Society of Thoracic Surgeons

Adult Cardiac Surgery Database: Town Hall

December 2, 2020
Agenda

• Welcome and Introductions
• STS Important Dates
• TIN Update
• Town Hall
  • Feedback on the transition
  • Hear critical needs versus enhancements
  • Ensure that your microphone is enabled
  • Use the raise-hand function
  • Please limit yourself to one question so everyone can have an opportunity
  • Use the Q&A function
Important Dates for Adult Cardiac

1 Dec - Public Reporting Consent Deadline

2 Dec (Today) - Harves 4 Closes

16 Dec - ACSD User Group Call @ 2pmCT

31 Dec - Last day to claim CEs for AQO

6 Jan - ACSD Monthly Webinar @ 2pmCT

ACSD Monthly Webinar: 1 Dec

ACSD User Group Call: 16 Dec

Last day to claim CEs for AQO: 31 Dec

ACSD Monthly Webinar: 6 Jan
IQVIA Support Plan
IQVIA's Support Plan

Please include your Participant ID (PID) in all communications with STS and IQVIA

Tier I – IQVIA
Contact Center
Live Support: 8 am–8 pm ET, Mon–Fri

Tier II – IQVIA
Support Lead, Systems & Application Support
Live Support: 8 am–8 pm ET, Mon–Fri

Database Vendors

STS
Live Support: 9 am–5 pm CT, Mon–Fri

DCRI
Live Support: 9 am–5 pm ET, Mon–Fri

^ Inquiries received outside live support hours will require a 24-hour turnaround window (i.e., one business day) for responses.

Participant or vendor contacts IQVIA customer support^.
Phone: 833-255-7187
Email: STSTechsupport@iqvia.com
Resources

- **STS National Database Webpage**
- **STSTechSupport@IQVIA.com** (Uploader, DQR, Missing Variable, Dashboard, Password and Login)
- Phone Support: 1-833-256-7187
- **STS National Database Feedback Form**
- Resource Documents
  - Contact Information
  - Webinar Information
  - FAQ Document
  - Go-Live Checklist
  - Tiered-level Support Document
  - *Training Videos*
  - *Link to IQVIA*
- ckrohn@sts.org
Contact Information

- Carole Krohn, Sr. Clinical Manager, STS National Database
  - CKrohn@sts.org
  - 312-202-5847
- Database Operational Questions
  - STSDB@sts.org
Open Discussion

Please use the raise-hand function.

Please use the Q&A Function.

We will answer as many questions as possible.

We encourage your feedback and want to hear from you!