2019 STS National Database Audit Frequently Asked Questions (FAQ's)

1. **There is a greyed-out X preventing upload. What does this mean and what can I do to get past this?**

   Answer: This indicates that the portal is locked for that particular record. To have the portal unlocked, please contact your audit lead at CRS. Be sure to include your STS Participant ID number in the subject line of your email, as well as reference to which STS Record ID needing to be unlocked.

2. **I uploaded documents to the CRS portal but now I'm concerned that I may have missed a document. Can I log in again, get back into my documents and double check them?**

   Answer: Once you have clicked "Finish Upload" you will no longer be able to see the uploaded documents for that record. Please contact your audit lead and CRS to rectify this situation.

3. **I uploaded all my documents and now I'm ready to bookmark them, but the portal won't let me. What should I do?**

   Answer: All documents must be bookmarked prior to upload. The portal does not allow for editing capabilities.

4. **When I open my PDF document and try to insert a bookmark, I can't see the bookmark button like on the instructions. What do I do?**

   Answer: If you do not see the bookmark button within your PDF, this means that you do not have a bookmark capable version of Adobe. Please check with your IT department on your Adobe and/or PDF editing capabilities. CRS suggests Adobe Pro DC or higher. If your facility does not have a PDF program with editing capabilities, please provide a Table of Contents with specified sections and corresponding page numbers for each record.

5. **I accidentally uploaded the wrong patient to the wrong CaseID. What should I do? Can I delete the document or does CRS need to delete it?**

   Answer: Once uploaded you will not be able to delete, please reach out to your audit lead at CRS for assistance.

6. **I'm not sure what you are looking for in the OR case log. Can you better explain? (what headers)**

   Answer: The purpose of the OR case log comparison is to ensure all eligible cases were submitted to STS. Please see the explanation of what is required within the OR case log in the instructions on the STS website. If you have further questions please reach out to your audit lead at CRS.

7. **My medical records department sent all the audit cases to me in a zip file. Can I upload a zip file to the CRS portal?**

   Answer: Unfortunately, zip files are not an accepted format for document upload. Files will need to be converted into PDF format to be uploaded to the portal.

8. **My medical records department says they can't pdf one of my cases because the file is too big. They can split the case into two pdfs. Is that ok to upload two files for one case?**

   Answer: Yes, multiple files per STS Record ID are acceptable for upload per folder. The file size should not exceed 1GB. If a file does exceed 1GB, it will need to be split into separate files for upload.

9. **My username and password are not working. What should I do?**

   Answer: Please contact your audit lead at CRS to rectify this situation.

10. **I lost my password. What should I do?**

    Answer: On the CRS Portal log in page, enter your username. Then click "Forgot Password". A link will be sent to your email with instructions on how to reset your CRS Portal password. Be sure to check your Junk and Spam folders if you do not receive the reset password email within a few minutes. For further assistance contact your audit lead at CRS.

11. **How long after I upload all my documents will I get my audit results?**

    Answer: The goal for audit completion is 6 months, however, this depends on many factors. For further information please contact your audit lead at CRS.

12. **I am the only one in my facility that deals with this registry and I'm going on vacation. What should I do?**

    Answer: Please be sure to inform your audit lead at CRS of your vacation plans. Also, ensure a back up data contact is available to field any correspondence from CRS in your absence.

13. **When I try to access the portal site, I receive a "blocked site" error message from my facility. What should I do?**

    Answer: Please work with your IT department to ensure the CRS Portal site is allowed through your facility's firewall. Additionally, some remote environments will not allow access to the CRS Portal site.

14. **What to do when the STS primary contact isn't really the STS primary contact anymore.**

    Answer: Please be sure to update your site information with both STS and your audit lead at CRS.

15. **Can I upload one case record, and have you check it to make sure it is done correctly?**

    Answer: Yes, CRS will review the file and provide feedback. Please contact your audit lead at CRS to arrange this review.

16. **Our medical records department has automatic bookmarks that they put into the medical record. Is this ok or do I need to do additional bookmarking requested in the bookmarking instructions part of the letter?**

    Answer: It is important to have the documents bookmarked as in the instruction letter indicates.

17. **The person that was helping you with the audit is no longer with the organization. I am new to the position and have not been given information about what I still need to do for the audit and where the audit is in the process of things. What should I do?**

    Answer: Please visit the STS website to review all instructions and FAQs for your audit. Be sure let your audit lead at CRS and STS know of the change in personnel so your site's information can be updated.

18. **When preparing the medical record in .pdf file, do the bookmarks have to match the <u>exact</u> bookmarks and the <u>exact</u> order that you provided in the sample? Or can we create our own bookmark titles/order so long as they are clearly marked?**

    Answer: Bookmark order does not need to match exactly to the example provided by CRS so long as each section is clearly marked, and the bookmark is fully-functional.

19. **Our medical record department does not have the ability to create a PDF out of a patient medical record. Do you have any suggestions on how we can complete the audit process?**

    Answer: Please contact your audit lead at CRS for assistance.

20. **Our organization does not maintain 30-day documents from other organizations in our medical records system. How can I show you that this 30-day documentation does exist?**

    Answer: STS requires proof of 30-day status. If captured on a spreadsheet, please upload this document to the portal <u>including only the patients being audited</u>.

STS General Thoracic Audit FAQ

1. **Clarification of Patient Disposition - Often our Progress Notes say "transferred to the general unit"- but unit 4AB is considered "intermediate care"- so it will be coded as such no matter what the progress note says.**

   Answer: Please provide a key to the units for patient disposition after surgery. This is an area that is difficult for the auditors to determine since we don't know what your facility units are ICU, regular floor or intermediate. The key can be emailed to the Audit Coordinator or placed in the Additional Documentation folder on the CRS Portal.

STS Congenital Audit FAQs

1. **My Health Information Management Department or Medical Records Department will be uploading records for the audit. The department is asking me for a date range of medical records needed. What is the best date range of records needed for the audit?**

   Answer: For the congenital audit, it will be necessary to have outpatient and inpatient records dated two months prior to the date of surgical admission continuous through 6 months after discharge.

2. **How do you determine which hospitals are selected for a site audit and which receive a remote (computer) audit?**

   Answer: Eleven sites are randomly selected by DCRI each year for audit. On site audits are employed for the larger volume programs.