STS DATABASE HELPDESK SUPPORT

Paul Meehan – Senior Manager of Quality and Research Center

Banu Yagci – Senior Manager of Quality Measures and Database Support

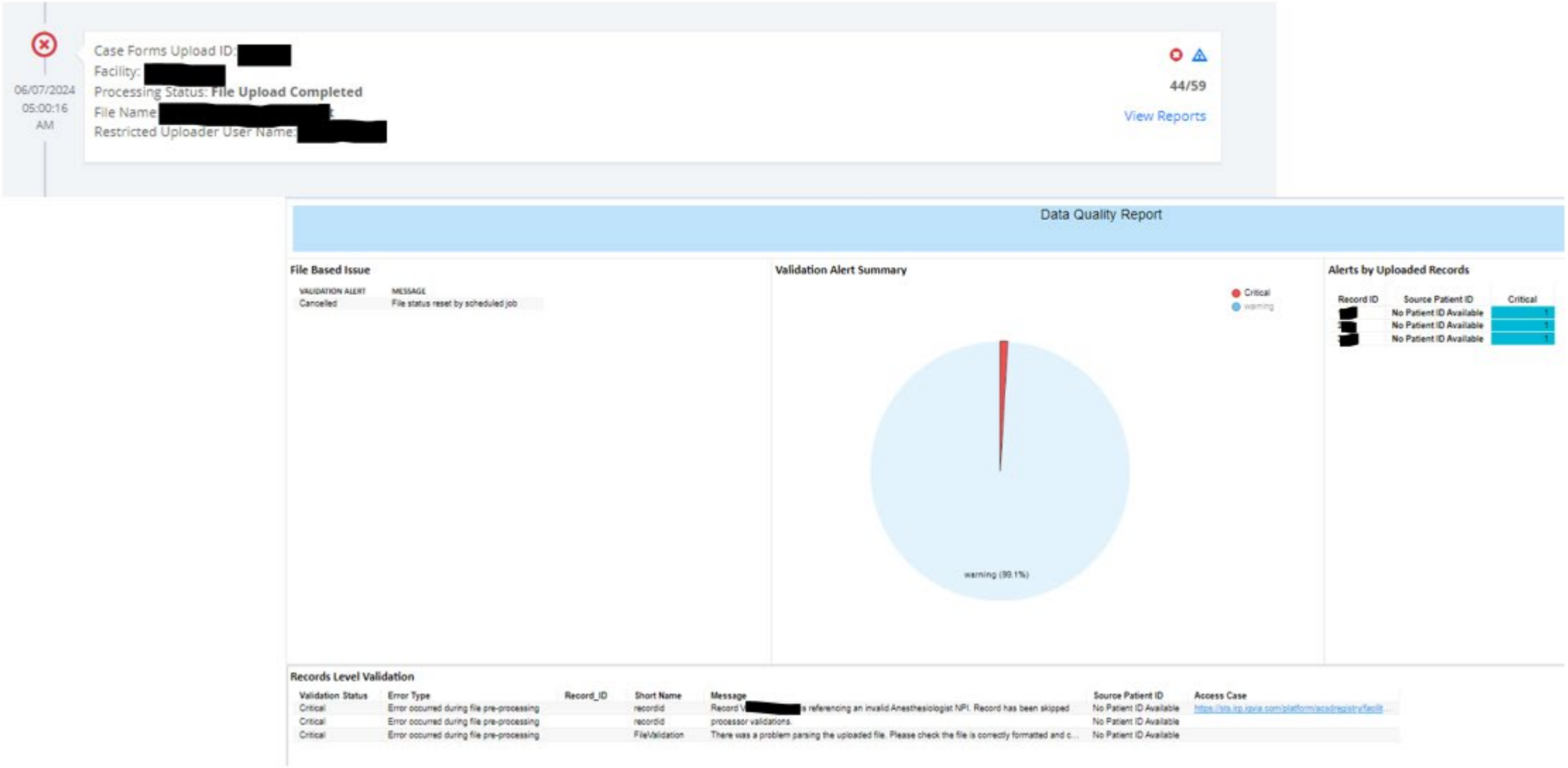
NPI Validation Functionality

- Impacts participants using a third-party software vendor
- Contact list should reflect all updates
  - Surgeon/anesthesiologist on contact list > cases will be accepted into the data warehouse
  - Surgeon/anesthesiologist NOT on contact list>the records will trigger a critical error and will NOT be accepted into the data warehouse
  - Incorrect NPI values > the records will trigger a critical error and will NOT be accepted into the data warehouse

Locum Surgeons are Surgeons!

- Locum surgeons are processed the same way
- Locum surgeons should be added to the contact list
  - Participant Contact Form and a signed and filled out Schedule A is required

Critical Error for Invalid Surgeon NPI/Hospital NPI



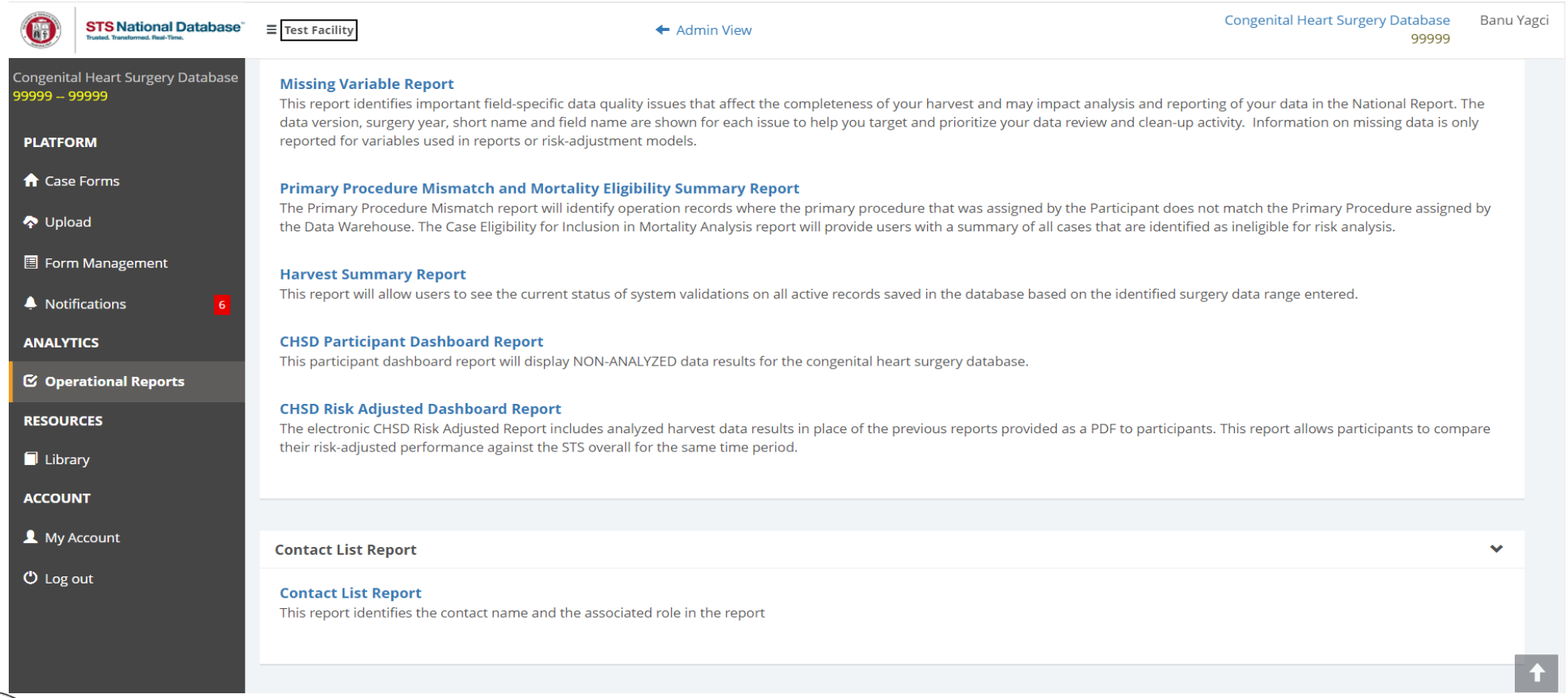
Error Messages – What Do I Need To Do?

- Error messages:
  - Record XYZ is referencing an invalid Surgeon NPI > Record has been skipped
  - Record XYZ is referencing an invalid Anesthesiologist NPI > Record has been skipped

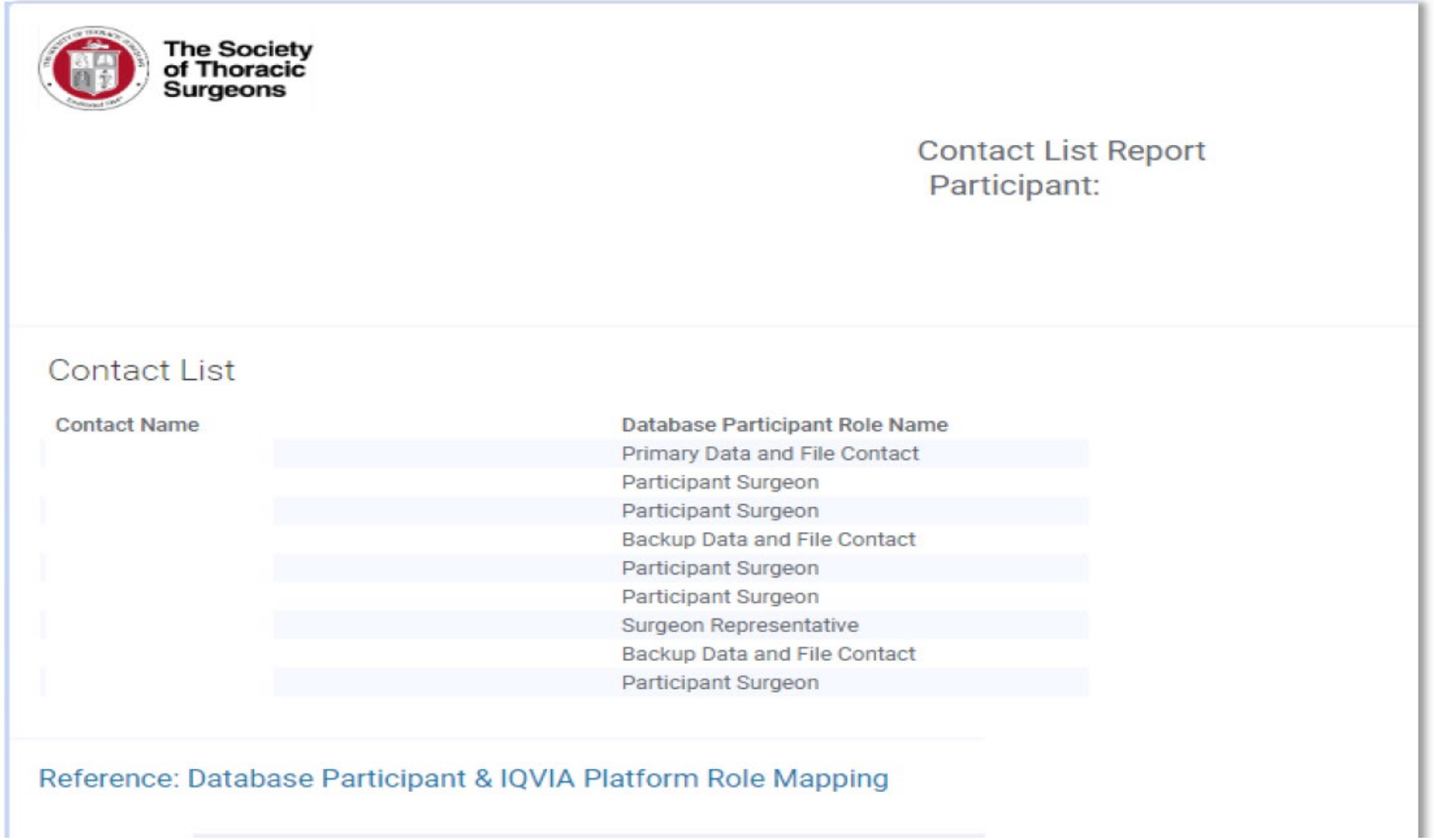
- What to do:
  - Open your Contact List Report (must be PDFC / BDFC to see this report)
  - Compare surgeons / anesthesiologists in your data with contacts in the report
  - If surgeons / anesthesiologists in your data ARE NOT in the report > submit Participant Contact Form with Schedule A / Schedule B to get them added
  - If ALL surgeons / anesthesiologists in your data ARE in the report > compare the NPI values in your data with the National Registry (https://npiregistry.cms.hhs.gov/search) and update your data to include the correct values.

How to Access the Contact List Report

Primary and Back Up Contacts Only



Report Structure Overview



The Society of Thoracic Surgeons

Contact List Report
Participant:

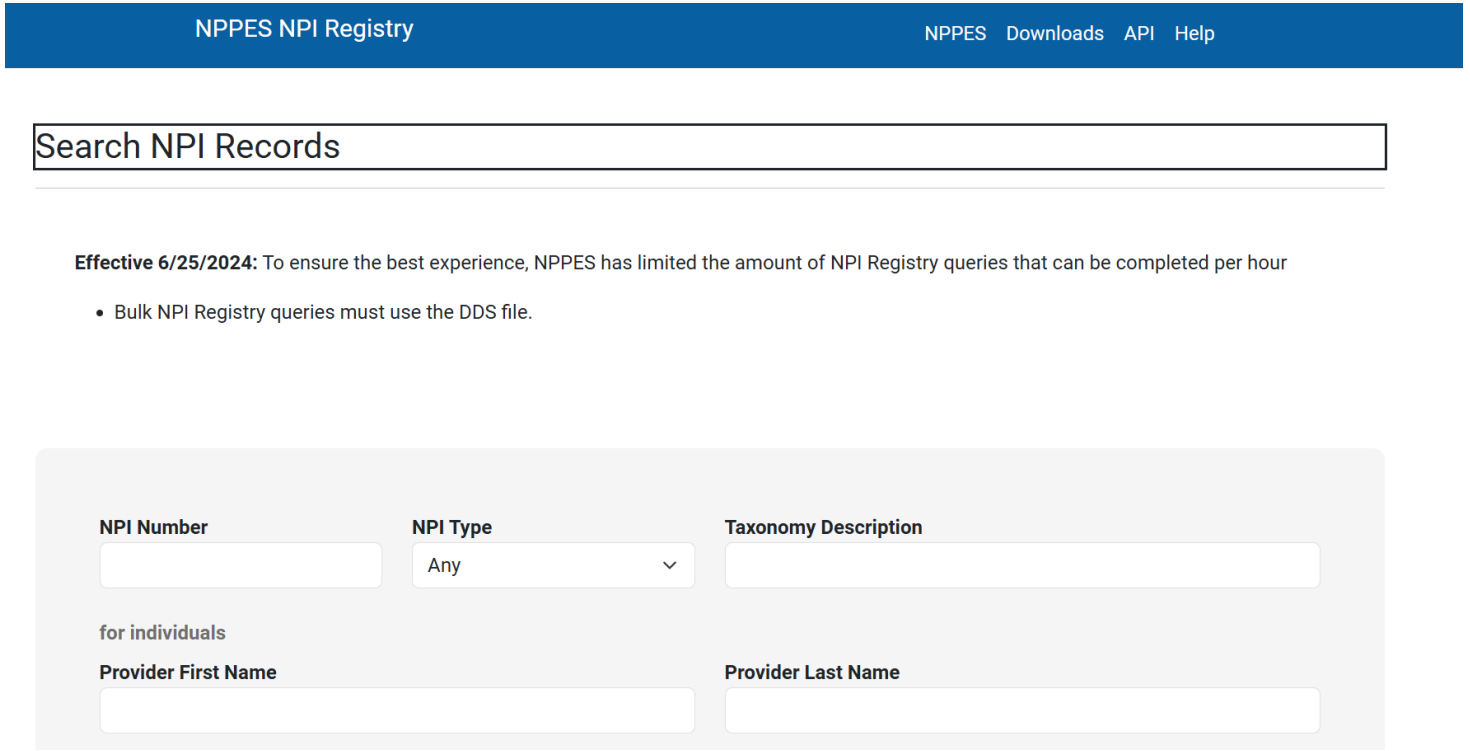
Contact List

Contact Name	Database Participant Role Name
	Primary Data and File Contact
	Participant Surgeon
	Participant Surgeon
	Backup Data and File Contact
	Participant Surgeon
	Participant Surgeon
	Surgeon Representative
	Backup Data and File Contact
	Participant Surgeon

Reference: Database Participant & IQVIA Platform Role Mapping

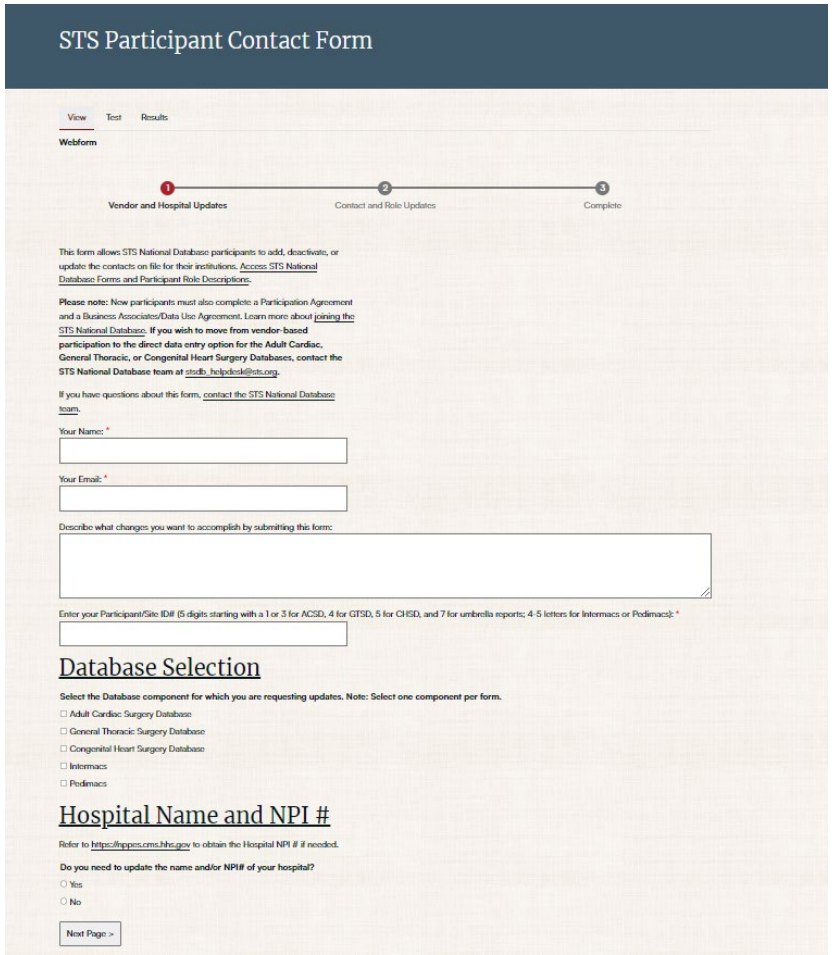
NPPES NPI Registry

https://npiregistry.cms.hhs.gov/search



Participant Contact Form (PCF)

- PCF Access:
  - www.sts.org **>** Research & Data **>** For Data Managers **–** scroll down and click *Participant Contact Form* under **Essential Forms and Resources**
  - https://www.sts.org/sts-participant-contact-form



Participant Roles & IQVIA Platform User Mapping

- Assign roles depending on the level of access you would like to give to the database participant.
- Review “Participant Roles and Descriptions” document for a detailed explanation on each role.
- Both documents are located under the **Essential Forms and Documents** section

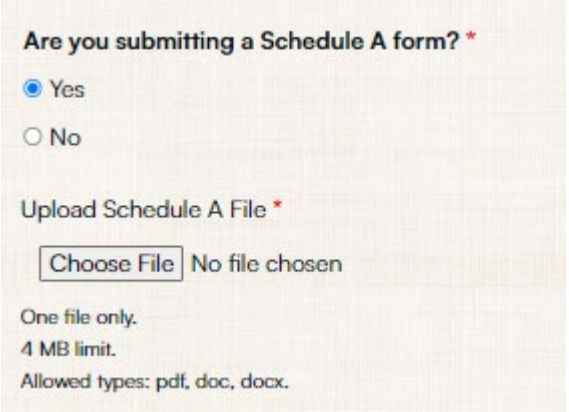
STS NATIONAL DATABASE
(ACSD, GTSD, AND CHSD ONLY)

PARTICIPANT ROLES & IQVIA PLATFORM USER MAPPING

Database Participant Role Name	Platform Role Name	Level of Access
Anesthesiologist	Surgeon Reviewer	Read Only
Anesthesiologist Representative	Surgeon Reviewer	Read Only
Backup Data and File Contact	Restricted Uploader	Ability to Upload Files
Backup Direct Data Entry Contact	Abstractor	Ability to Enter Cases
Billing Contact	N/A – No Platform Access	N/A
Billing Contact – Anesthesiologist Participant	N/A – No Platform Access	N/A
Contract Contact	N/A – No Platform Access	N/A
Data Quality Report Recipient	Report Viewer	Read Only
National Report Recipient	Report Viewer Report Viewer – Auditor (Umbrella Reports)	Read Only
Participant Surgeon	Surgeon Reviewer	Read Only
Primary Data and File Contact	Restricted Uploader	Ability to Upload Files
Primary Direct Data Entry Contact	Surgeon	Ability to Enter Cases Access to Data Download Report
Surgeon Representative	Surgeon Reviewer	Read Only

For Surgeons and Anesthesiologists - ONLY

- A completed and signed Schedule A (**surgeons**) / Schedule B (**anesthesiologists**) form should be uploaded and submitted with the Participant Contact Form.
- www.sts.org **>** Research & Data **>** For Data Managers **–** scroll down to click Schedule A and B forms under **Essential Forms and Resources**



For Surgeons

- https://www.sts.org/sites/default/files/Database%20Manuals/Schedule%20A_2022.pdf

Participant Information Database No. (PID #): _____

SCHEDULE A

1. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

2. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

3. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

4. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

5. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

6. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

7. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

8. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

9. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

10. _____, M.D. Address _____
Signature: _____ NPI _____
Please check one: ☐ Cardiothoracic Surgeon ☐ Vascular Surgeon

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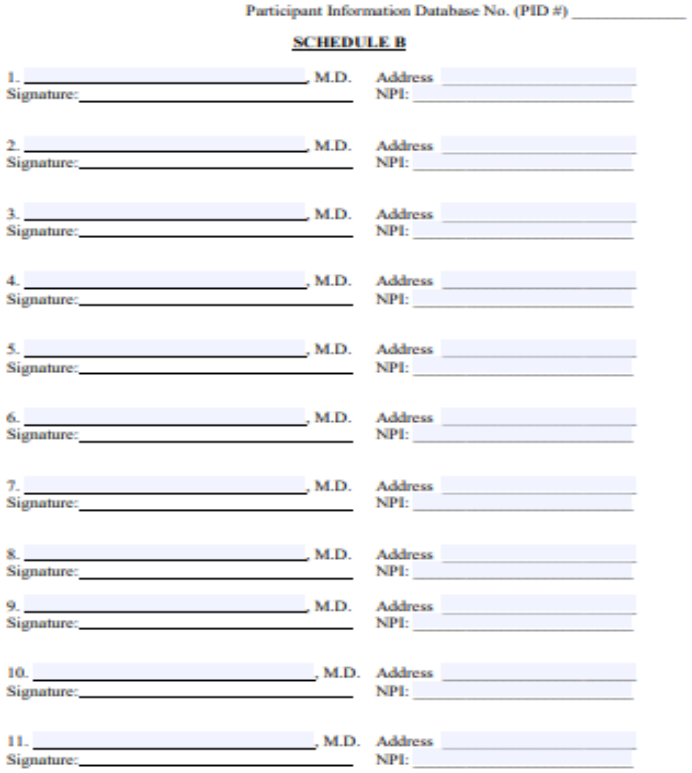
For Anesthesiologists

- https://www.sts.org/sites/default/files/Database%20Manuals/Schedule%20B_2022.pdf



Participant Information Database No. (PID #) _____

SCHEDULE B

1. _____, M.D. Address _____
Signature: _____ NPI: _____

2. _____, M.D. Address _____
Signature: _____ NPI: _____

3. _____, M.D. Address _____
Signature: _____ NPI: _____

4. _____, M.D. Address _____
Signature: _____ NPI: _____

5. _____, M.D. Address _____
Signature: _____ NPI: _____

6. _____, M.D. Address _____
Signature: _____ NPI: _____

7. _____, M.D. Address _____
Signature: _____ NPI: _____

8. _____, M.D. Address _____
Signature: _____ NPI: _____

9. _____, M.D. Address _____
Signature: _____ NPI: _____

10. _____, M.D. Address _____
Signature: _____ NPI: _____

11. _____, M.D. Address _____
Signature: _____ NPI: _____

Who Can Submit a “Participant Contact Form”

- Primary Data and File Contact
- Primary Direct Data Entry Contact
- Backup Data and File Contact
- Backup Direct Data Entry Contact

Important Information

- Confirmation of credentials – PDFC/BDFC
- Processing time – 5-7 business days
- Requests via email – will delay the process
- Add all surgeons and anesthesiologists prior to uploads even if they are Locum surgeons

Utilization of STS Database Helpdesk Support

STS Database Helpdesk – stsdb_helpdesk@sts.org

- This should be your Go-To helpdesk email address:
  - Login/Access issues
  - Data submission issues – including Direct Data Entry
  - Report/Analysis questions/issues/concerns
  - Vendor questions/issues
  - RedCap questions
- When in doubt, use stsdb_helpdesk@sts.org

Utilization of STS DB and STS FAQ

stsdb@sts.org

- “Official Business"
- Contract questions
- Database sign up – including anesthesia module
- Invoice/Billing questions

stsdb_FAQ@sts.org

- “Clinical Questions”
- Coding questions
- Clinical questions/concerns
- Field definitions / Training manual questions
- Email or use the online form: https://www.sts.org/sts-clinical-question-request-form

Effective Communication with Help Desk

- Clear, Concise and To The Point:
  - Include all necessary information – Which Participant ID? What report? What time frame?
  - Include steps to take to repeat the issue
  - Including screenshots - + Shift + S
- Please do NOT:
  - Send or CC messages to multiple help desks
  - Send or CC messages to individuals
  - Send questions to IQVIA (unless you are directly responding to a message from them). If needed, STSDB Helpdesk will escalate

Do not send encrypted messages

- For security reasons, we will not open them

- Send unencrypted and be sure to redact any PHI

  OR

- Send an unencrypted message letting us know you are about you are about to send a secured message

Examples of Effective Communication to HD

Ineffective Email:

- Why does the report say I have only 125 patients?

Effective Email:

- ParticID = 12345
- ACSD Risk Adjusted Report
- Report period ending 3/31/2025
- Benchmark Reports
- Isolated CABG
- Number of cases for my site 2023 states 125 cases and I think it should be 130.

Response time:

STS Database Helpdesk response time is usually within 48 hours after receiving your email.

However, it might take longer depending on the nature of your question and the resources needed to answer your question.

Please be patient!

Uploader Issues:

- Three types of issues:
  - Critical Errors
    - Entire record is being rejected – You will need to resubmit this data
      - Example: “Invalid value supplied for vdvmax. This record has been dropped. Review the data then resubmit the record if necessary.”
  - Errors
    - Record is being accepted, but values might be ignored (set to missing)
      - Example: “OR Entry Date can't be greater than Skin Incision Start Date”
  - Warnings
    - Record and values being accepted, but there might be things you want to double check
      - Example: “A1c Level is >= 6.5 and Diabetes is not marked as Yes, values may be inconsistent. Please correct.”

Common Uploader Messages:

Records Level Validation

Validation Status	Error Type	Record_ID	Short Name	Message	Source Patient ID
warning	Error occurred during file pre-processing		recordid	Record V1222310 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing		recordid	Record V1222311 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing		recordid	Record V1222313 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing		recordid	Record V1222314 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing		recordid	Record V1222315 has not changed. No updates made.	No Patient ID Available

Common Uploader Messages:

- **Record V5900123 has not changed. No updates made.**
  - RecordID already existed and is EXACTLY the same as the one in the database, so no updates were needed.
  - No action needed on your part
  - But why does it say “No Patient ID Available”?
    - Patient ID is not “available” to the DQR, but it does exist in the data.
    - Missing Patient ID would be a critical error, not a warning.

Common Uploader Messages:

- **<3595522> <14321,V120012> is a duplicate of an existing record. The existing record has been updated.**
  - This message is telling you this RecordID already existed in the STS database.
  - The record in the file was different from what was already in the database.
  - The changes have been incorporated into the database.

Common Uploader Messages:

- **warning : QAC1155 The value entered Patient Age seems to be lesser or greater than the usual range (18-100). Please review.**

  - The value is valid, but it is likely to be wrong.
  - These are just warnings, but don’t just ignore them!

Common Uploader Issues:

- Missing Variable Report states that values are missing, but they exist in your vendor software:
  - Need to give the system time to process uploaded data
    - Many factors affect the amount of time needed
    - Can be (much) longer when close to the end of a harvest
  - Check with your vendor to ensure the values are being extracted correctly
    - Check parent/child relationships
  - Make sure you have re-extracted and re-uploaded that data

Data Quality Report

File Edit Data Visualizations View Tools User

Submission Date Filters:

Date range of file submission

From Date: (MM/DD/YYYY)

01/01/2024

To Date: (MM/DD/YYYY)

02/19/2025

Run Report

File Status:

Passed

Critical Summary

Submission Summary

Submission Date	Upload ID	First Surgery Date	Last Surgery Date	File Status	Total Records	Number of Successful Records	Number of Failed Records	Number of Records Not Changed
11/21/2024 08:46:29 AM	288155	10/01/2023	09/30/2024	Passed	388	388	0	388
11/18/2024 10:24:06 AM	286915	10/01/2023	09/30/2024	Passed	388	388	0	387
11/18/2024 09:39:44 AM	286898	10/01/2023	09/30/2024	Passed	388	387	1	298
08/12/2024 12:43:12 PM	270526	07/03/2023	06/28/2024	Passed	421	421	0	420
08/01/2024 07:34:18 AM	268452	07/03/2023	06/28/2024	Passed	421	421	0	315
06/03/2024 10:26:46 AM	260446	04/03/2023	03/31/2024	Passed	460	460	0	459
05/30/2024 01:11:58 PM	259862	04/03/2023	03/31/2024	Passed	460	460	0	459
05/30/2024 10:13:42 AM	259813	04/03/2023	03/31/2024	Passed	460	460	0	366
02/20/2024 01:19:18 PM	242666	01/05/2023	12/31/2023	Passed	498	498	0	496
02/20/2024 12:23:01 PM	242634	01/05/2023	12/31/2023	Passed	498	498	0	394

Critical Messages

Submission Date	Upload ID	Validation Status	Record ID	Short Name	MESSAGE	Source Pati

Data Quality Report | Critical Summary

Data Entry Options: Vendor vs. DDE

- Vendor users:
  - Enter data into vendor software
  - Extract data into file and submit that file to IQVIA platform
  - Updates need to be made in vendor software and resubmitted

- Direct Data Entry (DDE) users:
  - Enter data directly into IQVIA platform
  - No need to “submit” data – we already have it!
  - Updates made through the same platform

- Both sets of data end up in the same place

Data Entry Options: Vendor vs. DDE

- Vendor AND DDE – marking records complete
  - Some edit checks are not run until the record is marked complete
    - Make sure you complete all of your records
  - All records go to analysis regardless of complete status
    - The analysis procedures determine which records can be used

Direct Data Entry Users:

- DO NOT SUBMIT DATA FILES!
  - You might still have the button for submitting files, but don't use it!
  - Submitting files will overwrite everything you entered manually.
- Participants who were vendor users and switched to DDE
  - You can/must update records originally submitted in data files through the DDE methods
- All data can be extracted using Data Download Report
  - Currently only available in flat Excel format
  - Use this if switching from DDE to using vendor software

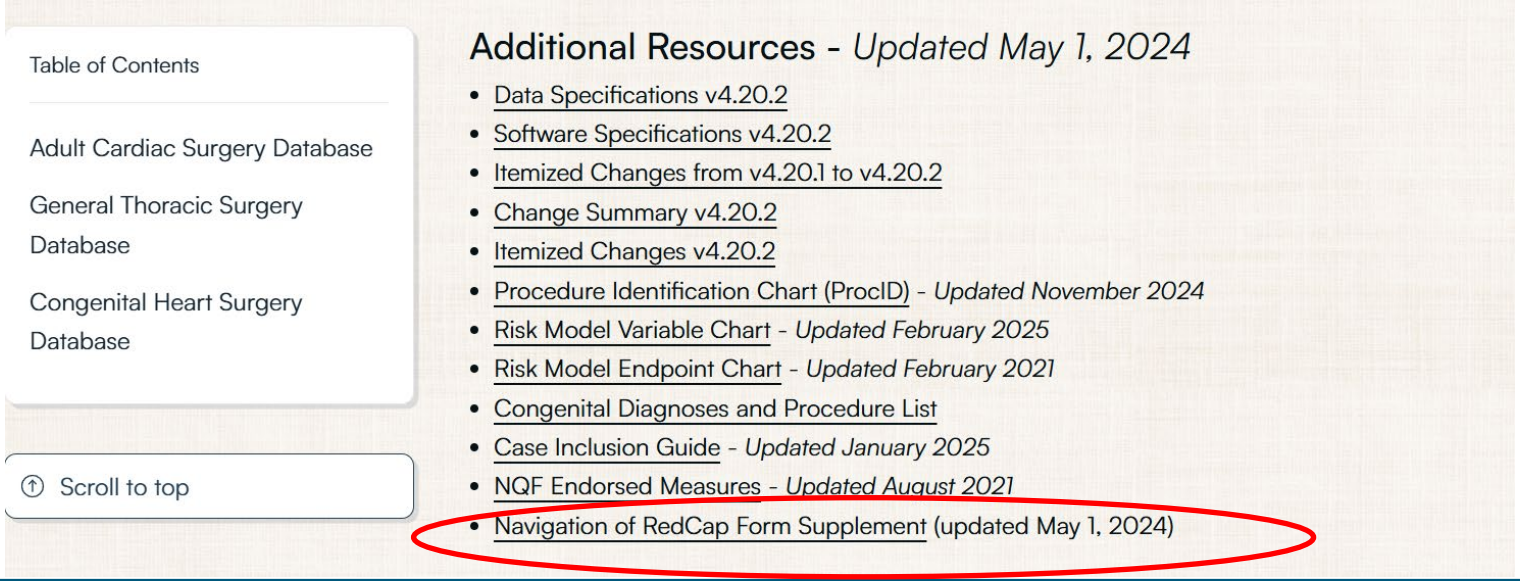
ACSD Supplemental REDCap Forms:

- Two forms available for ACSD users:
  - ACSD Beta Blocker form: https://redcap.sts.org/surveys/?s=7J3L7799JMMPDW9F
  - ACSD Valve Device form: https://redcap.sts.org/surveys/?s=8YR88JKHPMTXKRMM

- No UserID / Password needed
  - If you are prompted for a UserID, you are using an invalid/old link

ACSD Supplemental REDCap Forms:

- Help available:
  - Email: stsdb_helpdesk@sts.org
  - STS portal page: https://www.sts.org/data-collection-forms
    - Scroll down to Additional Resources:



ACSD Supplemental REDCap Forms:

- Updating records:
  - Save the “Return Code” given when you save each record
    - This can be used to get back into the form to make updates
  - Get back into the same record using the return code, make updates, click Save
  - If you don’t have the return code, enter a new record with the same RecordID value
    - The last record created will be used in analysis

ACSD Supplemental REDCap Forms:

- Deleting records:
  - Get back into the same record using the return code
  - Change the RecordID to include the word “remove”
    - Example: Change RecordID from “V990001” to “V990001_remove”
  - If you don’t have the return code, email stsdb_helpdesk@sts.org

ACSD Supplemental REDCap Forms:

- Supplemental data forms in the Vendor software
  - Some vendors have incorporated the Beta Blocker form into their software
  - You can use one or the other. No need to re-enter data.
  - Data will be sent to STS by your vendor on regular basis
    - Vendor data combined with REDCap data and then used in analysis
  - Not all vendors CAN incorporate supplemental forms
    - Some security models prevent vendors from meeting data harvest requirements

Thank you!

Any Questions?