



Hospital Data Submitter Webinar

May 20, 1:00 – 2:00 pm EDT



Questions

Please submit via webinar Chat feature
Answers will be distributed to the group

Agenda



Welcome
5 minutes

MHDO Transformation
5 minutes

Survey Feedback
10 minutes

Overview of Proposed Process
20 minutes

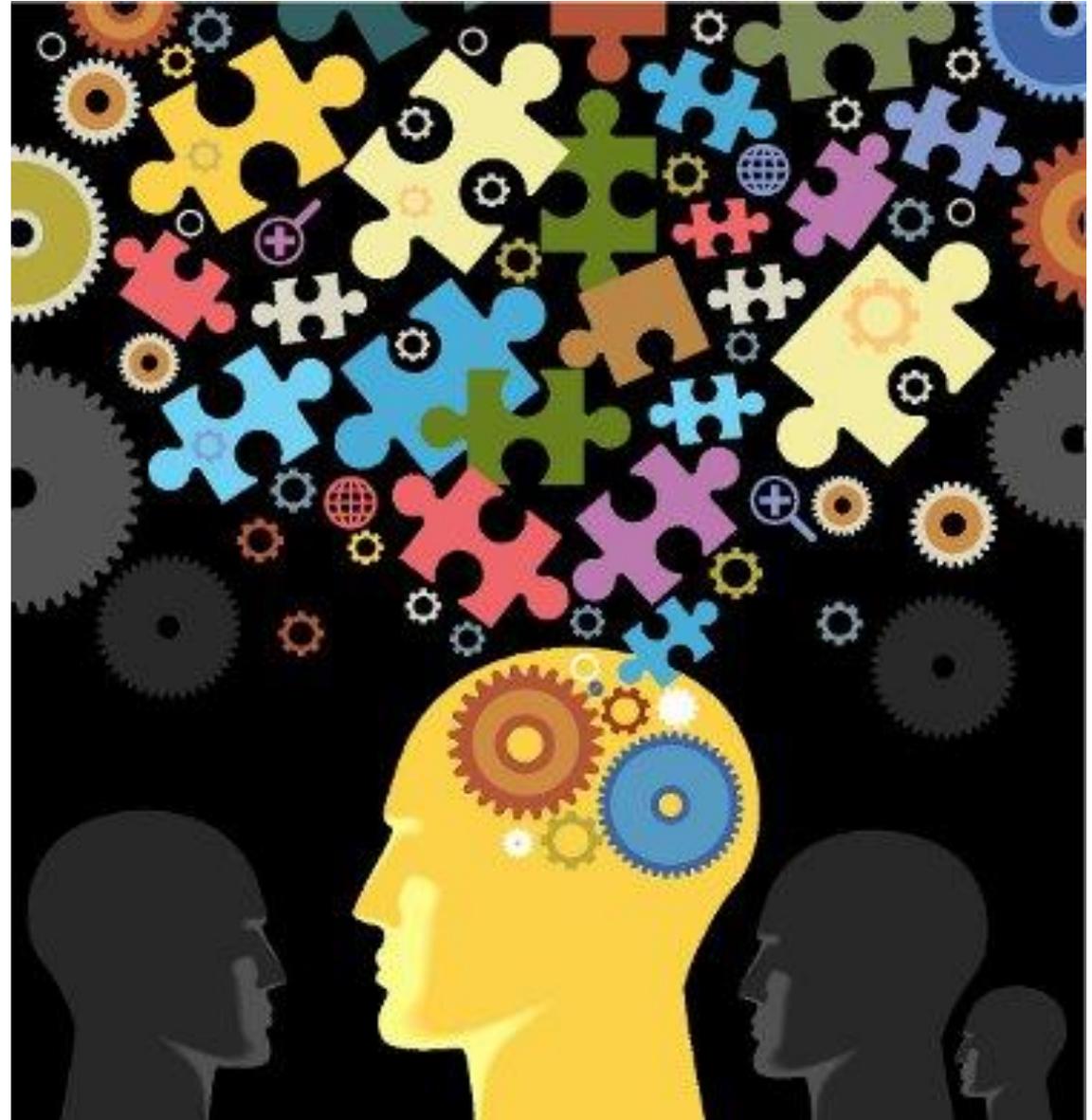
Technology Requirements
5 minutes

Timeline
5 minutes

Future Communications
5 minutes

Closing and Questions
5 minutes

MHDO Transformation



MHDO Transformation: Catalyst

As a result of Board action in 2012, the MHDO has been restructuring its internal operations, systems, and processes to better serve its customers—data submitters and data users—and to better meet their changing needs.

MHDO Transformation: Vision of the MHDO Board

To provide data to clients and the public in a manner that is:

- ❖ **Responsive and timely.** Communicating clearly to clients what data are available; managing data releases to published timeframes.
- ❖ **Accurate.** Ensuring consistency and conformity of claims submissions.
- ❖ **Accessible.** Providing self-service applications where possible and removing barriers to data access.
- ❖ **Streamlined.** Building efficient processes for data gathering and release.
- ❖ **Secure.** Protecting the confidentiality of personal health data—electronic threats change and systems must adapt to meet these challenges.

MHDO Transformation: Next Steps

- ❖ Better understand the needs and challenges faced when submitting Hospital data to MHDO's current vendor.
- ❖ Design a system that better meets the needs of the data submitters and end users.
- ❖ Review and update Rule Chapter 241 to align with national standards.

Survey Feedback



Survey Feedback: Responses

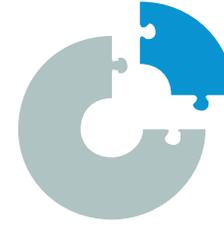


39 hospitals invited to participate on April 3, 2015

21 hospitals responded

• Approximately 54% response rate

Survey Feedback: System Features to Preserve



Features

- 24-hour access, speed, secure transmission of data
- Clear explanation of data errors
- User-friendly and intuitive

Reports

- Summary/Detailed reports of errors
- Ability to download detail that can be sent to other departments for resolution

Survey Feedback: Submission Time

For a typical submission, **76%** responded that it takes **5 or more hours** to correct any submission errors

Suggestions/Areas to Improve:

Amount of time required to report and resolve issues



Planned Resolution:

Issue resolution in new system will be different with a goal of decreasing the amount of time needed to address errors.

Survey Feedback: Submitting Data

Suggestions/Areas to Improve

- Ability to send data monthly
- Align Chapter 241 with billing format changes, i.e. 837 5010
- Eliminate the file overwriting feature of current system

Planned Resolution

- Hospitals will have the option to submit monthly or quarterly data file.
- MHDO is updating Chapter 241 and will commit to updating annually and/or as needed.



Survey Feedback: Corrections/Edits

Suggestions/Areas to Improve

- Time-consuming process of moving within or between edits and making corrections
- System should suggest an appropriate correction based on information (e.g., town or zip code or provider name)
- Fix the zip codes and town files so they recognize out-of-country addresses



Planned Resolution

- Issue resolution in new system will be very different. There will be no online corrections to data.
- Zip code and town validation lists will be updated.

Survey Feedback: Reporting

Suggestions/Areas to Improve

- Log of accepted files, with the quarter and year submitted
- Being able to see the file submitted and knowing somehow that the data is locked and safe in your system and there is no risk for it disappearing
- Information about what it means to receive a specific type of error

Planned Resolution

- 
- The new system will have a Submission History where users can view their submitted files and their current status (Processing, Failed, Passed etc.) as well as a place to view the details of validation issues.

Survey Feedback: Training and Help Desk

Suggestion/Areas to Improve

- Provide webinars, trainings, screenshots and support staff
- Faster turnaround time on issues
- Create a "test environment" that data submitters can use when needed

Planned Resolution



- Webinars will be held prior to system launch; training videos will be made available.
- A step-by-step user guide with screenshots will be provided in addition to FAQs.
- The MHDO Data Warehouse Portal Help Desk will be available via the web, email or phone 8am-5pm EDT, Monday – Friday.

Survey Feedback:

General Questions & Comments

Question

I think this will require more discussion, but if I'm understanding correctly, there is now going to be a delay in getting the opportunity to make corrections. Because this process takes hours, I usually block off time in my schedule to work on the MHDO files, and this delay will create a bit of a work schedule issue. What is the average time that it takes to complete this?

Response

Compared to the current process there will be differences in data validation and the correction process. Once data are submitted, you will receive an email notification as soon as your file has been processed and a link to the online Portal to view your validation issues (if any exist) **OR** a message that your data has passed. This typically takes less than an hour. If you have validation issues you will either be able to override the issues within the online system so your data passes **OR** you may have to fix the data in **your** system and resubmit.

Survey Feedback:

General Questions & Comments

Question

Would a complete data file have to be created in order to correct one or two accounts? Current editing allows for "correct all" when there are multiple errors of the same type. Will the new process allow for this? Having to go back to correct individual accounts in hospital information system would be time consuming.

Response

It will depend on the type of validation rule and its threshold. If only a few records are not passing, the user may be able to override the validation issue without having to go back into their hospital data system to correct those errors.

Survey Feedback: General Questions & Comments

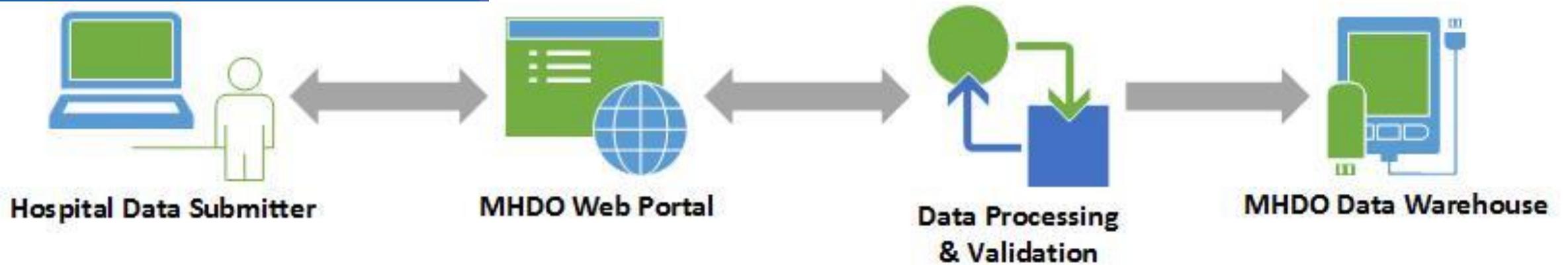
Question

Would you consider suggestions from data submitters after the implementation is done?

Response

We will have a test period that hospitals will be invited to participate in. Feedback will be gathered during and after the test period to incorporate changes into the final system. Once the system is “live” we will collect and review feedback received through the Help Desk, as well as a satisfaction survey sent to users roughly 6 months after launching the new system. We’ll use that feedback to discuss potential improvements to the system.

Overview of Proposed Process



Process Steps

Step 1: Registration

Step 2: Data Submission

Step 3: Data Processing & Validation

Step 4: Data Passed to MHDO Data Warehouse



MHDO Web Portal

Step 1: Registration

- Every hospital must register in the new system prior to data submission.
- There are a number of system roles that hospital users can be assigned to.
- Every hospital **MUST** have an Administrative contact who can grant permissions for other system roles.

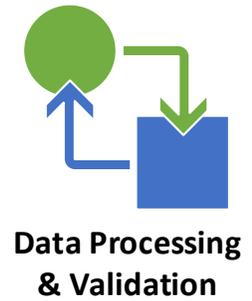
System Roles:

- Administrative
- Compliance
- Technical
- Outpatient Data Submitter
- Inpatient Data Submitter



Step 2: Data Submission

- Data submission will be made to the online MHDO Web Portal via upload
- Files must be compressed and encrypted before submission
- Portal users must be assigned either an Administrative or Data Submitter role in the MHDO Web Portal to submit data
- Data can be submitted on a monthly or quarterly basis
- Data will be submitted in the same file format as currently required (according to Chapter 241 specifications)



Step 3: Data Processing & Validation

- All hospital data submitted to the MHDO Web Portal will be evaluated against a set of data validations before they are allowed into the MHDO Data Warehouse.
- The validation process will produce a set of validation issues that must be resolved before data are accepted into the MHDO Data Warehouse.

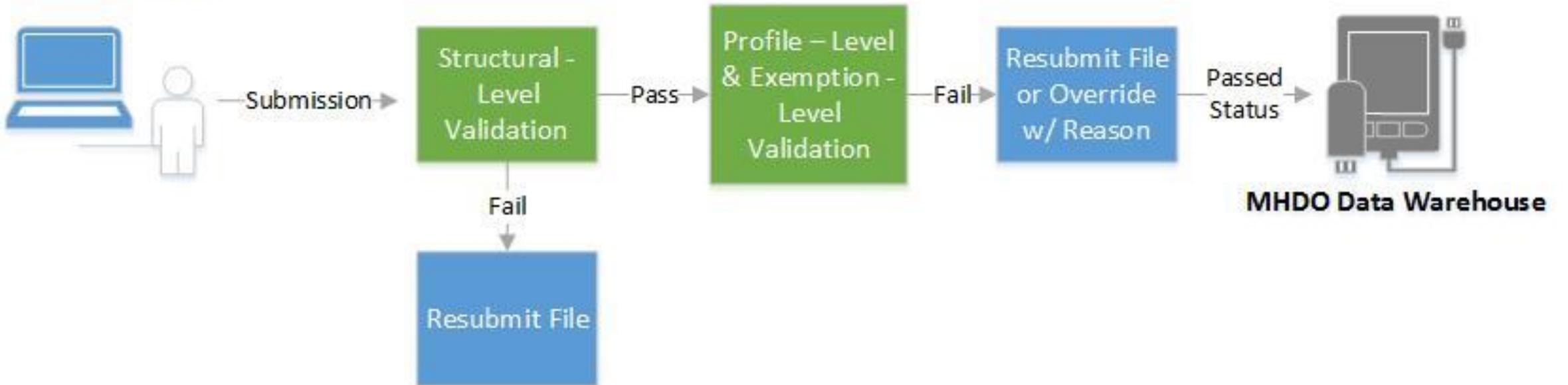
Validations

- Tailored set of validations for Hospital Data
- All data submissions will be evaluated against the validation set
- 3 types of validations
 - Structural
 - Exemption
 - Profile

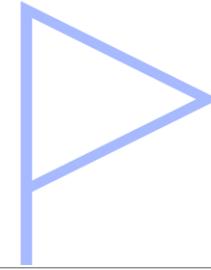
Process Overview



Data Submitter



Validation Issues



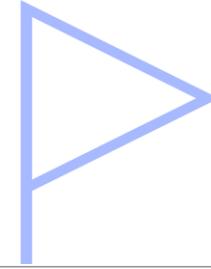
Structural-Level Issues

- Occur when a file fails to meet the required file format
- Typically prevent the use or evaluation of the data



The only way to resolve a structural-level issue is to correct the file format and resubmit the file with the next version number in the file name.

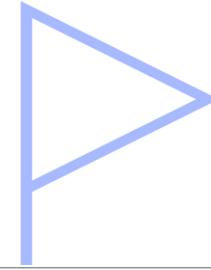
Validation Issues



Exemption-Level Issues

- Are generally for required fields.
- However, MHDO may agree to allow a submitter to override certain issues on a case-by-case basis. These “exemptions” from default thresholds are typically limited to a set period of time, but exemptions can be made permanent at MHDO’s discretion.

Validation Issues



Profile-Level

- Apply to validations on elements that can vary by nature of a submitter's business.
- Submitters may override profile-level issues without MHDO approval by providing an explanation for why the validation criteria cannot be met.
- Once such an override is in place, it will be applied automatically to all future submissions made until the end of calendar year.

Validation Notification and Issues



Validation Email Notification

Once a file has been processed (within 24 hours but typically less than 1 hour) and validated the appropriate users will be notified via email as to whether the file has passed with no issues found or has failed with a number of issues found.

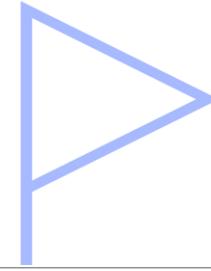


Validation Notification and Issues

Portal Validation Issues Report

Users will login to the MHDO Data Warehouse Portal to view a summary of issues. Users can then view the details of a validation issue or resolve a validation issue by submitting an override that provides an explanation of why the override is needed.

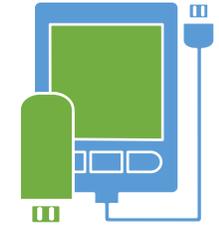
Validation Issues



Annual Override Reset

All exemption-level and profile-level overrides will automatically expire at the end of each calendar year.

Step 4: Data Passed to MHDO Data Warehouse



MHDO Data Warehouse

Once all validation issues are cleared, data will be passed and enter into the MHDO Data Warehouse.

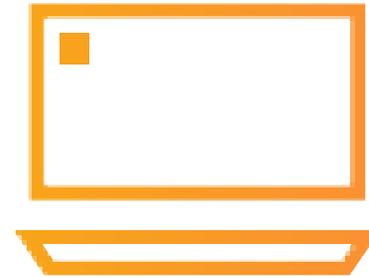
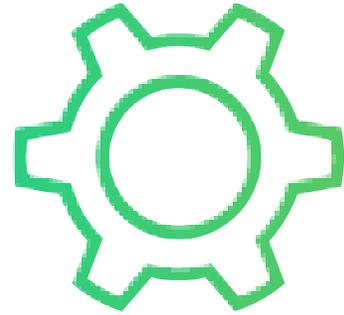
Data are then released by MHDO to approved data users.

Submission History



- Users will have the ability to view a complete summary of their Submission History and the status (Failed, Passed etc.) of each file.
- Users can view detailed validation results, resubmit or cancel files from the Submission History.
- Files will be moved to the Data Warehouse and released to data users only after they have a status of Passed.

Technology Requirements



Technology Requirements: Browsers & Settings



Currently supported browsers:

- Microsoft Internet Explorer 8.0 and later
- Mozilla Firefox 3.5 and later
- Apple Safari 5.0 and later
- Google Chrome 4.0 and later



Minimum required browser settings:

- Screen Resolution: Optimized for 800x600 or higher
- JavaScript: Required
- Cookies: Required
- Security: SSL/Certificate required for access to restricted resources
- Internet Explorer Compatibility View: Turn Off

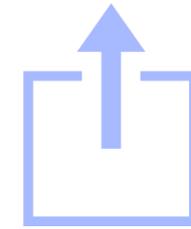
Technology Requirements: Email Notifications



The MHDO Data Warehouse Portal will send email notifications regarding registration, file submissions, etc. to users.

Please ask your company to whitelist or approve the MHDO Data Warehouse Portal email address (portal@mhdo.maine.gov) in their spam filters.

Technology Requirements: Encryption & Compression



To ensure the security of personally identifiable information and personal health information, and to reduce file transmission times, MHDO will require submitters to compress and encrypt all files before uploading.

Compression and encryption can be accomplished by a number of industry standard tools, such as **WinZip or 7-Zip**, many of which may already be in use at your workplace.

- Each file that is to be uploaded to the MHDO Data Warehouse Portal should be added to a separate zip archive.
- The archive **MUST** be encrypted using 256-bit AES encryption using the submitter's unique encryption password provided in the MHDO Data Warehouse Portal.

Data Warehouse Security & Storage



File Submission

Hospitals will submit via the Data Warehouse Portal (HTTPS) which uses the Secure Sockets Layer (SSL) protocol.

Storage

All data are transferred directly to servers controlled by NORC at the University of Chicago, a nonprofit organization that specializes in secure data warehousing. Data are then validated and stored entirely within NORC's secure data enclave which complies with federal information security requirements.

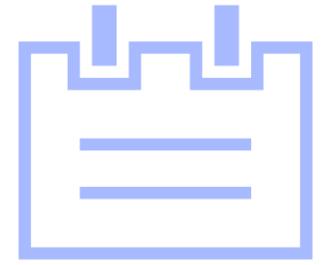
Timeline



High-Level Timeline

Task	Start Date	End Date
MHDO recommends changes to Board Re: Chapter 241. Anticipated effective date of changes January 1, 2016 data submission	7/1/2015	11/1/2015
Final submission to current system (Databay Check) - Q3 2015 Data	10/1/2015	12/31/2015
Hospitals test new submission Portal with the submission of Q4 2015 data	4/1/2016	4/30/2016
Go Live	7/11/2016	7/11/2016

Future Communications



- ❖ Proposed and Approved Changes to Chapter 241 (July – Nov 2015)
- ❖ Draft and Final Data Validations (July – Sept 2015)
- ❖ Beta Testing (Feb – March 2016)
- ❖ All Hospital Testing (March – April 2016)
- ❖ Training and Launch (June - July 2016)
- ❖ Satisfaction Survey (Jan 2017)

Additional Questions
or Comments:

[webcontact.mhdo@
maine.gov](mailto:webcontact.mhdo@maine.gov)

Please indicate in the
subject line that you are
a hospital data submitter.



MHDO Maine Health
Data Organization

Information | Insight | Improvement

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