Society of Thoracic Surgeons

Adult Cardiac
User Group Call

May 20, 2020
Agenda

• Welcome and Introductions
• Call Overview
• STS Updates
• IQVIA Updates
• User Feedback
  • Include Ticket Number/Case Number
STS Updates

• AQO 2020 – GOING VIRUTAL
  • Thursday, October 1
    • Live Content from 10-12pmCT and 1-3pmCT
    • Break/Exhibits/E-Posters from 12-1pmCT and 3-4pmCT
    • Pre-recorded content 5-10 videos

• ACSD v4.20
  • Training Manual Expected in May
  • Worksheets Expected in June
    • Sites can customize their worksheets or make their own from the DCF

• Poll Questions – Frequency of User Group Calls
IQVIA Update
Melanie Bent & Jannette Hanna
ACSD Updates

Data Quality Report Updates

- Message column updated to remove the RecordID and PatientID values
- The RecordID and PatientID values are moved to the respective columns
  - Applies also to Critical error messages
ACSD Updates

Data Quality Report Updates

• Duplicate Patient Message Filter
  • Duplicate filter will appear if duplicate records are identified and system generates user warning message.
  • The filter will allow the user to remove the “Duplicate Message of existing record...” from the report results.
IQVIA Status - Enhancements

• Uploader Performance Enhancements
  • Processing speed to be increased during the upload workflow

• Report Enhancements
  • ACSD Dashboard updates
    • Data Variable additions
      • Identify existing variables for report inclusion
      • 4.20.2 variables for report inclusion
  • ACSD MVR updates
    • Report layout updates
      • Shortname column to be added to the Case List section of the report
      • Updates to layout of Missing Summary section
Update
Harvest Summary Report Concept
Future Report – Harvest Report Summary

- Will allow users to view a current status of validations on all records in the database
- Holistic view, instead of submission view
- Surgery date filtering capability
- Not limited to a harvest time period
  - Users can enter past dates
- Drill down capability to review cases
STS/IQVIA Support Plan
IQVIA's Support Plan

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

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

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

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

Database Vendors

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

Please use the Q&A Function.

We will answer as many questions as possible.

We encourage your feedback and want to hear from you!
Thank you for joining!

Next ACSD Webinars

May 28, 2020
- v4.20.2 Webinar @ 3pmCT

June 3, 2020
- ACSD Monthly Webinar @ 2pmCT