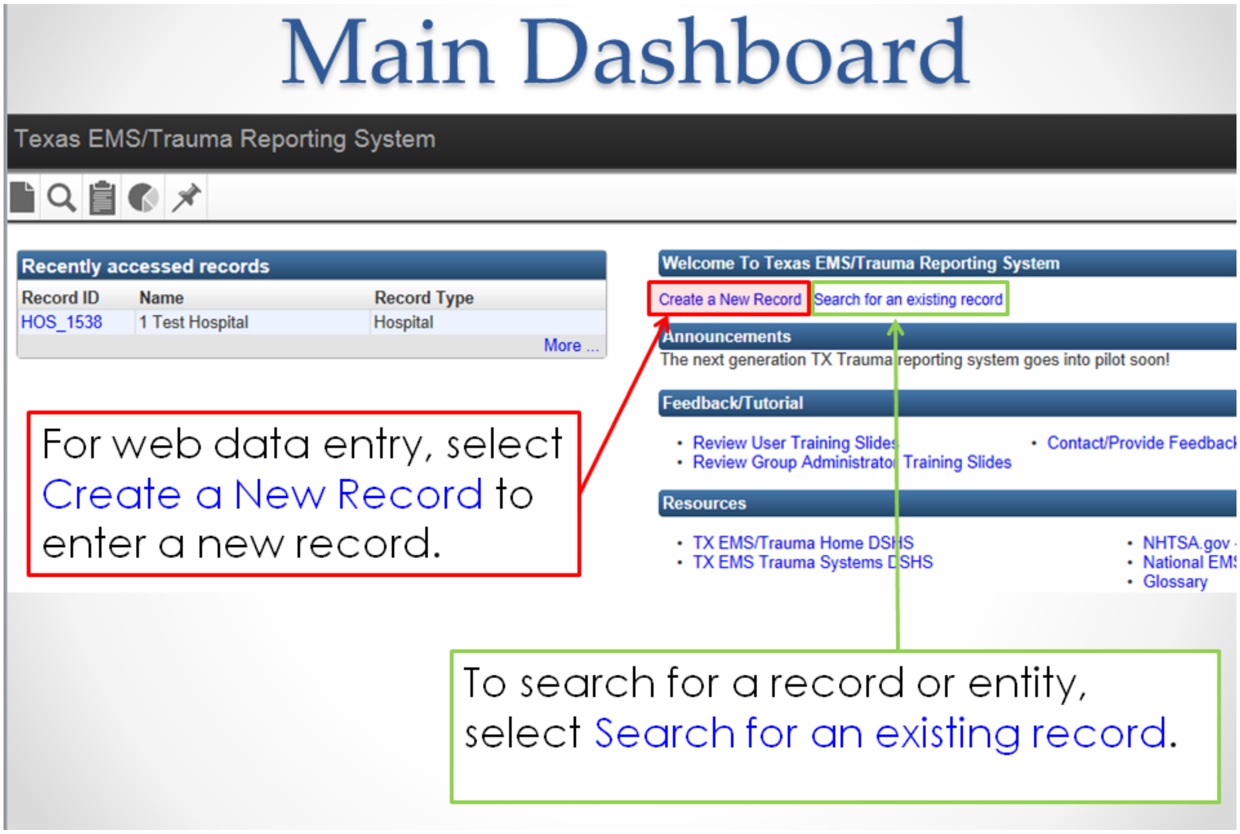
Figure 10 displays the login page to Maven, which is used by all users, with the "Administrative Application" screen selected

8.5.1 Main Application Screen

This is the main page of the Reporting System, also called the Main Dashboard. From here, you will make selections to enter or look up information.
The left side of the screen will tell you what records you have accessed recently and allow you to select additional records by selecting the "More" button.



The right side of the screen will allow you to create or search for records. Announcements related to the reporting system will also be posted here. You may also access training slides, provide feedback; or you may access other resources from this location as well.

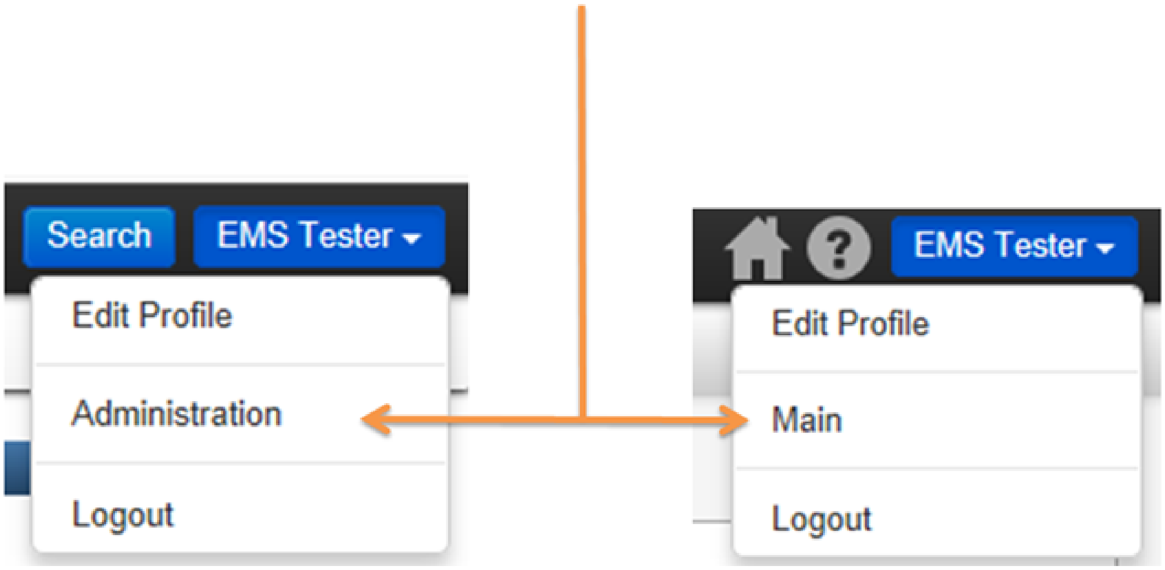


8.5.2 Administration Application Screen

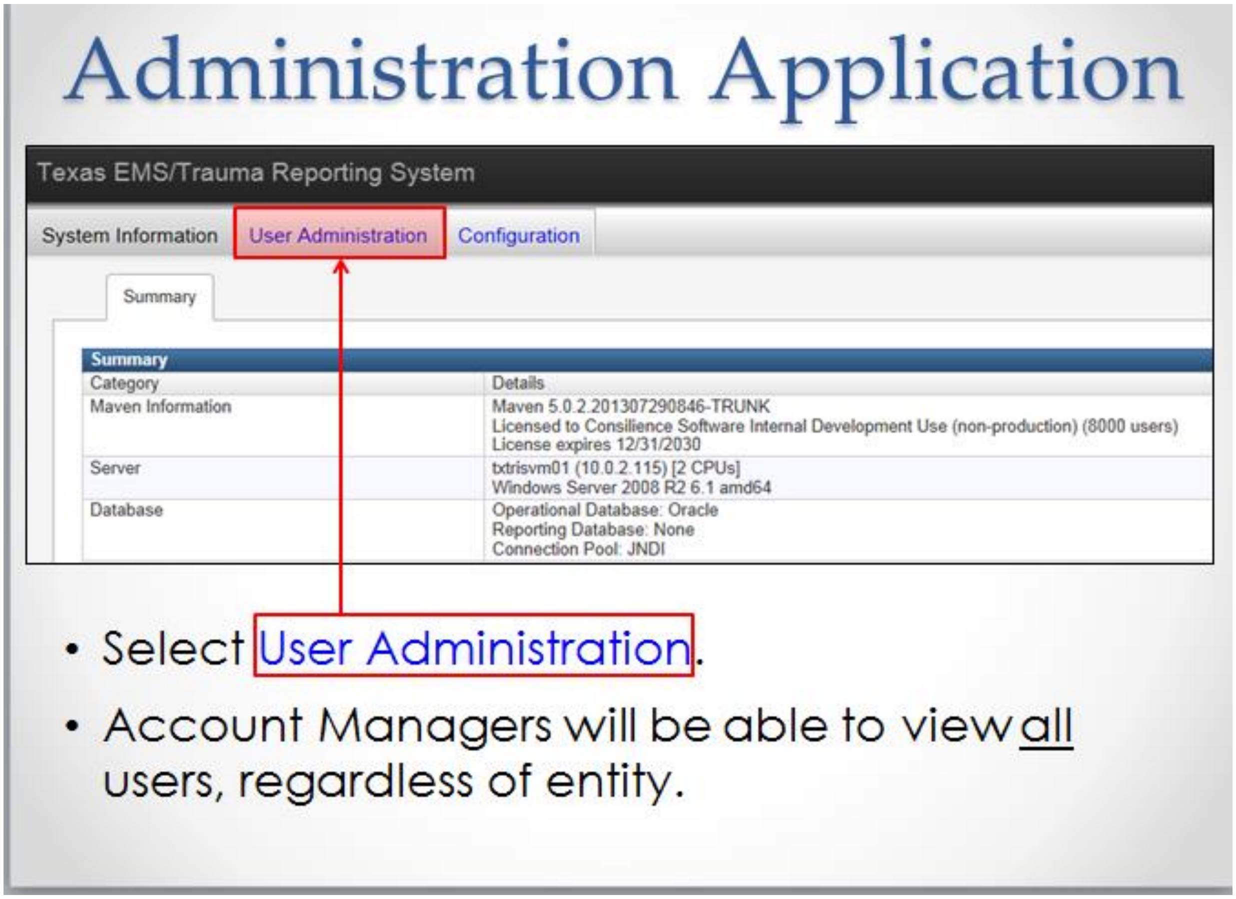
As an Account Manager for your Entity, you will use the Administration application for the following:

To access the Administration Application, log on to the EMS/Trauma Reporting System and select Administration in the application field. Press Login to continue.

As Account Manager, if you are working in the Main application, you may access the Administration application by selecting the down arrow by your name next to the Search button on the right upper corner of the screen. From the drop down arrow, you may toggle between the Main application and the Administration application. You may also edit your profile or logout from that location.



Select the "User Administration" tab to access user accounts. Account Managers will be able to view all users, regardless of Entity. The screen will appear as follows:



While Account Managers will be able to view all users, you will be able to edit only users for your entity.

8.5.2.1 User Administration

The "User Administration" tab displays the "User", "Roles", and "Group" tabs. Each tab provides a different functionality feature for the Account Managers accessibility. To navigate between them, click on the applicable tab.

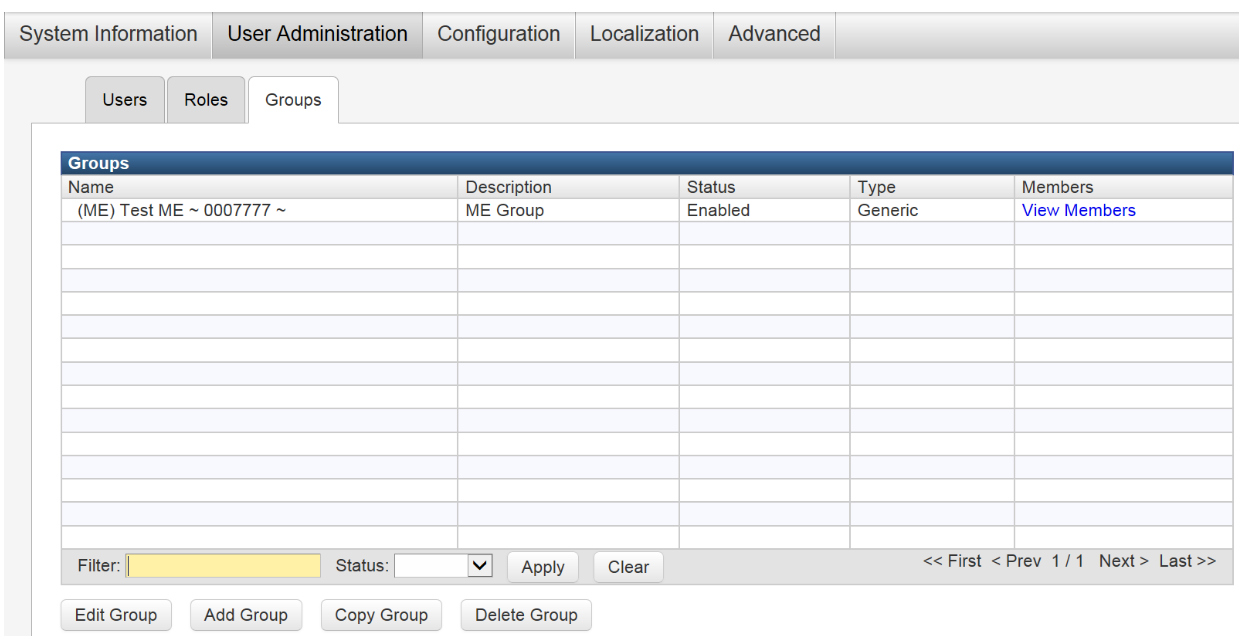
In the "Users" tab, Account Manager(s) can search for existing users to edit and update personal contact information. Here, Account Manager(s) also have the option to add users to their Entity's account. The "Delete User" button can be used to *inactivate* and remove user(s) from that Entity's account.

Note: Account Managers will be able to view all users, regardless of entity; even though Account Managers are able to view all users, they may only edit users that belong to their Entity.

The "Roles" tab is not currently used at this time by the Account Manager(s).

In the "Groups" tab, the Account Manager(s) can search for entities. Each entity has its own "Group". An Entity may be a hospital, EMS agency, RAC, or a Third Party agency.

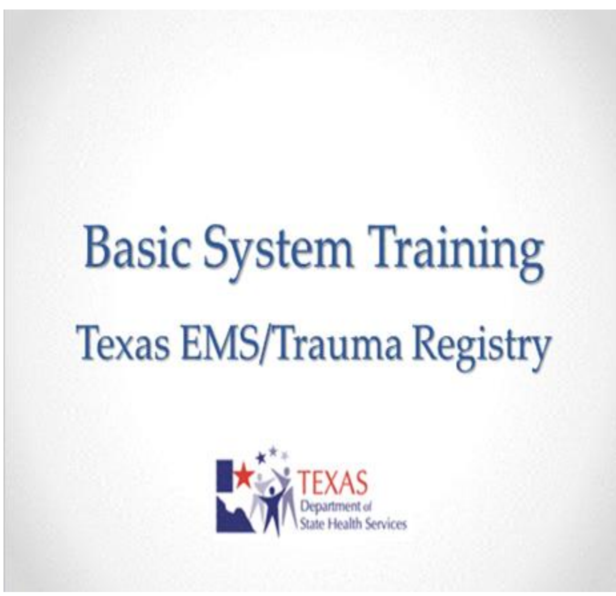
Note: All entities that the Account Managers has access to will automatically be displayed.

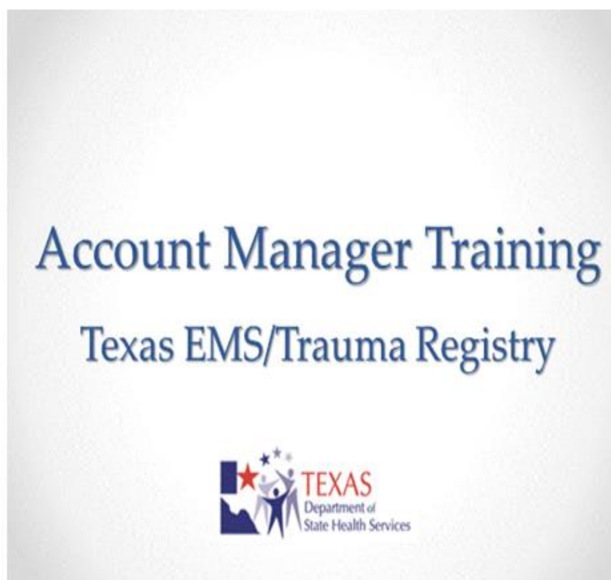


8.6 Basic System Training & Account Manager Training

New users must review the Basic System Training Slides prior to accessing Maven. Any users that are requested to be Account Managers will also be prompted to review the Account Manager Training Slides.

Maven requires that all new users complete the Basic System Training. This training is conducted through a series of PowerPoint slides) that shows the user(s) basic navigation through the system and the step-by-step processes for utilizing Maven. Account Managers that are identified upon initial creation, will in addition to the Basic System Training slides, be required to complete the Account Manager Training. This training is also conducted through a series of PowerPoint slides that outlines the administrative capabilities as the Account Manager for their entity. There are step-by-step processes on how to complete each task identified for Account Managers.





Accessing Training Slides from Maven

As discussed, prior to accessing the system each user and Account Manager will have to complete the specified trainings. Both of these trainings can be accessed at any time for review when logged into the system under the Feedback/Tutorial links or by visiting our website.

To locate the training slides from the EMS & Trauma Registries, please see below:

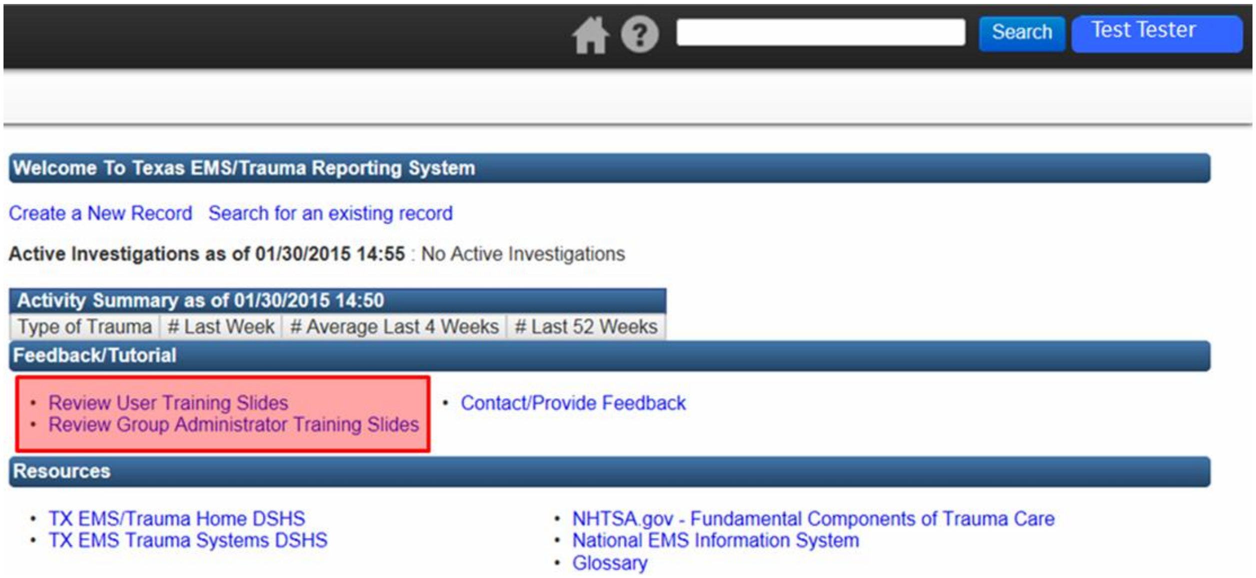


Figure 11 displays login page, on the Main side of Maven, where users can access the Training Slides.

Accessing Training Slides from the EMS & Trauma Registries' Website

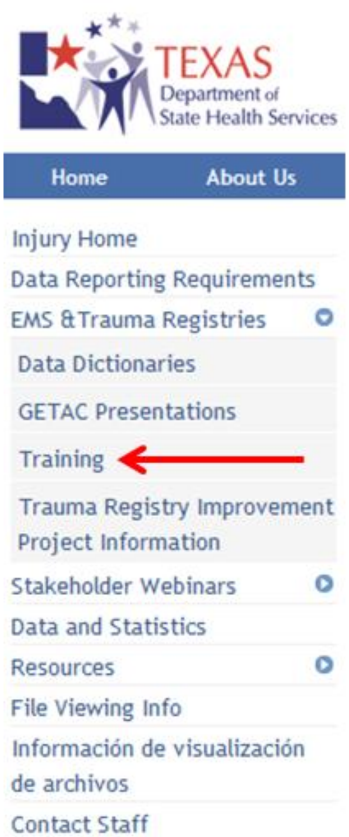
To locate the training slides from the EMS & Trauma Registries' website please see link below:

http://www.dshs.state.tx.us/injury/registry/Training.shtm

Step 1: Go to the EMS & Trauma Registries' website

Step 2: Click the “EMS & Trauma Registry” link, located on the left side of the screen

Step 3: Click on the “Training” link



Step 4: Under the 'PowerPoint Presentations' section, click "Account Manager Training" link and/or the "Registry Basic Training" link

PowerPoint Presentations
Account Manager Training (updated February 21, 2014)
Registry Basic Training (updated February 21, 2014)
EMS Web Data Entry Training
Hospital Trauma Web Data Entry Training
Submersion (drowning & near-drowning) Web Data Entry Training
Long Term Acute Care and Rehabilitation Facilities Reporting Training
New Entity Account Application Process

8.7 Navigation Tool Bar

Upon logging into Maven, you will see the Navigation Toolbar located in the top left corner of the "Main" dashboard. The Navigation Toolbar contains create events, search event, import roster, reports, and recently accessed records.

The Navigation Tool Bar allows users to access multiple functions of the Main Application side of Maven. It provides users with short cut options by utilizing the navigation buttons/icons and those functionalities. The navigation bar is an important element of the Trauma Registry as users can quickly visit various sections within the application.

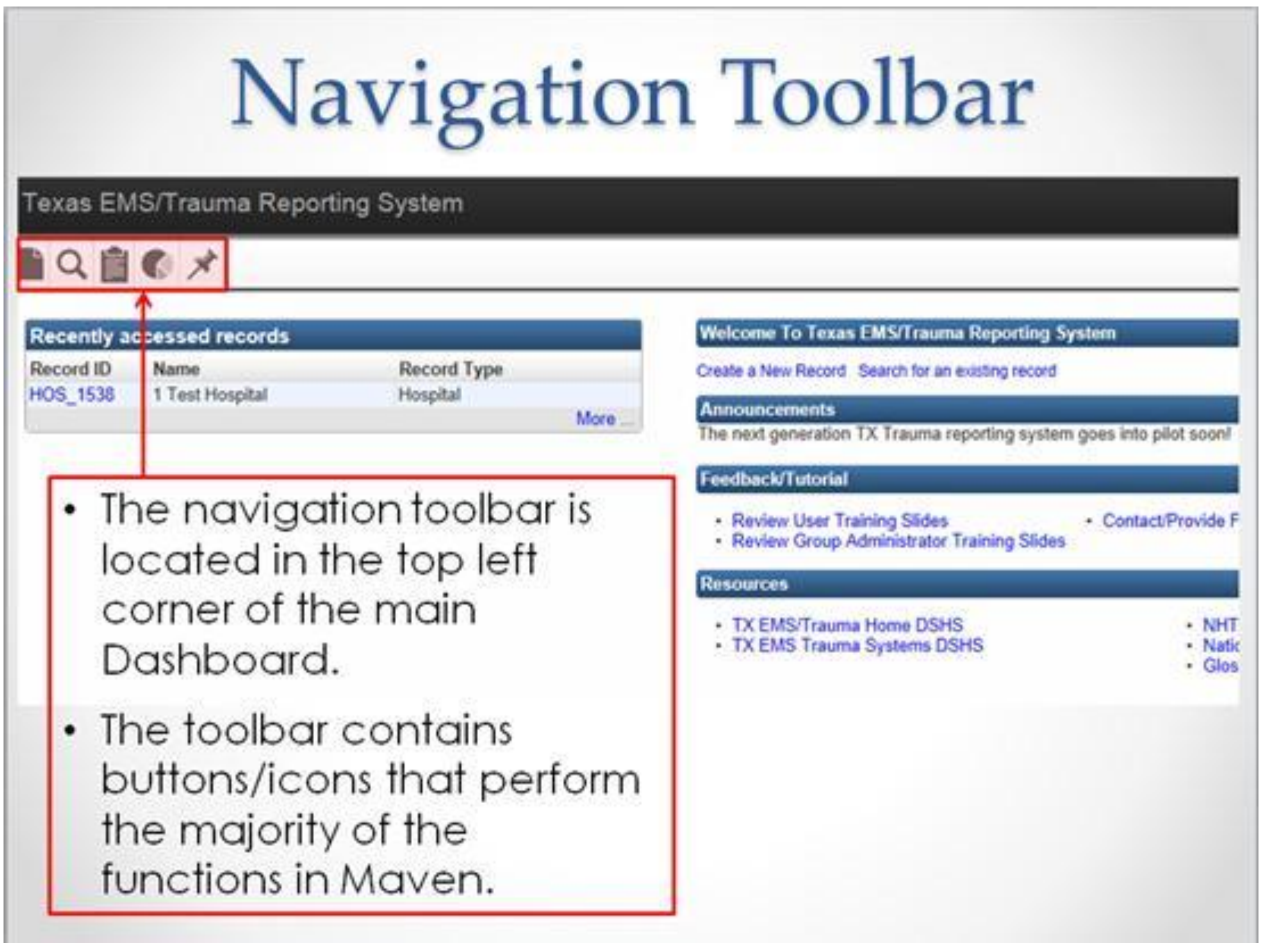


Figure 12 displays the location of the Navigation Toolbar

The Navigation Toolbar consists of:

- ✓ Create Event
- ✓ Search Event
- ✓ Import Roster
- ✓ Reports

Note: These features will be demonstrated later in the guide.

Figure 13 displays the icons description of the Navigation Toolbar

Section

9

9.0 Main Application Functionality

This section breaks down the functions and capabilities of the Main Application side of the Maven application.

When working from the "Main" Application side of Maven, there are several features available to a user. Each of these features can provide a user(s) with the knowledge of creating a record, importing a file, running a report and more. This section of the application is designed to provide the "how to" abilities of Maven, along with tutorials and providing feedback.

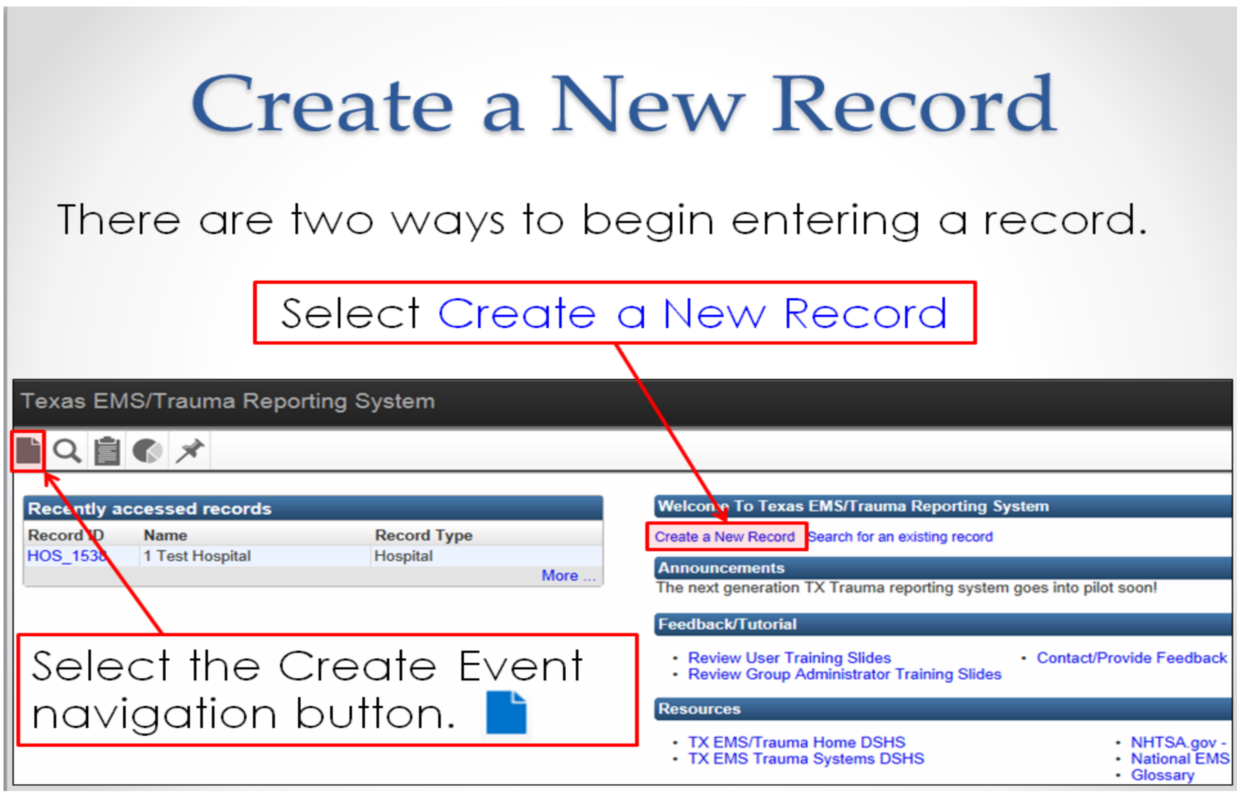
As discussed, in this section you will see:

9.1 Create a New Record

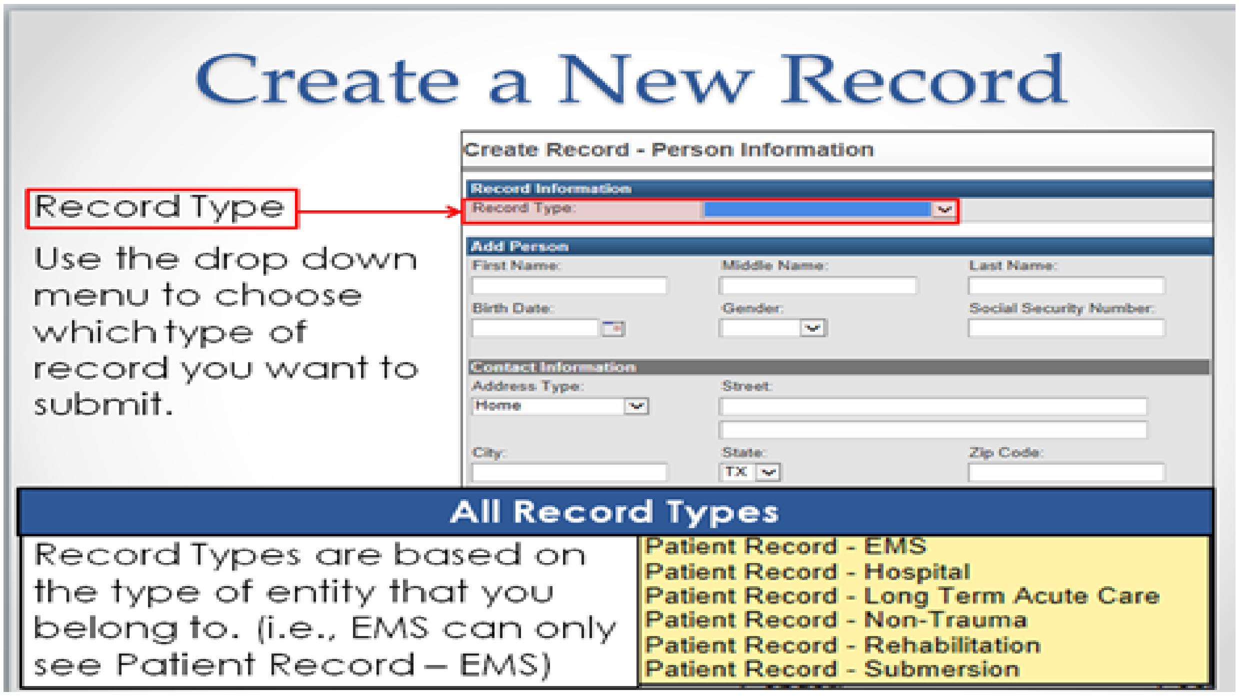
There are two methods of choice when performing web-data entry to create a new record. Upon logging into Maven on the Main side, "Dashboard", proceed with the following steps to create a record.

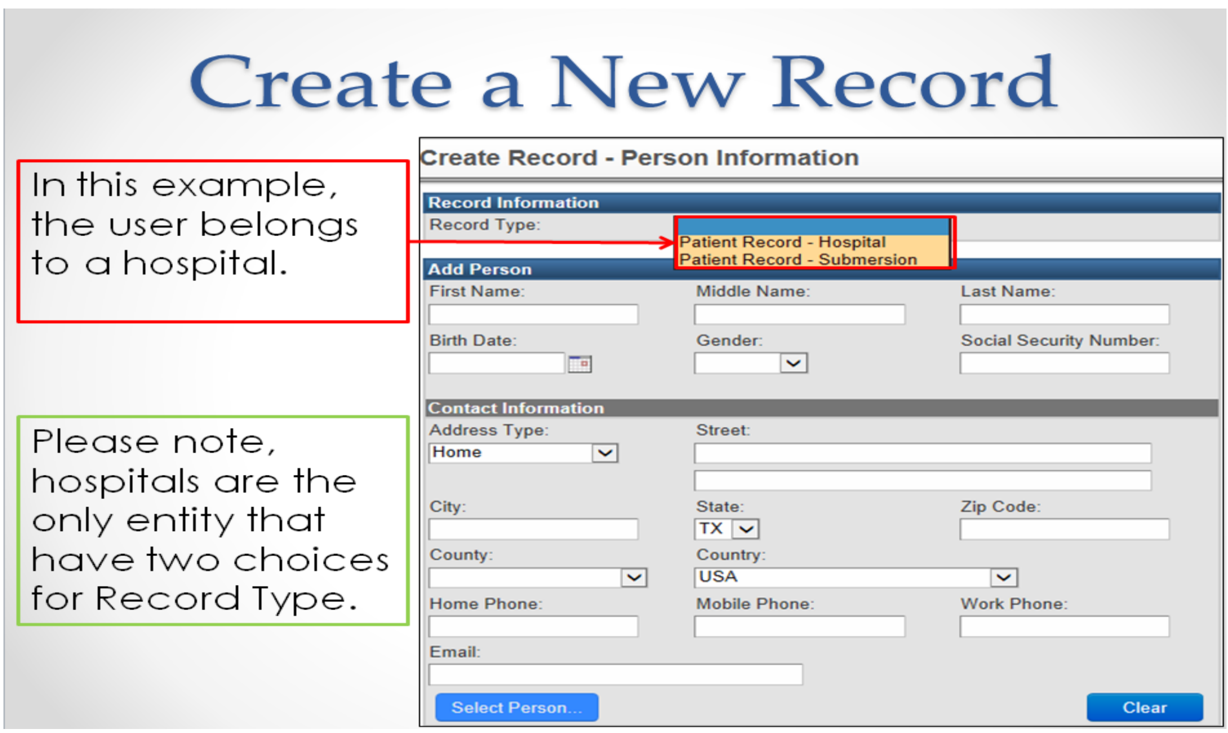
Step 1: Select "Create a New Record" or

Step 2: Select the "Create Event" navigation icon button

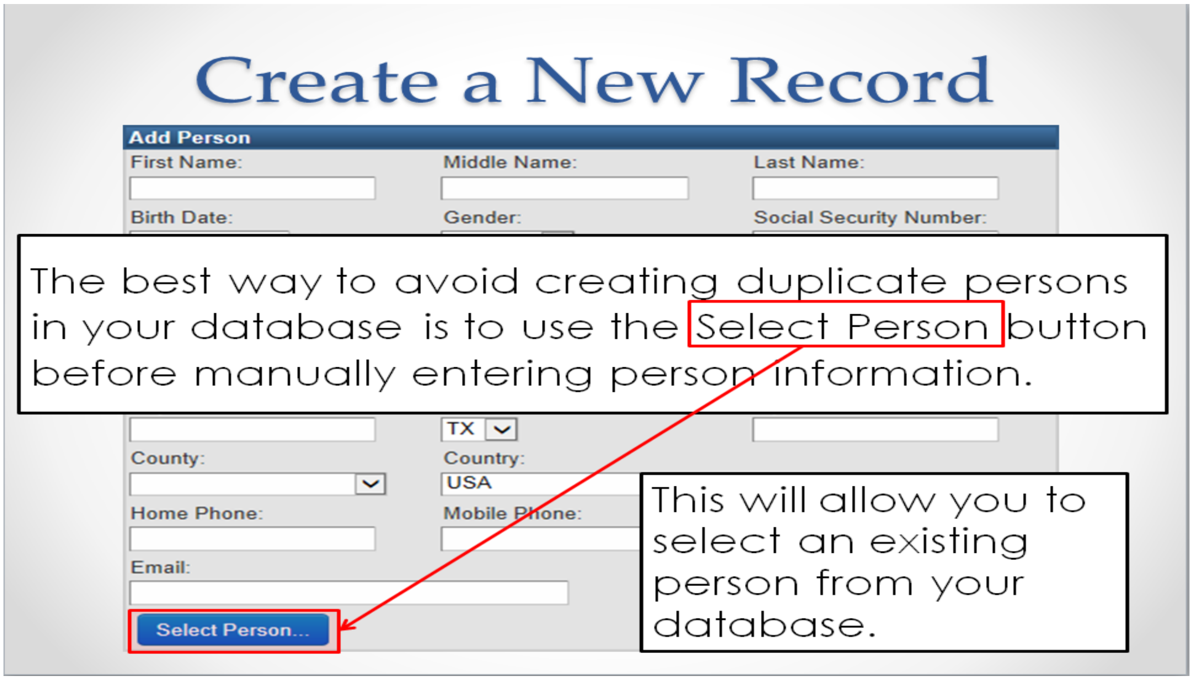


Step 3: Select from the "Record Type" drop-down the applicable entity type.

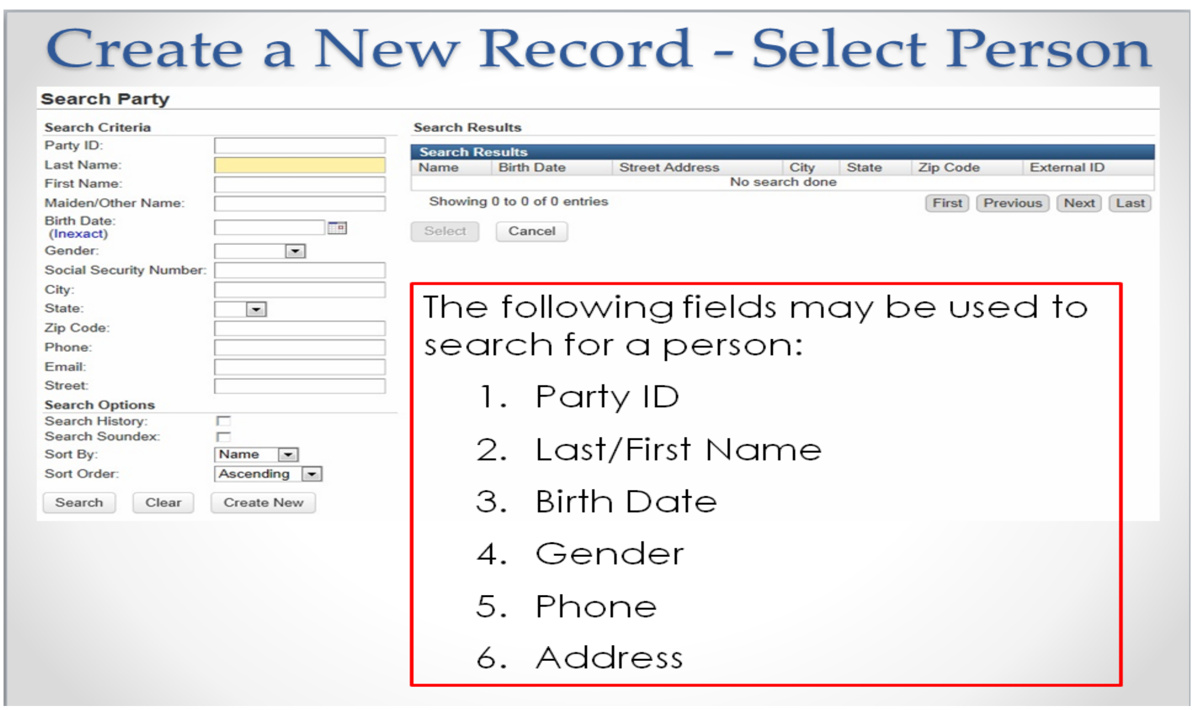




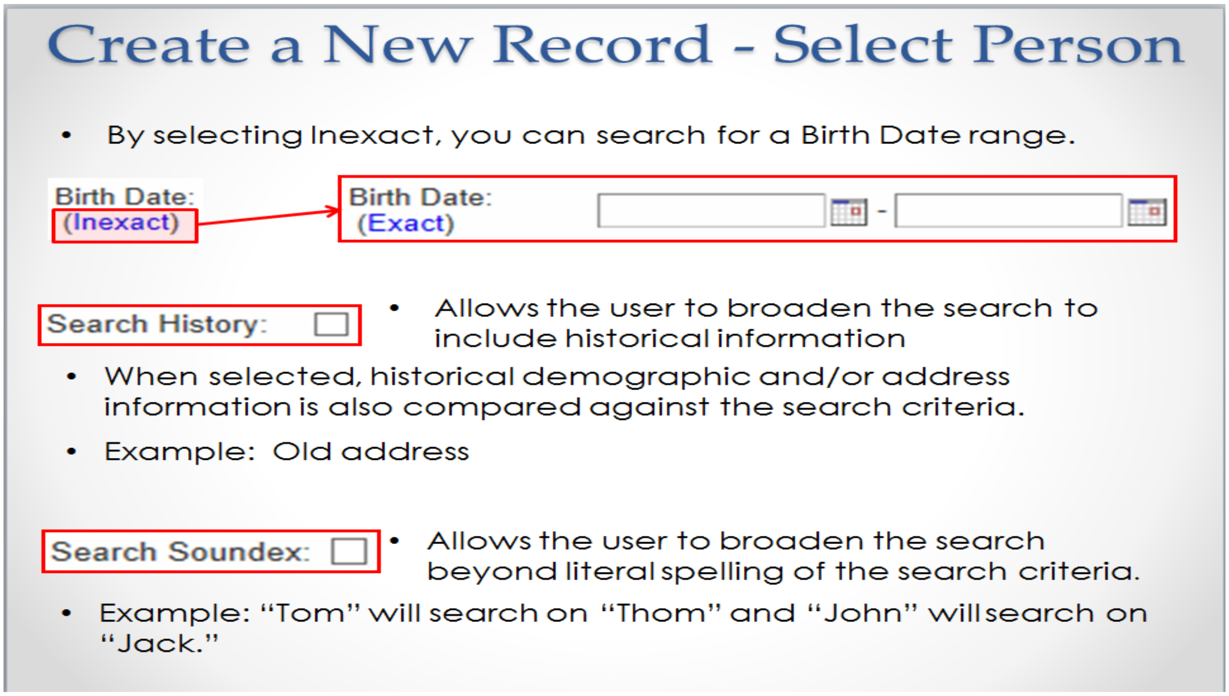
Step 4: Click on “Select Person” to avoid creating duplicate ‘Person’ record.



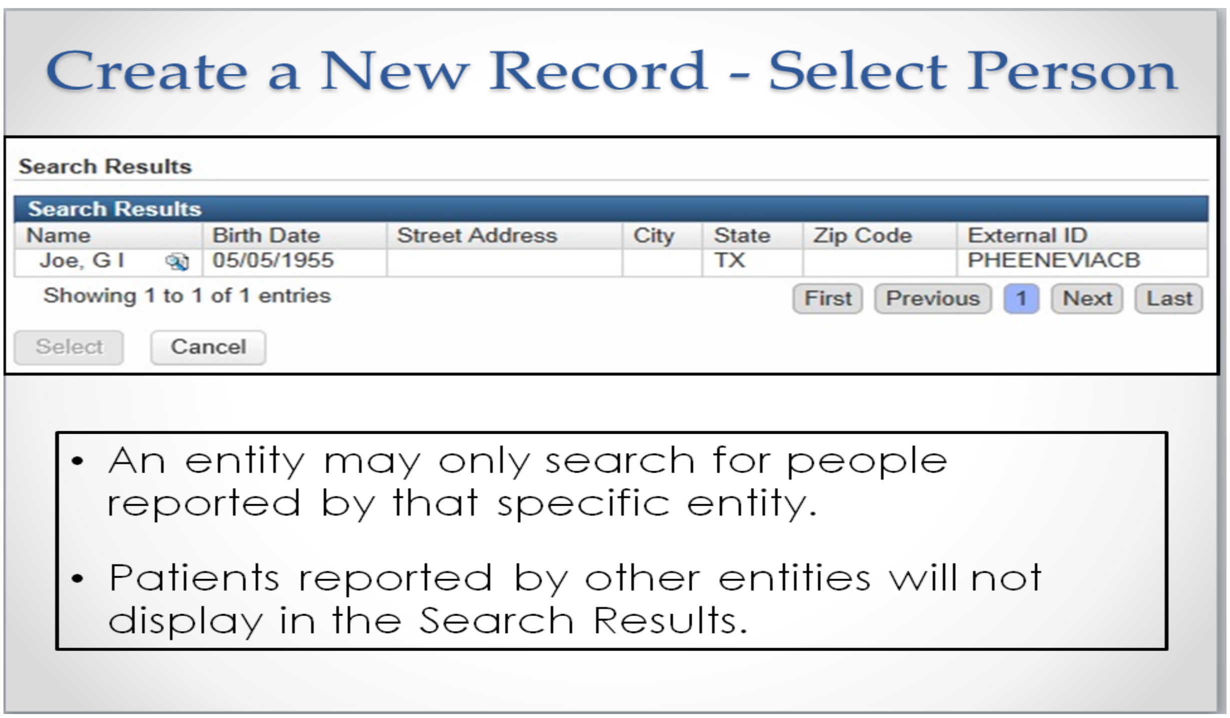
Step 5: Searching for ‘Person’ use the following fields indicated below.



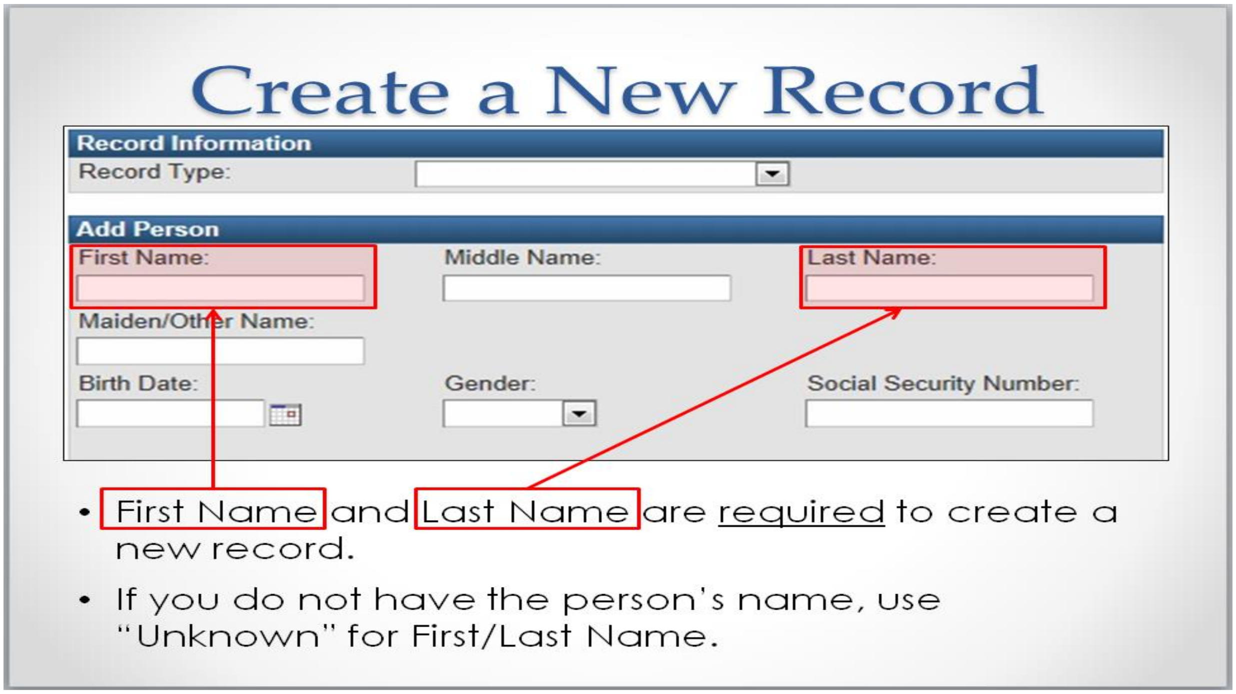
Step 6: Selecting “Inexact” you can search for a Birth Date range.

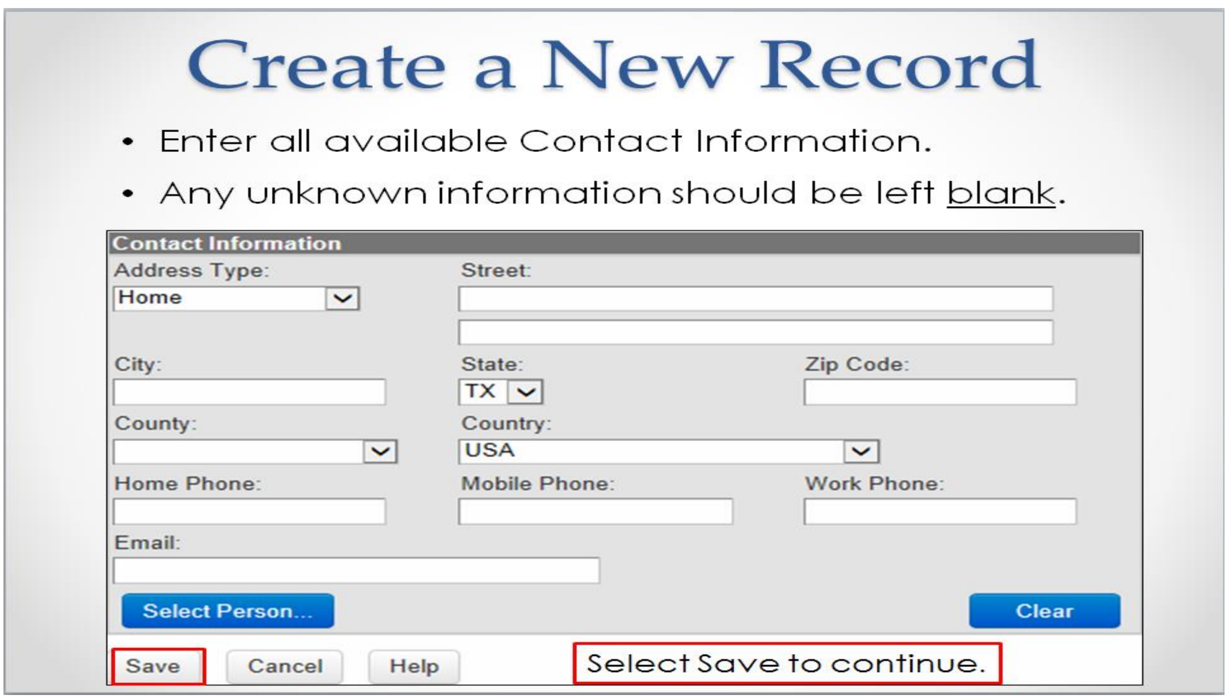


Step 7: When selecting a person, an entity can only search for people reported by that specific entity.



Step 8: When creating the record information, complete the required Firstname and Lastname fields.

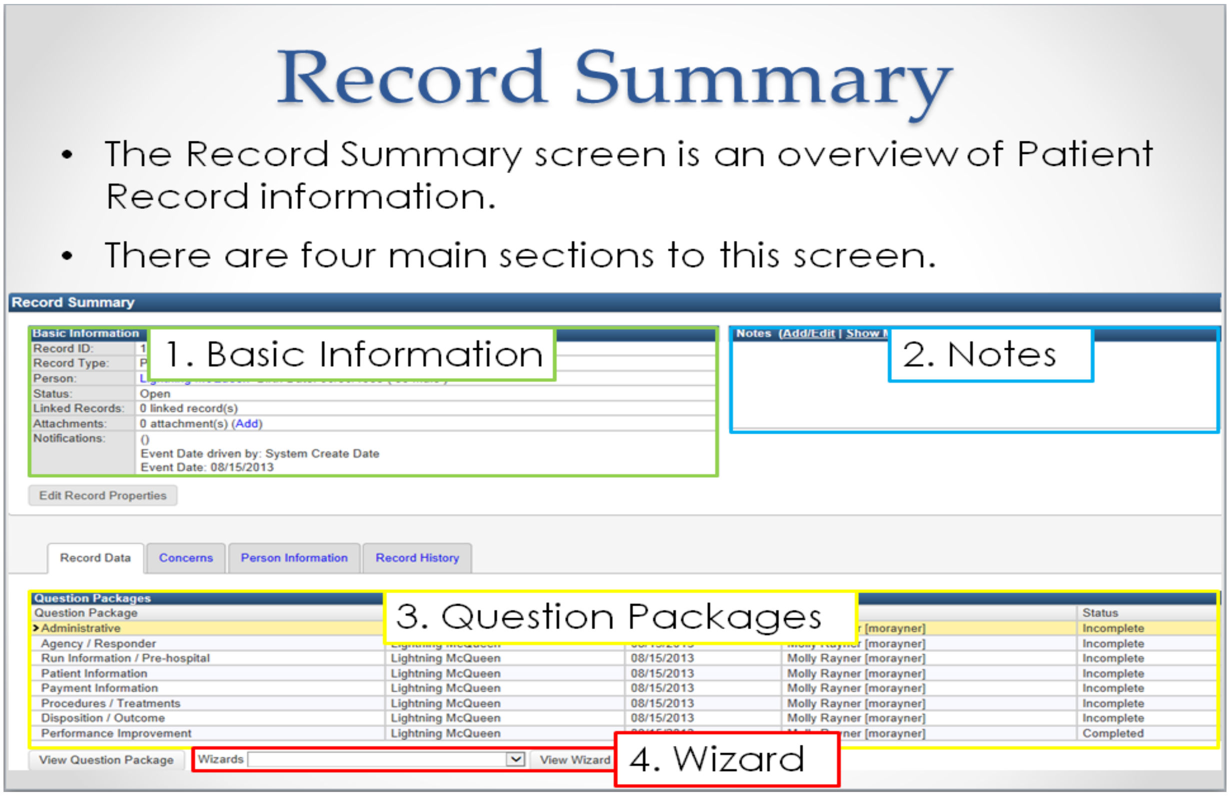




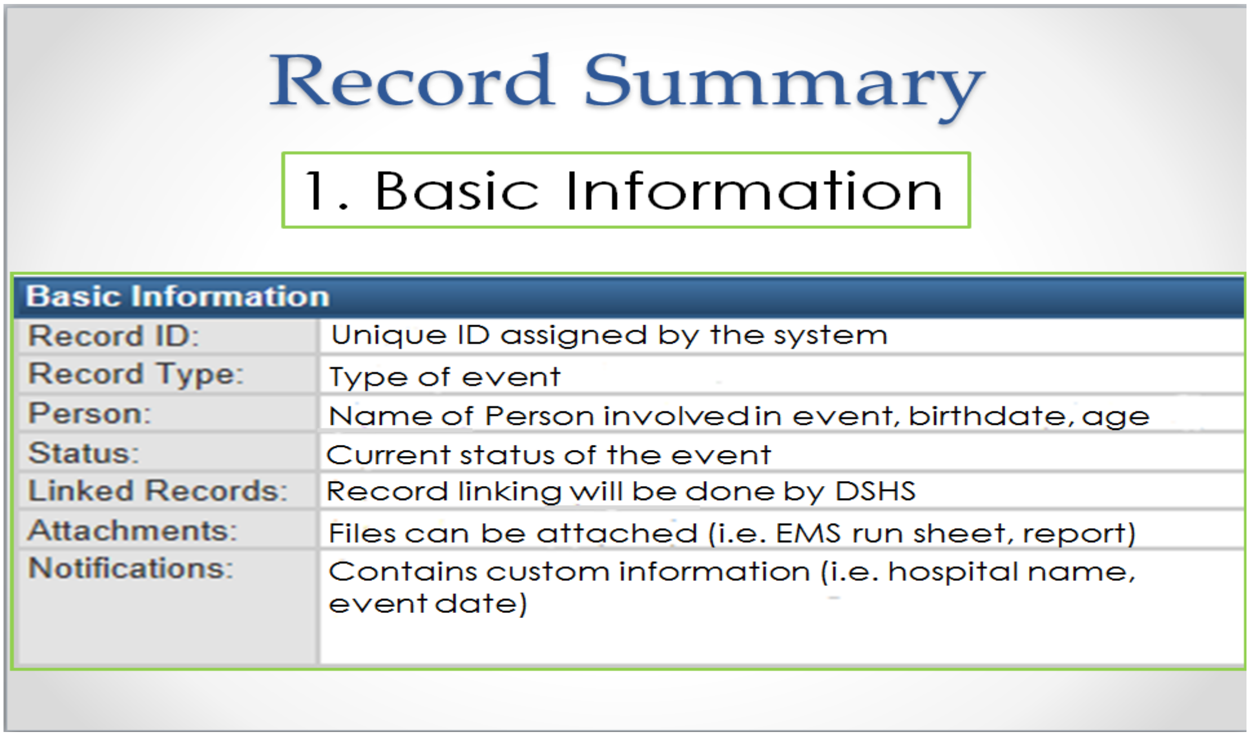
Overview of the "Record Summary" Screen

There are four main sections:

1. Basic Information
2. Notes
3. Question Packages
4. Wizards

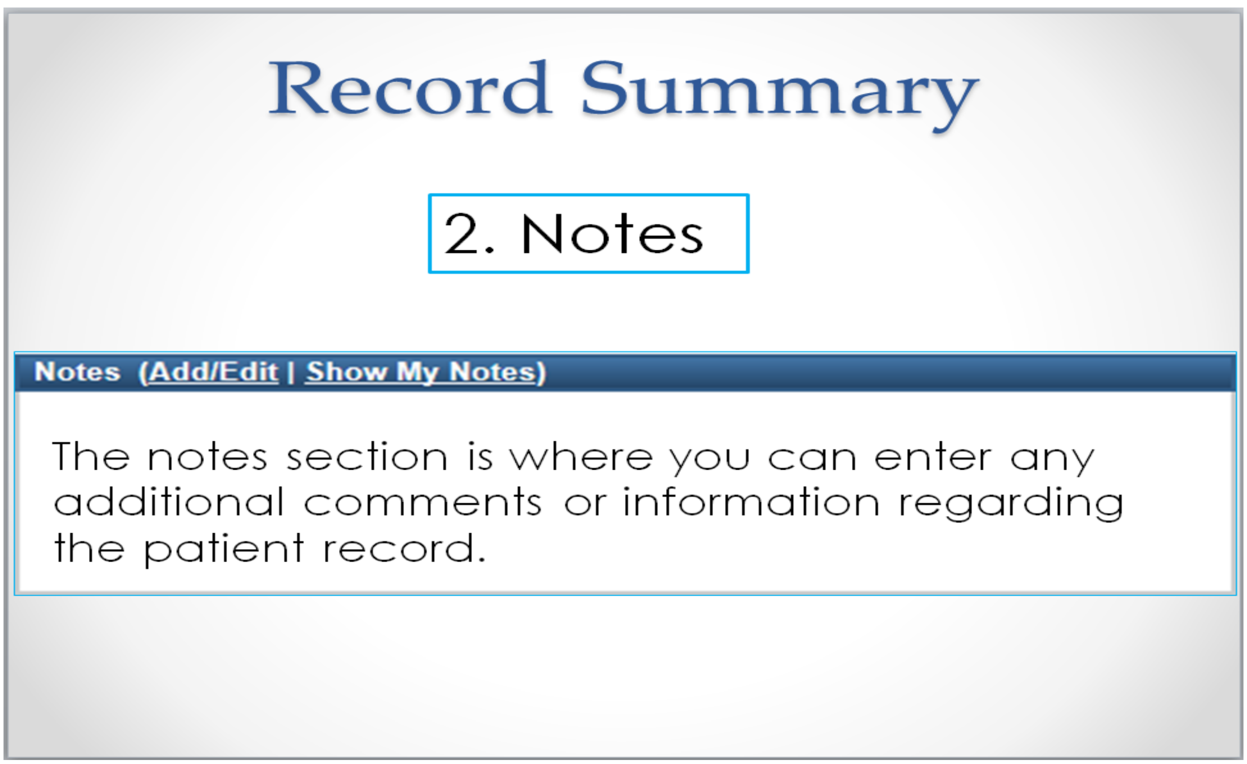


1. **Basic Information**

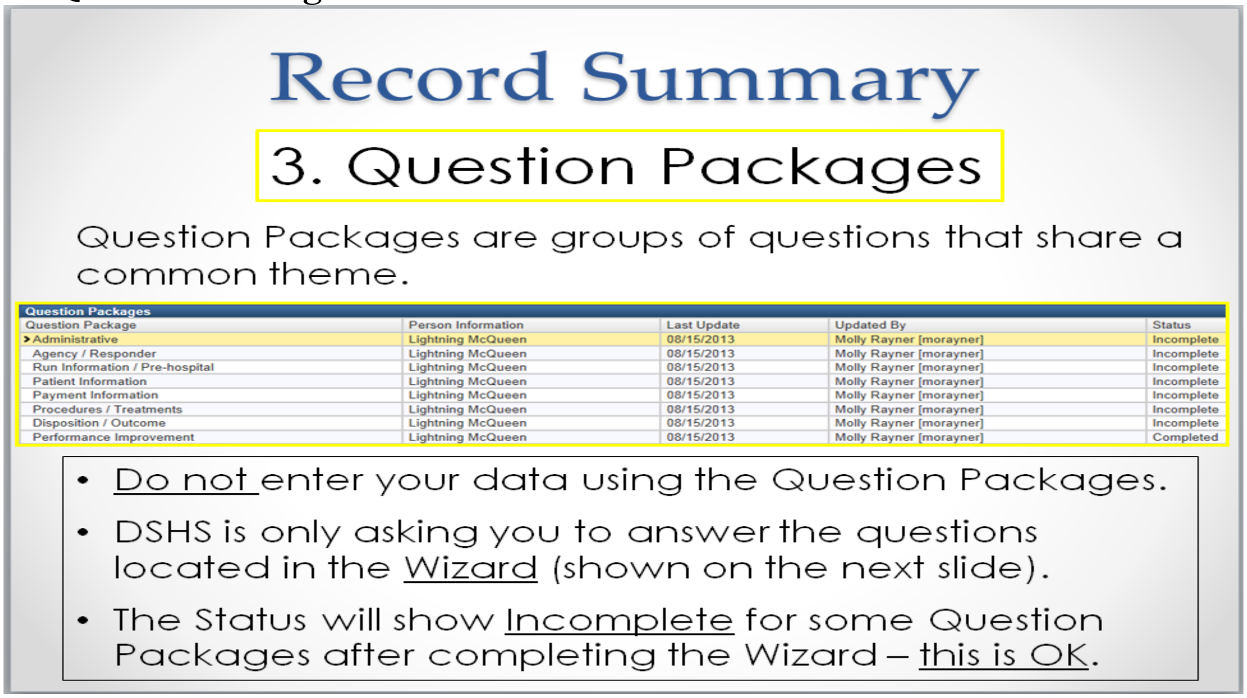


Basic Information	
Record ID:	Unique ID assigned by the system
Record Type:	Type of event
Person:	Name of Person involved in event, birthdate, age
Status:	Current status of the event
Linked Records:	Record linking will be done by DSHS
Attachments:	Files can be attached (i.e. EMS run sheet, report)
Notifications:	Contains custom information (i.e. hospital name, event date)

2. **Notes**

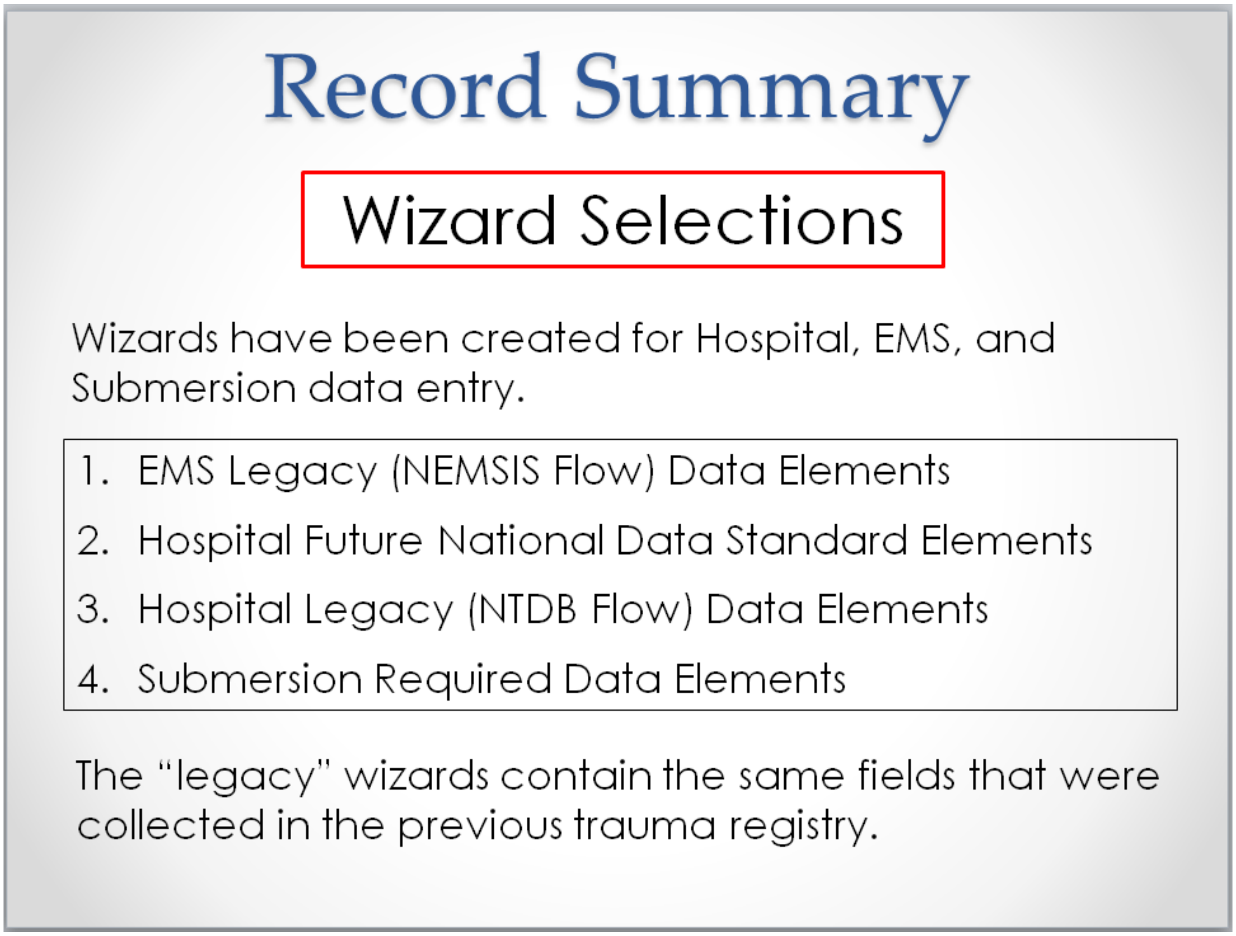


3. Question Packages



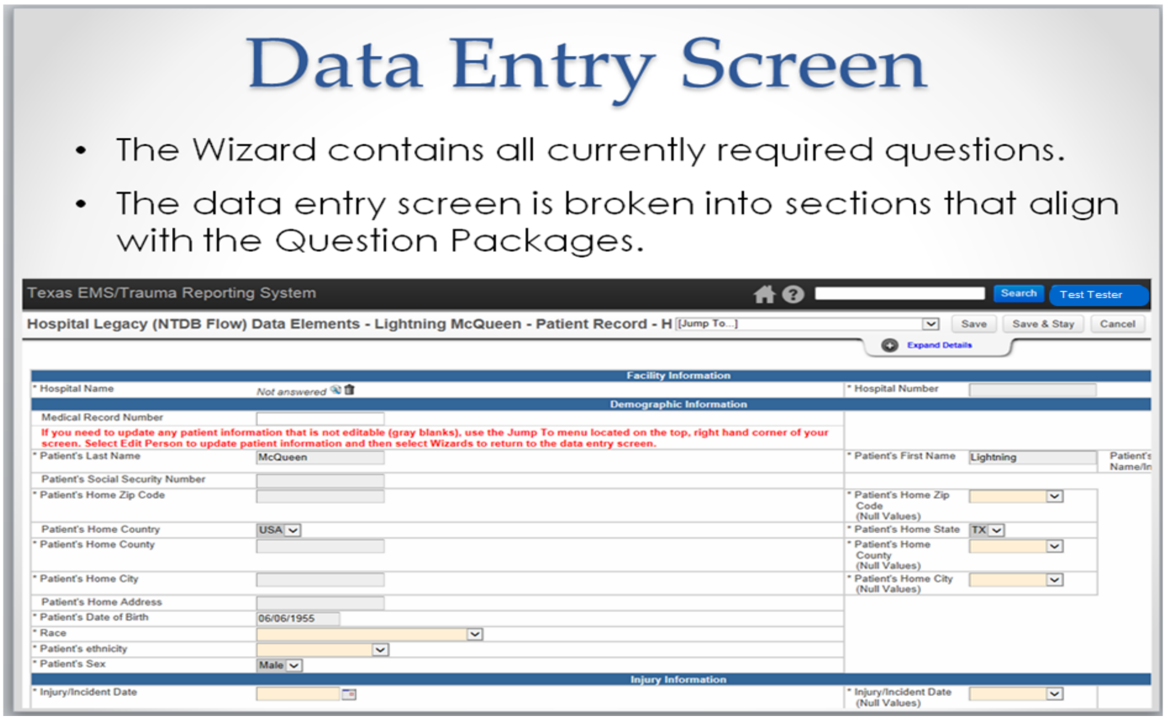
4. Wizard

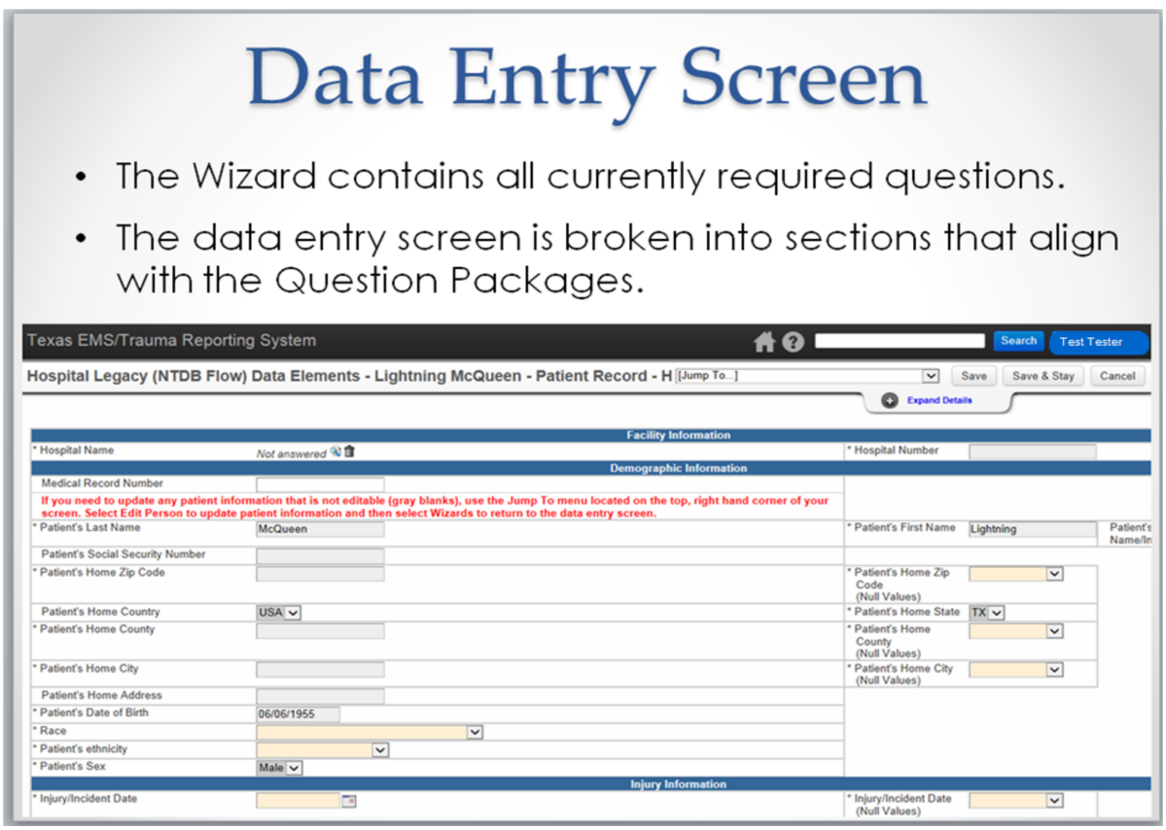
Wizard Selection



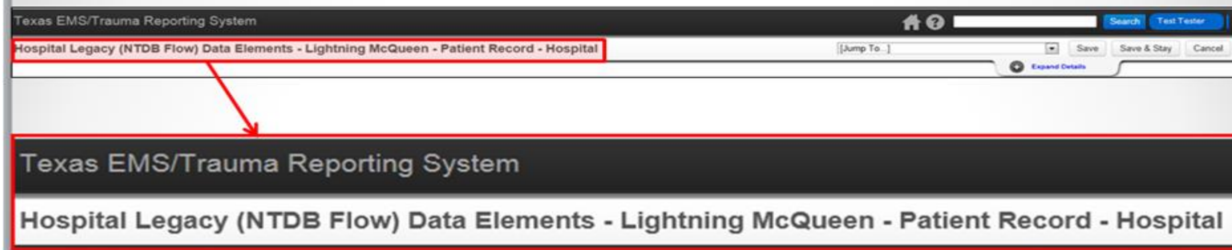
Data Entry Screen

The Data Entry Screen displays the Wizards required questions. Each data entry screen is broken into sections that align with the "Question Packages".





Data Entry Screen - Header



The left side of the Header provides information about the current record including:

- Question Package you are currently in (in this case you are in the Wizard)
- Patient Name
- Record Type

Data Entry Screen - Header

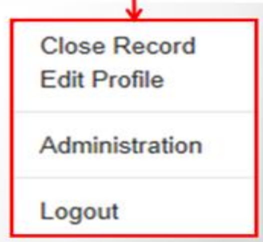
- The right side of the Header provides a number of functions.
- The Home, Help, and Search functions are the same as the main dashboard.

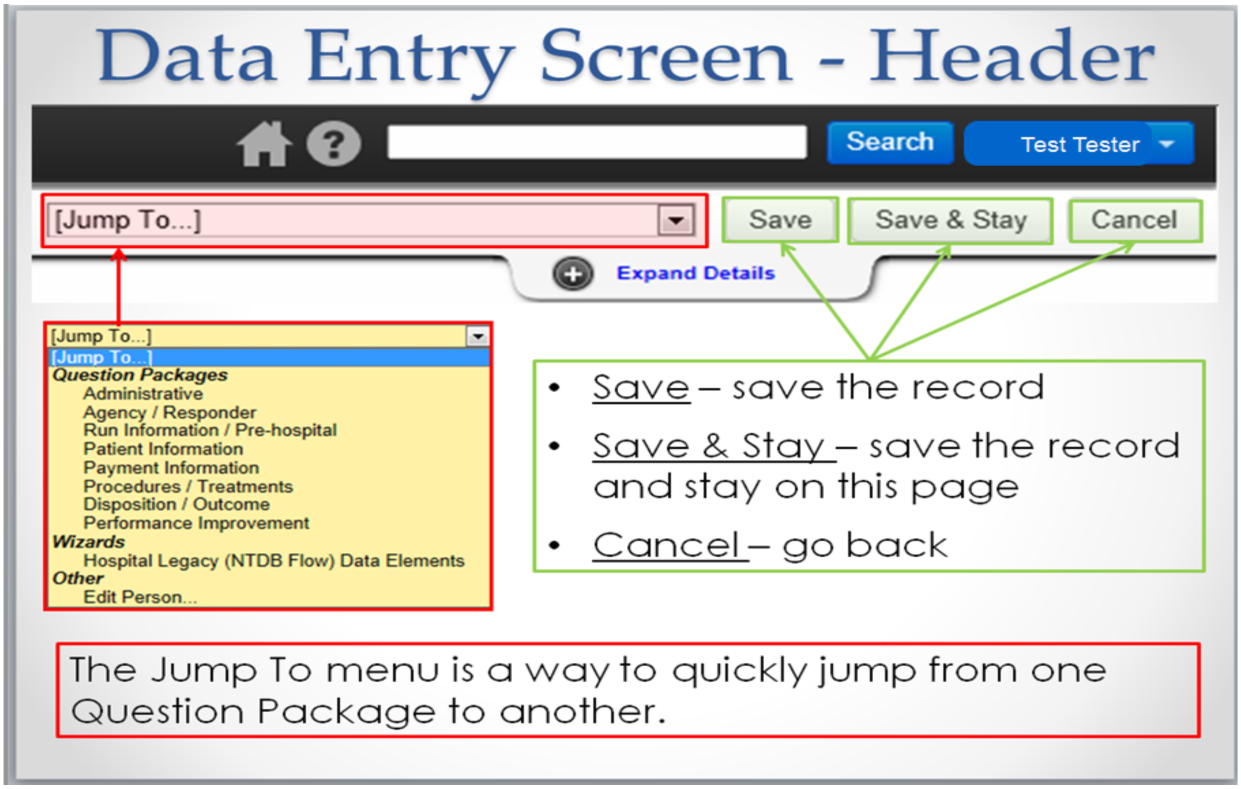
Close Record – same as Unload Record.

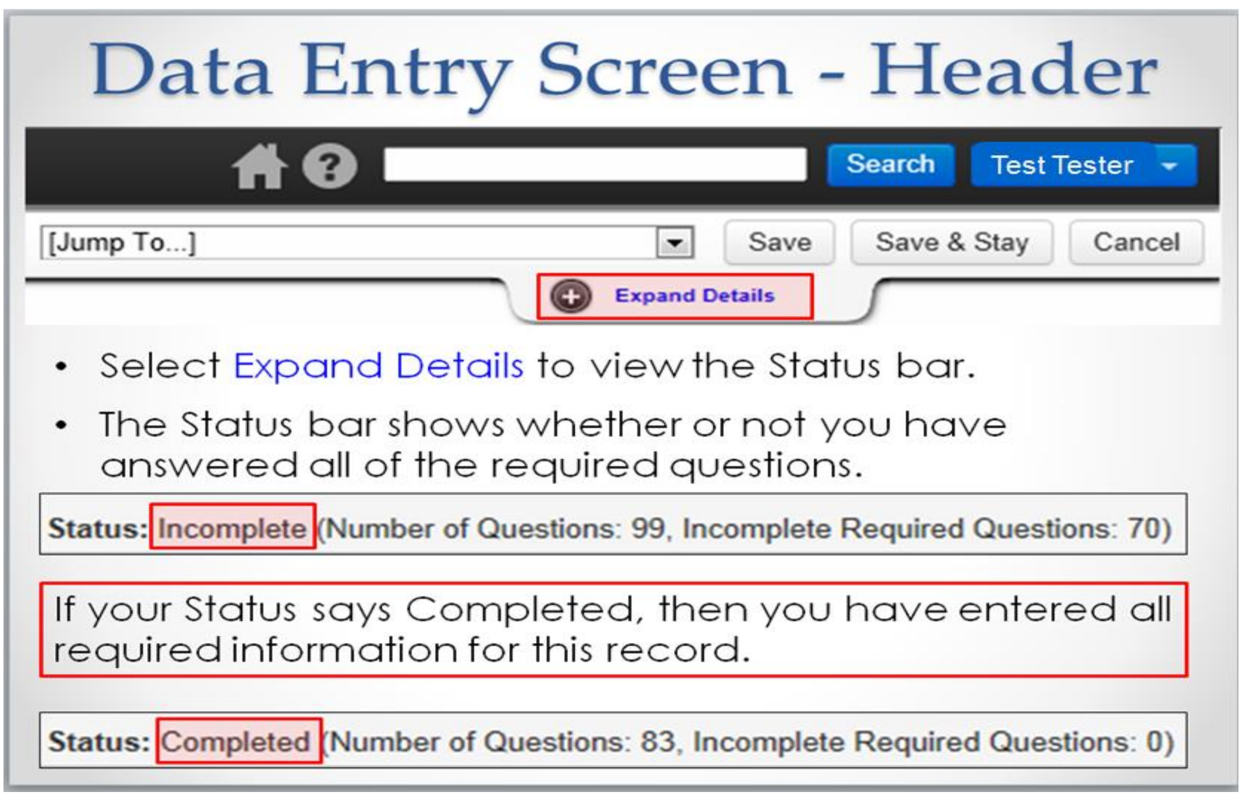
Edit Profile – edit details of your user account.

Administration – this only displays for Contract Managers/Administrators.

Logout – used to log out of the system



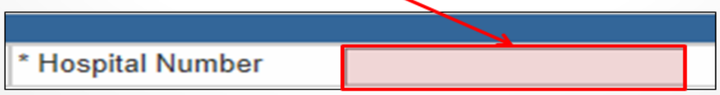

Data Entry Screen - Header
Search
Test Tester
[Jump To...]
Save
Save & Stay
Cancel
Expand Details
[Jump To...]
[Jump To...]
Question Packages
Administrative
Agency / Responder
Run Information / Pre-hospital
Patient Information
Payment Information
Procedures / Treatments
Disposition / Outcome
Performance Improvement
Wizards
Hospital Legacy (NTDB Flow) Data Elements
Other
Edit Person...
• Save – save the record
• Save & Stay – save the record and stay on this page
• Cancel – go back
The Jump To menu is a way to quickly jump from one Question Package to another.


Data Entry Screen - Header
Search
Test Tester
[Jump To...]
Save
Save & Stay
Cancel
Expand Details
• Select Expand Details to view the Status bar.
• The Status bar shows whether or not you have answered all of the required questions.
Status: Incomplete (Number of Questions: 99, Incomplete Required Questions: 70)
If your Status says Completed, then you have entered all required information for this record.
Status: Completed (Number of Questions: 83, Incomplete Required Questions: 0)

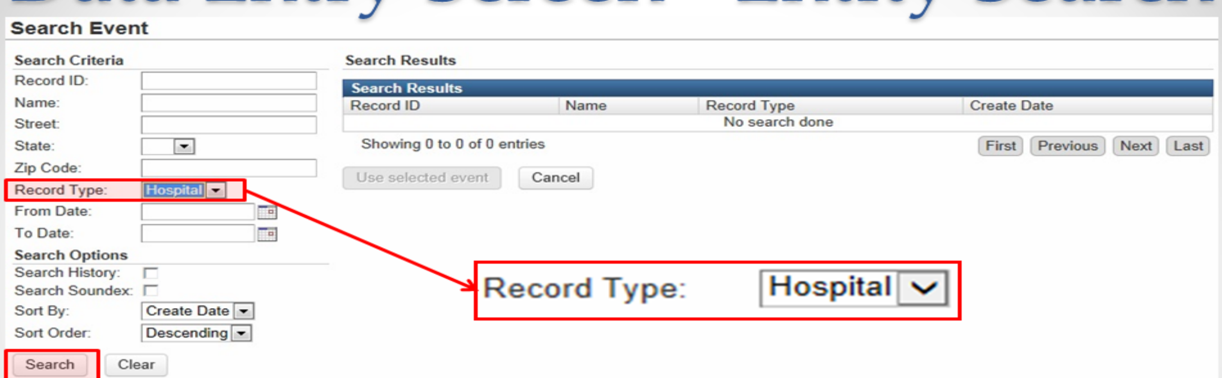
Data Entry Screen - Entity Search

- Facility Name – this required question is often missed.
- It is important that to complete this field so the record links to your facility.

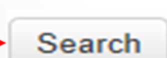
- To search for your facility, select the magnifying glass.
- Searching and selecting your facility <u>auto-populates</u> your Hospital Number (DSHS ID).



Data Entry Screen - Entity Search

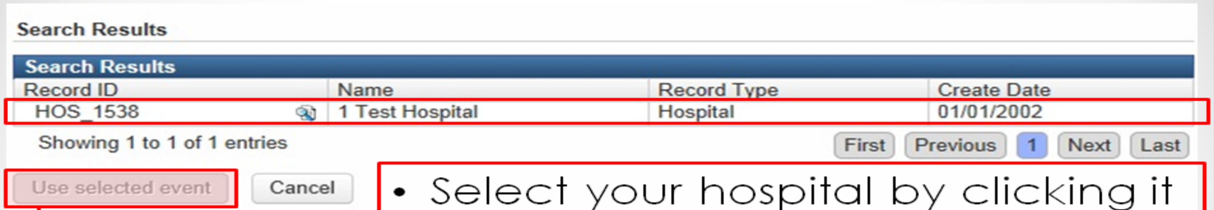


The Record Type will default to your facility type.



Select Search to continue.

Data Entry Screen - Entity Search

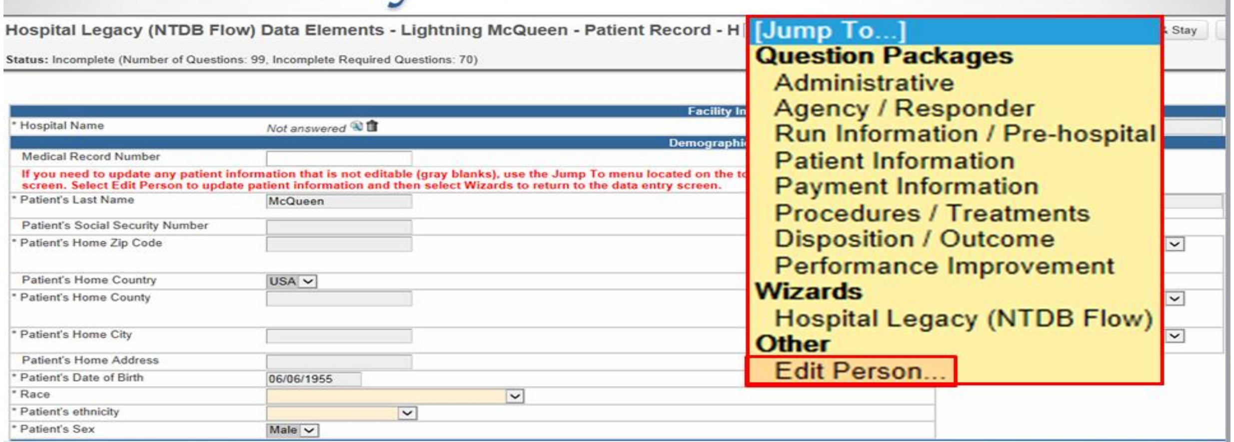


- Select your hospital by clicking it once.
- The facility will be highlighted when selected.

- Press 'Use selected event' to continue.

- Alternatively, you can double-click on your facility to select it.

Data Entry Screen – Edit Person

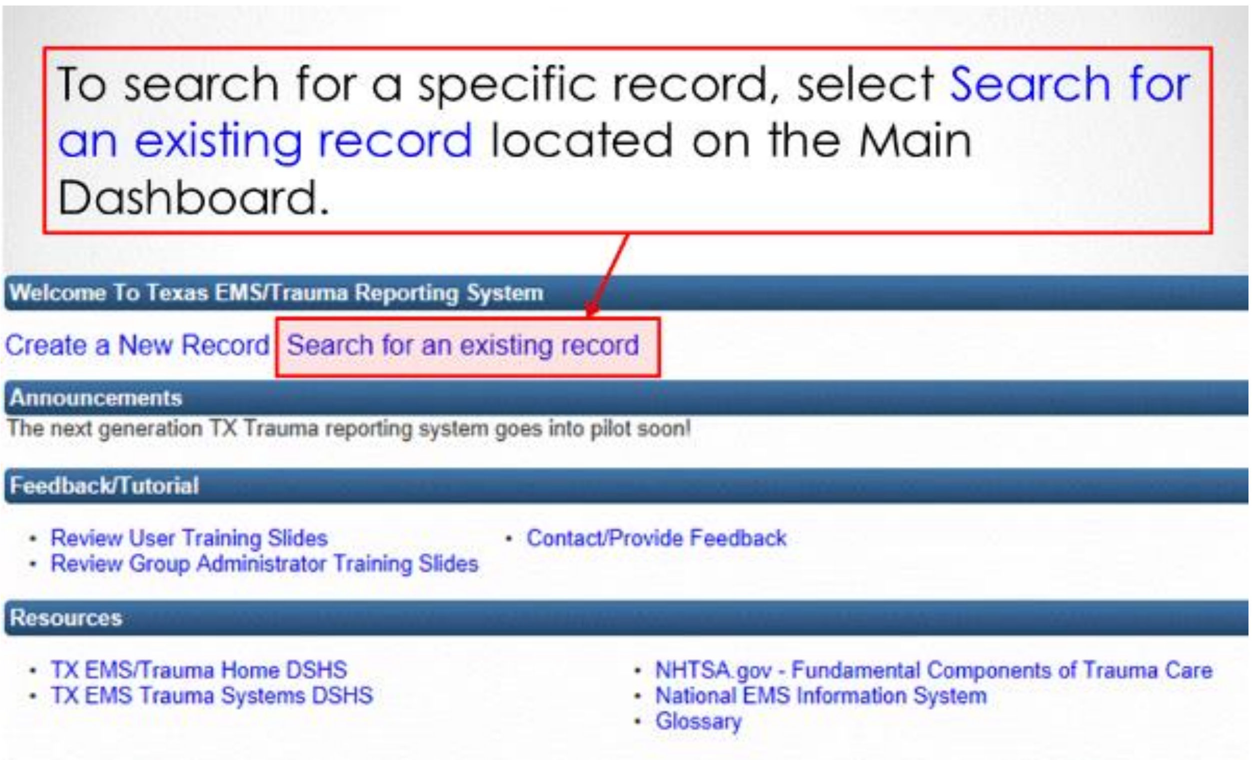


- If you need to update patient information that is not editable (gray blanks), use the Jump To menu located on the top, right hand corner of your screen.
- Select Edit Person.

9.2 Search for an Existing Record

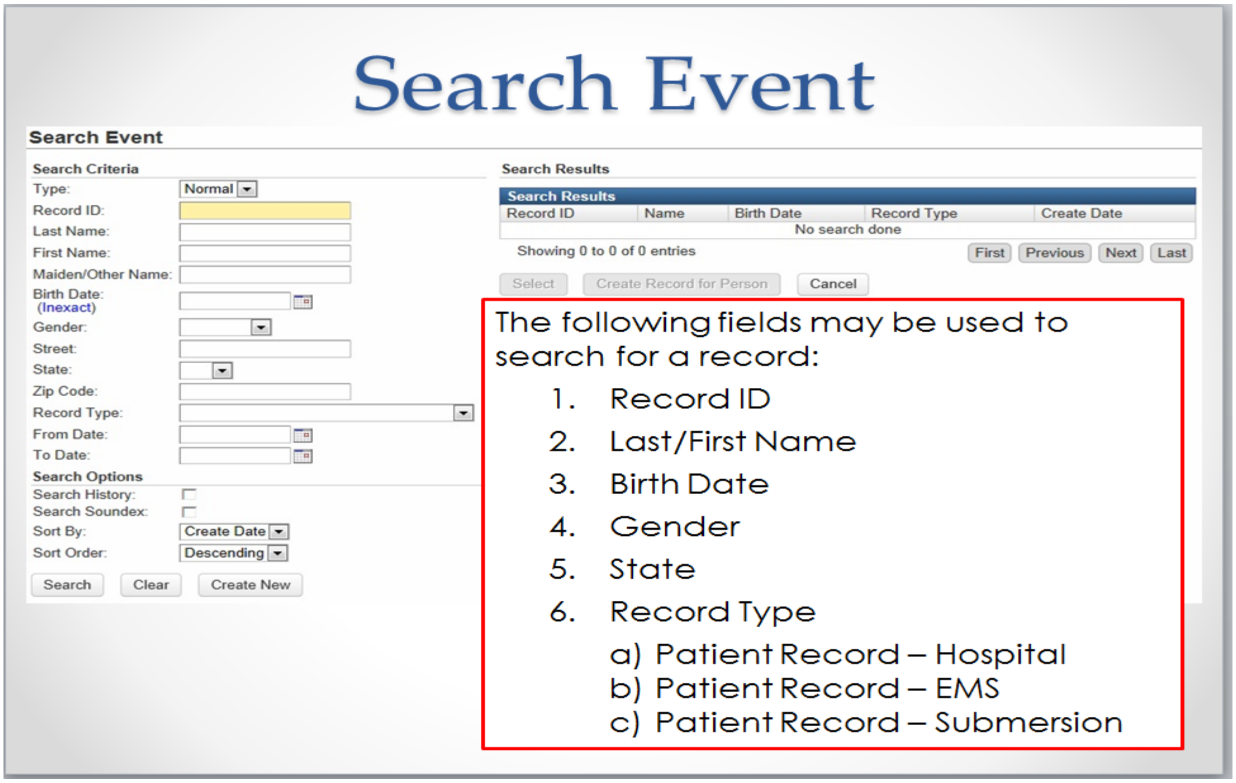
When searching for an existing record, log into Maven, follow the steps below:

Step 1: On the right-side of the Dashboard, click "Search for an existing record."



Step 2: Enter any of the fields listed below to search for record

NOTE: If searching using only the "Last Name" or "First Name" fields, use an asterisk (*) after the name (i.e. Smith*)



Search Event

- By selecting Inexact, you can search for a Birth Date range.

Birth Date: (Inexact) → Birth Date: (Exact) [ ] - [ ]

Search History: [ ]

- Allows the user to broaden the search to include historical information
- When selected, historical demographic and/or address information is also compared against the search criteria.
- Example: Old address

Search Soundex: [ ]

- Allows the user to broaden the search beyond literal spelling of the search criteria.
- Example: "Tom" will search on "Thom" and "John" will search on "Jack."

Search Event

Search Results

Search Results

Record ID	Name	Birth Date	Record Type	Status	Create Date	External ID
100000037	Fred Flinstone	01/01/1955	Patient Record - Hospital	Open	08/15/2013	PELELWJJGDZ
100000039	Jane Jetson	03/03/1955	Patient Record - Hospital	Open	08/15/2013	PELELWJJVIBB
100000040	Elmo Sesame	04/04/1955	Patient Record - Hospital	Open	08/15/2013	PELELWJJWRBC
100000041	G I Joe	05/05/1955	Patient Record - Hospital	Open	08/15/2013	PELELWJJYFBD
100000042	Lightning McQueen	06/06/1955	Patient Record - Hospital	Open	08/15/2013	PELELWJJZVBE

Showing 1 to 5 of 5 entries

First | Previous | 1 | Next | Last

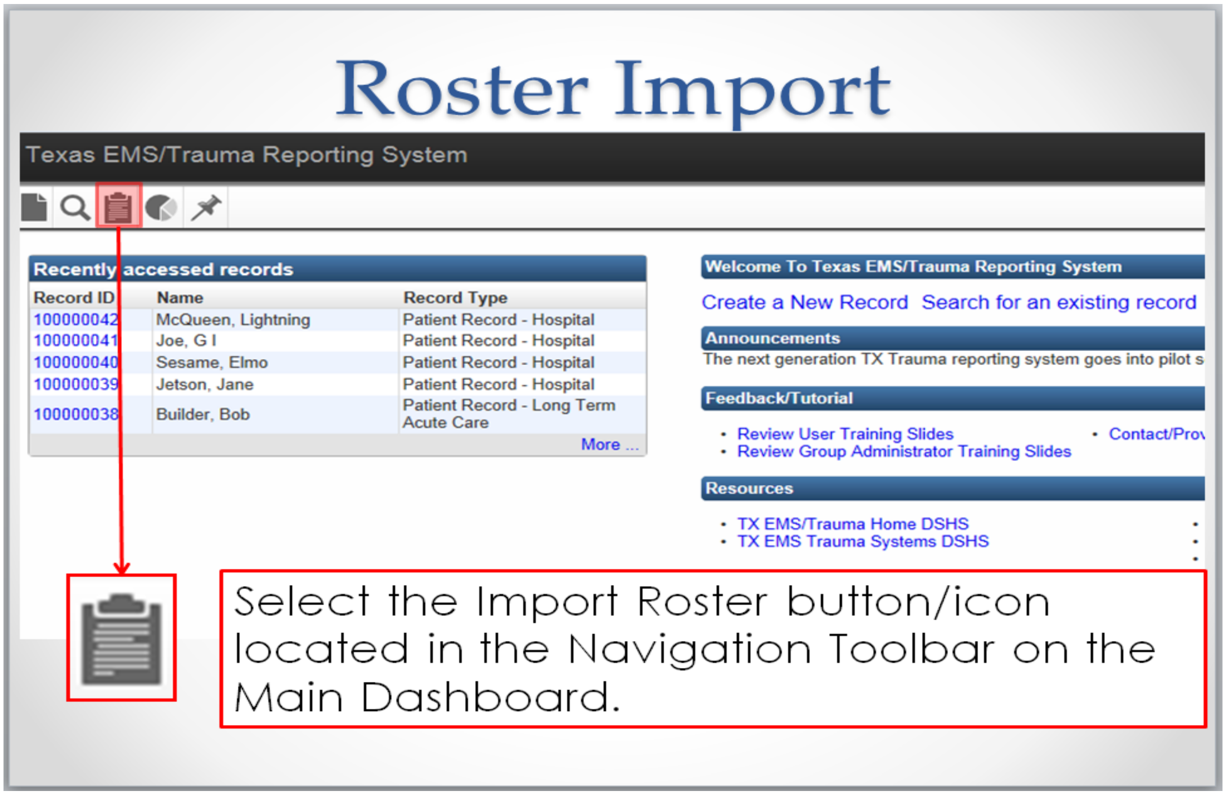
Select | Create Record for Person | Cancel

- An entity may only search for records reported by that specific entity
- Records reported by other entities will not display in the Search Results

9.3 Import Roster

When trying to import a roster (file upload) into Maven, follow the steps below:

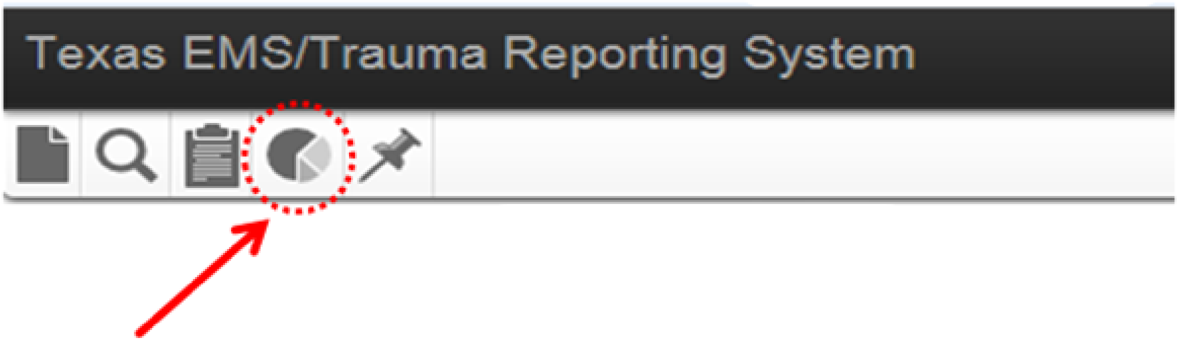
Step 1: Click the "Import Roster" located on the navigation toolbar on the main dashboard.



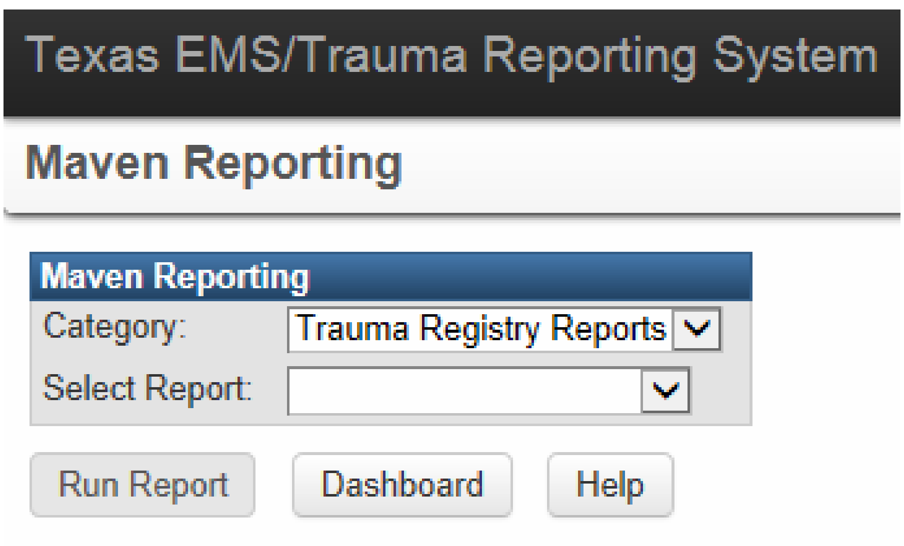
9.4 Reports

When trying to run reports from Maven, follow the steps below:

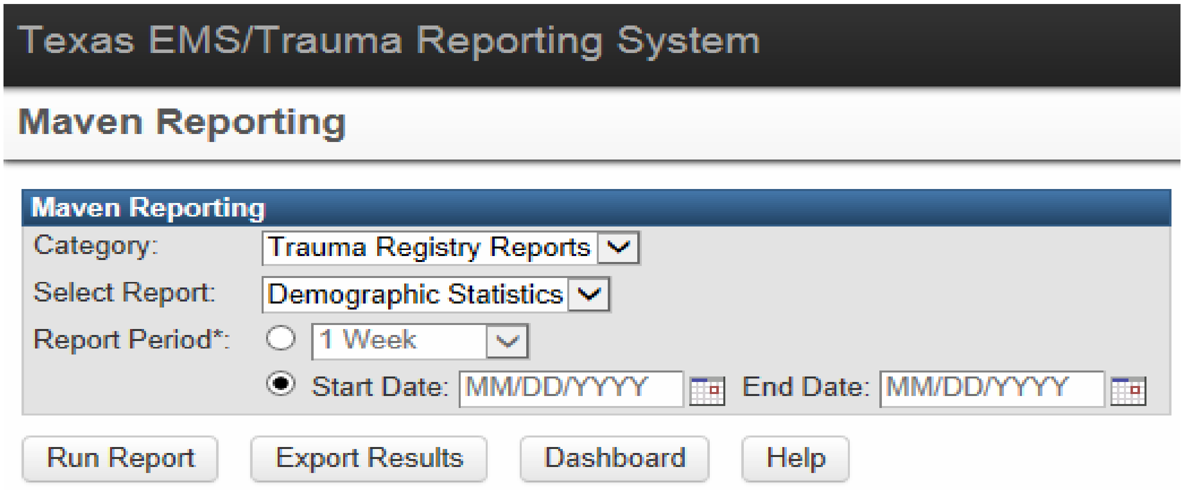
Step 1: Click the "Reports" 'pie' icon, located on the navigation toolbar on the main dashboard



Step 2: Select the applicable report type from the "Category" drop-down. Example "Trauma Registry Reports"



Step 3: From the "Select Report", select the appropriate report. Example "Demographic Statistics"



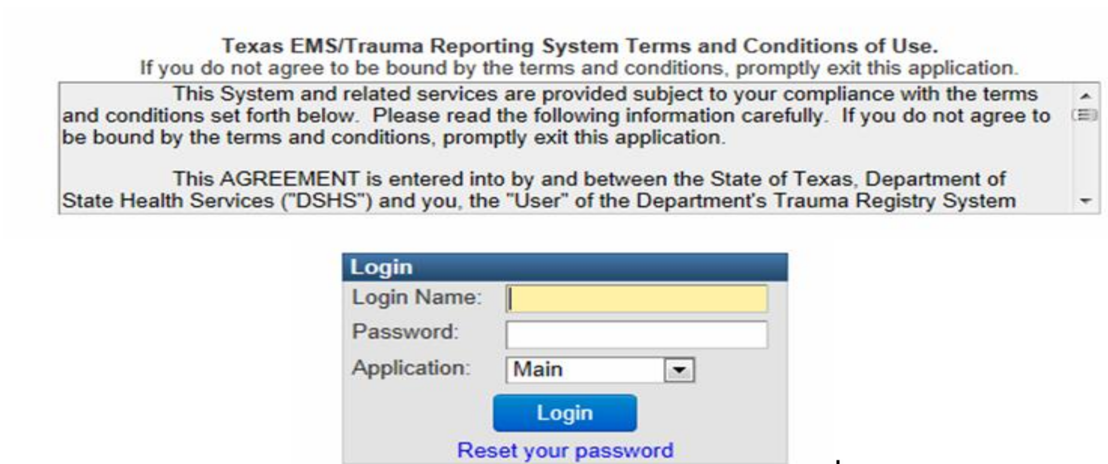
Step 4: Click "Run Report' button

9.4.1 "Entity Reference Codes" List

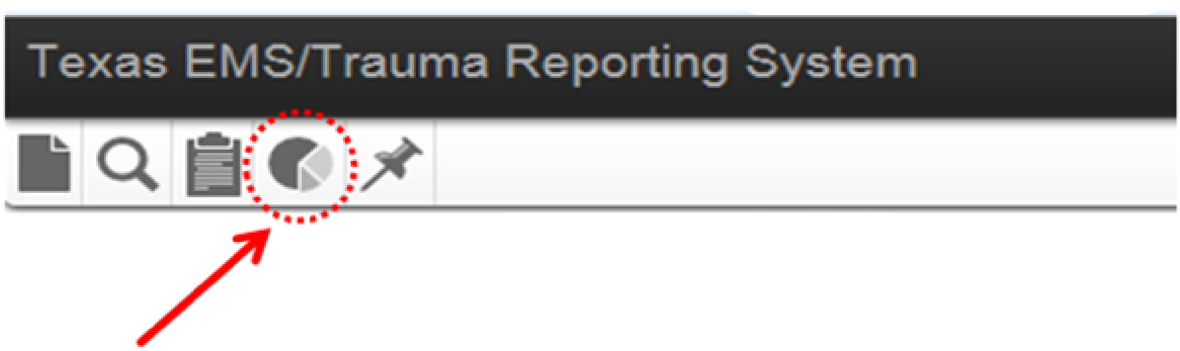
All users can access the "Entity Reference Codes" list by logging into the "Main" application side of Maven. This list contains the Entity ID Number, or also known as the, DSHS ID Number. Users can run this report to access the list of entities in the Registry and view the list of "Reference Codes" (Entity ID Number) for entry into the Registry.

To run report, follow the steps listed below:

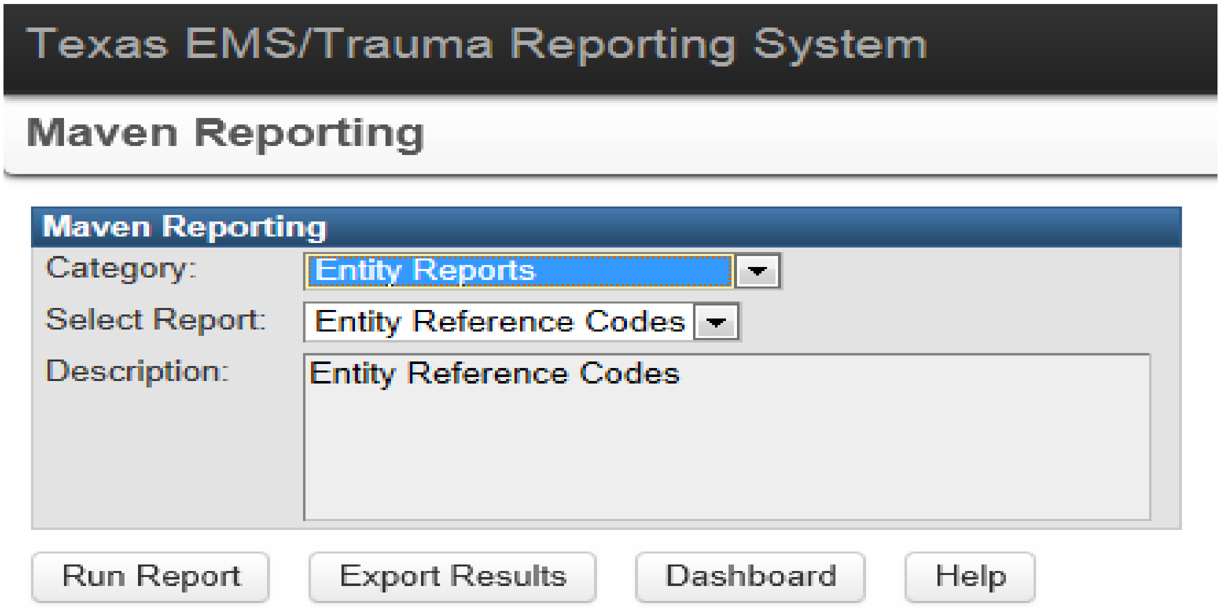
Step 1: Login to "Main" application side



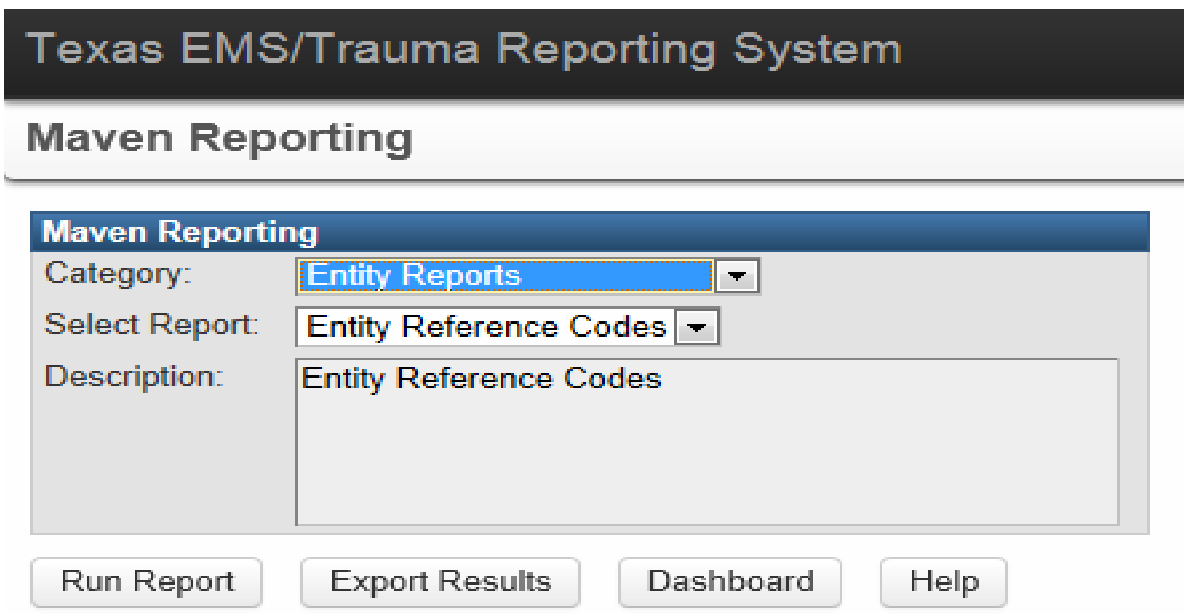
Step 2: Click on the "Reports" icon in the Navigation Tool Bar to run report



Step 3: In the 'Category' field box, select "Entity Reports" in the drop-down box



Step 4: In the 'Select Report' field box, select "Entity Reference Codes"

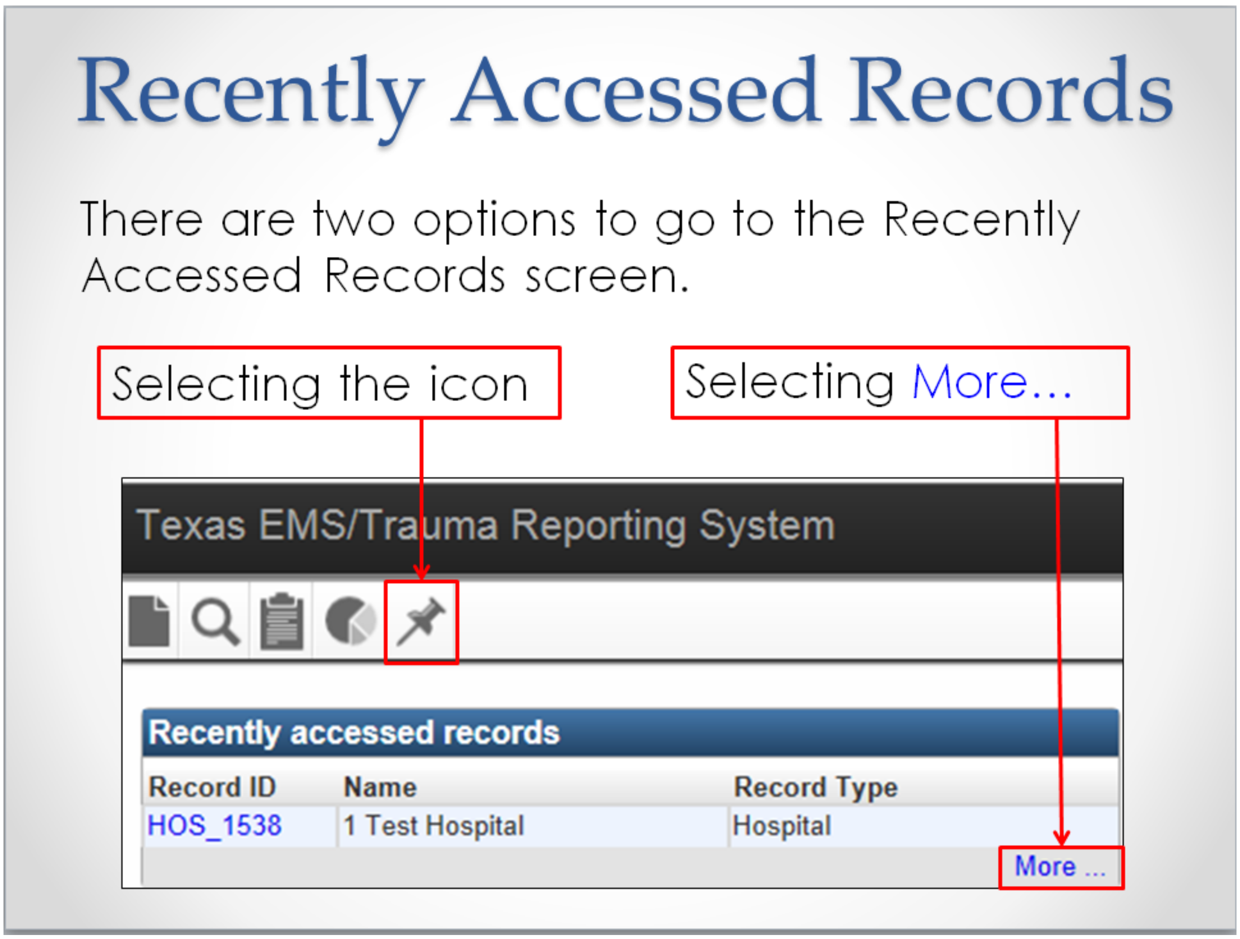


Step 5: Click "Run Report" to display "Entity Reference Codes" results in another window/tab. OR click "Export Results" to create an excel spreadsheet of the "Entity Reference Codes" results.

9.5 Recently Accessed Records

When customers are trying access records previously viewed, there are two options to go to the Recently Accessed Records screen:

1. Select the 'pin' icon from the navigation tool bar or
2. Select the "More" option



Recently Accessed Records

Recently accessed records

Record ID	Name	Record Type
100000042	McQueen, Lightning	Patient Record - Hospital
100000041	Joe, G I	Patient Record - Hospital
100000040	Sesame, Elmo	Patient Record - Hospital
100000039	Jetson, Jane	Patient Record - Hospital
100000038	Builder, Bob	Patient Record - Long Term Acute Care
		More ...

- The Recently Accessed Records on the Dashboard displays the last 5 records that were accessed.
- To see more records, either select the icon  or select More.

Recently Accessed Records

The Recent Events screen displays the last 20 accessed records.

Recent Events

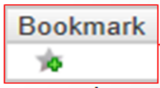
Recent Events

Record ID	Person Information	Status	Record Type	Organization	Injury	Access Time	Bookmark
100000042	McQueen, Lightning	Open	Patient Record - Hospital			08/15/2013 09:24	
100000041	Joe, G I	Open	Patient Record - Hospital			08/15/2013 09:23	
100000040	Sesame, Elmo	Open	Patient Record - Hospital			08/15/2013 09:22	
100000039	Jetson, Jane	Open	Patient Record - Hospital			08/15/2013 09:22	
100000038	Builder, Bob	Open	Patient Record - Long Term Acute Care			08/15/2013 09:16	
100000037	Flinstone, Fred	Open	Patient Record - Hospital			08/15/2013 09:15	
HOS_1538	1 Test Hospital	Open	Hospital			08/14/2013 13:44	

Dashboard Help

- By selecting the star, you can bookmark specific cases.

- To remove a bookmark, select the star again.



- Bookmarked cases do not count toward the 20 recent events displayed in the list.
- Cases will remain in the Recent Events list until they are removed by the user.

9.6 Feedback/Tutorials

The Registry has the capability to allow the user to provide feedback on their experience with the Registry as well as view tutorials to the system. If a user wants to either obtain tutorial assistance or send the Injury Epidemiology & Surveillance Branch – ROS Support Team an email request, and/or provide feedback, then go to the "Main" dashboard of the Maven application. Click on "Contact/Provide Feedback" or the "Review User Training Slides" links as applicable.

Figure 14 displays the Feedback/Tutorial links

9.7 User Profile

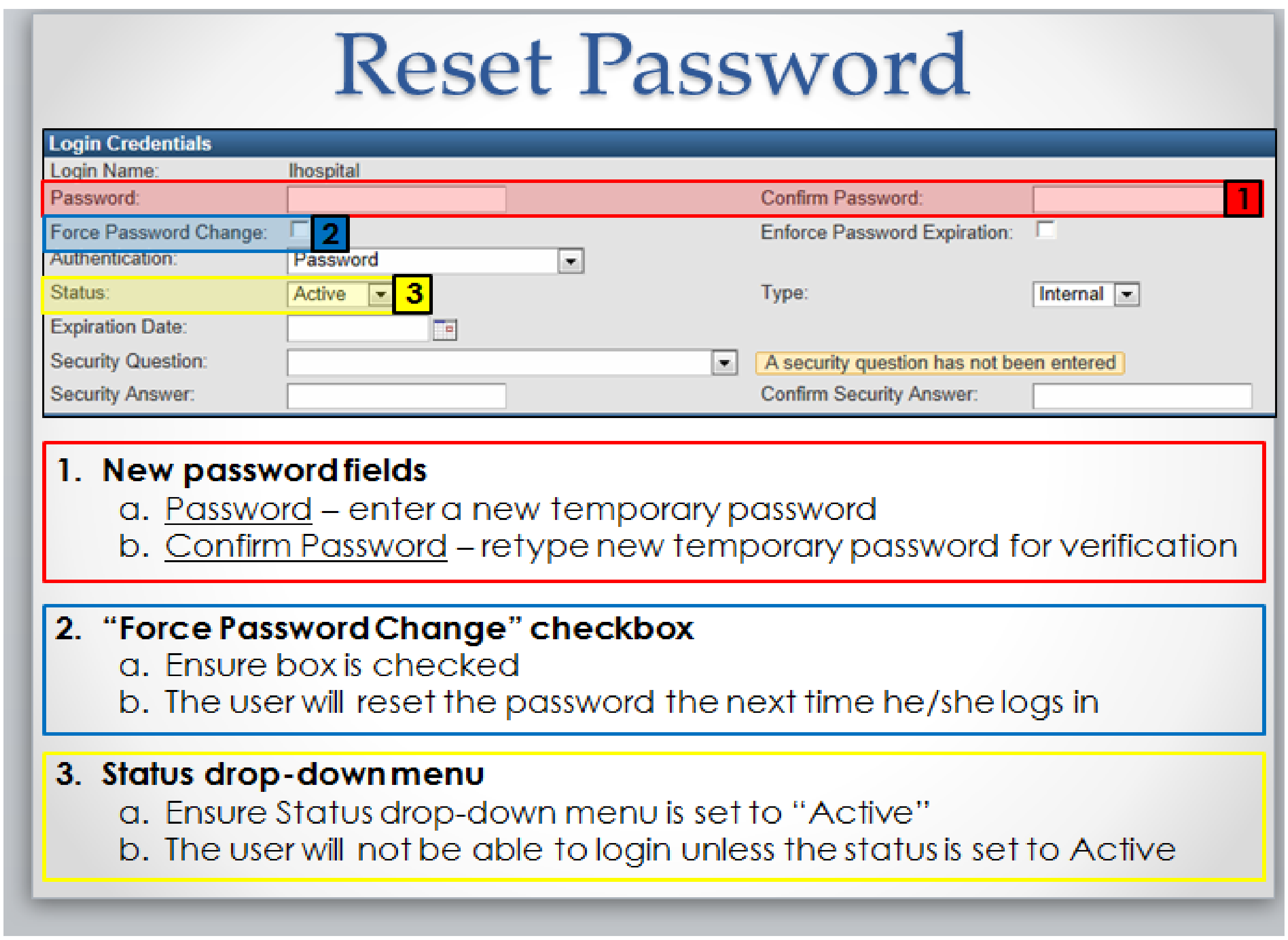
9.7.1 Reset Password

Password Criteria:

Passwords should include the following:

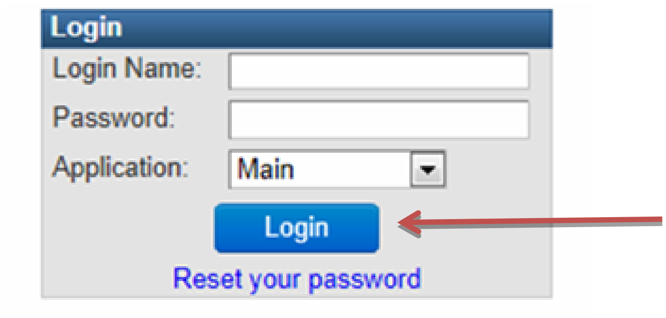
a. 8-12 characters in length
b. One Capital letter
c. One Lowercase letter
d. One Numerical value
e. One Special character

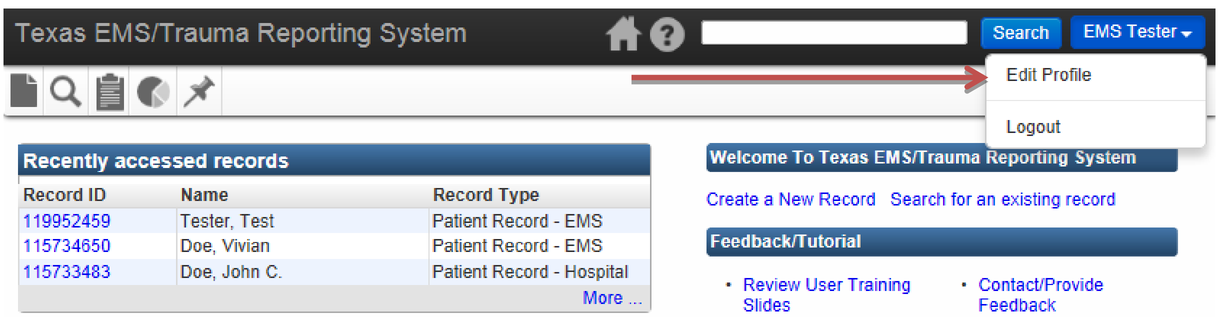
Example: Password2#

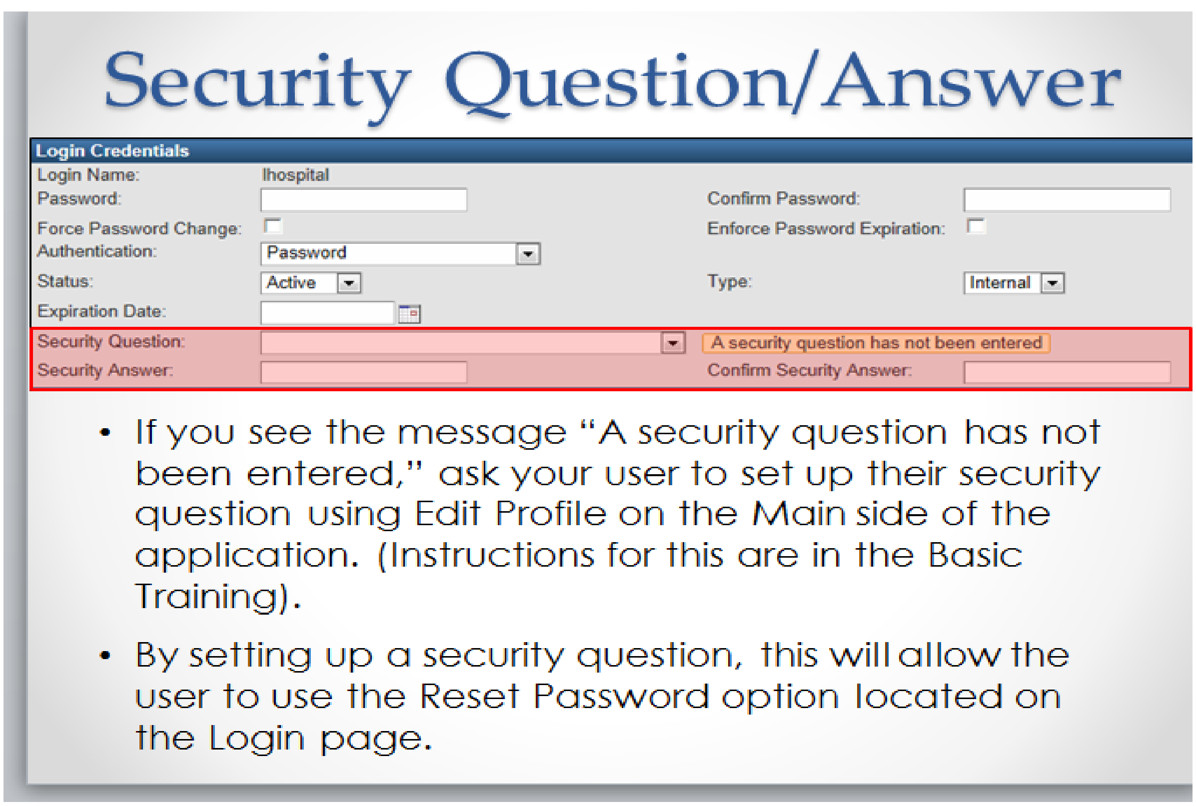


9.7.2 Set Security Question

A Security Question must be entered by the user in order to use the **"Reset your password"** option on the Login page; user must have a valid email address provided in the Contact Information section. The Account Manager should request the user to complete this action at first login, when password change is required.







Section

10

10.0 Administration Application Functionality

An Account Manager is the only user permitted to access the "Administration" application side of the Registry.

The Administrative Application is used by the Account Manager to oversee the various functions of Maven for their Entity. This will include tasks such as managing the users within the Entity (adding and inactivating users, and resetting passwords, etc.) and data functions related to web-data entry and uploading data import rosters.

As discussed, in this section you will see:

10.1 User Administration

10.1.1 Add User

10.1.2 Edit User

10.1.3 Inactivate User

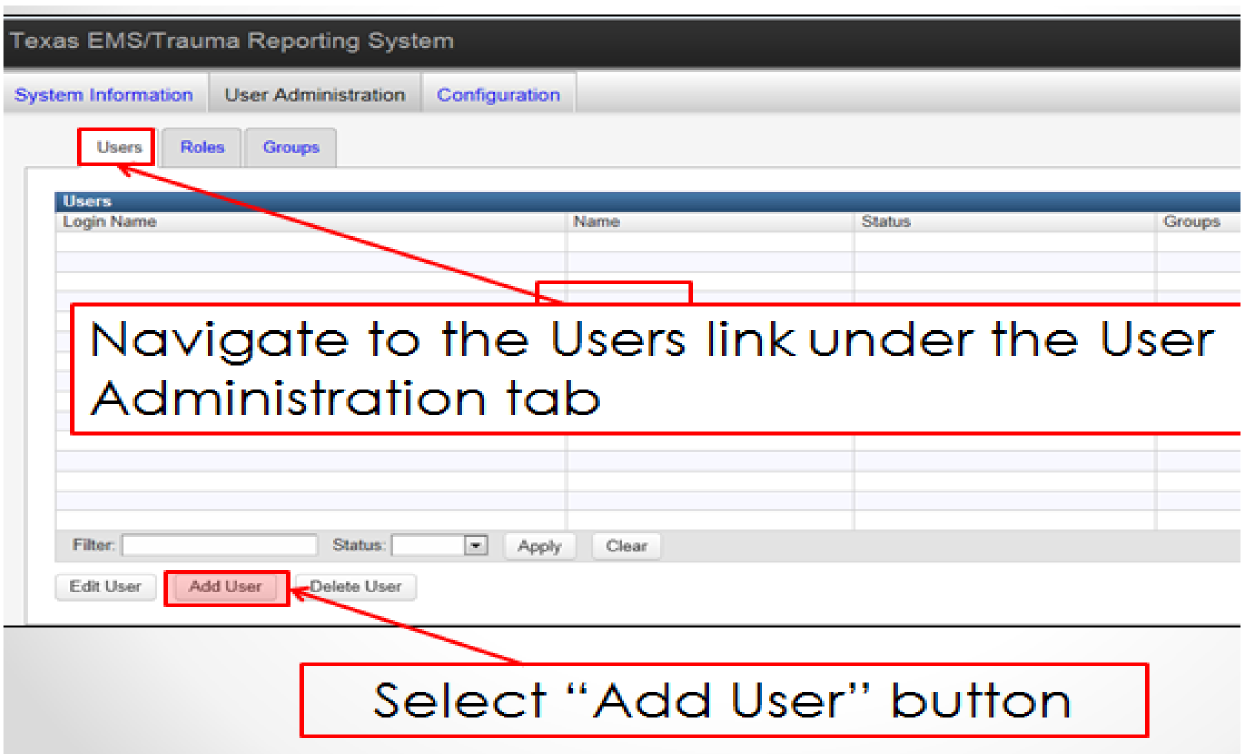
10.2 Account Manager Rest Password

10.3 Business Associate Agreement (BAA)

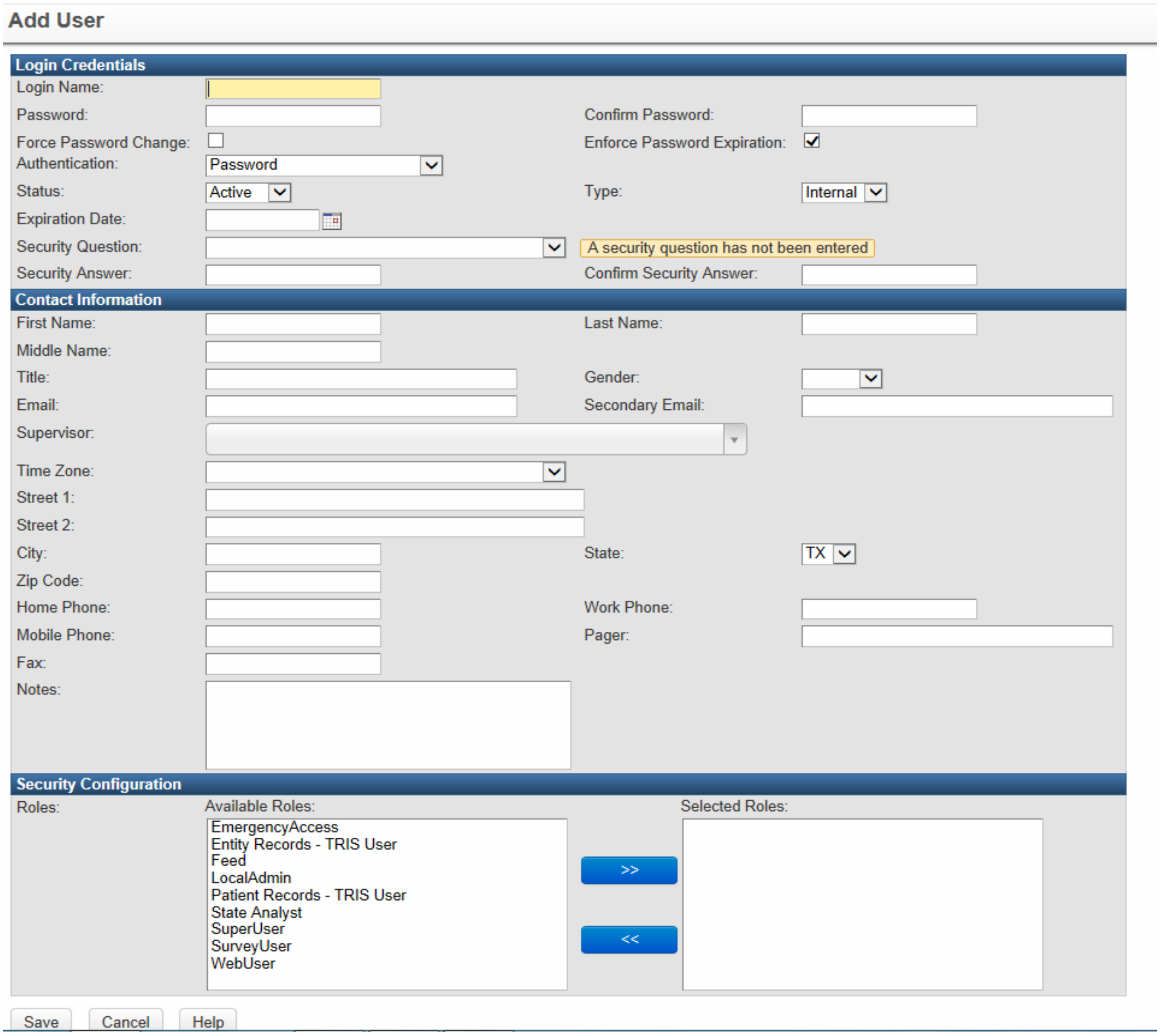
10.1 User Administration

10.1.1 Add User

At the "Users Administration" tab, select the "Users" tab



Account Manager - Add User – Sample page



Add User

Login Credentials

Login Name:
Password: Confirm Password:
Force Password Change: Enforce Password Expiration:
Authentication: Password
Status: Active Type: Internal
Expiration Date:
Security Question: A security question has not been entered
Security Answer: Confirm Security Answer:

Contact Information

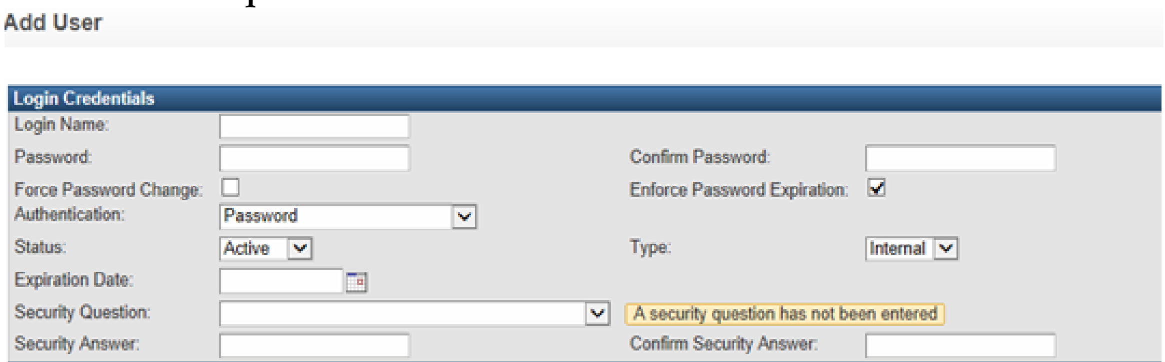
First Name: Last Name:
Middle Name:
Title: Gender:
Email: Secondary Email:
Supervisor:
Time Zone:
Street 1:
Street 2:
City: State: TX
Zip Code:
Home Phone: Work Phone:
Mobile Phone: Pager:
Fax:
Notes:

Security Configuration

Roles: Available Roles: Selected Roles:
EmergencyAccess
Entity Records - TRIS User
Feed
LocalAdmin
Patient Records - TRIS User
State Analyst
SuperUser
SurveyUser
WebUser
>>
<<

Save Cancel Help

Add User – Required Fields



The following fields are REQUIRED to be completed:

Login Credentials:

Login Name: All lowercase, first two letters of first name and last name
(Example: John Doe = jodoe)

Password: A temporary password must be assigned

Force Password Change: This box must be checked. It will require the user to change the password when they login the first time.

Enforce Password Expiration: Defaults to checked.

Status: Defaults to Active

Type: Defaults to Internal

Expiration Date: None required

Security Question & Answer: Will be entered by user. This is required to allow the user to use the "Reset Your Password" function on login page. Request user to complete this on first login.

Contact Information:

The following fields are required:

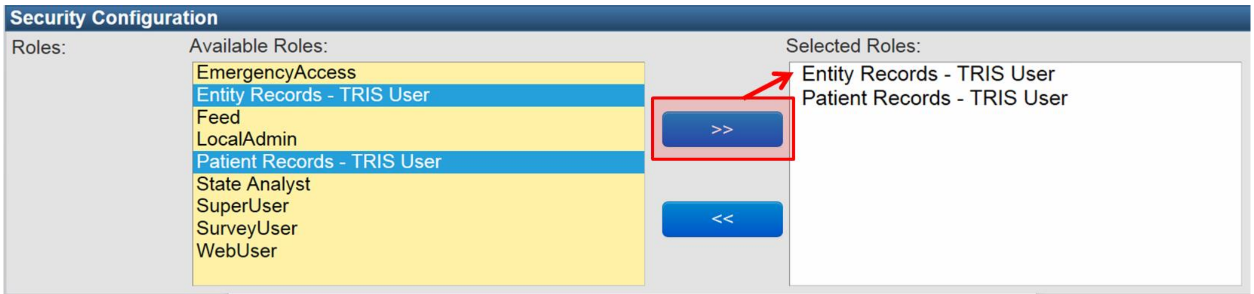
First Name	Last Name
Email	Home Phone
Work Phone	

The Account Manager should attempt to complete as much contact information as possible**.** The user email address is required.

Security Configuration:

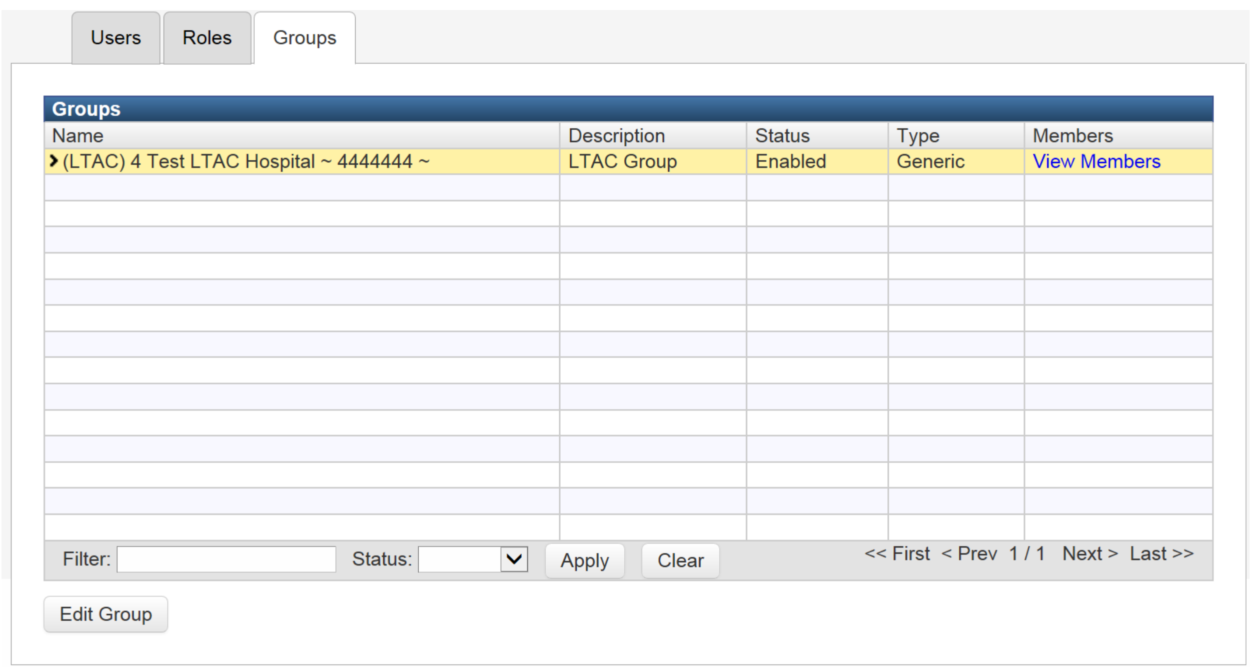
Roles: All users will be set up as follows:
Entity Records – TRIS User
Patient Records – TRIS User

Step 1: Select and highlight each role, then click the right arrow to move it to the "Selected Roles" box.



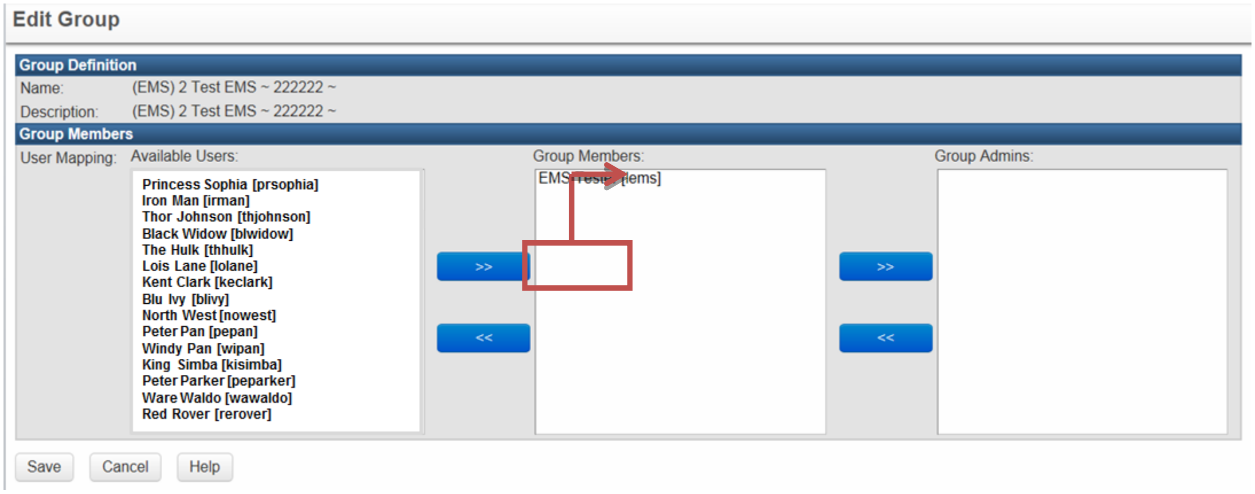
NOTE: To delete an incorrect selection, click on the incorrect role and click on the left arrow to move it back to the "Available Roles" box. Find the correct selection and click the right arrow to place in the selected box.

Step 2: After you have added a new user, go to the Groups tab. Filter to locate the Entity in the "Available Groups" box.



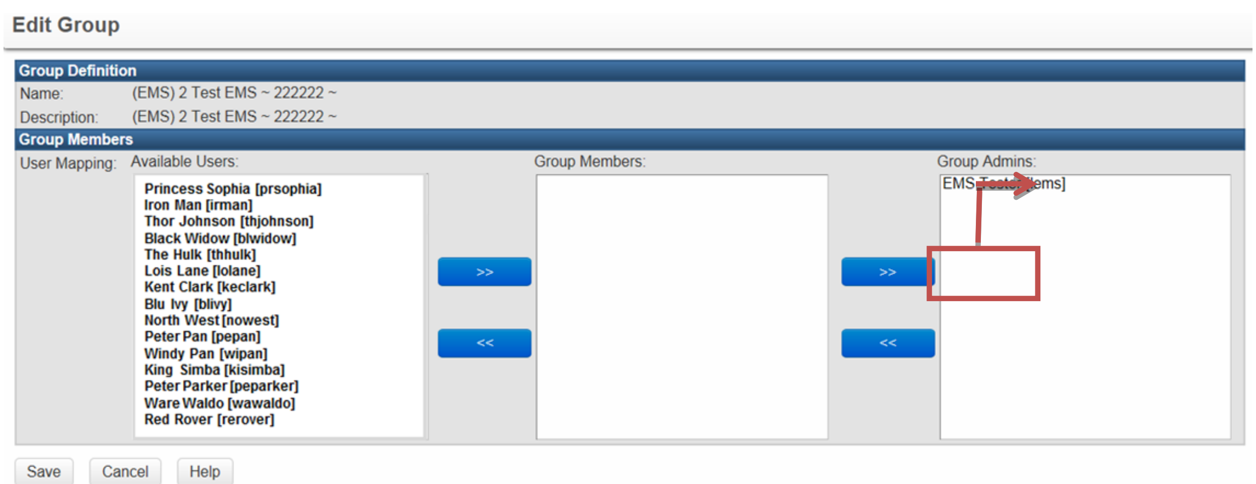
Step 3: Highlight Entity name and click Edit Group.

Step 4: Locate your new user and click on it to highlight the name. Then click the right arrow to add it to the "Selected Groups" box.



NOTE: This same action would be taken to designate a new/additional Account Manager. Follow the process and click the right arrow to add the selected user to the Group Admin box.

Step 5: When all information has been completed, click SAVE at the bottom of the screen.

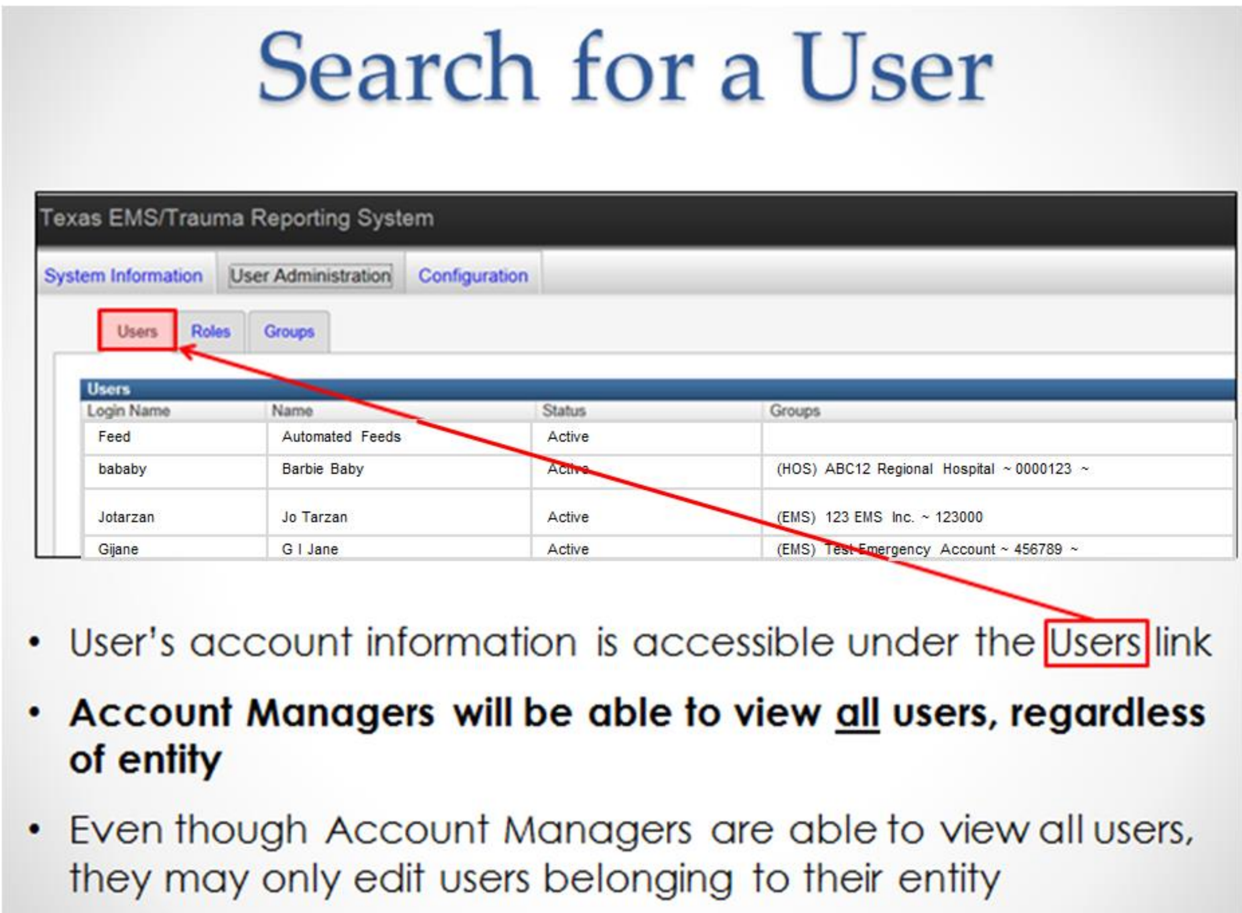


Search for a User:

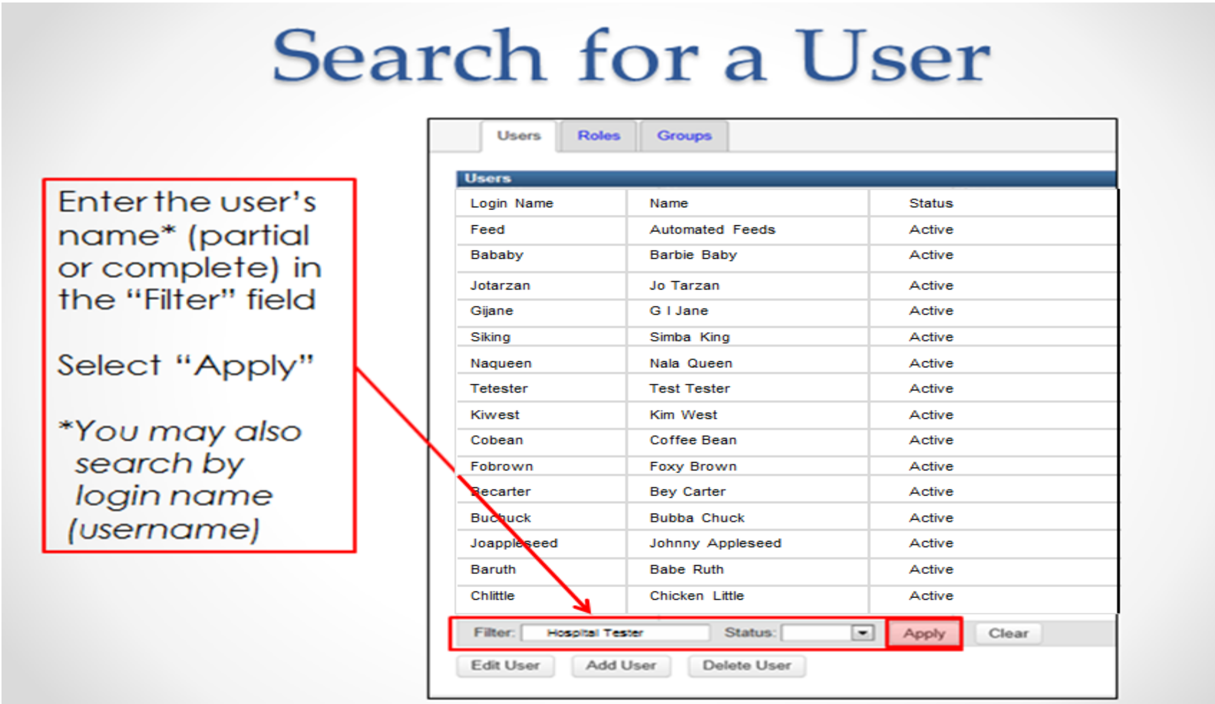
On the user Administration screen, there will be 3 tabs. Please follow the steps below to search for a User.

NOTE: The "User" tab is used to search for Maven users. The "Roles" tab is <u>not</u> used at this time. The "Groups" tab is used to search for Entities.

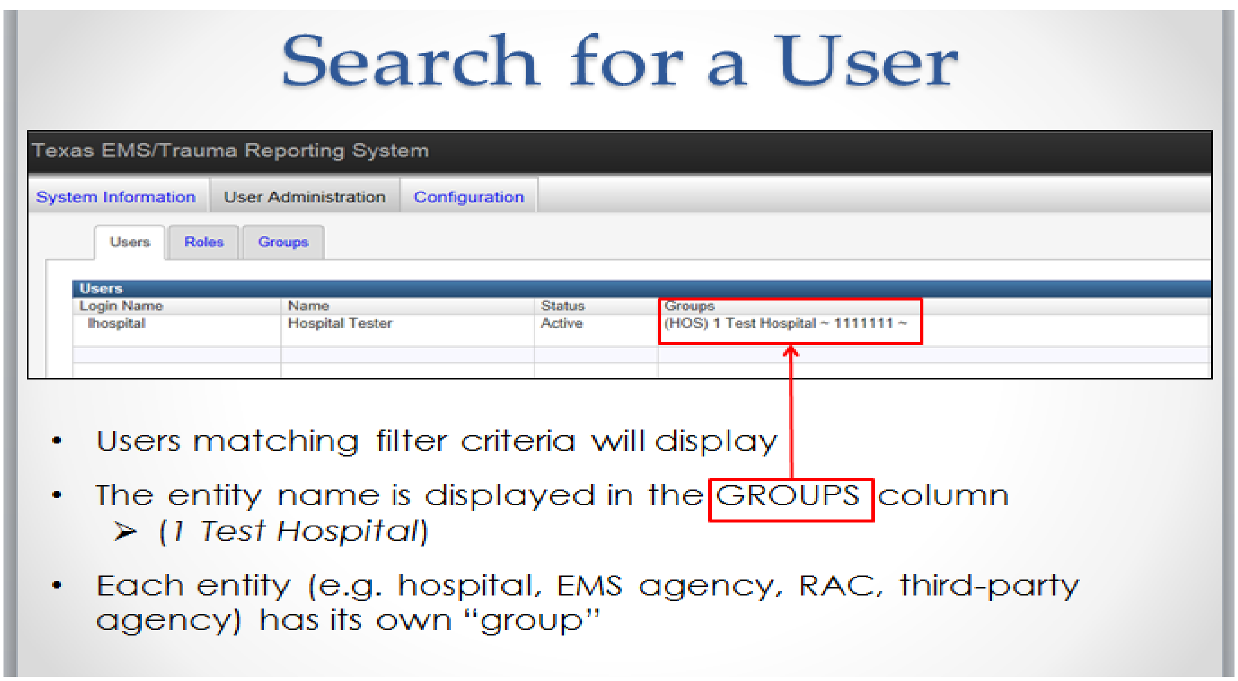
Step 1: Select the user tab to access User accounts.



Step 2: To search for a user, enter the name in the "Filter" field and select "Apply." You may search using the login name or by entering a partial or complete name.



Step 3: All users matching the name entered will be displayed. Select the user that works in the appropriate Group. (Groups display the Entities) Select the person in the appropriate Entity.



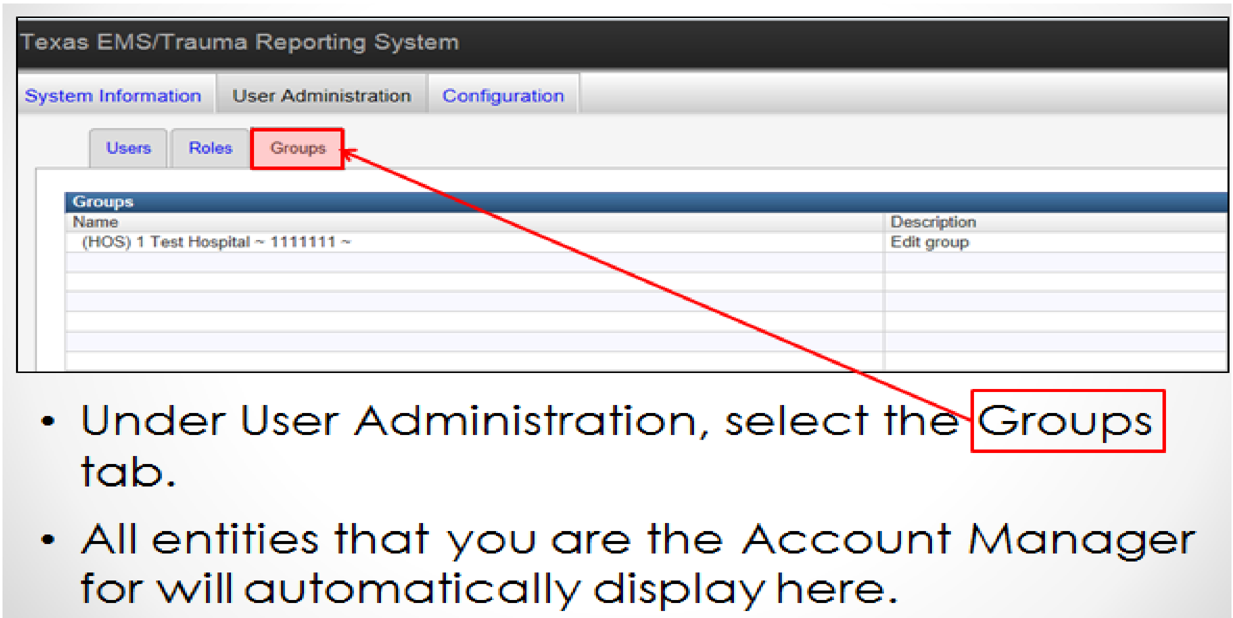
Step 4: Double-click on the line with the username

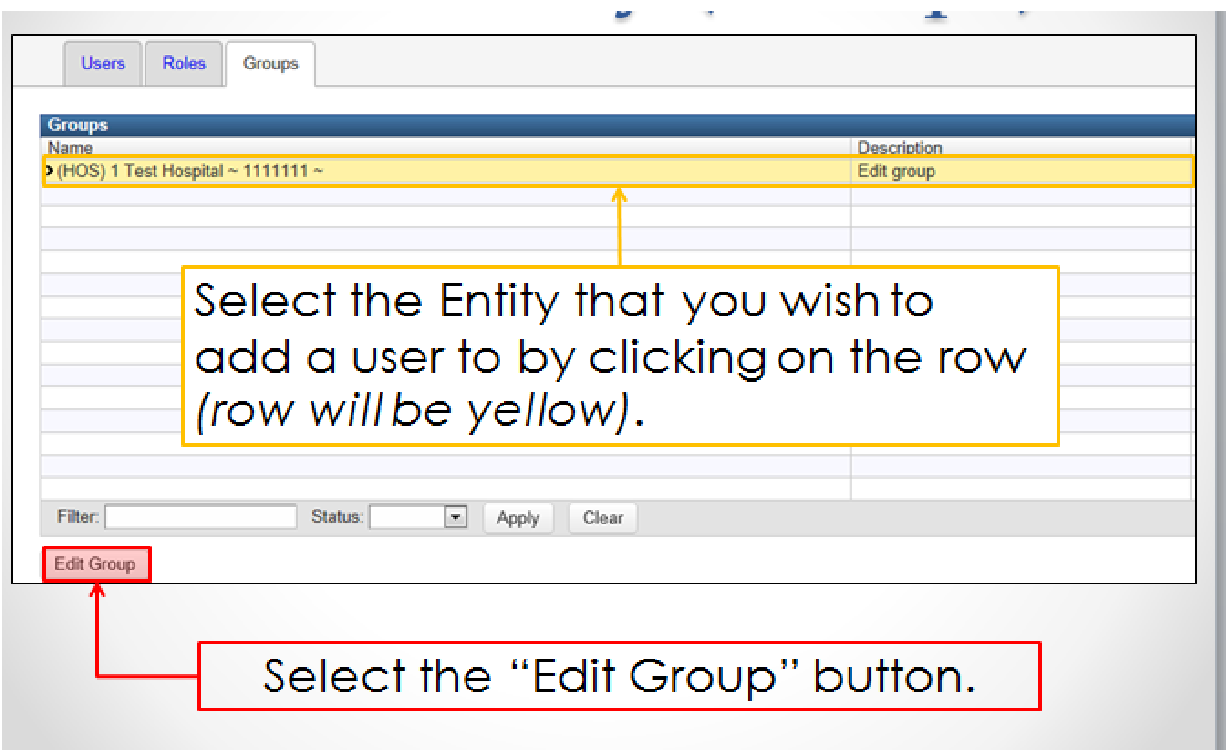
NOTE: The field will turn yellow to highlight the username. Double click on the highlighted line to select.

ttester	Test Tester	Active	(ME) Test ME ~ 0007777 ~

Search for an Entity:

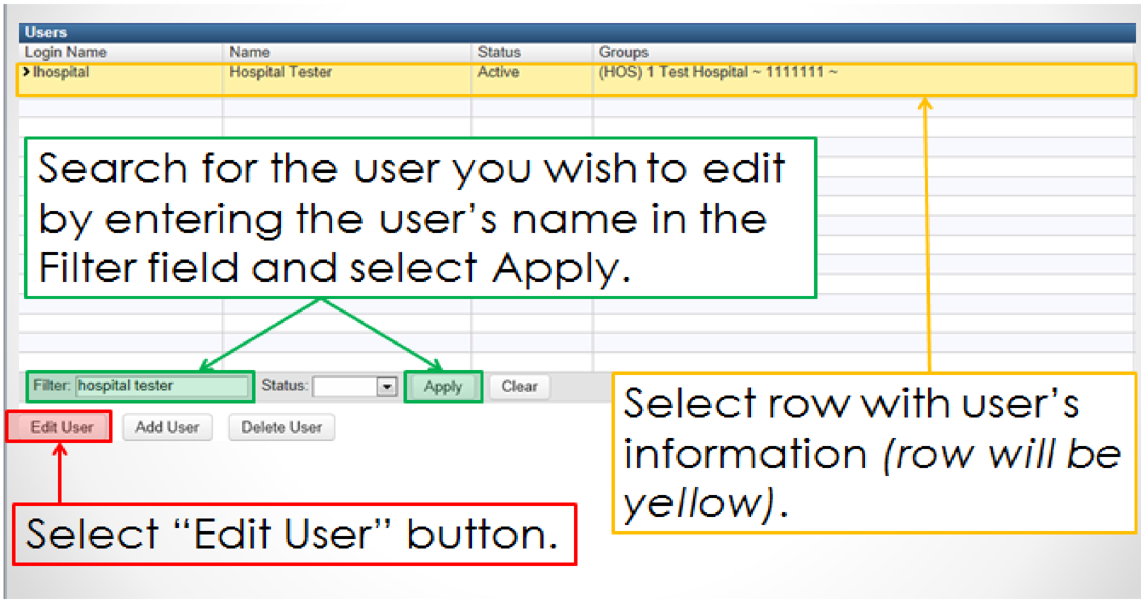
The "Groups" option is used to search for Entities. Each Entity has its own "group." An Entity may be a hospital, EMS agency, RAC, or a third-party agency.



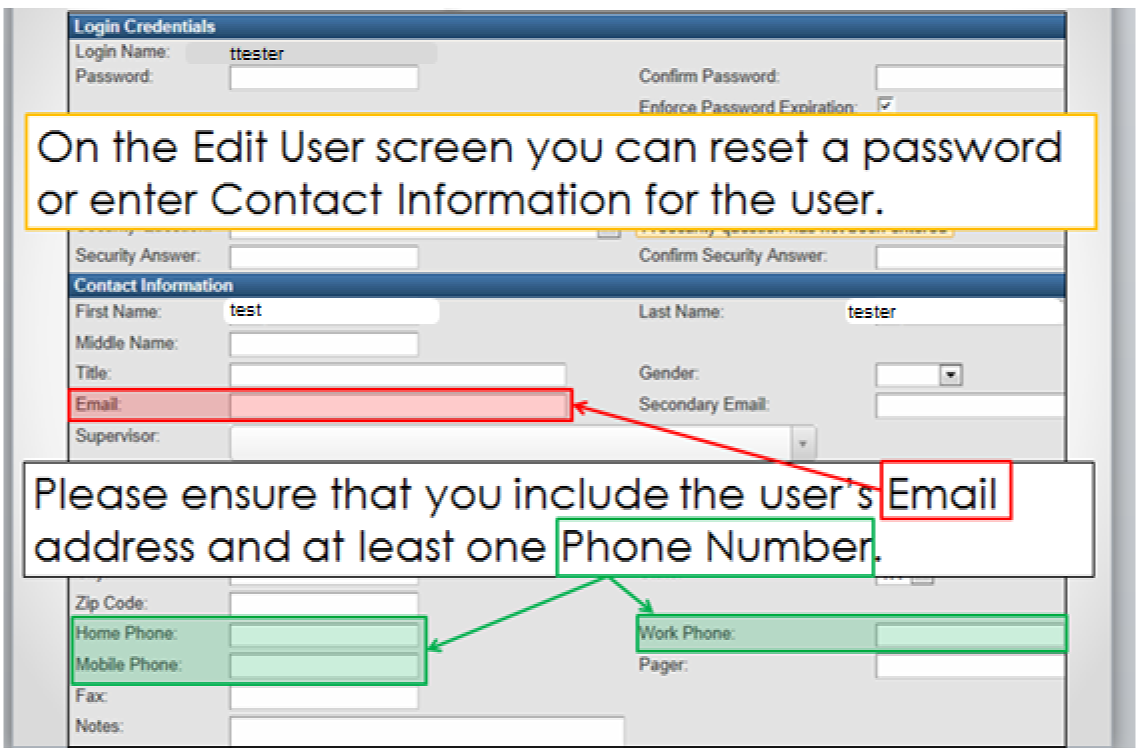


10.1.2 Edit User

To edit an existing user, search for an existing user by following the steps outlined in "Search for a User"

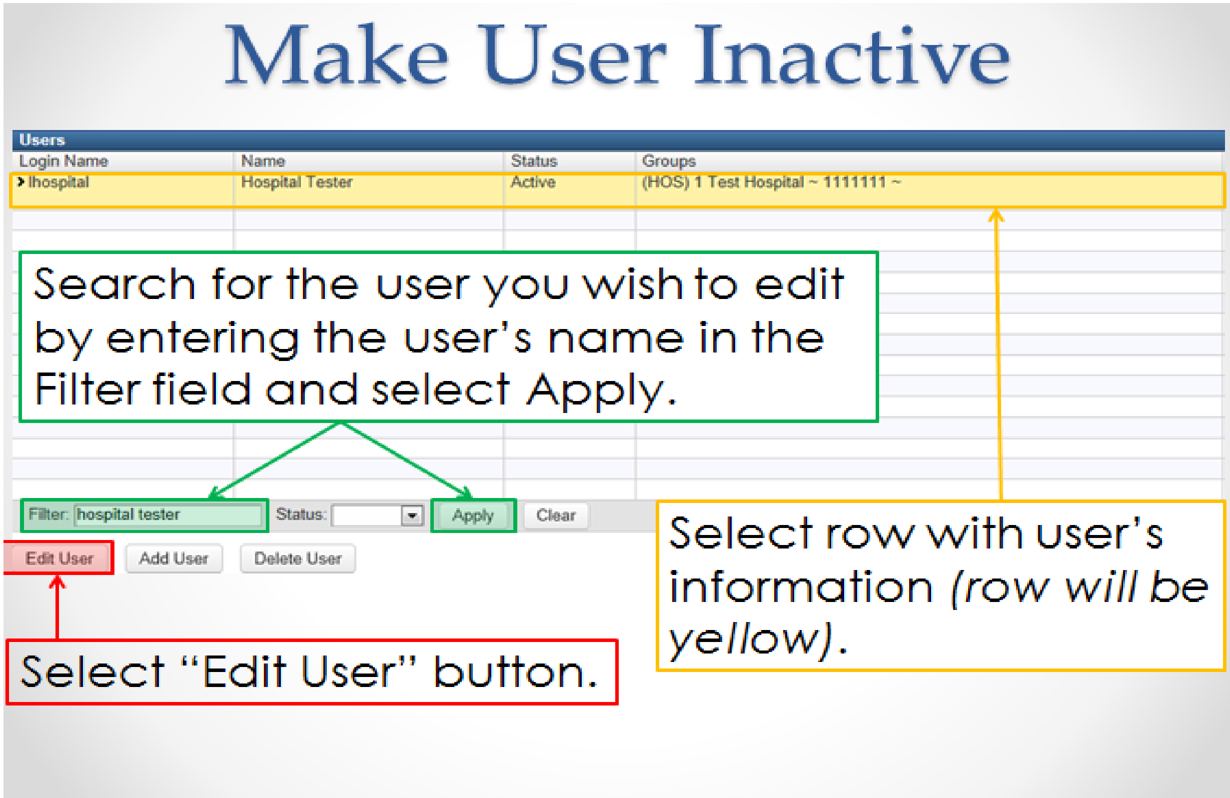


NOTE: The edit function may be used for tasks, such as resetting a password or entering the email address for the user.

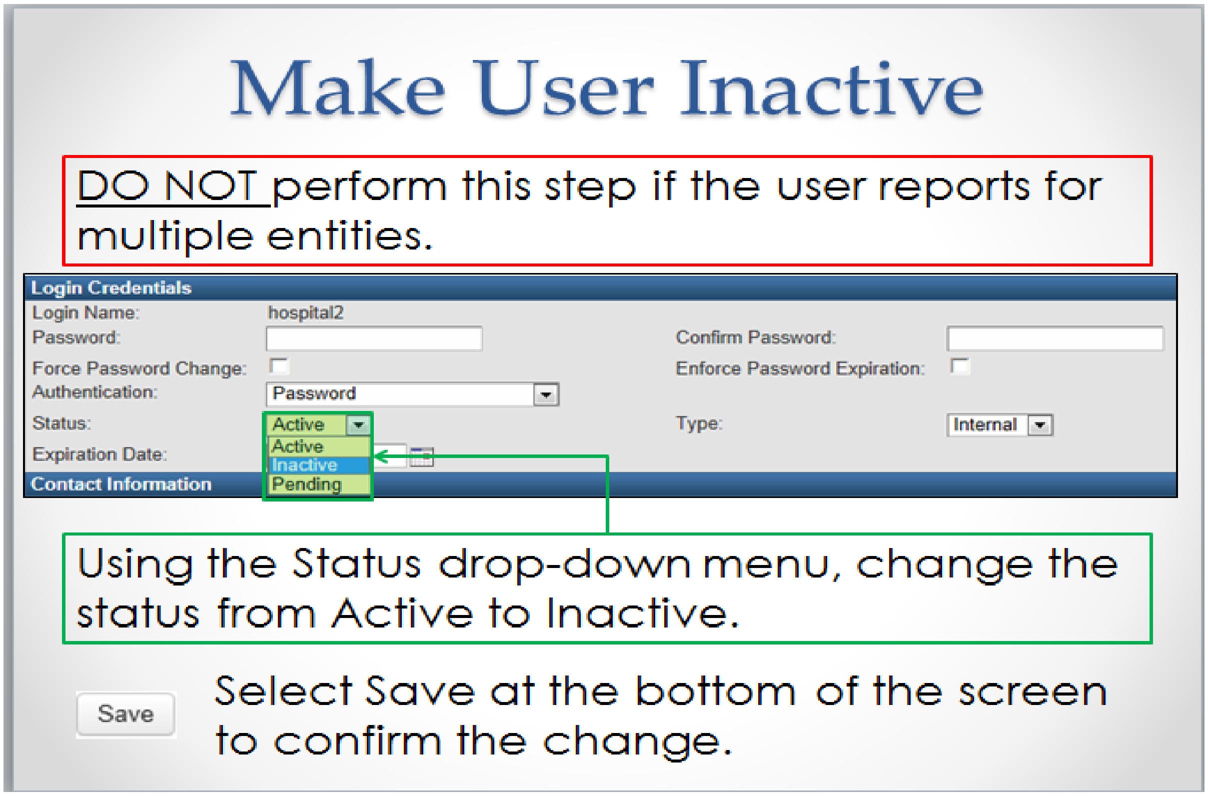


10.1.3 Inactivate (Remove) User

Step 1: Check with the user to see if they report for multiple Entities. This may occur when a user works at multiple locations.



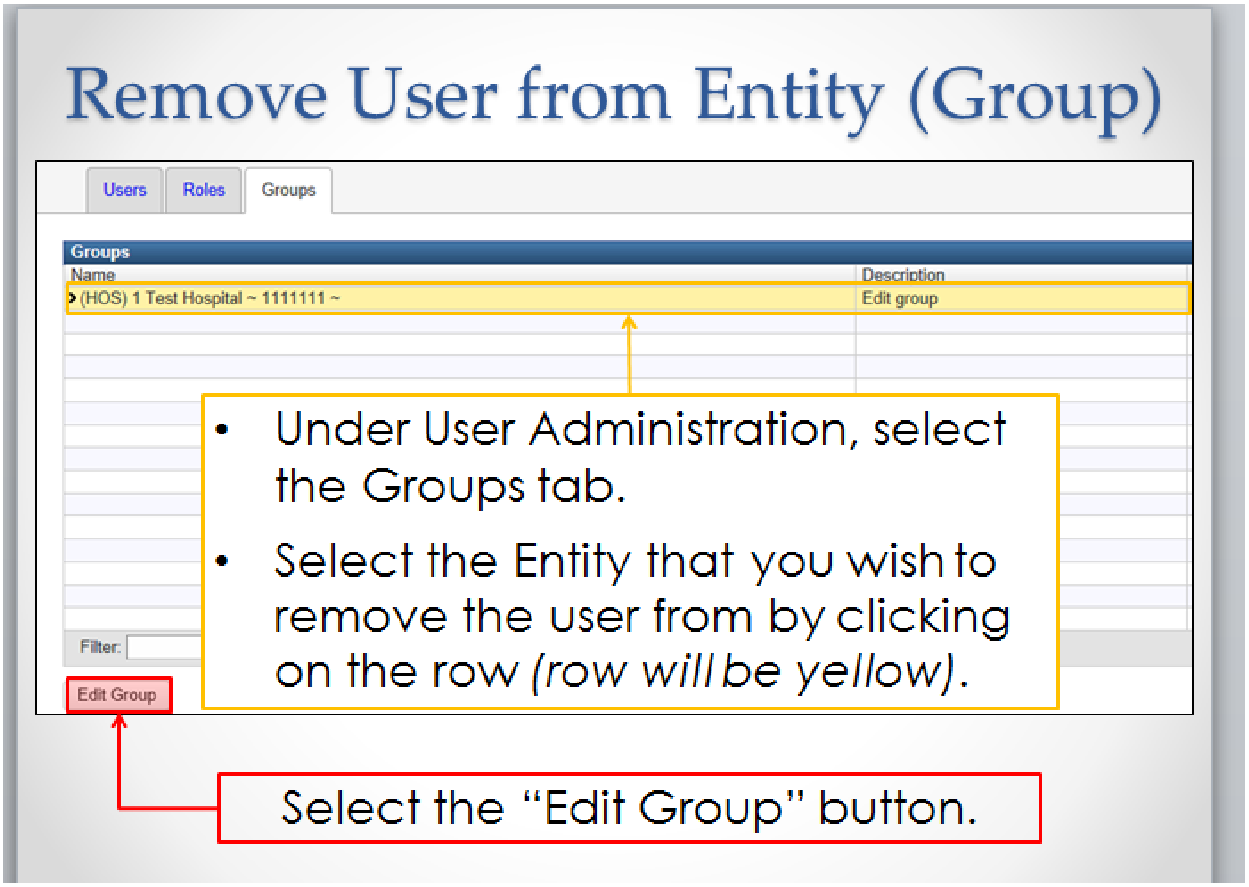
Step 2: If the user reports only for your Entity, you must make the user *Inactive.*



Step 3: If the user reports for multiple Entities – <u>DO NOT</u> make the user Inactive.

NOTE: If the user is made inactive while still in the groups for the other Entities, they will <u>not</u> be able to submit records for the other Entities.

Step 4: If you remove the user from your Entity (Group) before changing the status to "Inactive", you will not be able to change the user's status.

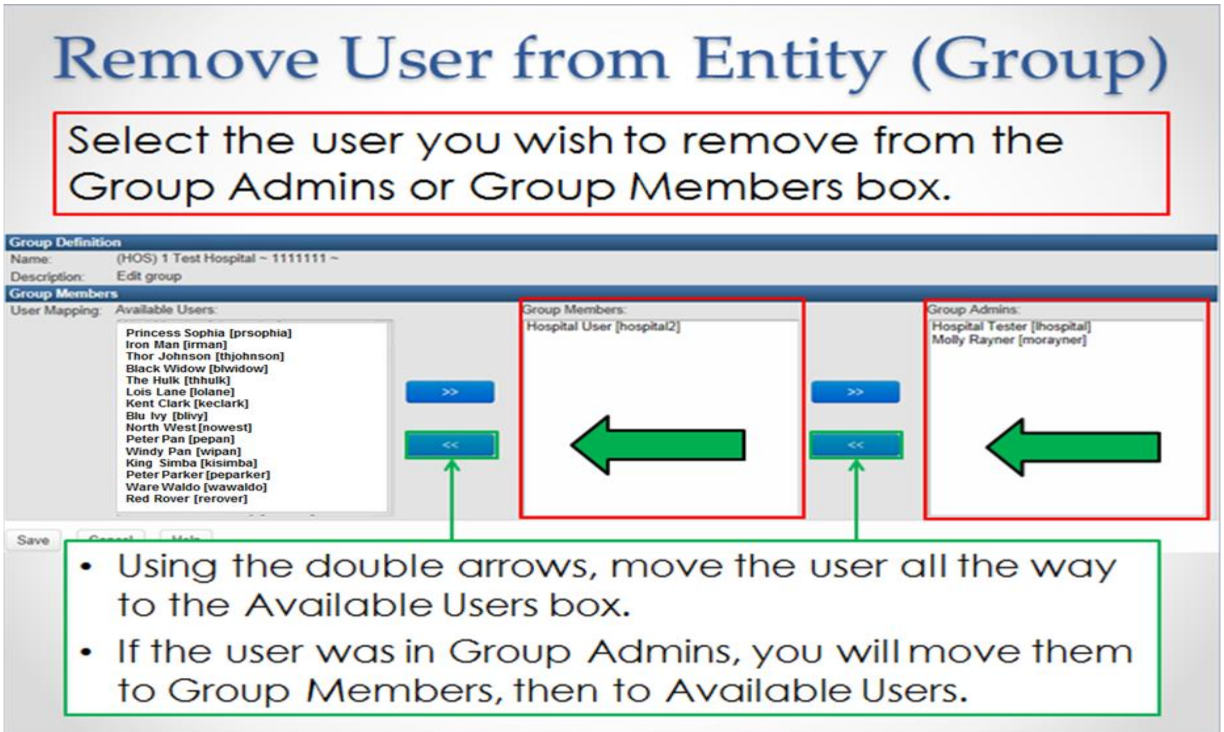


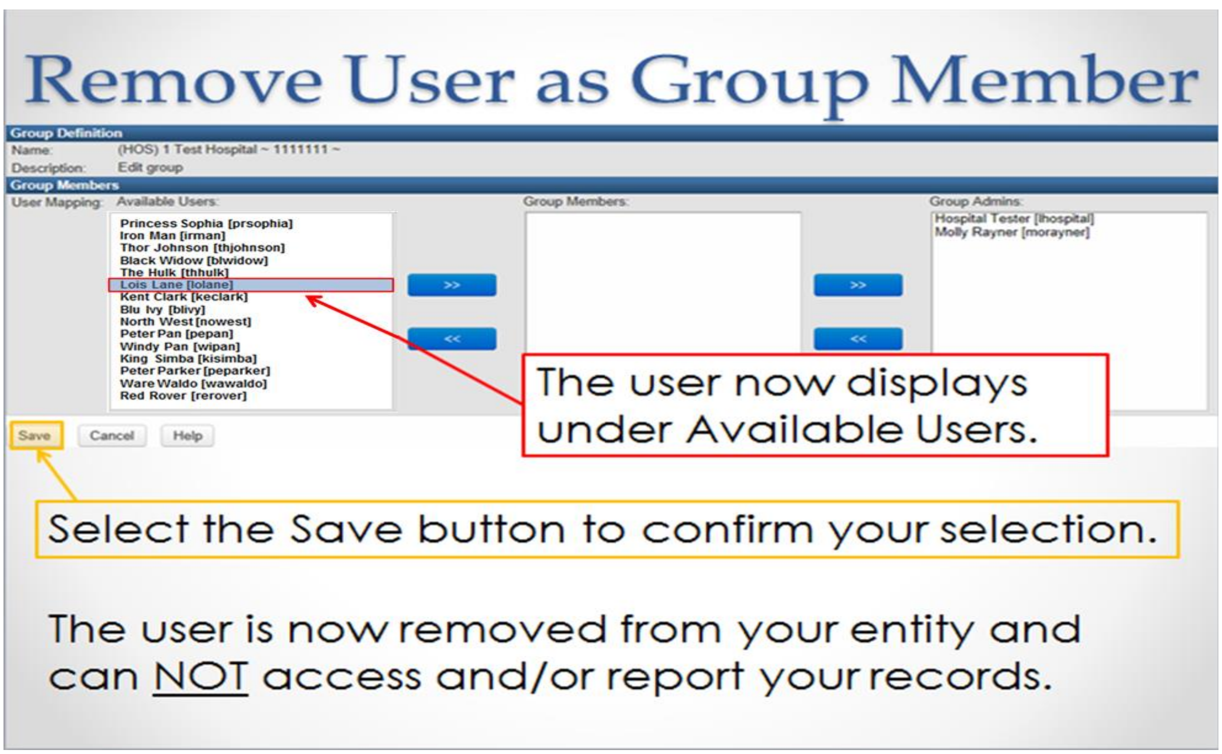
An Active user can still log into the Registry, even though they are not associated with any Entities (groups), but they are not able to view any records.

A user who has been left "Active", but has been removed from a group, will be able to enter records, but upon saving, will receive an "Unauthorized User" error message. The Account Manager will need to add them to the Entity (group) in order for them to be able to submit records to the Registry.

Example: User works for Entity ABC EMS. They change jobs and the Account Manager removes them from the ABC EMS group. User transfers to EMS XYZ and begins working. User attempts to enter patient records at EMS XYZ, but receives the "Unauthorized User" error message. The Account Manager at EMS XYZ must search for User's account in the Registry and add them to the group for EMS XYZ. User will then be able to enter and submit patient records to the Registry for EMS XYZ.

Step 5: To remove a user from the Entity, select the user and move user to the left to progress back to the Available user box.

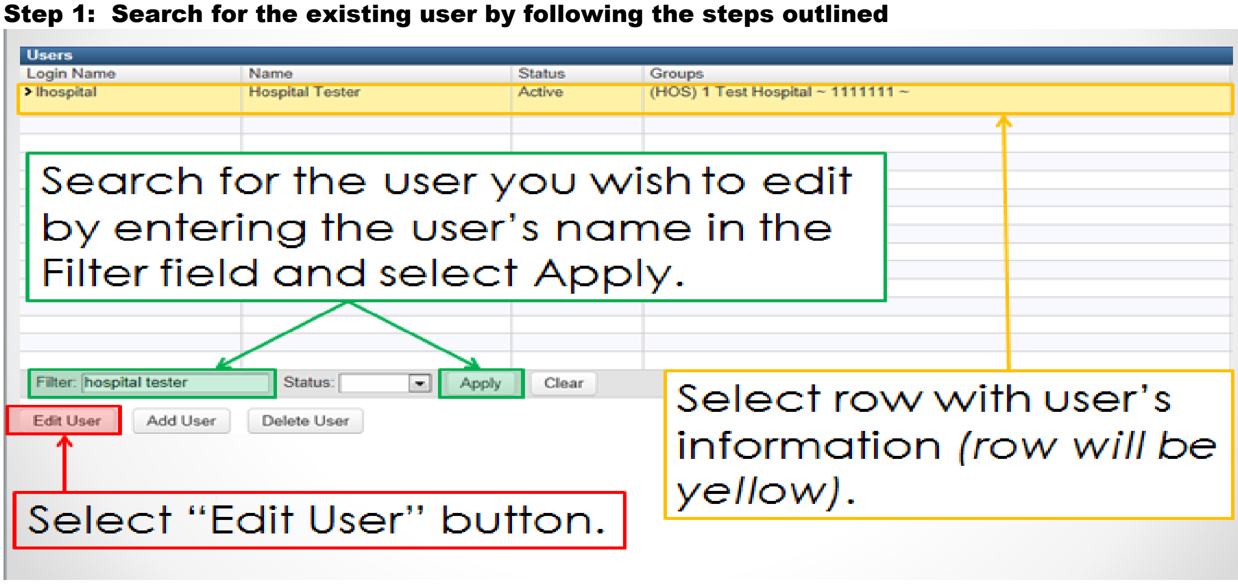




10.2 Account Manager Reset Password

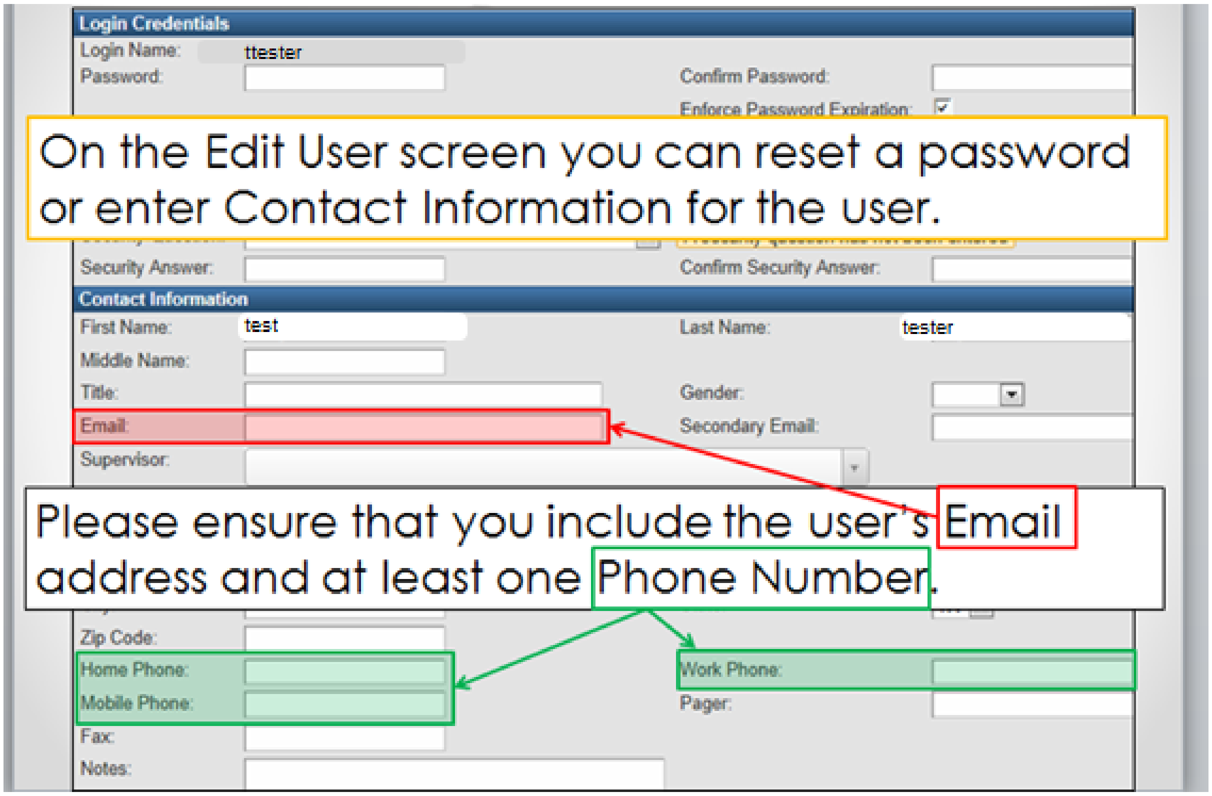
Account Managers have the ability to reset passwords for users within their entity's account. I n this section, Account Managers will find the instructional steps on to properly reset/edit an existing user's password. Please see steps below on how to complete this task.

Step 1: Search for the existing user by following the steps outlined



Step 2: When the user is located double click user or click the "Edit User" button

Step 3: Under the 'Login Credentials' box enter in the temporary password for the user



10.3 Business Associate Agreement (BAA)

Entities are allowed to submit data through a Third Party Billing Agency (Business Associate). However it is the responsibility of the individual entity to ensure that its data is submitted to and accepted into Maven.

Reporting entities have the option to have a Third Party Billing Agency to submit data on their behalf. In order for this to occur, a Business Associate Agreement (BAA), must be uploaded by an Account Manager to the entity's account and reviewed and approved by DSHS. Upon approval DSHS will link the entity's account to the Third Party Billing Agency's account. A key factor to note is that it is ultimately the entity's responsibility to ensure that the data is being submitted in a timely manner and that the records, submitted by the Third Party Billing Agency, are all accepted into the online reporting system. Each entity has the capability to follow up and view the submissions at any time by accessing their entity's account.

Please note that Third Party Agencies are not the only "Business Associates" that can submit data on behalf of the individual entity; Regional Advisory Councils (RACs), as well as Vendors (Software Companies) can act as a Third Party and submit data. Nonetheless, a BAA will still need to be uploaded to the individual entity's account for access to be granted.

As discussed, in this section you will see the step-by-step process for uploading a BAA to the individual entity's account as well as confirming submissions.

10.3.1 How to upload a BAA

10.3.2 How to check submission status reports

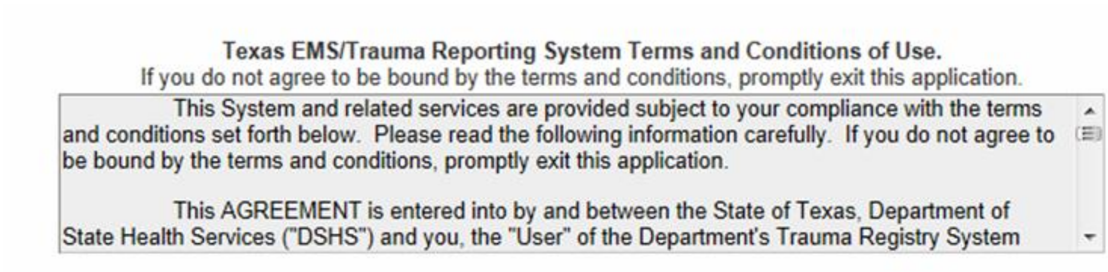
10.3.1 How to Upload a BAA

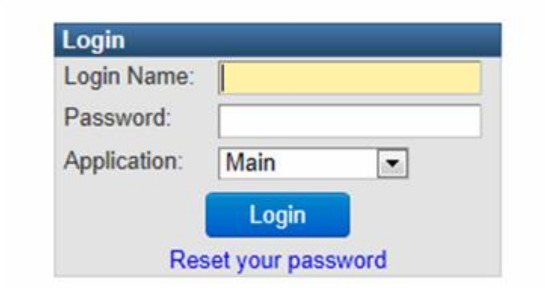
Follow these steps on "How to Upload a Business Associate Agreement (BAA)" in order for a Third Party Agency to submit data on behalf of the entity. BAA's are to be uploaded to the entity's account by the Account Managers only.

Third Party 'Billing' Agency

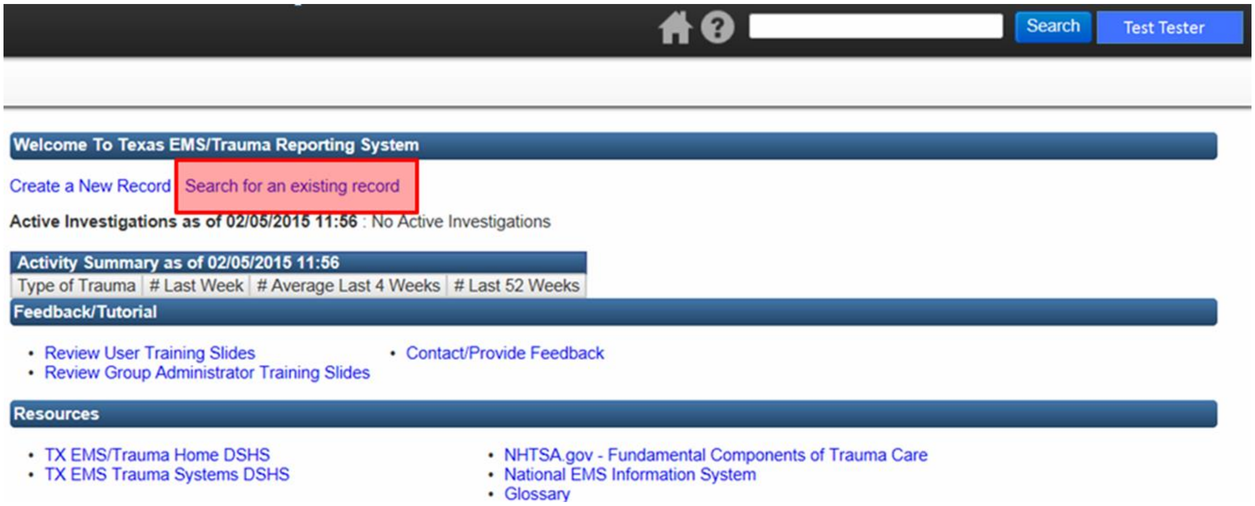
Please note a "Third Party Billing Agency" is not limited to an Agency, but can include the RAC or a (Software) Vendor.

Step 1: Login into the "Main" Application side

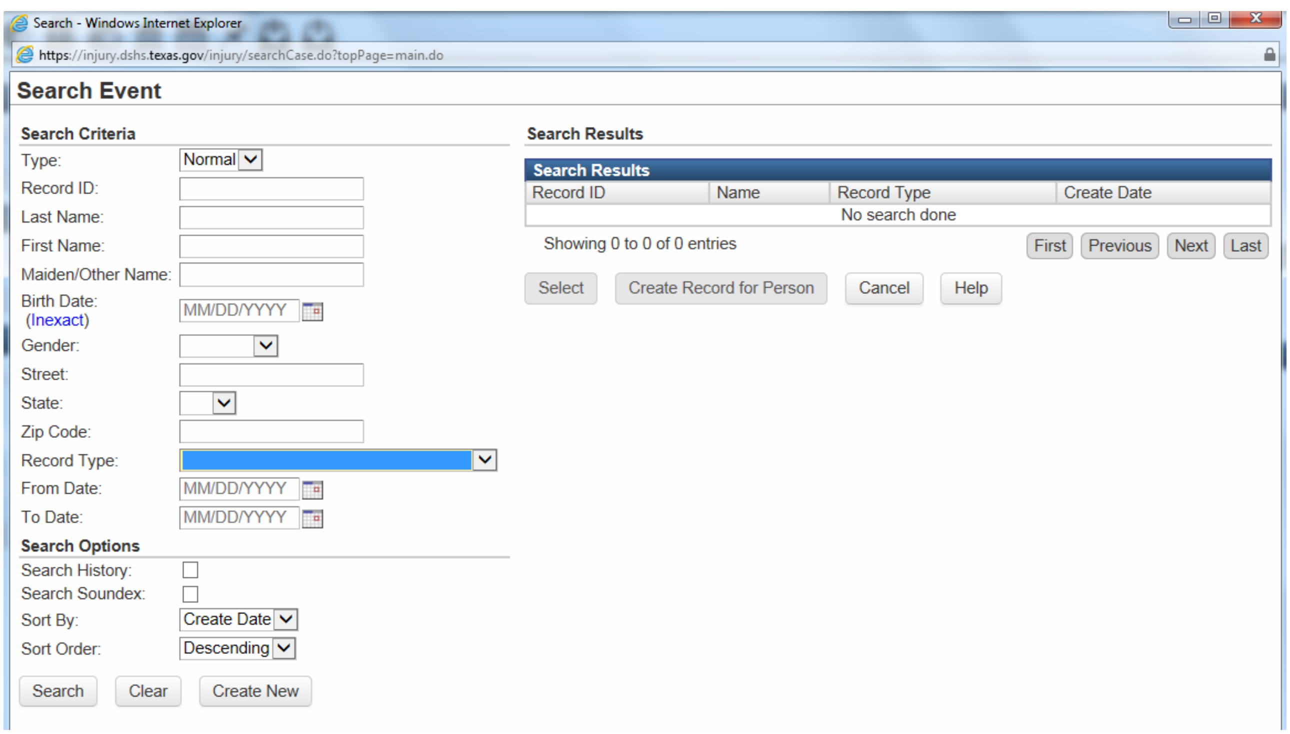




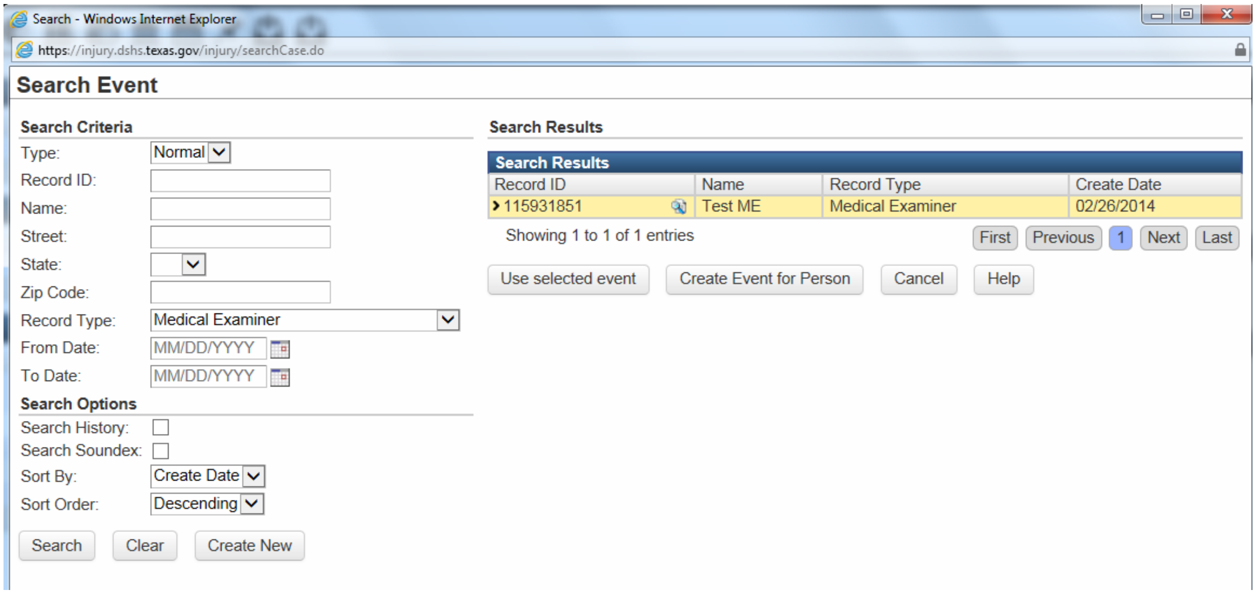
Step 2: Search for your entity by clicking "Search for an existing record" link



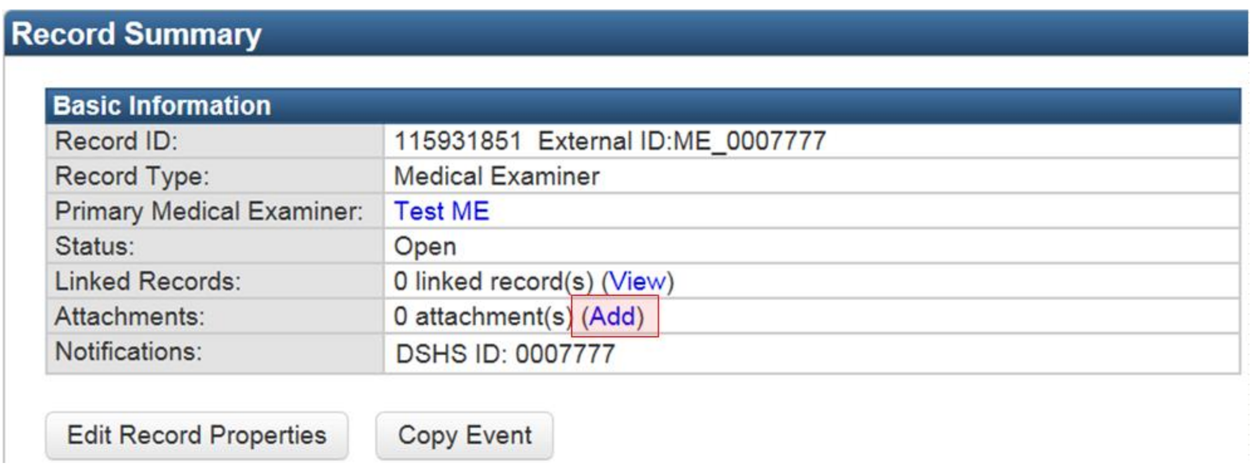
Step 3: In "Record Type" drop box, select your Facility type; (i.e. "EMS Facility," "Hospital," "Justice of the Peace, etc.)



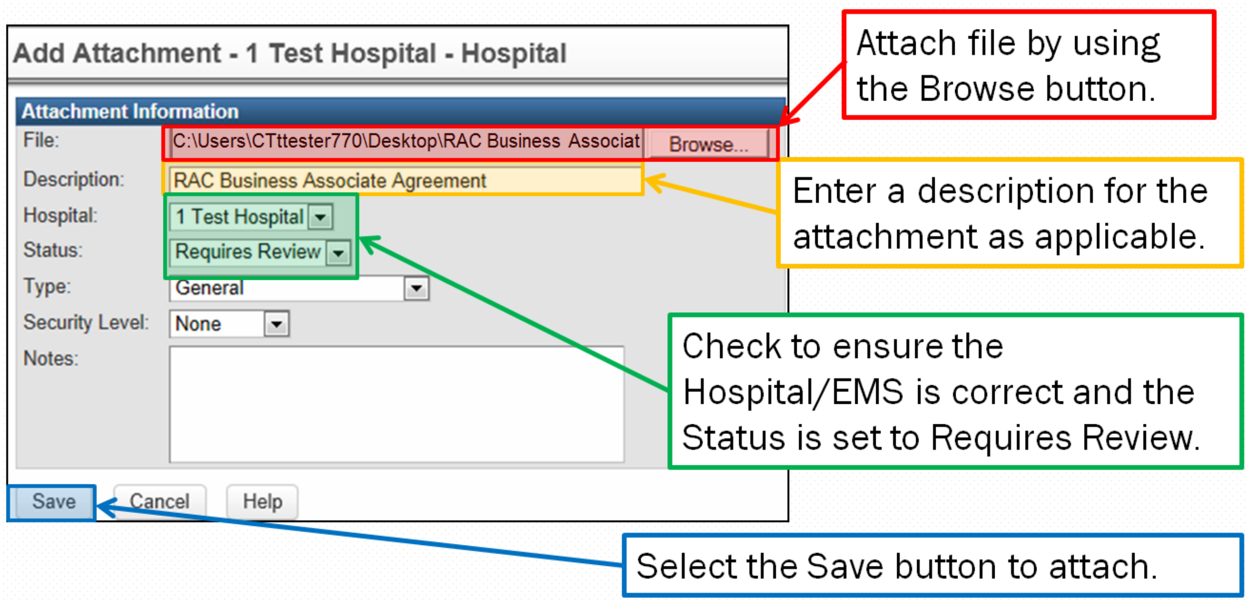
Step 3: Click the *Search* Button and your entity's name will pop up on the <u>Search Results Log</u> – double click your entity's name.



Step 4: Look for "Attachment" under the 'Basic Information;' click the "Add" link to open the 'Add Attachment' window

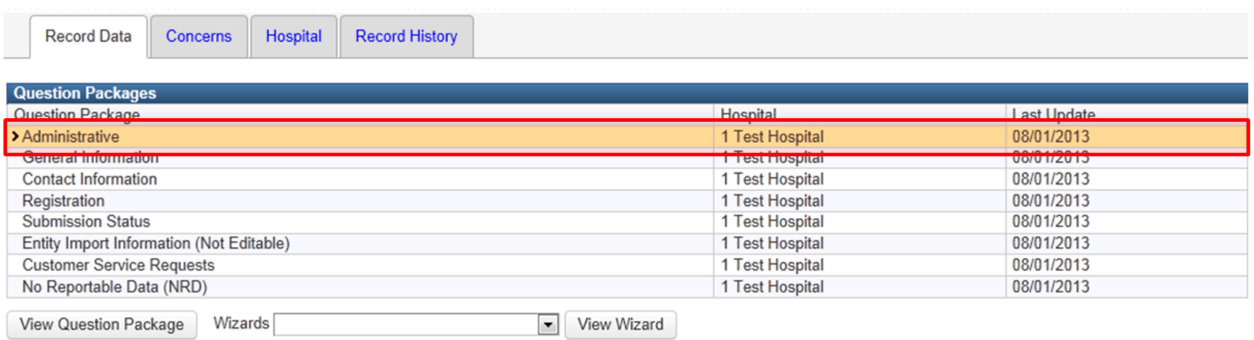


Step 5: Attach the BAA by using the 'Browse' button and click "Save"

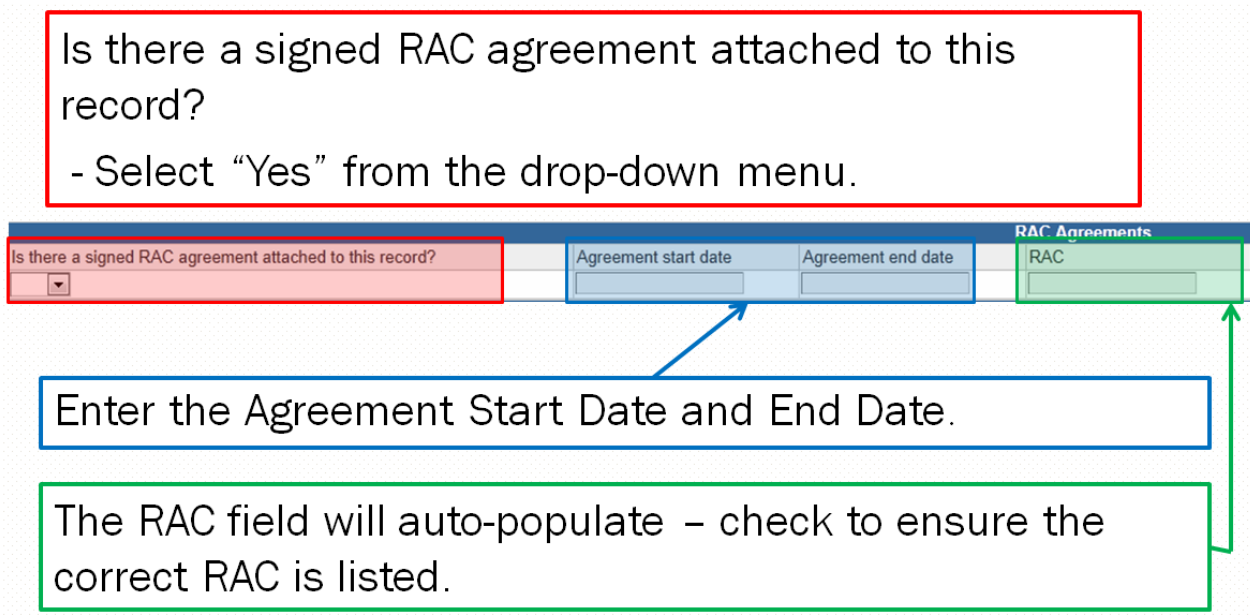


(NOTE: To submit BAA for the ROS Team review and approval, you must continue to the <u>Administrative Question Package)</u>

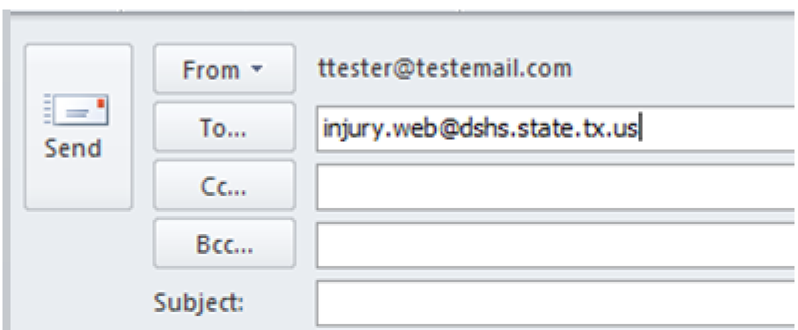
Step 6: On the entity's 'Record Summary' page, click the "Administrative" question package



Step 7: Enter the appropriate infomration for each field and click "Save"



Step 8: Send an email to the injury.web@dshs.state.tx.us account informing DSHS that a BAA has been attached and ready for review/approval



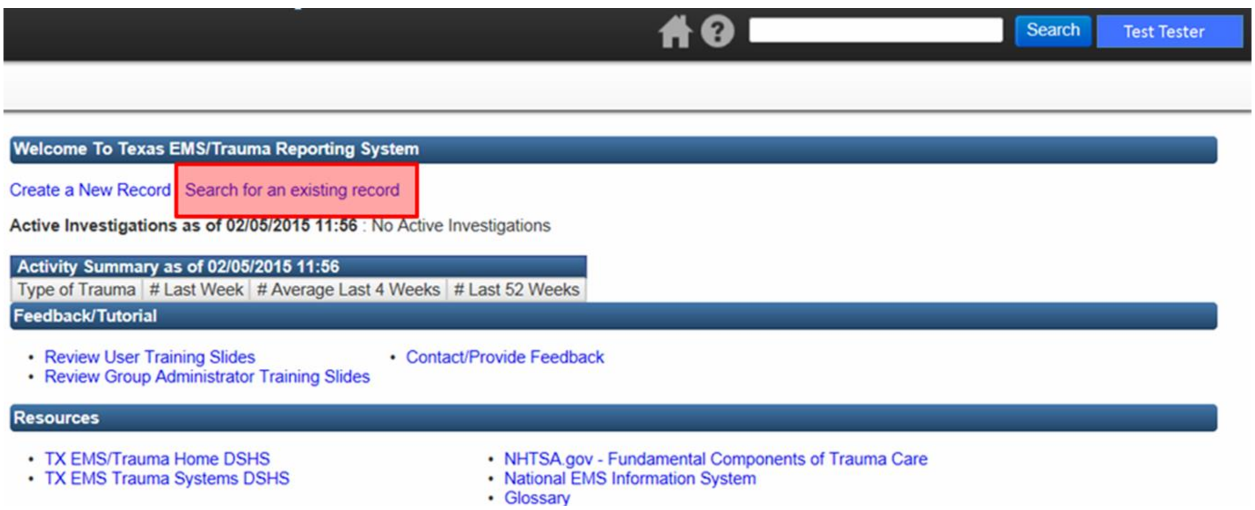
10.3.2 How to check submission status report

Follow these steps on how to check submission status reports. These steps outline how users of the system can log in and check submission status made by other users of their entity or authorized Third Party Agencies to ensure that data submission is occurring and the records are being accepted.

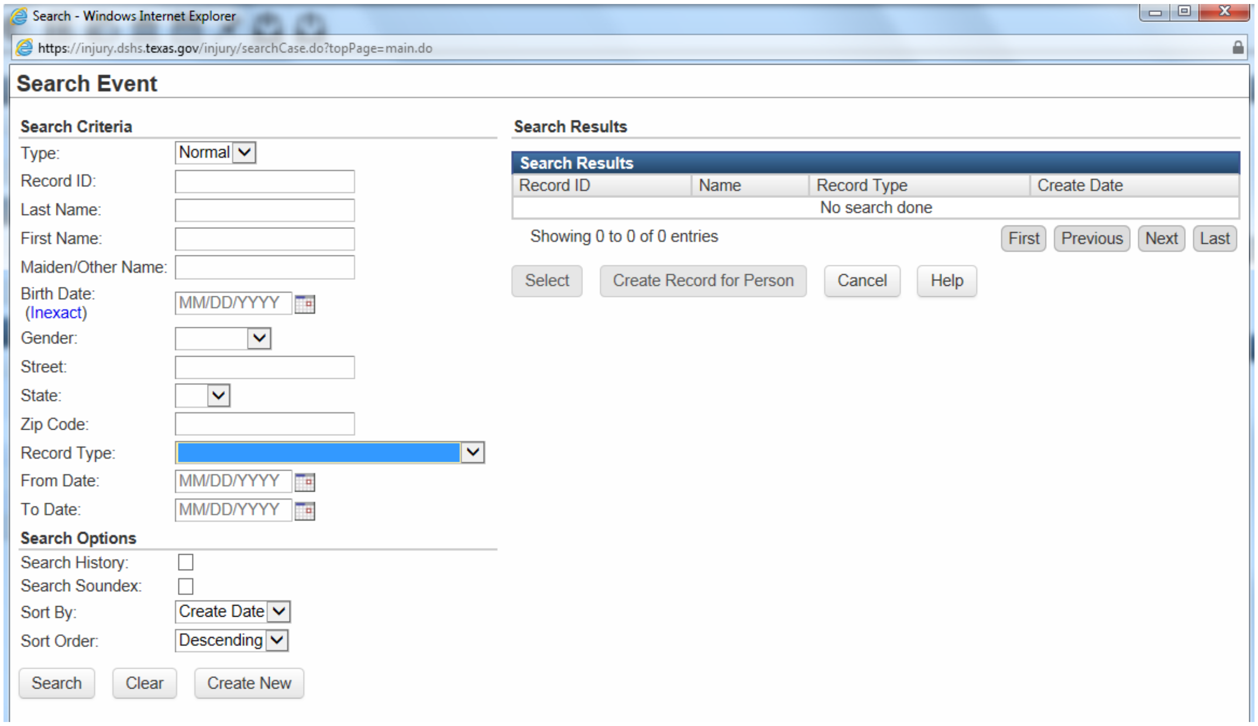
Entity's Responsible for the Data

Please note that it is the underlying responsibility of the entity to ensure that the data is being submitted, even with a Business Agreement with a Third Party Agency, on time and the records that are being submitted are accepted into the registry.

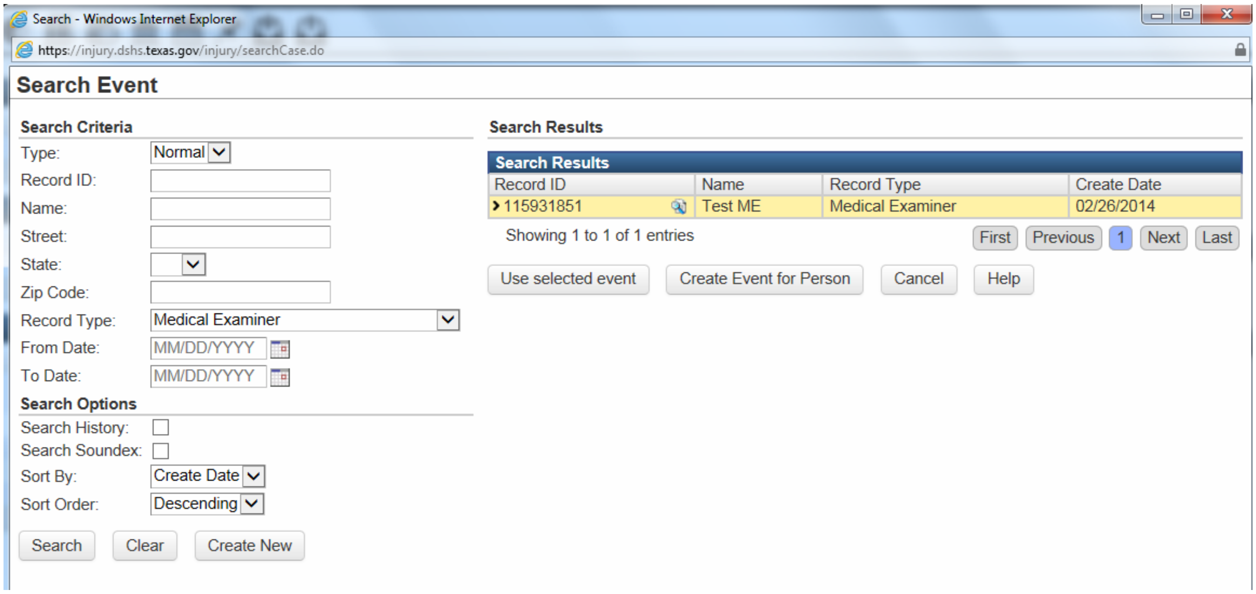
Step 1: Click on the "Search for an existing record" link



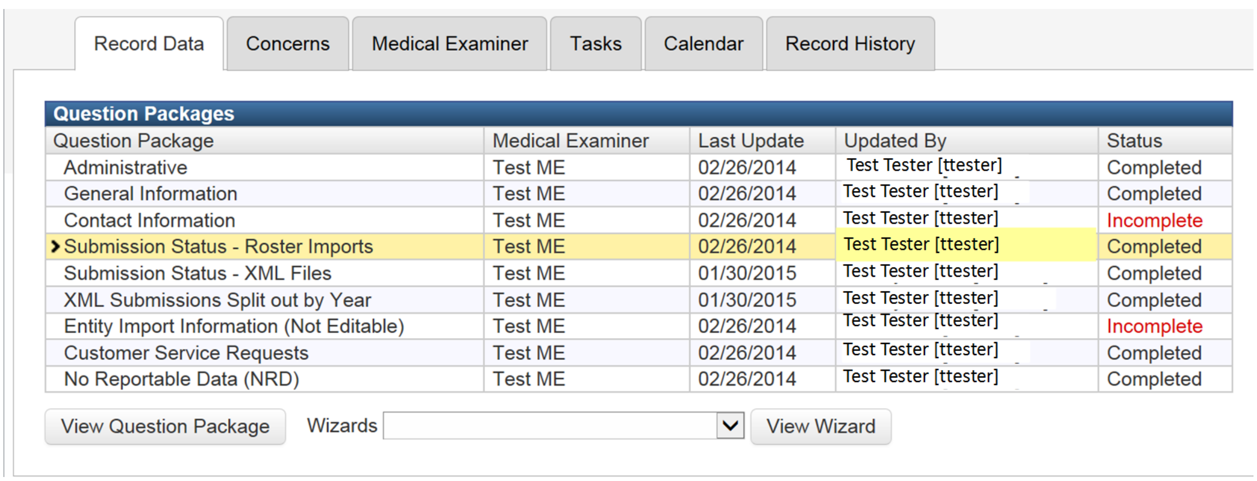
Step 2: In "Record Type" drop box, select your Facility type; (i.e. "EMS Facility," "Hospital," "Justice of the Peace, etc.)



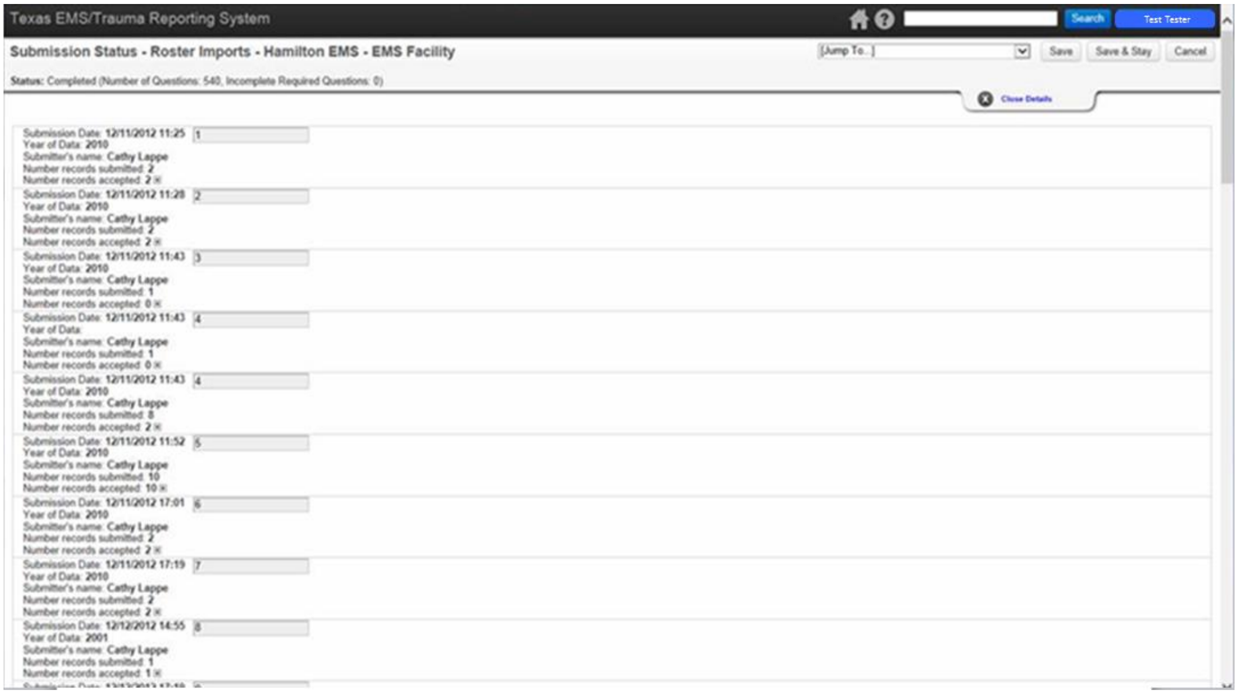
Step 3: Click the *Search* Button and your entity's name will pop up on the <u>Search Results Log</u> – double click your entity's name.



Step 4: The <u>Record Summary</u> page will open and at the bottom, under the 'Questions Packages', double click the *Submission Status – Roster Import* Question Package.



Step 5: The *Submission Status – Roster Import* Question Package will open.



Section

11

11.0 Submitting Data

This section discusses the different methods of submitting data to Maven.

Maven offers the customers two methods of submitting data to the Sate in order to fulfill data reporting requirements as stated in the Texas Administrative Code Title 25, Part 1, Chapter 103, Rule §103.4. There are two methods for reporting data, web-data entry and import roster (file upload). The file upload method encompasses two options; the LEGACY file upload (.txt file) and the XML file upload. Please note that the LEGACY file upload option will be phased out over time.

In event that an erroneous record(s) was created or a duplication of submittal, the customer must following the outlined procedure for getting the record deleted from the Registry.

As discussed, in this section you will see:

11.1 Web-Data Entry

11.2 Import Roster (File Upload)

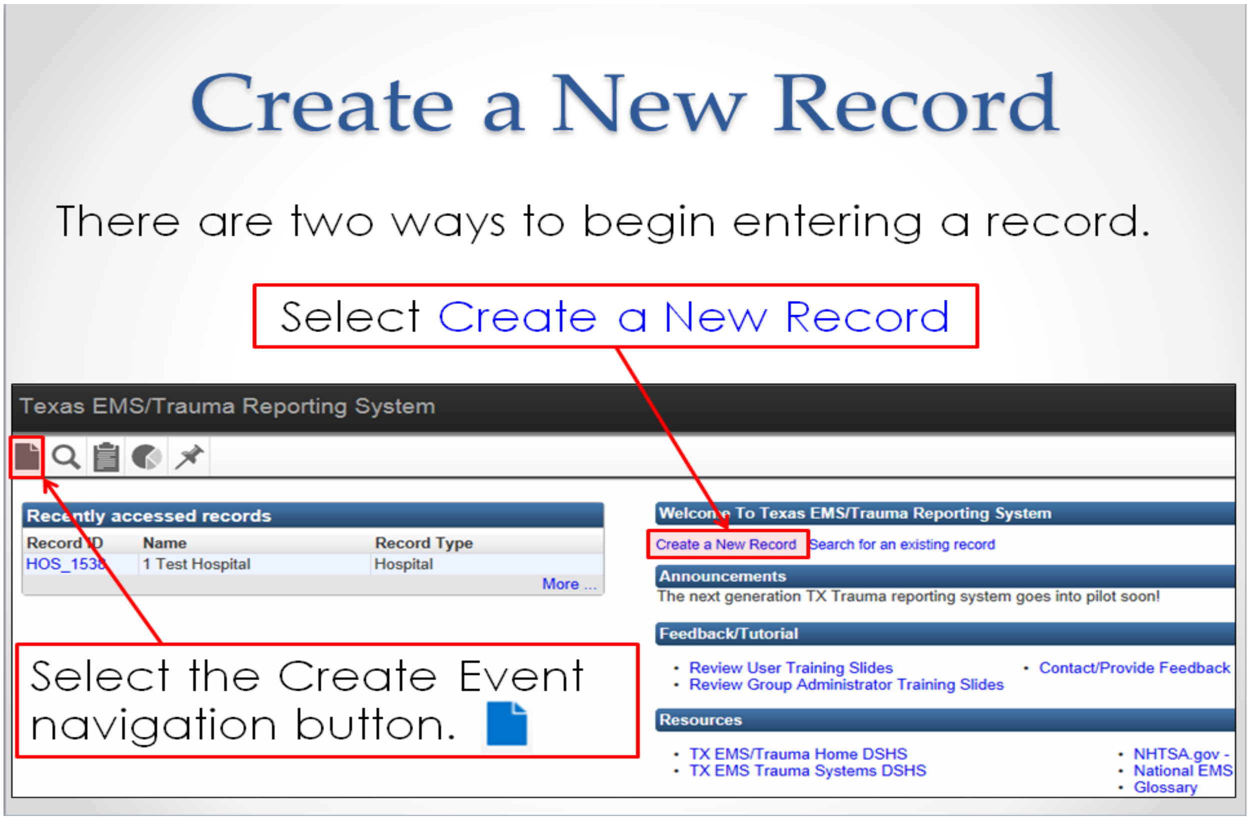
11.2.1 LEGACY File Upload

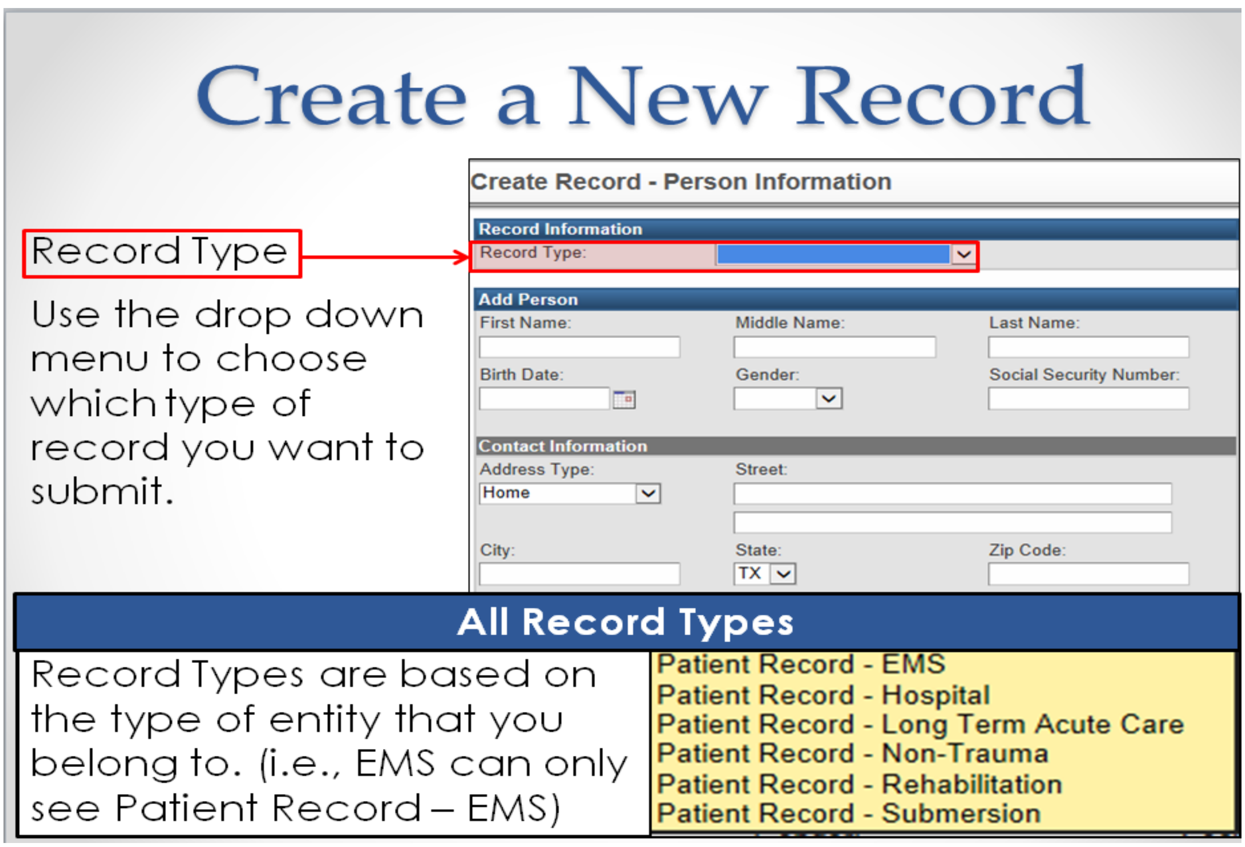
11.2.2 XML File Upload

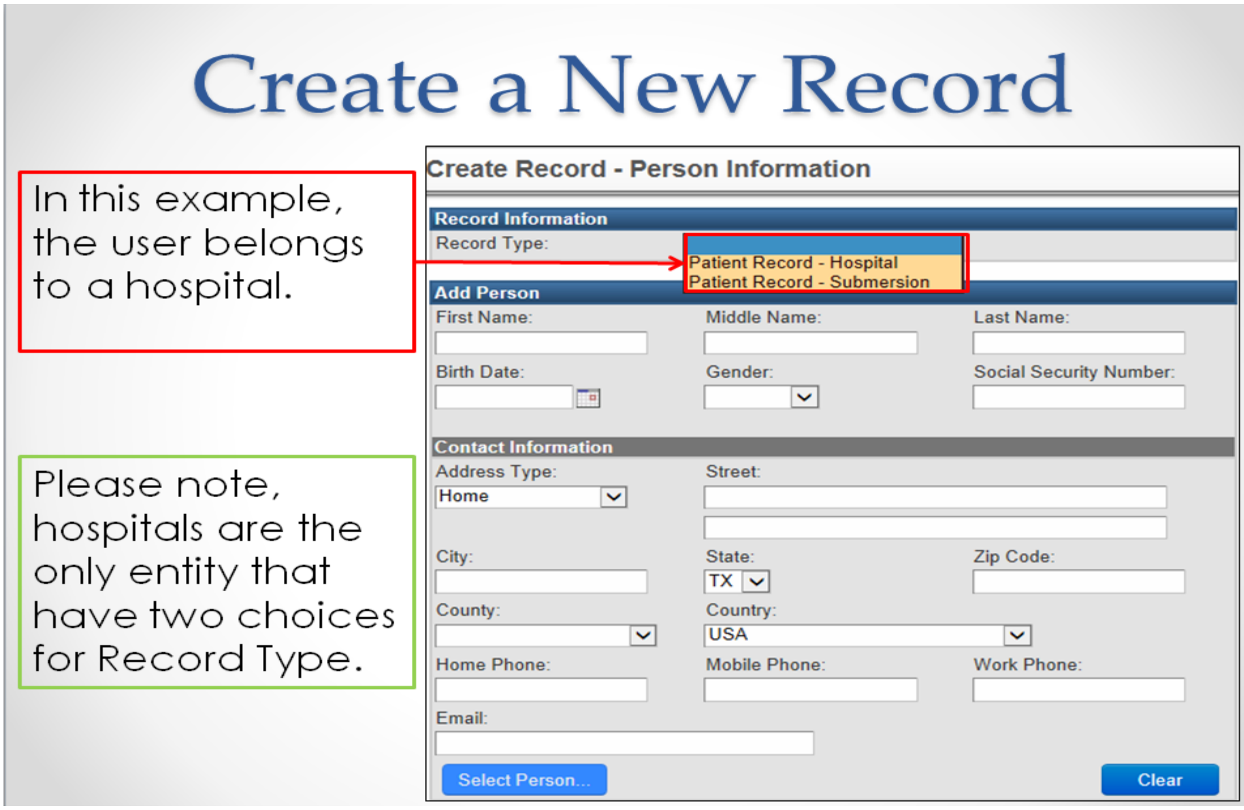
11.3 Delete Record Procedure

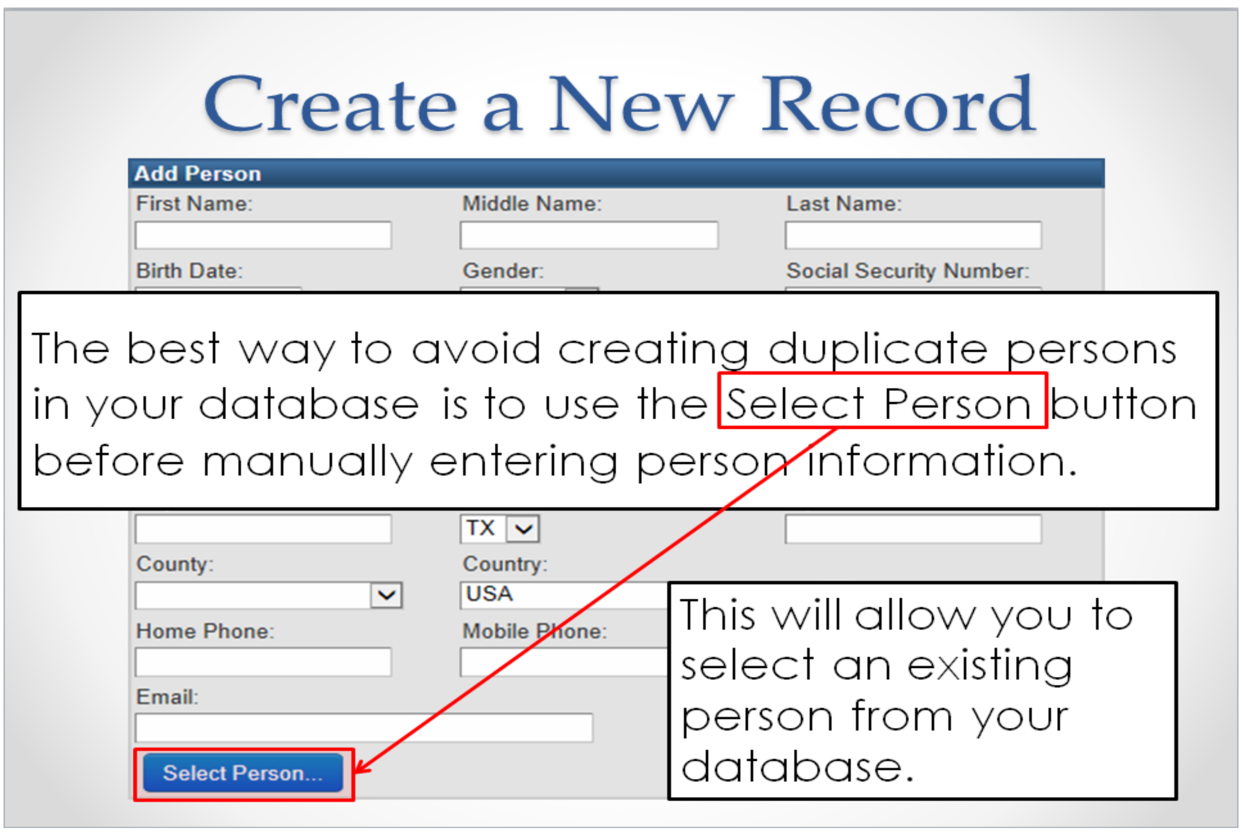
11.1 Web-Data Entry

In this section, customer will find the instructional steps on to perform the manual method of submitting data to the online reporting system; web-data entry. Please follow the steps below:

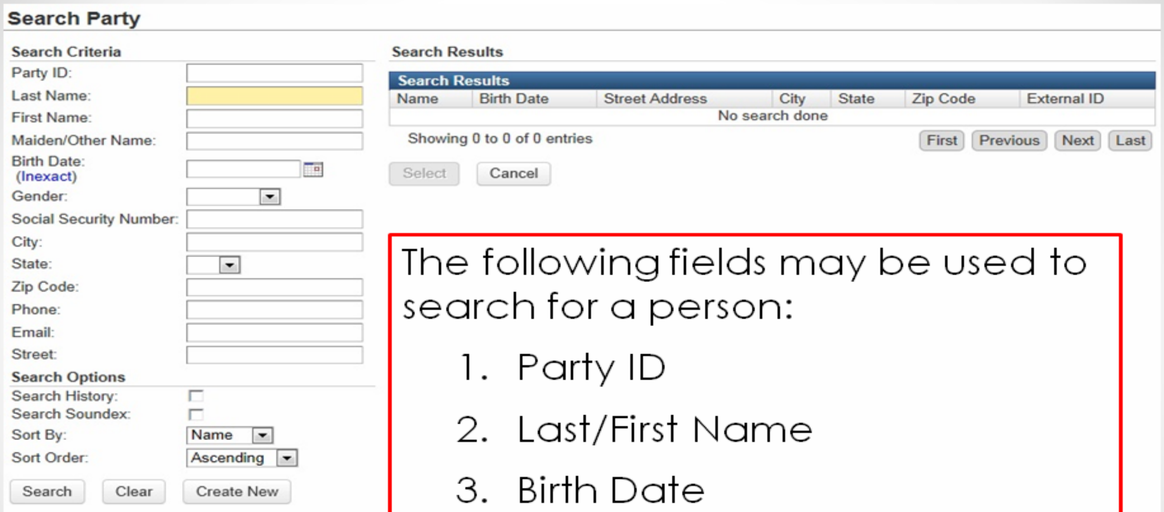

Create a New Record
There are two ways to begin entering a record.
Select Create a New Record
Texas EMS/Trauma Reporting System
Recently accessed records
Record ID
Name
Record Type
HOS_1538
1 Test Hospital
Hospital
More ...
Welcome To Texas EMS/Trauma Reporting System
Create a New Record
Search for an existing record
Announcements
The next generation TX Trauma reporting system goes into pilot soon!
Feedback/Tutorial
Review User Training Slides
Review Group Administrator Training Slides
Contact/Provide Feedback
Resources
TX EMS/Trauma Home DSHS
TX EMS Trauma Systems DSHS
NHTSA.gov -
National EMS
Glossary
Select the Create Event navigation button.


Create a New Record
Record Type
Use the drop down menu to choose which type of record you want to submit.
Create Record - Person Information
Record Information
Record Type:
Add Person
First Name:
Middle Name:
Last Name:
Birth Date:
Gender:
Social Security Number:
Contact Information
Address Type:
Home
Street:
City:
State:
TX
Zip Code:
All Record Types
Record Types are based on the type of entity that you belong to. (i.e., EMS can only see Patient Record – EMS)
Patient Record - EMS
Patient Record - Hospital
Patient Record - Long Term Acute Care
Patient Record - Non-Trauma
Patient Record - Rehabilitation
Patient Record - Submersion


Create a New Record
In this example, the user belongs to a hospital.
Please note, hospitals are the only entity that have two choices for Record Type.
Create Record - Person Information
Record Information
Record Type:
Patient Record - Hospital
Patient Record - Submersion
Add Person
First Name:
Middle Name:
Last Name:
Birth Date:
Gender:
Social Security Number:
Contact Information
Address Type:
Home
Street:
City:
State:
TX
Zip Code:
County:
Country:
USA
Home Phone:
Mobile Phone:
Work Phone:
Email:
Select Person...
Clear


Create a New Record
Add Person
First Name:
Middle Name:
Last Name:
Birth Date:
Gender:
Social Security Number:
The best way to avoid creating duplicate persons in your database is to use the Select Person button before manually entering person information.
TX
County:
Country:
USA
Home Phone:
Mobile Phone:
Email:
Select Person...
This will allow you to select an existing person from your database.

Create a New Record - Select Person



The following fields may be used to search for a person:

1. Party ID
2. Last/First Name
3. Birth Date
4. Gender
5. Phone
6. Address

Create a New Record - Select Person

- By selecting Inexact, you can search for a Birth Date range.

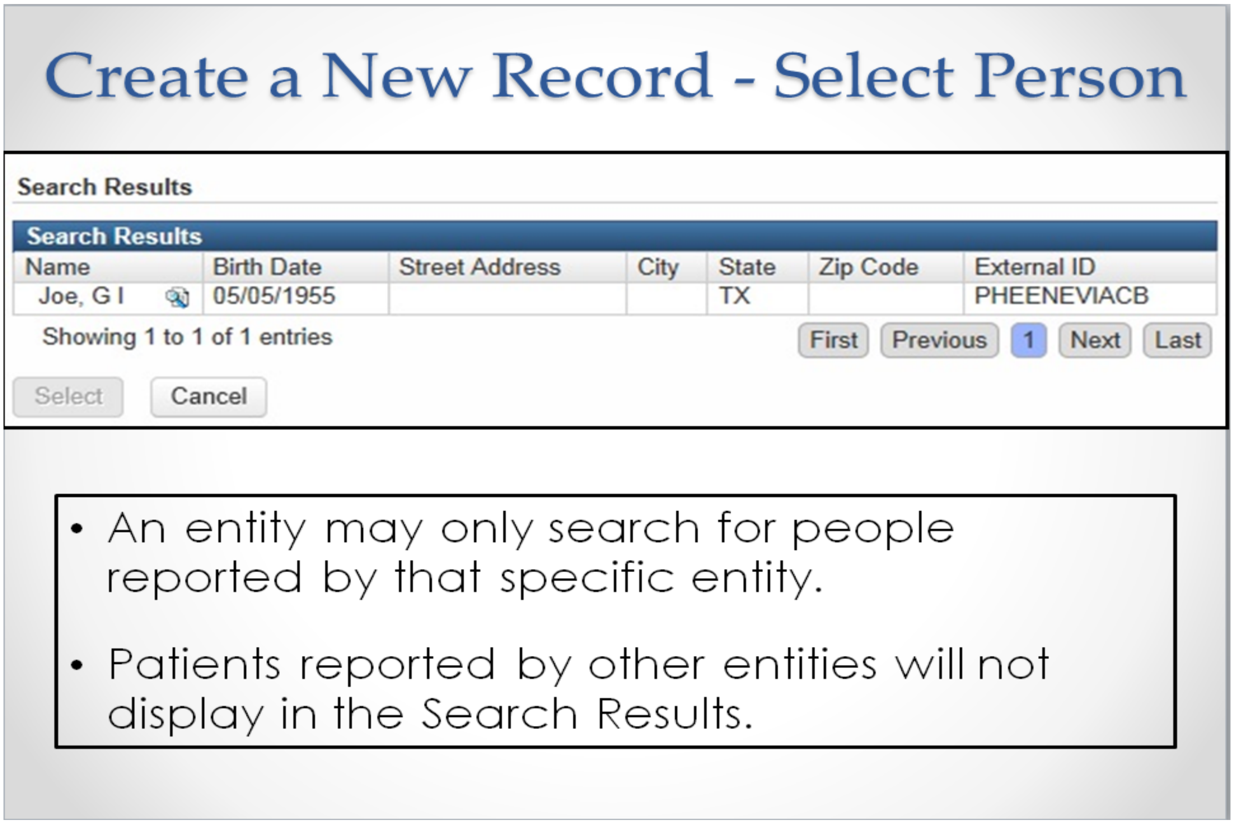
Birth Date: (Inexact) → Birth Date: (Exact) -

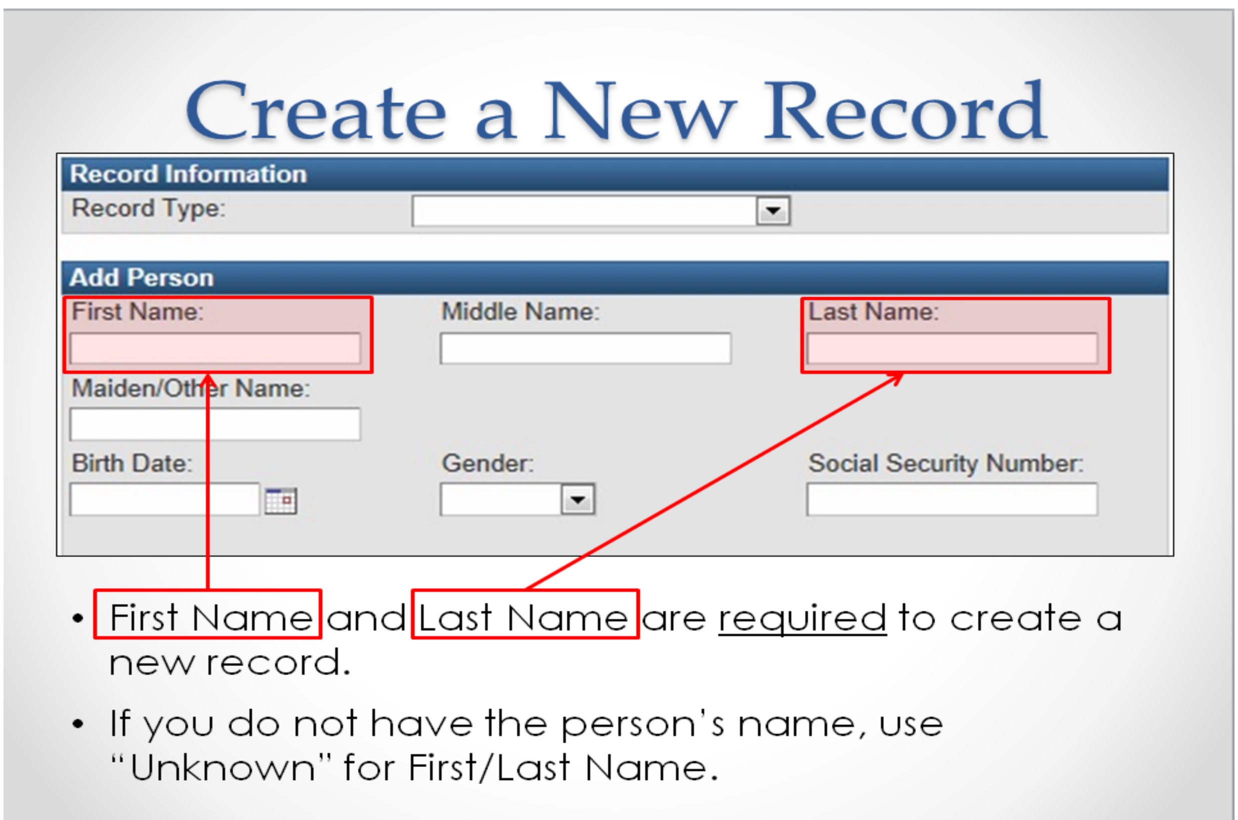
Search History:

- Allows the user to broaden the search to include historical information
- When selected, historical demographic and/or address information is also compared against the search criteria.
- Example: Old address

Search Soundex:

- Allows the user to broaden the search beyond literal spelling of the search criteria.
- Example: "Tom" will search on "Thom" and "John" will search on "Jack."


Create a New Record - Select Person
Search Results
Search Results
Name
Birth Date
Street Address
City
State
Zip Code
External ID
Joe, G I
05/05/1955
TX
PHEENEVIACB
Showing 1 to 1 of 1 entries
First
Previous
1
Next
Last
Select
Cancel
• An entity may only search for people reported by that specific entity.
• Patients reported by other entities will not display in the Search Results.

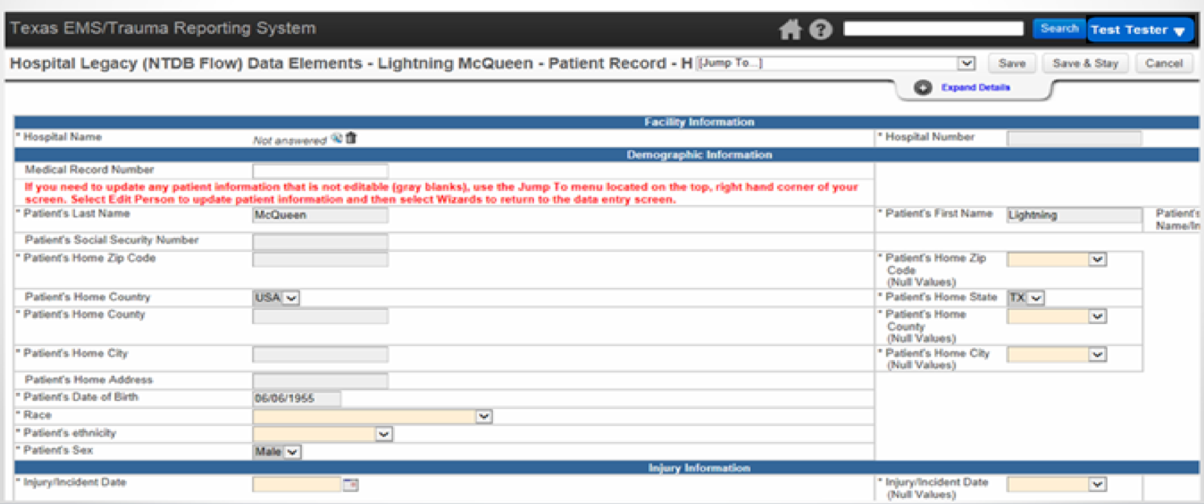

Create a New Record
Record Information
Record Type:
Add Person
First Name:
Middle Name:
Last Name:
Maiden/Other Name:
Birth Date:
Gender:
Social Security Number:
• First Name and Last Name are required to create a new record.
• If you do not have the person's name, use "Unknown" for First/Last Name.

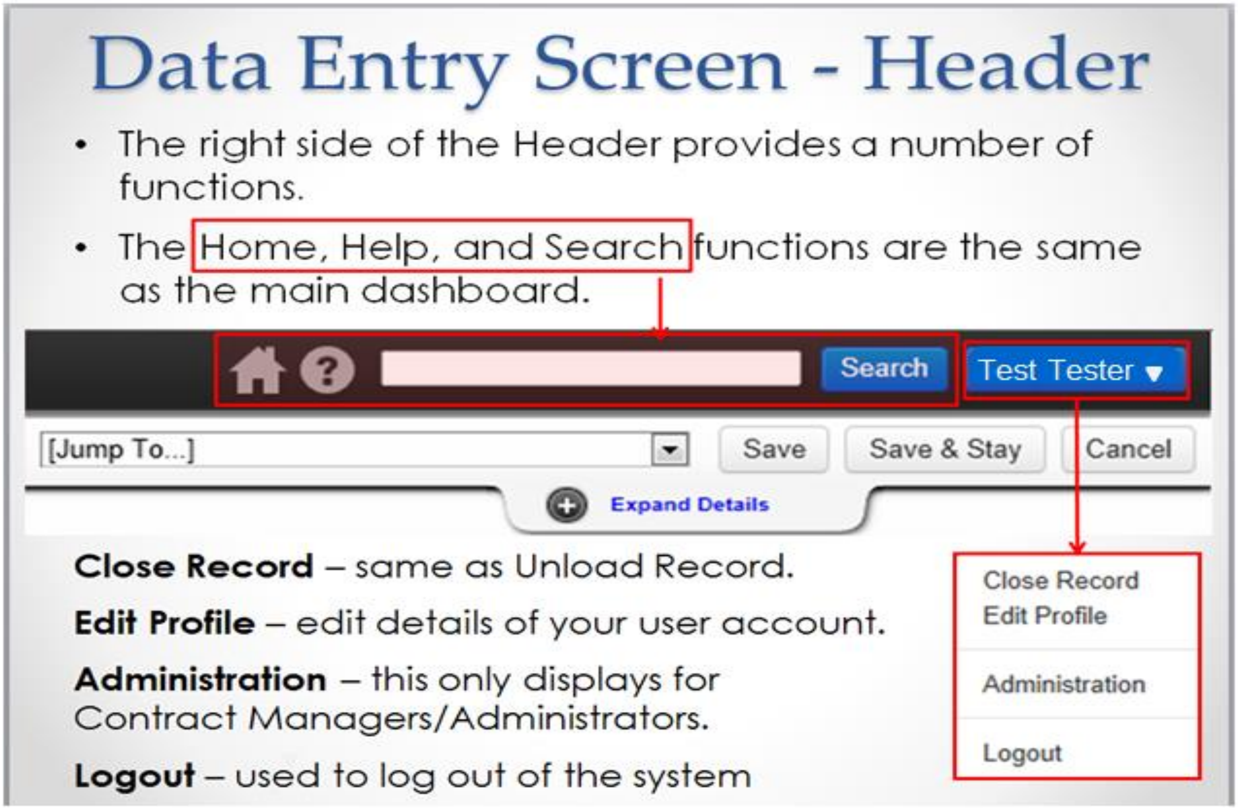
Create a New Record

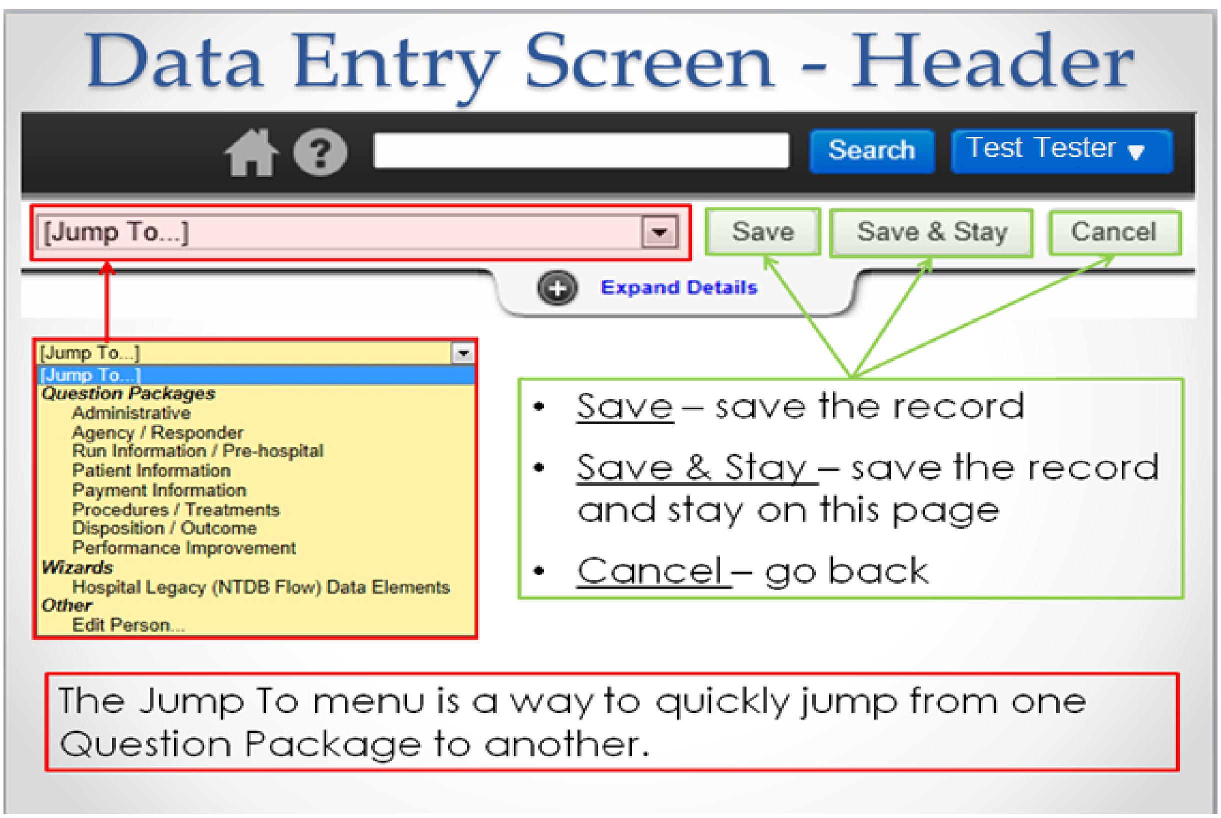
- Enter all available Contact Information.
- Any unknown information should be left blank.

Data Entry Screen

- The Wizard contains all currently required questions.
- The data entry screen is broken into sections that align with the Question Packages.




Data Entry Screen - Header
• The right side of the Header provides a number of functions.
• The Home, Help, and Search functions are the same as the main dashboard.
Search
Test Tester
[Jump To...]
Save
Save & Stay
Cancel
Expand Details
Close Record – same as Unload Record.
Edit Profile – edit details of your user account.
Administration – this only displays for Contract Managers/Administrators.
Logout – used to log out of the system
Close Record
Edit Profile
Administration
Logout


Data Entry Screen - Header
Search
Test Tester
[Jump To...]
Save
Save & Stay
Cancel
Expand Details
[Jump To...]
[Jump To...]
Question Packages
Administrative
Agency / Responder
Run Information / Pre-hospital
Patient Information
Payment Information
Procedures / Treatments
Disposition / Outcome
Performance Improvement
Wizards
Hospital Legacy (NTDB Flow) Data Elements
Other
Edit Person...
• Save – save the record
• Save & Stay – save the record and stay on this page
• Cancel – go back
The Jump To menu is a way to quickly jump from one Question Package to another.

Data Entry Screen - Header

- Select Expand Details to view the Status bar.
- The Status bar shows whether or not you have answered all of the required questions.

Status: Incomplete (Number of Questions: 99, Incomplete Required Questions: 70)

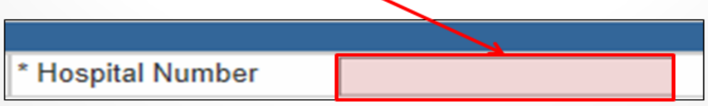
If your Status says Completed, then you have entered all required information for this record.

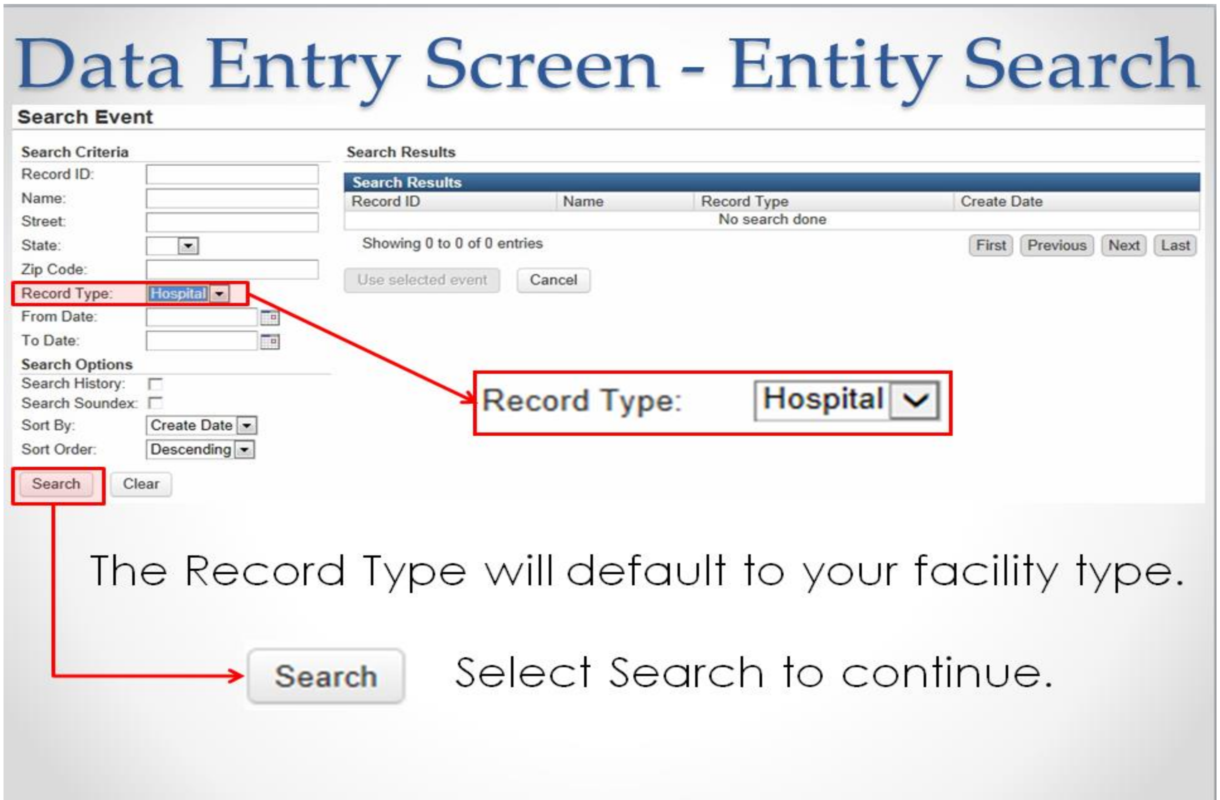
Status: Completed (Number of Questions: 83, Incomplete Required Questions: 0)

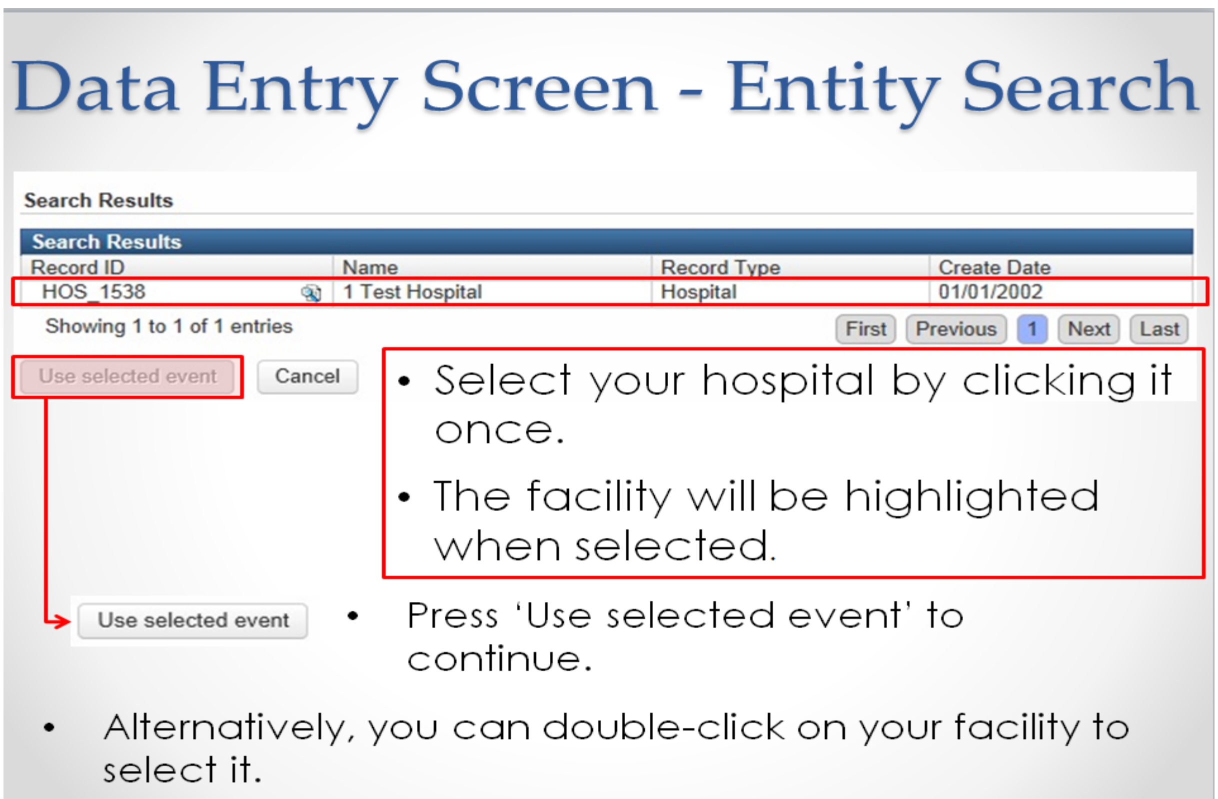
Data Entry Screen - Entity Search

- Facility Name – this required question is often missed.
- It is important that to complete this field so the record links to your facility.

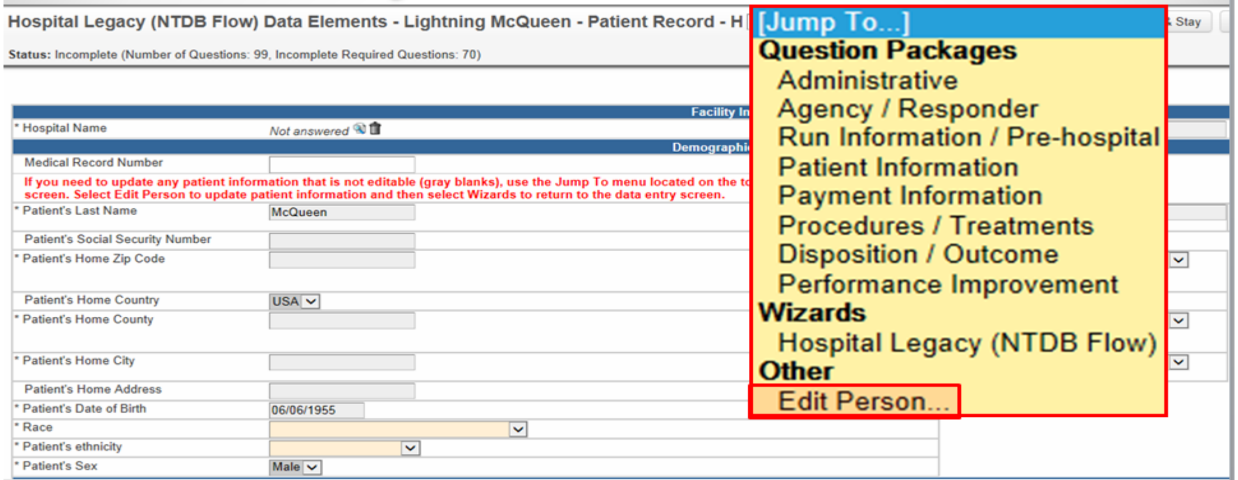
- To search for your facility, select the magnifying glass.
- Searching and selecting your facility auto-populates your Hospital Number (DSHS ID).




Data Entry Screen - Entity Search
Search Event
Search Criteria
Record ID:
Name:
Street:
State:
Zip Code:
Record Type: Hospital
From Date:
To Date:
Search Options
Search History:
Search Soundex:
Sort By: Create Date
Sort Order: Descending
Search
Clear
Search Results
Search Results
Record ID
Name
Record Type
Create Date
No search done
Showing 0 to 0 of 0 entries
First
Previous
Next
Last
Use selected event
Cancel
Record Type: Hospital
The Record Type will default to your facility type.
Search
Select Search to continue.


Data Entry Screen - Entity Search
Search Results
Search Results
Record ID
Name
Record Type
Create Date
HOS_1538
1 Test Hospital
Hospital
01/01/2002
Showing 1 to 1 of 1 entries
First
Previous
1
Next
Last
Use selected event
Cancel
• Select your hospital by clicking it once.
• The facility will be highlighted when selected.
Use selected event
• Press 'Use selected event' to continue.
• Alternatively, you can double-click on your facility to select it.

Data Entry Screen – Edit Person



- If you need to update patient information that is not editable (gray blanks), use the Jump To menu located on the top, right hand corner of your screen.
- Select Edit Person.

11.2 Import Roster (File Upload)

To save time in the future, print a copy of this document. Click **Print** on the **File** menu, and press ENTER to receive all eight pages of examples and instructions. With the printed document in hand, position yourself in normal view to see the style names next to each paragraph. Scroll through the document, and write the style names next to the paragraphs (press CTRL+HOME to reposition yourself at the beginning of the document) HOSPITALS.

11.2.1 LEGACY File Upload

The following instructions are for importing a LEGACY file (images below reflect an example of a LEGACY File upload as applies to either EMS or Hospital)

EMS Mandatory Elements:

The following fields <u>must</u> be populated in every record:

1. EMS/Trauma Registry ID Number
2. PSAP call date
3. Last name and first name*

*If the person name is unknown, use "Unknown" for first and/or last names

4. Sex
5. Date of birth
6. Incident county
7. Destination type

* Destination code – (conditionally mandatory based on 'Destination type' value)
receiving hospital's DSHS EMS/Trauma Registry ID number, if destination type indicates patient was taken to a hospital

8. Patient care report number

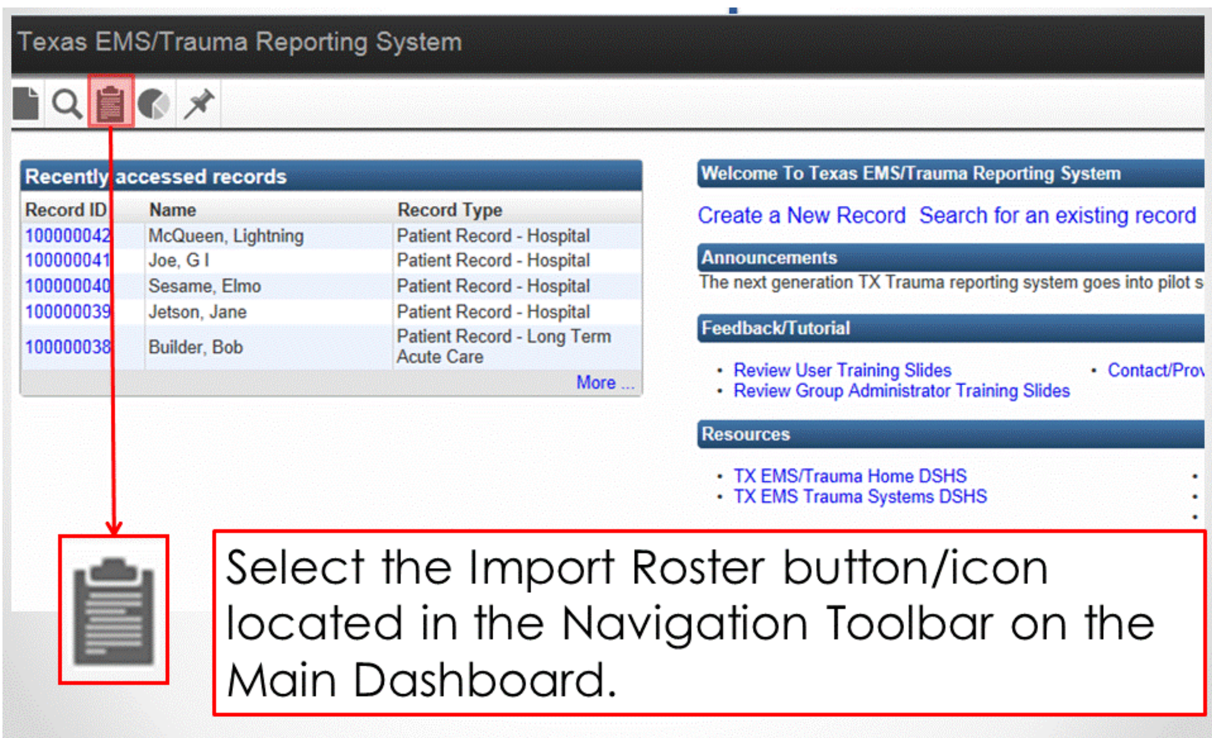
Any records without these fields will be rejected.

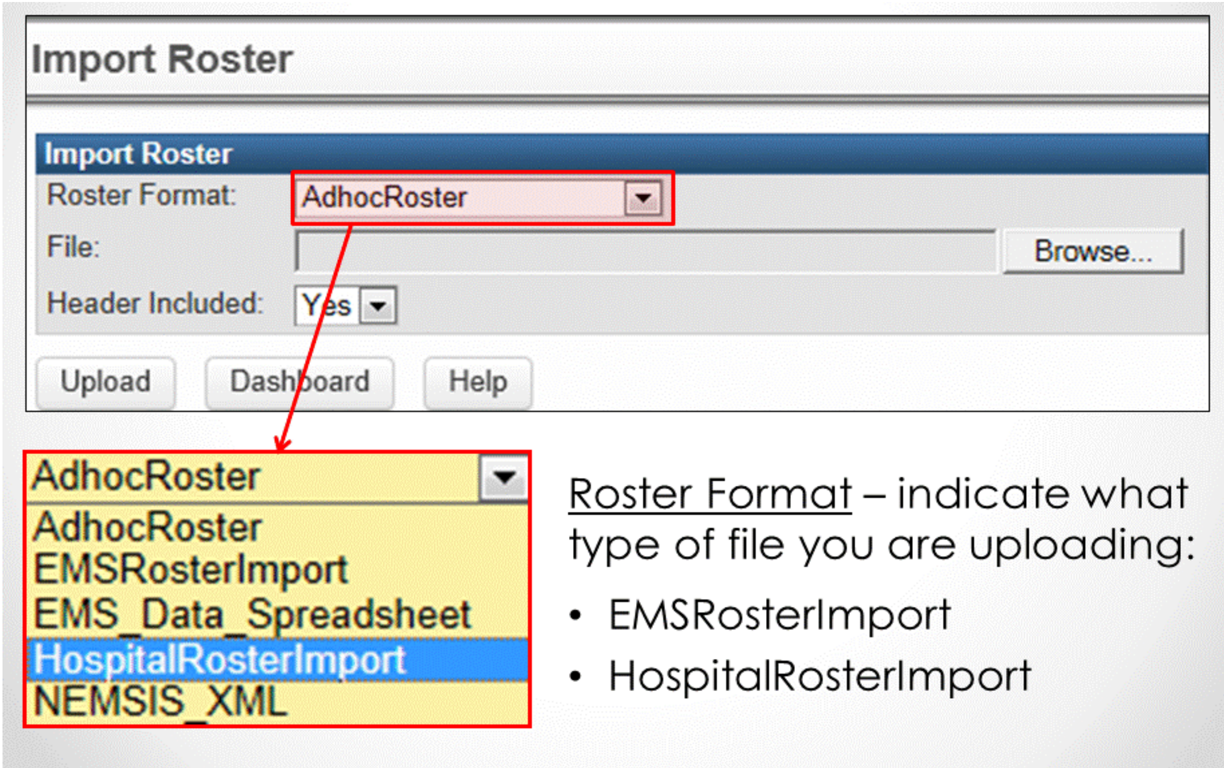
Hospital Mandatory Elements:

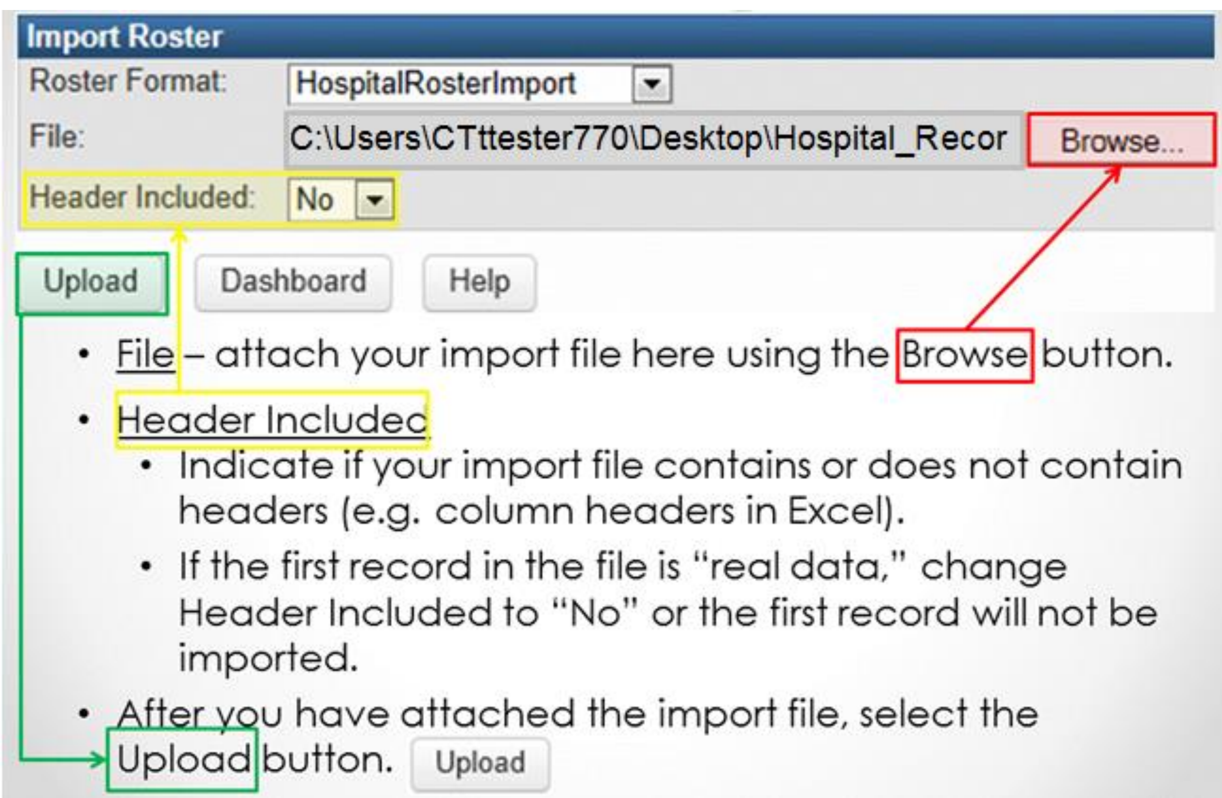
The following fields must be populated in every record:

1. Trauma Registry Number
2. Facility Number
3. Patient's Last Name
4. Patient's First Name
5. Sex
6. Date Of Birth
7. County Of Residence
8. Date Of Arrival
9. Patient Discharged To
10. Patient Discharged To Facility Number (If DISTIN =2 or DISTIN =3)
11. Is This A Transfer?
12. First Hospital Number (If Transf =1)

Below are instructions for using the Import Roster:




Import Roster
Import Roster
Roster Format:
AdhocRoster
File:
Browse...
Header Included:
Yes
Upload
Dashboard
Help
AdhocRoster
AdhocRoster
EMSRosterImport
EMS_Data_Spreadsheet
HospitalRosterImport
NEMSIS_XML
Roster Format – indicate what type of file you are uploading:
• EMSRosterImport
• HospitalRosterImport


Import Roster
Roster Format:
HospitalRosterImport
File:
C:\Users\CTttester770\Desktop\Hospital_Recor
Browse...
Header Included:
No
Upload
Dashboard
Help
• File – attach your import file here using the Browse button.
• Header Included
• Indicate if your import file contains or does not contain headers (e.g. column headers in Excel).
• If the first record in the file is "real data," change Header Included to "No" or the first record will not be imported.
• After you have attached the import file, select the Upload button.
Upload

After selecting Upload, the Validation box will appear with the following information:

Validation Results	
Line Count:	15
Record Count:	15
Valid Record Count:	15
Errors:	

Import Dashboard Help

- Line count – total number of lines in the file, including the header row.
- Record count – total number of records listed in the file.
- Valid record count – total number of valid records in file.
- Errors – if there are any errors in the import process, they will be noted in this field (e.g. unaccepted file format.)
- When you are ready to Import the file, select the Import button.

Roster file has been queued for import

Recent Queued Roster Imports					
Create Date	Complete Date	Roster Format	File	Status	Results
08/26/2013 14:14		HospitalRosterImport	1377543458210_Hospital_Records_With_Errors.txt [Original File]	Unprocessed	Refresh

Status	Results
Unprocessed	Refresh

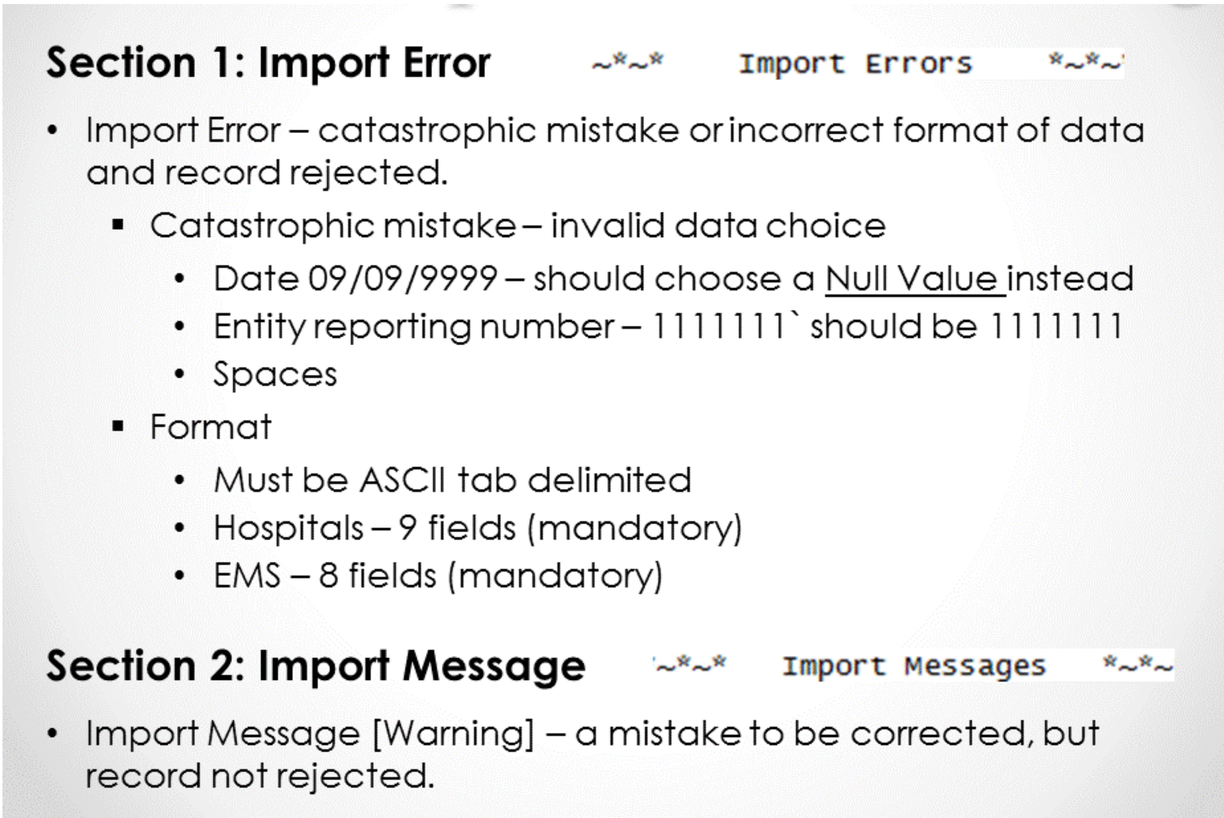
- Review the Recent Queued Roster Imports to check the status of your data upload.
- The Status will be listed as "Unprocessed" until the entire file has been processed.
- Select Refresh to check the status of the import.

Status	Results
Successful	Download Results

- If the file uploaded correctly, the status will change from "Unprocessed" to "Successful."
- Select Download Results to review the log regarding the specific file and any errors that may have occurred*

- Only the person who uploads the file can see the Results Log.
- There are five sections of the Results Log.
- Each section is a line listing of all <u>successfully</u> processed records.
  - Section 1: Import Errors
  - Section 2: Import Message
  - Section 3: Detail Log
  - Section 4: Full Log – (for DSHS use only)
  - Section 5: Summary

If the file contained errors, you may receive messages as follows:



Section 3: Detail Log

~*~* Detailed Messages *~*~

- Detail Log – List of accepted records with patient names and corroborating entity and record numbers.
  - Row 1 modified existing event 333333333 and modified existing person SUZANNE L SUMMER.

Section 4: Full Log – (for DSHS use only)

The Import Roster Results Log will appear as follows:

- Summary – Overall statistics about the data file submission.

```
~*~*~*~*~*~* Import Summary *~*~*~*~*~*~
[INFO ] [] 2012/07/26 08:57:44 Rows in feed                              : 1
[INFO ] [] 2012/07/26 08:57:44 Records in feed                           : 1
[INFO ] [] 2012/07/26 08:57:44 Records processed successfully            : 1
[INFO ] [] 2012/07/26 08:57:44 Records with errors                       : 0
[INFO ] [] 2012/07/26 08:57:44 Records skipped                           : 0
[INFO ] [] 2012/07/26 08:57:44 New Cases Created                         : 1
[INFO ] [] 2012/07/26 08:57:44 New Parties Created                       : 1
[INFO ] [] 2012/07/26 08:57:44 Deduplicated and Updated Parties          : 0
[INFO ] [] 2012/07/26 08:57:44 Deduplicated and Updated Cases            : 0
[INFO ] [] 2012/07/26 08:57:44 Deduplicated and Not Updated Parties      : 0
[INFO ] [] 2012/07/26 08:57:44 Deduplicated and Not Updated Cases        : 0
[INFO ] [] 2012/07/26 08:57:44 Import finished successfully after 0 seconds.
```

Exception: Record 1111111_3333333

(Import Errors & Import Messages)

- The Results Log lists the records using a specific numbering system.
- Understanding this numbering system will help you identify the record with the issue.
- This number is 6 or 7 digits followed by an underscore symbol followed by another number.
- The number listed *before* the underscore symbol is your Entity ID number.
- The number listed *after* the underscore symbol is the unique sequential ID your entity issues to each record.

Maven Created Record ID (Detailed Messages)

Row 1 modified existing event 444444444 and modified existing person DIANE L SUMMER

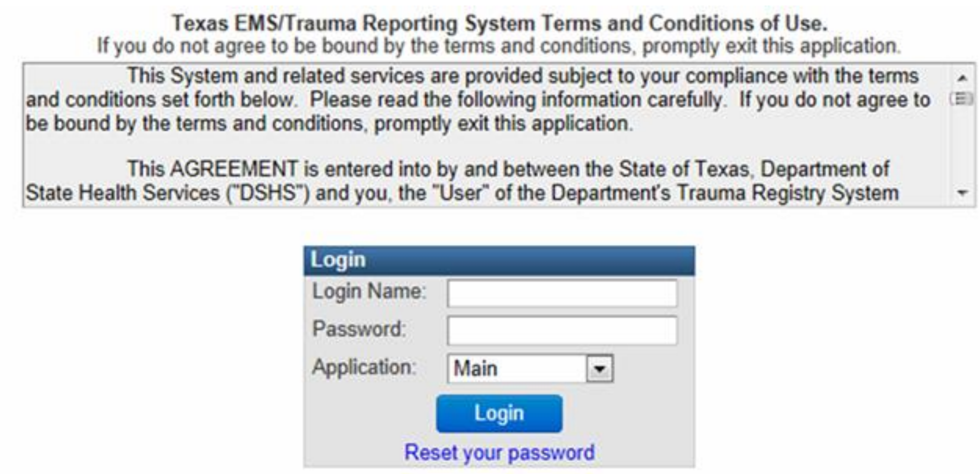
- When submitting a data file, Maven creates a unique sequential ID = Record ID
- You can search for your records to view the data by using the Record ID or by Patient Name (see slides 43-47).
- Records are viewable for 730 days or 2 years.

11.2.2 XML File Upload

The following instructions are for importing XML files:

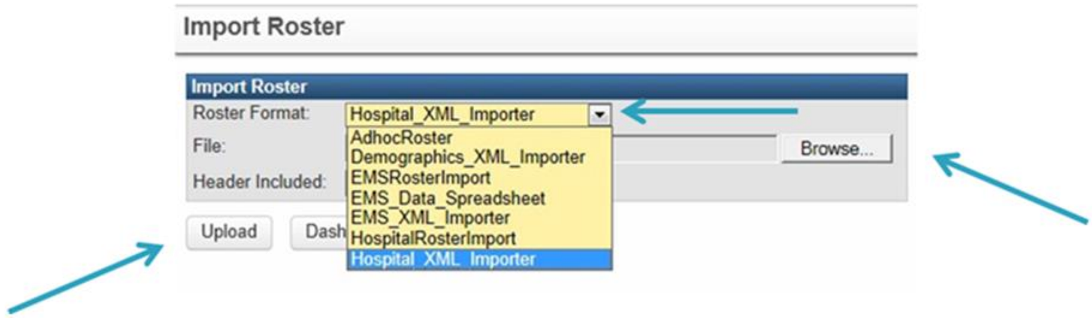
The Registry will now accept NTDB XML files. Software vendors are to provide an extract in their software that conforms to the NTDB 2014 standard. The XML and Legacy files are different. An XML sample file can be found on the Injury Registry website for reference. You will be required to have the proper header and footer. The Registry will continue to accept Legacy files, however they will be phased out over time. Below are steps for uploading an XML file.

Step 1: Login to "Main" application side



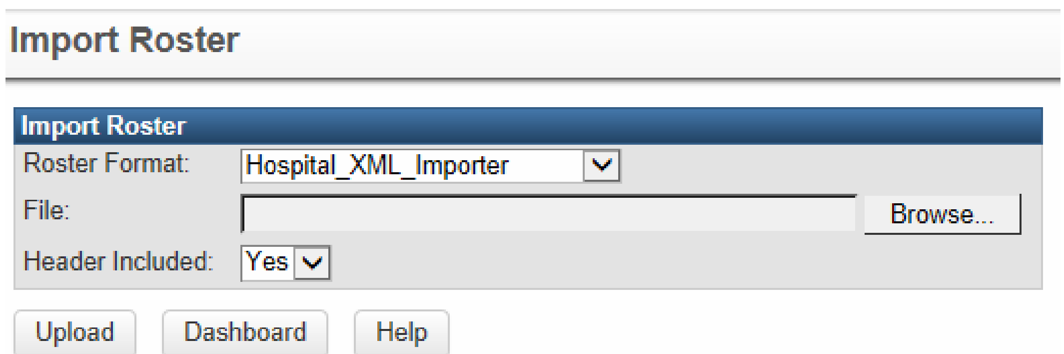
Step 2: Click the "Import Roster" button

Step 3: From the "Roster Format" drop-down select your entity type "XML Importer" (Example: Hospital_XML_Importer)



Step 4: From the "File" drop-down click on the "Browse" button to locate file for upload

Note: "Header Included" is defaulted to 'Yes', leave as displayed



Step 5: Click the "Upload" button

11.3 Delete Record Procedure

If customers need to request deletion of a duplicate or invalid record, they are to submit an email indicating so to injury.web@dshs.state.tx.us. The customer service request should specify the data or record(s) that need to be deleted. This would include providing the Record ID Number, patient name(s), and/or date of birth.

Section

12

12.0 Contact Information for Registry Operation Support (ROS) Team

The Texas EMS & Trauma Registries has two methods of contact; telephone or email. The requests can range from issues or questions with the online reporting system, data requests, questions or concerns regarding the program or any feedback on the work the program has done.

Customers can contact the EMS & Trauma Registries program with either of the following methods: telephone or email. Both the voicemail and inbox are monitored daily by the Registry Operation Support (ROS) Team. All requests are reviewed and entered into a tracking system in the order in which they are received to create a ticket. All requests are handled in the order in which they are received. Because of the volume of requests the program receives, DSHS asks its customers to choose only one method of contact, email or voicemail.

NOTE: In order to ensure a timely response, please do NOT email ROS Team members directly.

As discussed in this section, the methods of contact are:

1. Email: Injury.Web@dshs.state.tx.us

2. Phone: 1-800-242-3562 – This is a voicemail only phone number; which is regularly checked.

Section

13

13.0 Appendix

Additional material for the utilization of the EMS & Trauma Registries.

Below are additional communications for customers to be aware of when accessing Maven. The System Communications will contain any and all messages that are auto-generated from the system itself. These communications can include Submission Feedback Report, mass emails to all users about updates, maintenance, system shutdown, webinars, etc., and emails for the Entity Registration Process (an email sent out to newly identified entities to log in and complete the Registration Portal Application Process).

The Email Communications include emails that are sent from the ROS Team in regards to accessing the online reporting system. This external communication is referencing the "How to Open a Secured/Encrypted Email" that is sent out to new users when an email contains sensitive information, like usernames and passwords.

As discussed in this section, you will see:

13.1 System Communications

13.2 Email Communications

13.1 System Communications

This section breaks out the different communications that customers can receive from Maven itself; the Submission Feedback Report, the Mass Emails sent out to Customers, and the Emails Regarding the Entity Registration Process. With all of these emails, customers should be aware that they are derived from the reporting system itself and will display the point-of-contacts as, injury.web@dshs.state.tx.us and ITTraumaSupport@dshs.state.tx.us. Please note that customers should not send replies to or any customer service requests to the ITTraumaSupport@dshs.state.tx.us inbox; All requests and inquiries should be responded to or sent to injury.web@dshs.state.tx.us.

As discussed in this section, you will see a description of the different System Communications:

13.1.1 Submission Feedback Report

13.1.2 Mass Emails to Customers

13.1.3 Entity Registration Process

13.1.1 Submission Feedback Report

When customers upload a file to Maven, they will receive a Feedback Submission report. The report will be in a PDF format. This report provides a defined explanation on problems with files, and clearer information on how many records have been accepted.

As discussed, in this section you will see the step-by-step process for accessing the Feedback Submission report and information pertaining to how to access Feedback Report Summary Results, how to view of the Feedback Submission Report Detail Results, and the Entity Registration Portal Process.

How to Access Feedback Report Summary Results

There are two sections to the report; the summary and the details of the report.

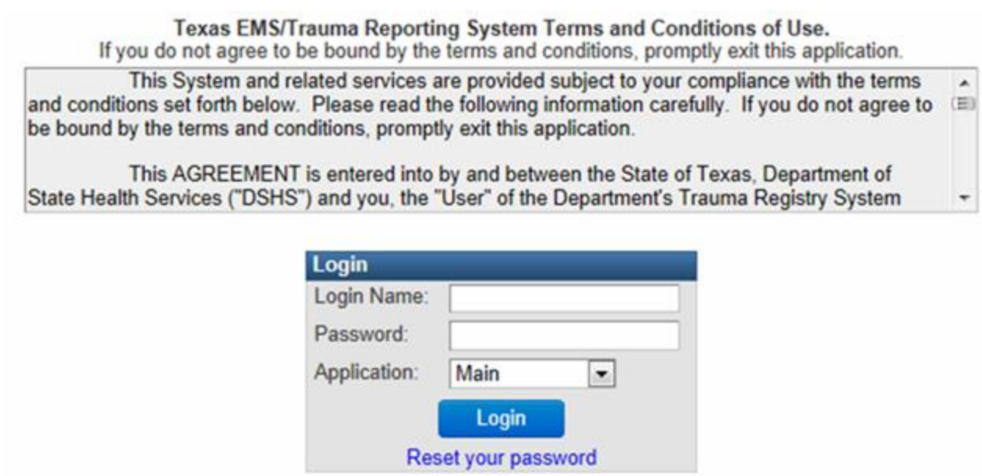
Summary

Provides a snapshot of the file submission, giving accurate numbers on how many records have been accepted and how many contain errors or warnings

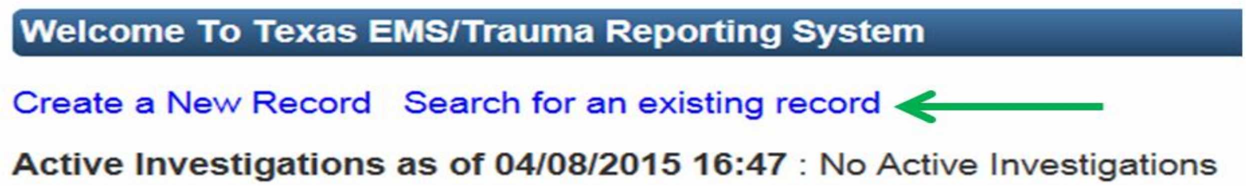
Details

Provides specific details on each error and warning in the file, including what element is affected and the nature of the problem and also, identifies records that are incomplete

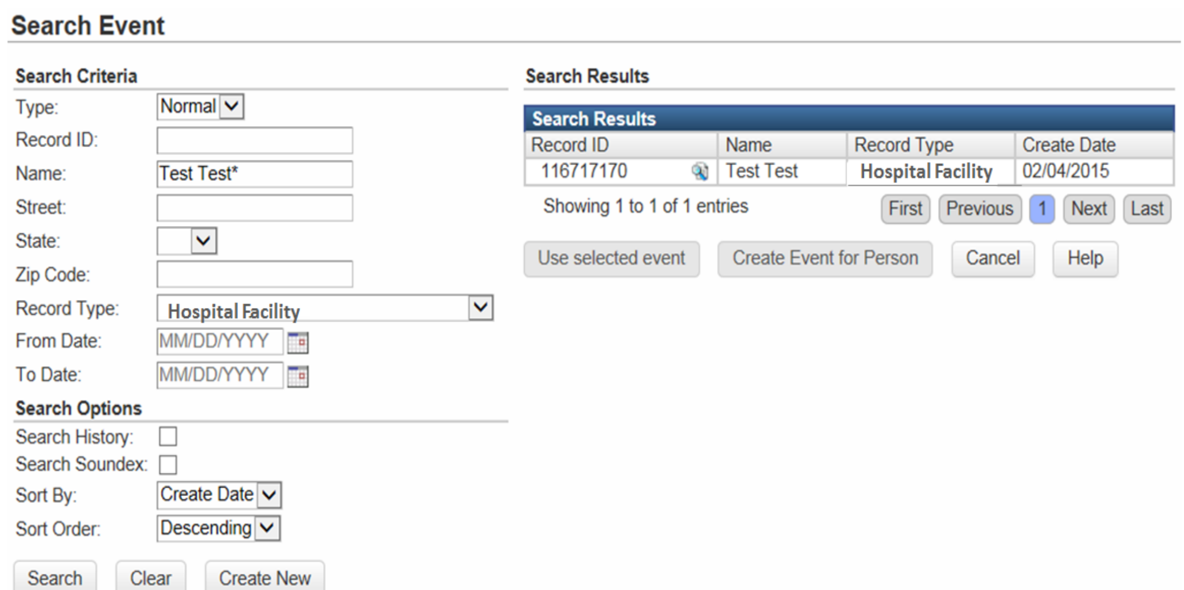
Step 1: Login to "Main" application side



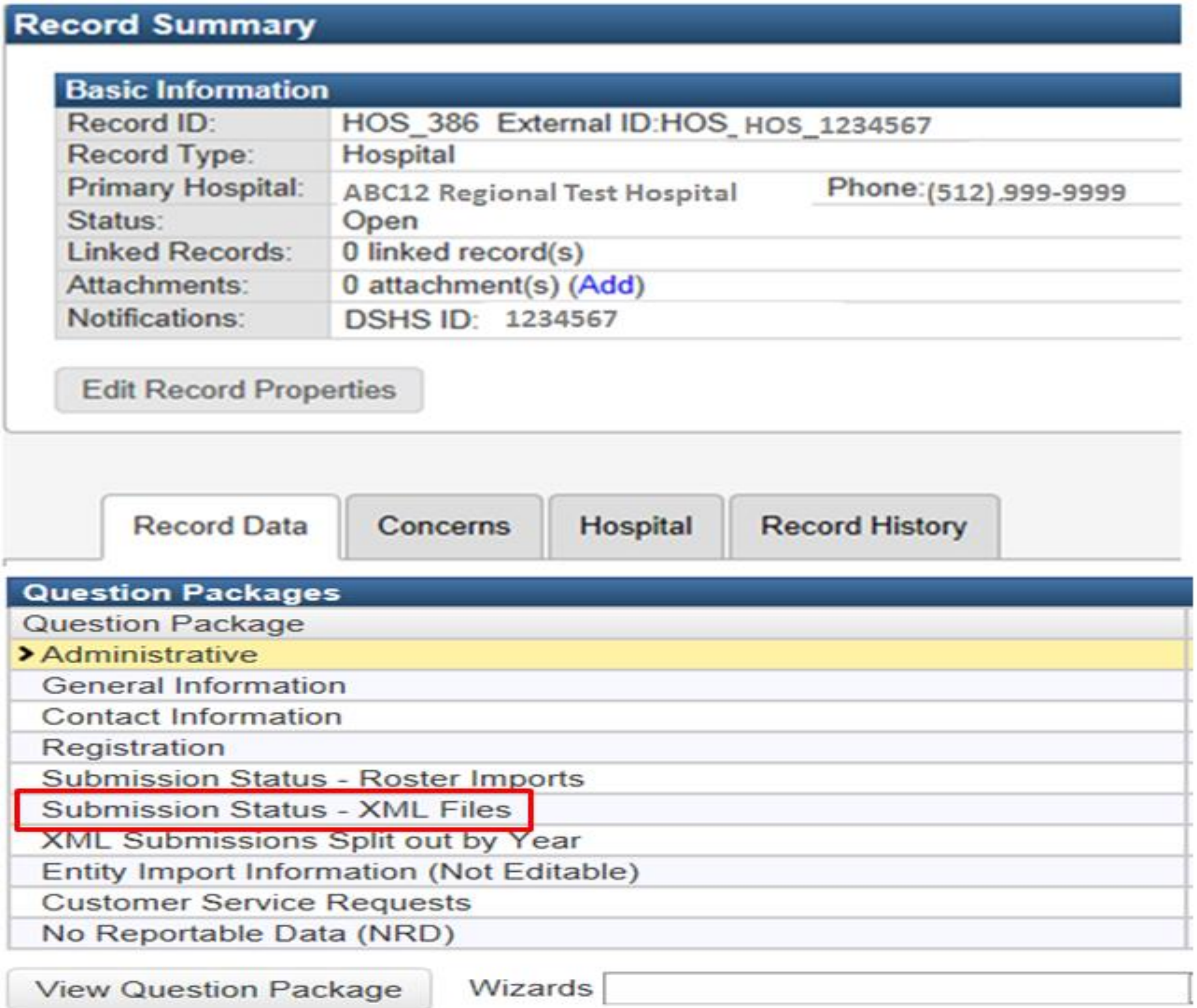
Step 2: Click on the "Search for an existing record" link



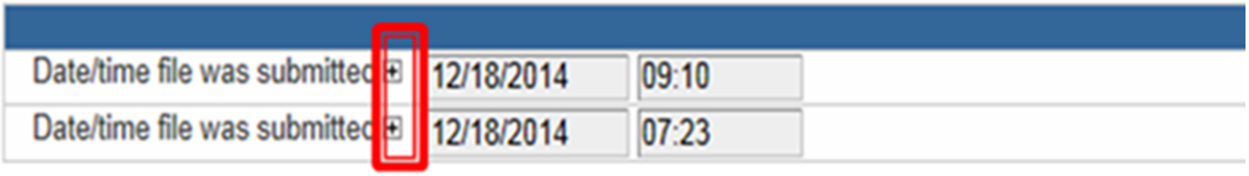
Step 3: In the "Name" field, enter the entity's name, under "Record Type" drop-down select the entity's type. This example's "Record Type" is a hospital facility. Next double-click on the entity's name in the "Search Results" box.

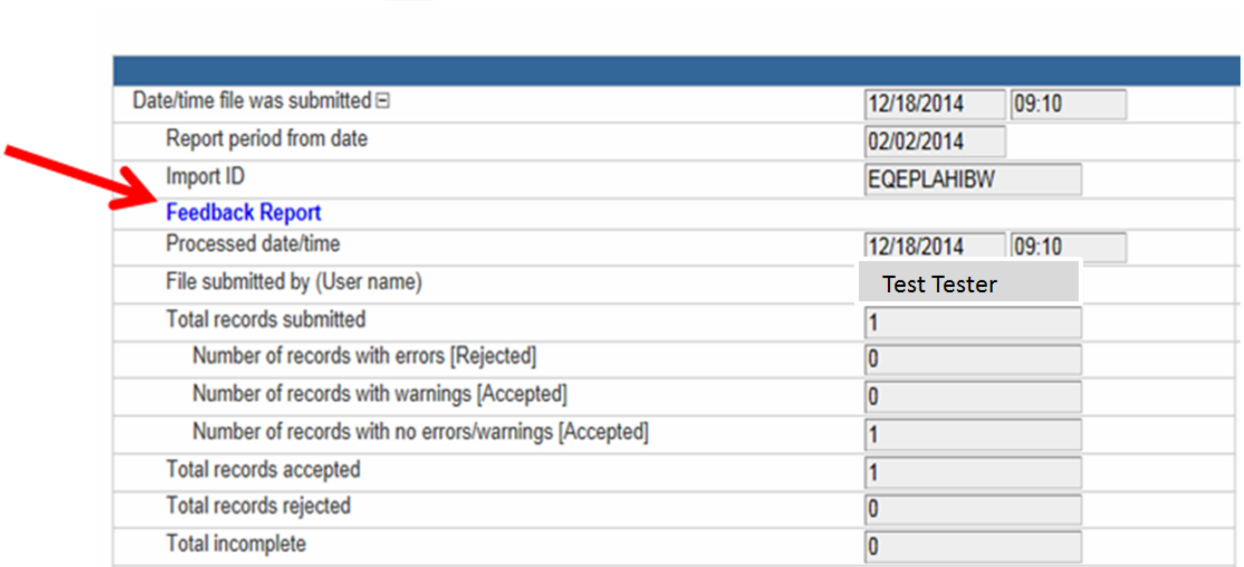


Step 4: From Entity's "Record Summary" section, click on "Submission Status – XML Files" of the "Question Packages"



Step 5: Click on the plus sign to expand desired report submission date, next click on "Feedback Report" to view complete details of the import file submission

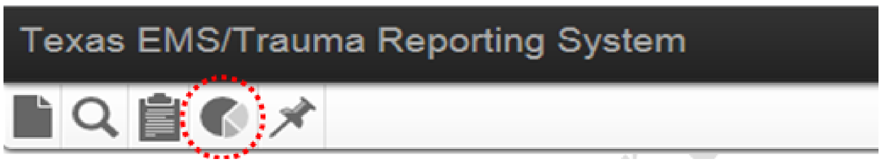




View of the Feedback Submission Report Detail Results

Below are screenshots of the detail results of the Feedback Submission Report. This report provides the customer(s) with information associated with the uploaded file submitted to Maven. The report contains details of the entity's submittal such as, submission date, the individual who submitted the report, along with total records submitted with error and without, error warnings, total records accepted, rejected and incomplete.

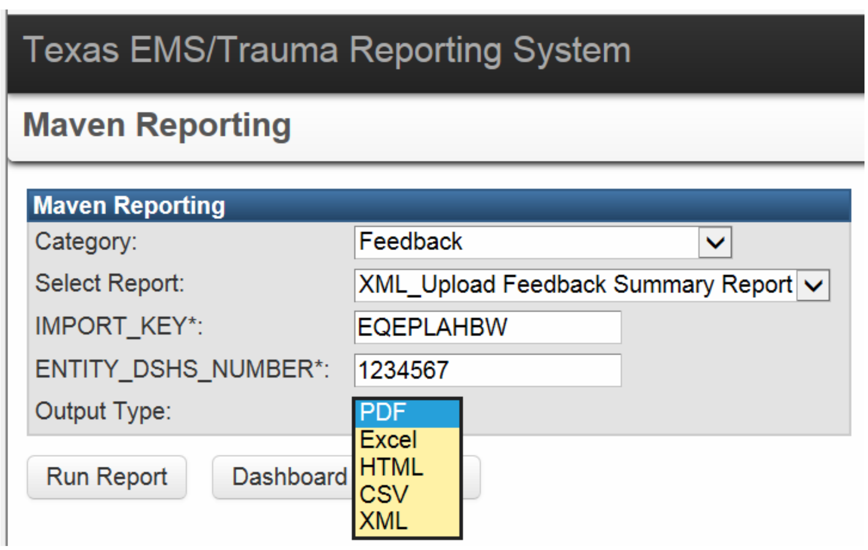
Step 6: Double-click on the "pie" icon



Step 7: Below are the options for the drop-down fields to obtain the Detail and Summary portions of the Feedback Report

Category: Feedback
Select Report: XML_Upload Feedback Summary Report
Enter this value as it appears in the "Submission Status" Import ID field as shown is Step 5.
Entity_DSHS_Number: Entity's assigned ID number from DSHS
Output Type: Select as desired

Step 8: Click "Run Report" button



Feeback Submission Report – Detail Results displaying Errors and Warnings

01/15/2015 - 10:29	File Submission Report Page 1 of 1
Entity Number	1234567
Entity Name	ABC12 Regional Test Hospital
Report Period	02/02/2014 - 02/02/2014
Submission Date	1/14/15 9:34 AM
Submission Number	EQEPQDCJUCV
Processed Date	1/14/15 9:34 AM
Submitted By	T Tester
Total Records Submitted (new / resubmitted)	1 (1 / 0)
- Records with Errors [Rejected] (%)	1 (100%)
- Records with Warnings [Accepted] (%)	0 (0%)
- Records with no Errors/Warnings [Accepted] (%)	0 (0%)
Total Records Accepted (%)	0 (0%)
Total Records Rejected (%)	1 (100%)
Total Records Incomplete (%)	0 (0%)

DETAILS

Record ID	Element Name [Tag]	Submitted Value	Maven Value	Flag	Description
1234567_133 32123	FacilityId	1234567		E	User is not authorized to create a case for this facility

WARNINGS

Record ID	Element Name [Tag]	Submitted Value	Maven Value	Flag	Description
1234567_144 02791	IncidentCity	05864	9002105864	W	When Incident Zip Code is Not Applicable or Not Recorded, Incident State, Incident County, and Incident City must be provided.
1234567_144 02791	IncidentCounty	021	90021	W	Dropped due to model conditions
1234567_144 02791	IncidentCounty	021		W	When Incident Zip Code is Not Applicable or Not Recorded, Incident State, Incident County, and Incident City must be provided.
1234567_144 02791	IncidentState	90		W	When Incident Zip Code is Not Applicable or Not Recorded, Incident State, Incident County, and Incident City must be provided.
1234567_144 02791	IncidentState	90	90	W	When Incident Zip Code is Not Applicable or Not Recorded, Incident State, Incident County, and Incident City must be provided.
1234567_144 02791	InjuryZip	biu=2	NOT_RECORDED	W	When Incident Zip Code is Not Applicable or Not Recorded, Incident State, Incident County, and Incident City must be provided.
1234567_144 02791	IncidentCounty		INCIDENT_COUNTY_NULL_VALUES	I	Required field not populated

Feedback Report for DSHS ID 1234567 for import key EPEPKRQITF for user ID 110409536

13.1.2 Mass Emails to Customers

The Injury Epidemiology & Surveillance Branch and its ROS Team often communicates to its customers via mass emails. These communications notify all active users, in the reporting system, about updates, maintenance, system shutdown, webinars, etc.

From: DSHS ITTraumaSupport [mailto:ITTraumaSupport@dshs.state.tx.us]
Sent: Thursday, February 5, 2015 9:04 AM
Subject: EMS/Trauma Registry system

Dear EMS/Trauma Registry customers,
We have identified the problem which has caused users the inability to log into the EMS & Trauma Registries system and are currently working on a resolution. We are asking all users of the registry to clear their Web Browser Cache (temporary internet files) before attempting to log into the registry. This is needed in order to regain access to the registry. If you continue to experience difficulties, please contact the Registries Operations Support team by email (injury.web@dshs.state.tx.us) or by phone (1-800-242-3562).

We apologize for the unexpected outage of the EMS & Trauma Registries system and hope the disruption is minimal to you while we fix the issue.

Respectfully yours,

The DSHS Texas EMS/Trauma Registry Team
http://www.dshs.state.tx.us/injury
1-800-242-3562

Figure 15 displays an example of a mass notification email to customers

13.1.3 Entity Registration Process

Whenever an entity is identified by the Injury Epidemiology & Surveillance Branch, ROS Team and it is determined that the entity is not created in Maven, that entity will received two emails from the injury.web@dshs.state.tx.us email address requesting the entity designated an Account Manager as a user for Maven. The second email will be sent to the identified Account Manager. Aside from the Account Manager an entity can have multiply users. In these emails are instructions that prepare the entity for data reporting to the Trauma Registry.

Once the entity has identified the Account Manager using this registration process and followed all instructions provided data reporting can begin. To assist in this process, you may go to the Injury website located at http://www.dshs.state.tx.us/injury/registry/Training.shtm to view the PDF titled "New Entity Account Application Process" for additional guidance.

13.2 Email Communications

This section breaks out the communications that can be sent out to customers directly from the ROS Team in regards to Maven. These communications are solely provided to customers to assist in accessing information vital to user accounts and set up. These types of emails typically include sensitive material for user account login information, like usernames or (temporary) passwords.

Email communications from the ROS Team can consist of responses to a variety of Customer Service Requests ranging from issues of account creations, file uploads, web-data entry and more.

As discussed in this section, the following email subject matters may be received from the ROS Team with the subject lines displayed as:

1. Texas EMS & Trauma Registries: Account Manager

2. Texas EMS & Trauma Registries: New User

3. Texas EMS & Trauma Registries: Password Reset