

# CREATIVE DATA TECHNOLOGIES, INC.

## DataVault™ Survey Service



### Ambulatory Surgical Center Patient Safety Culture Survey

This survey asks for your opinions about patient safety issues, medical errors, and event reporting in your Ambulatory Surgical Center (ASC) and will take about 10-15 minutes to complete.

► **Patient safety** is the prevention of harm resulting from the processes of health care delivery. Such prevention includes reducing mistakes, errors, incidents, events, or problems that lead to patient harm or could negatively affect patients.

If a question does not apply to you or you don't know the answer, please answer "Does not apply or Don't know."

**NOTE:** All information is saved automatically as you work on the survey, so you can close your browser and return later to complete the survey at any time.

#### SECTION A: Working in this Facility

► How often do the following statements apply to your facility?

	Never	Rarely	Sometimes	Most of the time	Always	Does not apply or do not know
1. Important patient care information is clearly communicated across areas in this facility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
2. We feel comfortable asking questions when something doesn't seem right	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
3. We have enough staff to handle the workload	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
4. When we see someone with more authority doing something unsafe for patients, we speak up	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
5. Key information about patients is missing when it is needed	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
6. Our ideas and suggestions are valued in this facility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
7. We share key information about patients as soon as it becomes available	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
8. There is enough time between procedures to properly prepare for the next one	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
9. Within this facility, we do a good job communicating information that affects patient care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 9
10. We feel rushed when taking care of patients	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

## USER'S MANUAL

## I. TABLE OF CONTENTS:

DataVault™ Survey Service .....	1
I. TABLE OF CONTENTS:.....	2
II. OVERVIEW OF THE DATAVAULT™ SURVEY SERVICE .....	3
III. GETTING STARTED .....	4
IV. DATAVAULT SURVEY DASHBOARD .....	6
V. DATA VISUALIZATION (GRAPHS).....	8
VI. SEND SURVEY INVITATIONS.....	10
VII. SEND SURVEY REMINDERS.....	11
VIII. GENERATE REPORT.....	12

## II. OVERVIEW OF THE DATAVAULT™ SURVEY SERVICE

The DataVault™ Survey Service is a website service that helps customers manage the process of generating survey invitations (email), tracking survey progress through completion, and generating upload files per requirements of state and federal regulatory jurisdictions such as the Florida Agency for Health Care Administration (AHCA). The DataVault™ currently has a module for reporting Florida AHCA Patient Safety Culture Survey (PSCS) for Staff, and we have an additional service currently under development for the PSCS Patient survey. In addition, we have a dedicated, stand-alone application that handles the CMS OAS CAHPS Surveys as well (sold separately).

If you know of any additional survey types that you would like to see added, please contact us at [smckennasr@gmail.com](mailto:smckennasr@gmail.com) and let us know.

The DataVault System is a web based solution. Since the website contains confidential sensitive medical information, it is protected by 256-bit SSL (Secure Sockets Layer) encryption. What this means to you is that even though you are accessing the information over the Internet, your web browser session is protected so that no one else can view or intercept the information. This 256-bit encryption is required by HIPAA. At the time you set up your user account(s), you will be required to sign a HIPAA Security Agreement with us.

Here is a list of the features of the new DataVault™ System:

- *Support for multiple survey types using a single dashboard:* The DataVault™ can support three types of surveys currently, and more are planned.
- *Anonymous:* The surveys are anonymously sent and maintained. Even the facility administrators logged into the DataVault™ cannot tell who the survey recipients are.
- *Survey Keys:* Using a combination of uniquely generated keys and long alpha-numeric codes in the URL, emails with survey invitations cannot be re-used or manually manipulated to take additional surveys with the same URL.
- *Easy Invitations:* Just copy/paste a list of staff email addresses into the website and the survey system will generate the survey records and email all the staff the survey invitations.
- *Survey Expirations:* Each type of survey can have a different expiration period. For example, you might want to give your staff up to 30 days to complete the surveys, but patients should fill out the survey within 10 days so the quality of care factors will be fresh on their minds.
- *Instant Auto-Save feature:* The survey page automatically saves the answers to the database each time they click on a checkbox, so they can easily exit their browser and come back later to pick up where they left off to complete the survey.
- *Survey Tracking:* The system tracks the surveys through the stages that each survey goes through: Invitation Sent, Survey Started, Survey Completed, Survey Reported to AHCA, Expired.
- *Jurisdiction Reporting:* The website allows the facility PSCS administrator to generate the CSV data file in the format that AHCA expects to be uploaded.
- *No installation required:* All you need is a web browser, which already comes installed with your computer.
- *Location independence:* You can use the system from any computer in the office, or even from home.
- *No downloading updates:* All of the program updates are centrally applied overnight to the website, as needed.
- *Nimble and responsive to change:* Fast to react to rule changes and bug fixes, as there is only one central server to update – the web server!

### III. GETTING STARTED

#### **System Requirements:**

The DataVault is a web-based solution, so the requirements on the hardware are minimal. You will need at least an Intel Core i5 class computer (or higher) running at 500 Mhz or faster, with at least 4GB of RAM. It will also work with Mac computers running ARM processors. The computer must be running Windows 10 or higher (or MAC OS-X or higher), and you must use Microsoft Edge, Google Chrome, or Apple Safari. We have heard that FireFox works, but it is not officially supported.

The DataVault website is a 256-bit SSL encrypted website. This is to ensure the privacy of the information that is being managed. However, the SSL encryption adds some overhead to the amount of actual information that must travel back and forth between your web browser and our web server. Therefore, it is recommended that you get a reliable, fast Internet connection to use the DataVault system. Examples of good Internet connections are DSL, Cable Modem, or ISDN. If you are still using a phone modem to dial up to connect to the Internet, we would strongly recommend you to upgrade to a newer Internet connection method (DSL, Cable, etc.) at this time. You can use the DataVault System with a dial-up modem, but the screens update slowly so it is not as pleasant of an experience as it should be.

#### **Obtaining a UserID and Password to access the DataVault system:**

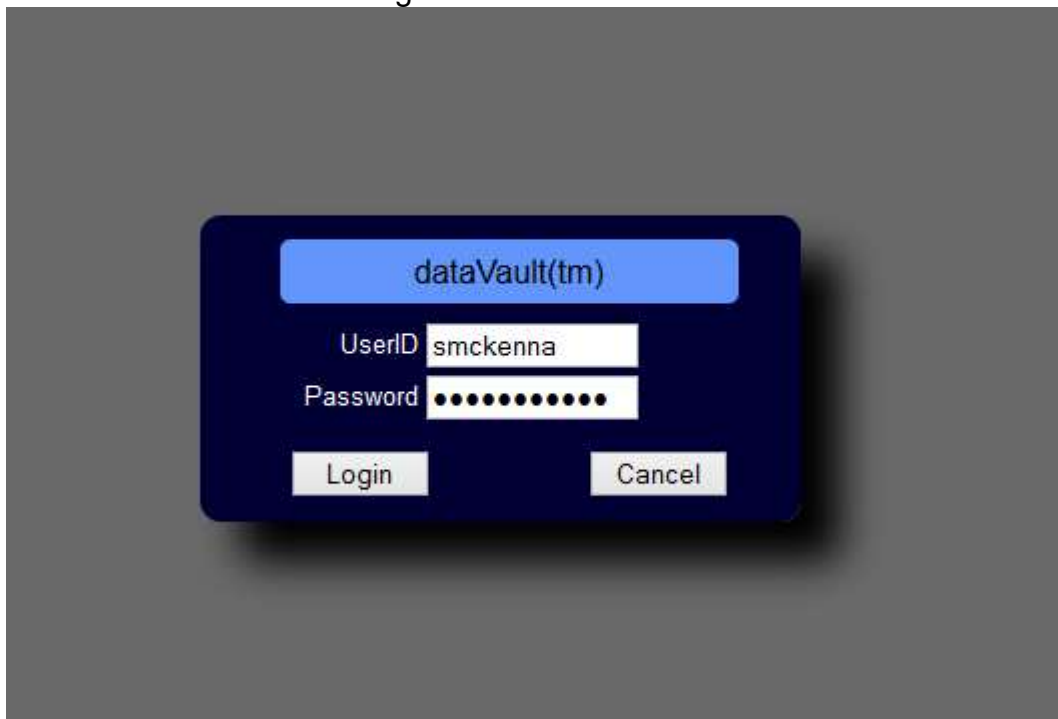
There is a user agreement form that includes a HIPAA Security Agreement that must be filled out, signed, and faxed or mailed back to us in order to set up your account. Only one signed agreement per facility is required. Separate user accounts are set up for each person using the system. Per HIPAA security guidelines, passwords cannot be shared among users. Up to five user accounts can be created for each facility at no extra charge.

#### **Logging into the DataVault system:**

Direct your web browser to the following address (notice that it starts with https instead of http):

<https://www.creativedatatech.com/datavaultnew/>

You should see the following screen:



Enter your UserID and Password in the fields provided, and click the “Login” button.

Note: The password is case sensitive.

If login is successful, you should see the Survey Dashboard shown at the top of the next page:

### **Survey Processing Steps:**

Surveys generally go through the following processing steps:

- **Invitation Sent** – When the facility administrator enters (copy/pastes) a list of emails into the system and selects a survey type, new surveys are generated and emails are sent out to all the recipients.
- **Survey Started** – Recipient has clicked on the link in the invitation email and started answering the survey questions.
- **Survey Completed** – Recipient has successfully completed and submitted the survey (passed all validations).
- **Reported** – Survey has been included in a generated file and has been reported (uploaded) to the jurisdiction.
- **Expired** – Survey reached the maximum number of days without being started and has been automatically marked as expired by a nightly job (recipient cannot take the survey any longer).

## IV. DATAVAULT SURVEY DASHBOARD

The screenshot displays the DataVault Survey Dashboard interface. At the top, there is a toolbar with 'Return to Dashboard', 'dataVault™', 'Timeout: 59:35', 'Extend', and 'Logout'. The main section is titled 'Survey Record Management' and includes a filter for 'Survey Type' (AHCA Patient Culture Safety - Staff Survey) and 'Survey Status' (ALL). It also shows a date range from 08/11/2024 to 08/10/2024. Below the filters is a table of survey records with columns for ID, Survey Type, Created by, Status, Date Sent, Date Started, Date Completed, Date Reported, Comments?, and View. The table contains six rows of data. Below the table are two statistics charts: 'Survey Status Statistics' (a pie chart showing 1 Survey Started, 2 Survey Completed, and 1 Invitation Sent) and 'Survey Answer Statistics' (a horizontal bar chart for the question 'Important patient care information is clearly communicated across areas in this facility' showing 1 Never, 3 Always, and 1 Rarely).

ID	Survey Type	Created by	Status	Date Sent	Date Started	Date Completed	Date Reported	Comments?	View
10021	PSCS-Staff	Pineda, Maria	Started	08/08/2024					<a href="#">View</a>
10020	PSCS-Staff	Pineda, Maria	Started	08/08/2024	08/09/2024	08/08/2024	08/09/2024		<a href="#">View</a>
10014	PSCS-Staff	Pineda, Maria	Started	08/08/2024		08/09/2024		Yes	<a href="#">View</a>
10013	PSCS-Staff	Pineda, Maria	Completed	08/08/2024		08/09/2024			<a href="#">View</a>
10012	PSCS-Staff	Pineda, Maria	Completed	08/08/2024		08/09/2024			<a href="#">View</a>
10011	PSCS-Staff	Pineda, Maria	Inv. Sent	08/08/2024					<a href="#">View</a>

### Top Toolbar:

The toolbar across the top of the page is something that will remain at the top for every screen throughout the system. It contains the following features:

- Return to Dashboard (button) – No matter what page you are on in the system, this button returns you to the Survey Dashboard page.
- Timeout – Counts down from 1 hour, and will automatically log your session off after 1 hour of inactivity.
- Extend (button) – If you are running low on your session timeout time, you can click this button to reset it to 60 minutes. Note, this timer automatically resets every time you do anything on the DataVault™ website. It is only an idle countdown timer, so there's no need for you to have to keep clicking this button as long as you are actively using the website.
- *Logout* – Link to quickly log out of the system.

### Survey Record Management:

The Survey Record Management section contains the following:

- Survey List – Grid listing all the surveys matching the search criteria entered above (Survey Type, Survey Status, Date Range Type, and Date Range). The default search criteria is to display your first subscribed survey type along with Date Range set to the past 60 days based on the date the invitations were sent (emailed).
- Search button – Refreshes the search results and graphs at the bottom based on your current search criteria entered.
- Clear button – Clears all the search criteria to the default values.
- Send Survey Invitations – Displays a web page for you to be able to send out survey invitation emails (covered in detail further below).
- Send Survey Reminders – Will send out survey reminder emails for all surveys in the search results that have not yet been completed.
- Generate Report – Generates the upload data file per the specifications for the selected survey type for you to upload to the jurisdiction (AHCA, etc.).
- You can view the individual surveys by clicking on the “View” button on each survey row or simply double-clicking on the survey row.
- The default sorting order of the search results grid is by “Date Sent” in descending order. You can change the sorting order by clicking on any column header. Clicking on the same column header a second time will reverse the sorting direction (descending -vs- ascending).

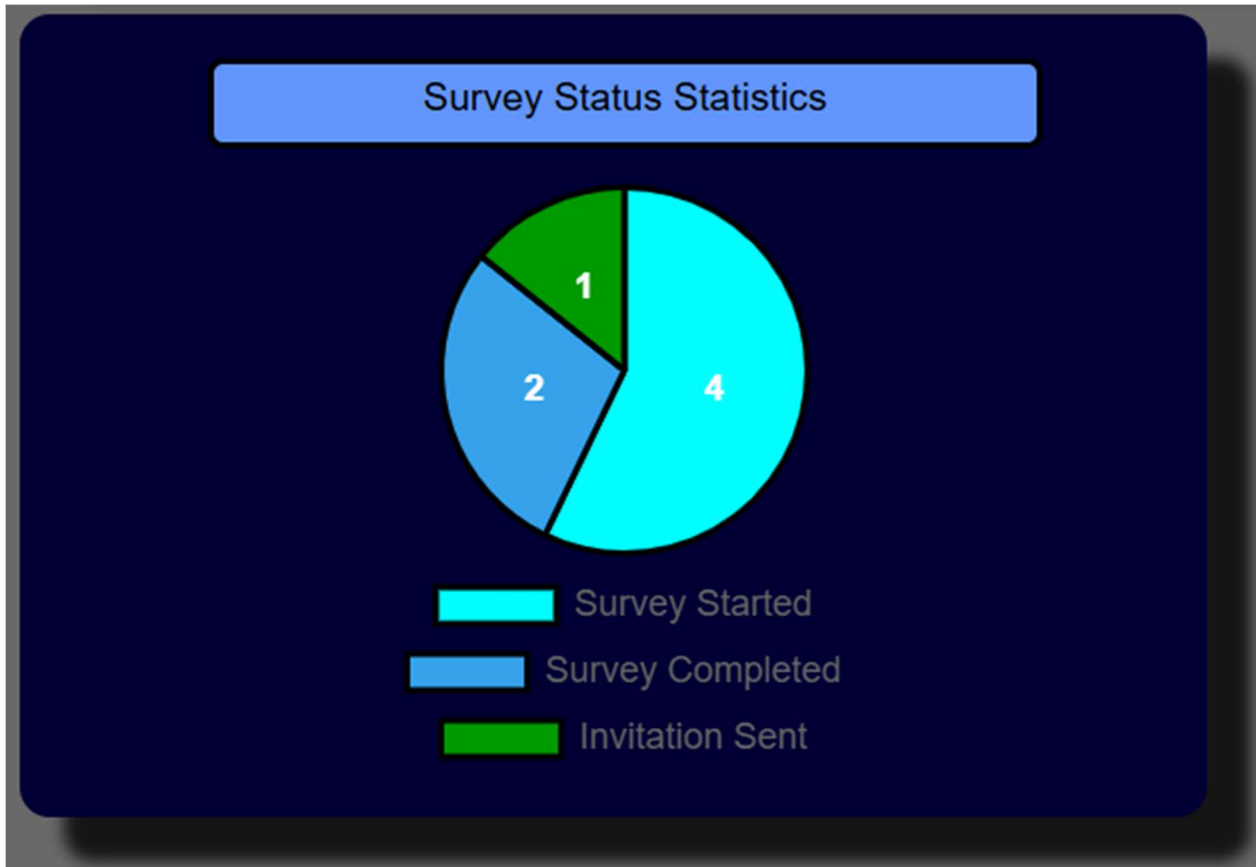
## V. DATA VISUALIZATION (GRAPHS)

The following graphs are available for viewing on the Dashboard.

**Note that you can click on any pie slice (pie charts) or bar (bar charts) and it will automatically take you to the Record Search page showing only those records represented by the item you clicked on.**

### A. Survey Status Statistics:

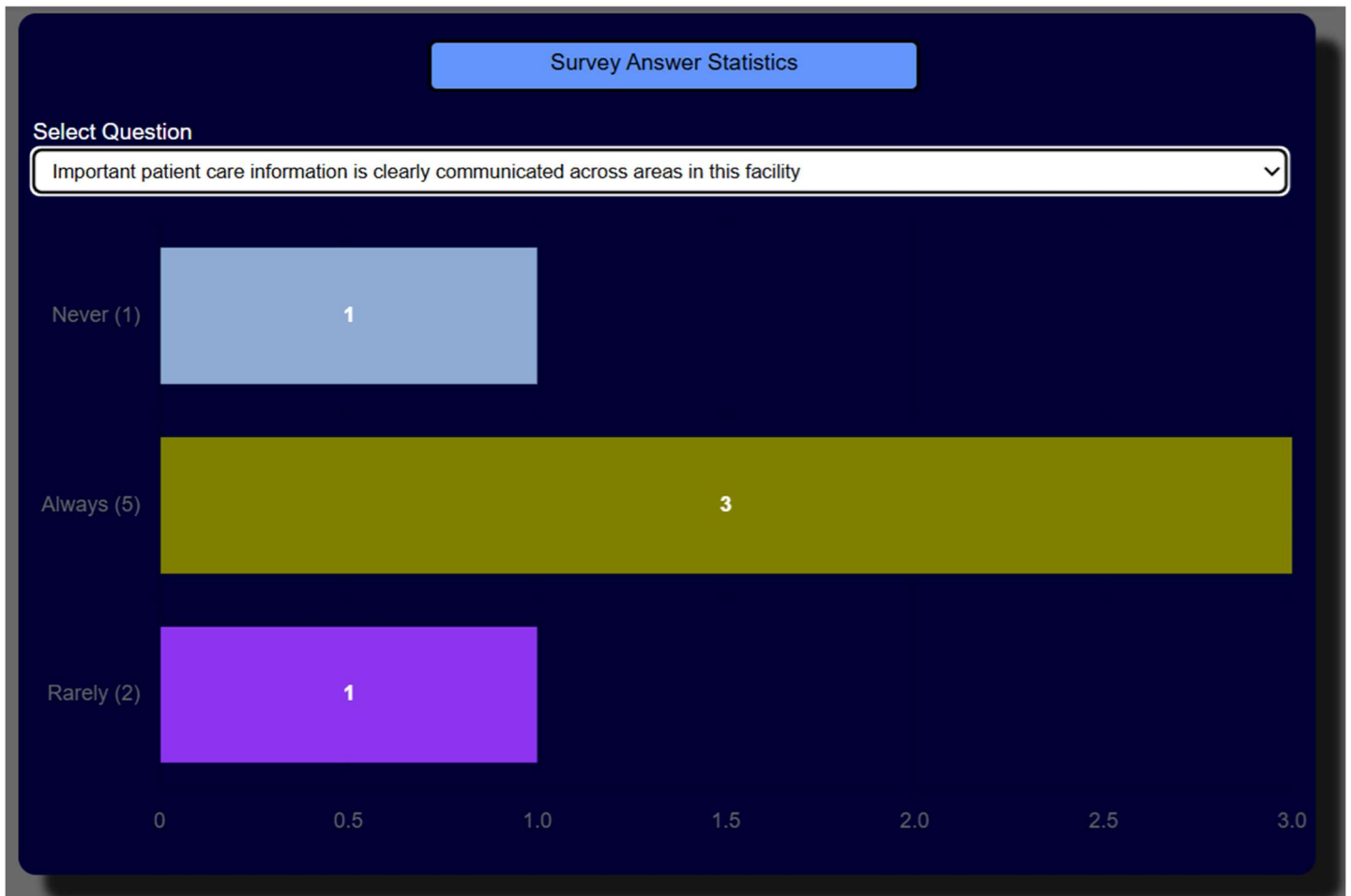
- Pie Chart Graph shows a visual breakdown of the number of surveys in each status for all the surveys in the search results:





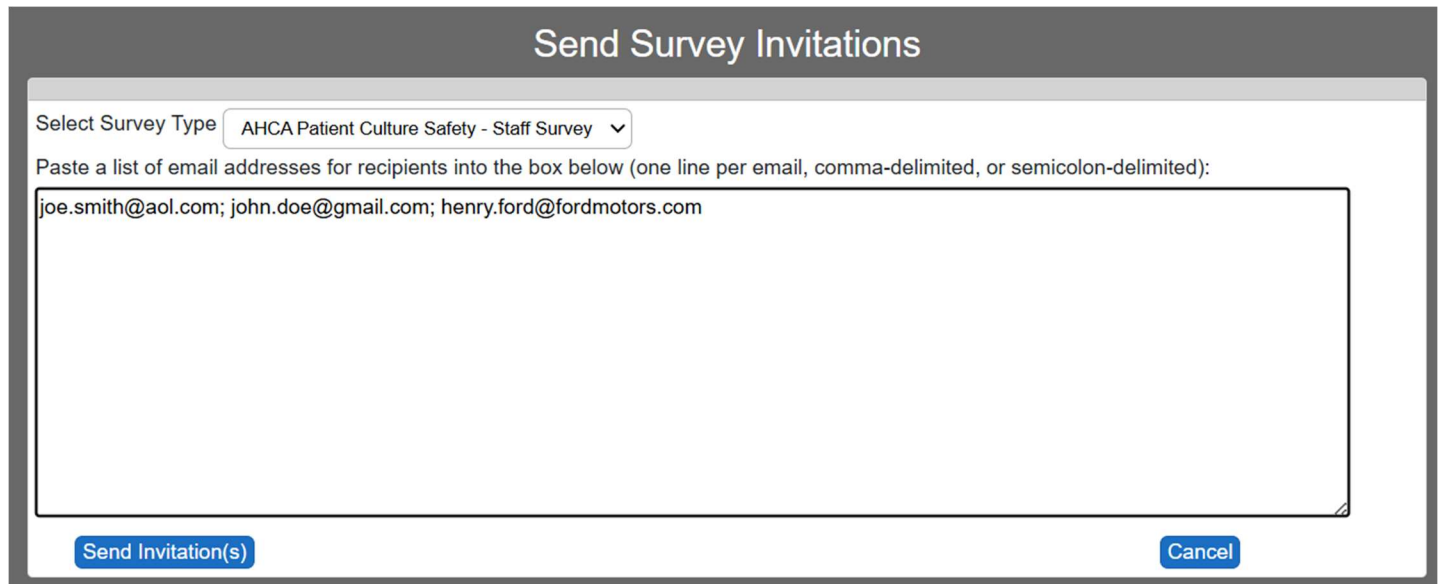
**B. Survey Answer Statistics:**

- Bar chart showing the number of responses (answers) to the selected question. This searches all the answers for the surveys in the search results.



## VI. SEND SURVEY INVITATIONS

From the dashboard, if you click on the “Send Survey Invitations...” button, you will see the following page:



The screenshot shows a web form titled "Send Survey Invitations". At the top, there is a dropdown menu labeled "Select Survey Type" with the selected option "AHCA Patient Culture Safety - Staff Survey". Below this, there is a text area with the instruction: "Paste a list of email addresses for recipients into the box below (one line per email, comma-delimited, or semicolon-delimited):". The text area contains the example email addresses: "joe.smith@aol.com; john.doe@gmail.com; henry.ford@fordmotors.com". At the bottom of the form, there are two buttons: "Send Invitation(s)" on the left and "Cancel" on the right.

From here, you need to first select the survey for which you would like to send invitations for using the “Select Survey Type” dropdown at the top.

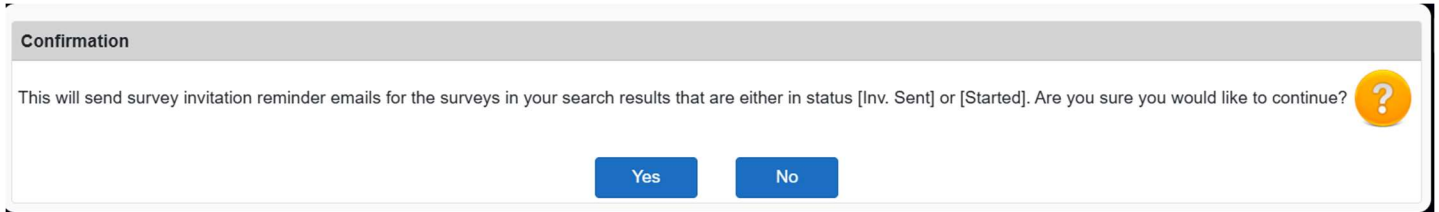
Next, simply paste in your list of survey recipient email addresses. The email addresses must be separated by one of the following 3 methods:

- One email address per line
- Email addresses separated by semicolons “;”
- Email addresses separated by commas “,”

Click on the “Send Invitation(s)” button to go ahead and send out the invitations via email.

## VII. SEND SURVEY REMINDERS

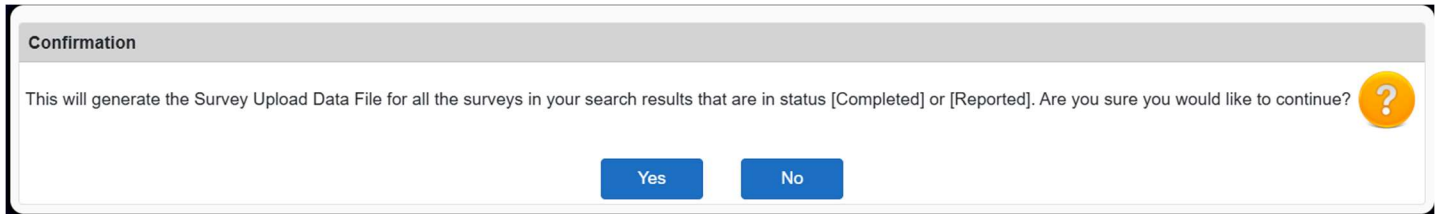
After waiting a reasonable number of days, if some of the survey recipients who you previously sent invitations out to have not completed the survey yet, you can click on the “Send Survey Reminders...” button on the dashboard. You will see the following pop-up confirmation box:



If you click on the “Yes” button, it will send survey invitation reminder emails out to all the surveys in the search results that are either in status [Inv. Sent] or [Started].

## VIII. GENERATE REPORT

When you are satisfied that you have enough surveys completed and are ready to generate your data file to upload to the jurisdiction, click on the “Generate Report...” button on the dashboard. You will see the following pop-up:



Each survey type has a different upload data file format provided by the jurisdiction. The DataVault™ generates the data file per the required specifications and downloads it to your computer. After that, you can log into the jurisdiction’s website and upload the data file to them.

**End of User’s Manual.**