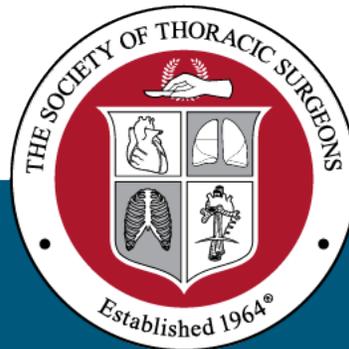


# STS DATABASE HELPDESK SUPPORT

Paul Meehan – Senior Manager of Quality and Research Center

Banu Yagci – Senior Manager of Quality Measures and Database Support



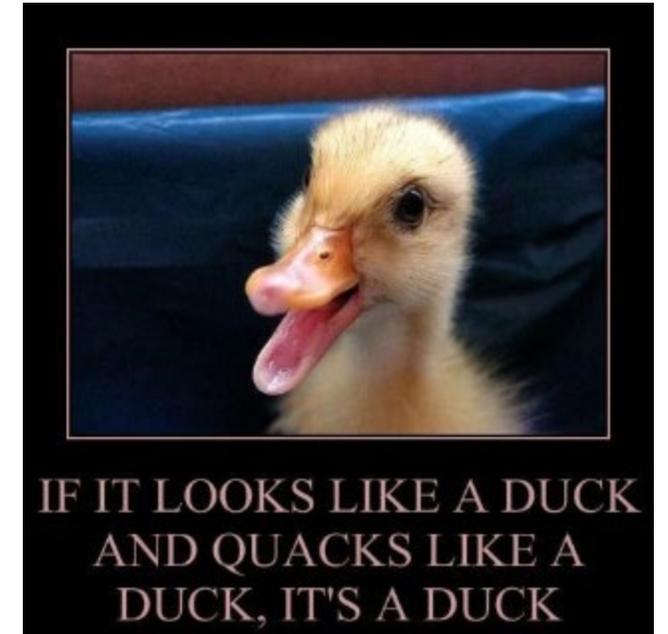
# NPI Validation Functionality

- 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

06/07/2024 05:00:16 AM

Case Forms Upload ID: [REDACTED]  
 Facility: [REDACTED]  
 Processing Status: File Upload Completed  
 File Name: [REDACTED]  
 Restricted Uploader User Name: [REDACTED]

44/59  
[View Reports](#)

### Data Quality Report

**File Based Issue**

VALIDATION ALERT	MESSAGE
Cancelled	File status reset by scheduled job

**Validation Alert Summary**

warning (99.1%)

● Critical  
● warning

**Alerts by Uploaded Records**

Record ID	Source Patient ID	Critical
[REDACTED]	No Patient ID Available	1
[REDACTED]	No Patient ID Available	1
[REDACTED]	No Patient ID Available	1

**Records Level Validation**

Validation Status	Error Type	Record_ID	Short Name	Message	Source Patient ID	Access Case
Critical	Error occurred during file pre-processing	recordid	recordid	Record V [REDACTED] is referencing an invalid Anesthesiologist NPI. Record has been skipped	No Patient ID Available	<a href="https://hsa.trp.uva.com/platform/acsdrgpa/tr/facil">https://hsa.trp.uva.com/platform/acsdrgpa/tr/facil</a>
Critical	Error occurred during file pre-processing	recordid	recordid	processor validations	No Patient ID Available	
Critical	Error occurred during file pre-processing	FileValidation	FileValidation	There was a problem parsing the uploaded file. Please check the file is correctly formatted and c...	No Patient ID Available	

# Error Messages – What Do I Need To Do?

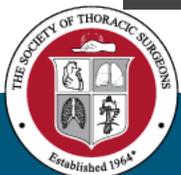
- Error messages:
  - Record XYZ is referencing an invalid Surgeon NPI > Record has been skipped
  - Record XYZ is referencing an invalid Anesthesiologist NPI > Record has been skipped
- What to do:
  - Open your Contact List Report (must be PDFC / BDFC to see this report)
  - Compare surgeons / anesthesiologists 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

The screenshot displays the STS National Database interface. At the top, it shows the STS National Database logo, a 'Test Facility' dropdown, an 'Admin View' link, and the user's name 'Banu Yagci' with the ID '99999'. The left sidebar contains navigation options: PLATFORM (Case Forms, Upload, Form Management, Notifications with a red '6' badge), ANALYTICS (Operational Reports), RESOURCES (Library), and ACCOUNT (My Account, Log out). The main content area lists several reports: Missing Variable Report, Primary Procedure Mismatch and Mortality Eligibility Summary Report, Harvest Summary Report, CHSD Participant Dashboard Report, and CHSD Risk Adjusted Dashboard Report. A 'Contact List Report' dropdown menu is expanded, showing the 'Contact List Report' with a description: 'This report identifies the contact name and the associated role in the report'. An upward arrow icon is visible at the bottom right of the main content area.



# 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>

Search NPI Records

**Effective 6/25/2024:** To ensure the best experience, NPPES has limited the amount of NPI Registry queries that can be completed per hour

- Bulk NPI Registry queries must use the DDS file.

<b>NPI Number</b>	<b>NPI Type</b>	<b>Taxonomy Description</b>
<input type="text"/>	Any <input type="button" value="v"/>	<input type="text"/>
for individuals		
<b>Provider First Name</b>	<b>Provider Last Name</b>	
<input type="text"/>	<input type="text"/>	



# Participant Contact Form (PCF)

- PCF Access:
  - [www.sts.org](http://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>

The screenshot shows the 'STS Participant Contact Form' webform. At the top, there is a dark blue header with the title 'STS Participant Contact Form'. Below the header, there are navigation tabs for 'View', 'Test', and 'Results'. A progress bar indicates three steps: 1. Vendor and Hospital Updates (active), 2. Contact and Role Updates, and 3. Complete. The main content area contains instructions for participants, a note about new participants, and contact information for the STS National Database team. It includes input fields for 'Your Name' and 'Your Email', a text area for 'Describe what changes you want to accomplish by submitting this form:', and a field for 'Enter your Participant/Site ID#'. Below this is a 'Database Selection' section with checkboxes for 'Adult Cardiac Surgery Database', 'General Thoracic Surgery Database', 'Congenital Heart Surgery Database', 'Internatics', and 'Pediatrics'. The 'Hospital Name and NPI #' section includes a link to obtain the NPI number and a radio button question: 'Do you need to update the name and/or NPI# of your hospital?' with 'Yes' and 'No' options. A 'Next Page >' button is at the bottom.



# 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](http://www.sts.org) > Research & Data > For Data Managers – scroll down to click Schedule A and B forms under **Essential Forms and Resources**

Are you submitting a Schedule A form? \*

Yes

No

Upload Schedule A File \*

No file chosen

One file only.  
4 MB limit.  
Allowed types: pdf, doc, docx.



# For Surgeons

- [https://www.sts.org/sites/default/files/Database%20Manuals/Schedule%20A\\_2022.pdf](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

# For Anesthesiologists

- [https://www.sts.org/sites/default/files/Database%20Manuals/Schedule%20B\\_2022.pdf](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 – [stsd\\_b\\_helpdesk@sts.org](mailto:stsd_b_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 [stsd\\_b\\_helpdesk@sts.org](mailto:stsd_b_helpdesk@sts.org)



# Utilization of STS DB and STS FAQ

## stsd@sts.org

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

## stsd 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!

**I HAD MY PATIENCE  
TESTED  
I'M NEGATIVE**



# 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  $\geq 6.5$  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	recordid	Record V1222310 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing	recordid	recordid	Record V1222311 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing	recordid	recordid	Record V1222313 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing	recordid	recordid	Record V1222314 has not changed. No updates made.	No Patient ID Available
warning	Error occurred during file pre-processing	recordid	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:

- **&lt;3595522&gt; &lt;14321,V120012&gt; 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



## Critical Summary

### 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

### 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
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# 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: [stsd\\_helpdesk@sts.org](mailto:stsd_helpdesk@sts.org)
  - STS portal page: <https://www.sts.org/data-collection-forms>
    - Scroll down to Additional Resources:

Table of Contents

Adult Cardiac Surgery Database

General Thoracic Surgery Database

Congenital Heart Surgery Database

↑ Scroll to top

### Additional Resources - Updated May 1, 2024

- [Data Specifications v4.20.2](#)
- [Software Specifications v4.20.2](#)
- [Itemized Changes from v4.20.1 to v4.20.2](#)
- [Change Summary v4.20.2](#)
- [Itemized Changes v4.20.2](#)
- [Procedure Identification Chart \(ProclD\) - Updated November 2024](#)
- [Risk Model Variable Chart - Updated February 2025](#)
- [Risk Model Endpoint Chart - Updated February 2021](#)
- [Congenital Diagnoses and Procedure List](#)
- [Case Inclusion Guide - Updated January 2025](#)
- [NQF Endorsed Measures - Updated August 2021](#)
- [Navigation of RedCap Form Supplement \(updated May 1, 2024\)](#)



# 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 [stsd\\_helpdesk@sts.org](mailto:stsd_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?

