



# STC | iQ 1.16.8.1

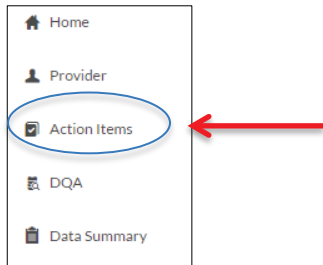
QUICK REFERENCE GUIDE  
for Organization/Facility Users



## iQ Quick Reference Guide – Action Item List – Provider

The **Action Item List** allows the provider to review the actionable items outlining the tasks needed for improved data quality. Patient records that contain HL7 data errors and warnings are included in the list.

1. Sign into the STC single sign-on page.
2. Select **Action Items** from the navigation menu on the left.



3. Select radio buttons to **Filter** messages by Error, Warning, or All.

4. Toggle the slider to select action items that are **Due** or ones that have been **Fixed**.
5. Enter the start and end date and click the Search button.
6. Once submitted, the following information will be displayed:
  - **MRN** – patient medical record number
  - **Patient** – patient name
  - **HL7 field** – location of error/warning in message
  - **Issue** – a description of the error/warning
  - **Type** – identify the issue as error/warning
  - **Recommendation** – action needed to fix to error/warning
  - **Date/Time** – the error/warning triggered
  - **Fixed** – checkbox that should be checked once the issue has been fixed

MRN	Patient	HL7 Field	Issue	Type	Recommendation	Date/Time	Fixed
122222333	Jason Todd	Patient Last Name	Missing	Error	Ensure Last Name is Entered for Patient	03/24/2016: 1:21PM	<input type="checkbox"/>
3267889	Rachel Sanders	Patient Last Name	Missing	Error	Ensure Last Name is Entered for Patient	01/17/2016: 5:45PM	<input checked="" type="checkbox"/>
		Lot Number	Wrong Lot Number	Warning	Lot Number Not Entered Correctly	01/17/2016: 5:45PM	<input type="checkbox"/>
8827454	John Doe	Facility Name	Missing	Warning	Ensure Facility Name is Entered for Patient	01/02/2016: 12:20PM	<input checked="" type="checkbox"/>
7896388	Kara Michaels	Patient DOB	Future Date	Error	Ensure DOB is Entered Correctly	12/18/2015: 3:47PM	<input type="checkbox"/>
77890367	Sally Smith	Lot Number	Wrong Lot Number	Warning	Lot Number Not Entered Correctly	12/12/2015: 7:15AM	<input type="checkbox"/>
		Race Code	Missing	Warning	Ensure Race Code is Selected for Patient	12/12/2015: 7:15AM	<input checked="" type="checkbox"/>
1448988	Martin Jones	Race Code	Missing	Warning	Ensure Race Code is Selected for Patient	10/01/2015: 5:34PM	<input type="checkbox"/>

7. Upon correcting an issue, check the box to indicate that it has been resolved and then click **Submit**. After an action item is marked as fixed, it is added to the Fixed list and can be located by toggling the Due/Completed slider to Fixed (and entering the correct date range).



### iQ Quick Reference Guide – Data Quality Assessment (DQA) – Provider

The **DQA** tracks data quality of each HL7 data element so an evaluation of the data submitted can be completed. The DQA assists in ongoing monitoring and has an action item list that provides recommendations to improve data quality.

1. Sign into the STC single sign-on page.
2. Select **DQA** from the navigation menu on the left.
3. Select filters to view data, you can **Filter by:**
  - Year
  - Time Frequency
    - Quarterly
    - Monthly
    - 10 Day Interval
  - HL7 Message Location
    - Segment
    - Fields
    - Components
  - All Ages or Under 19
  - Import Profile
  - EHR Vendor
  - Connectivity User

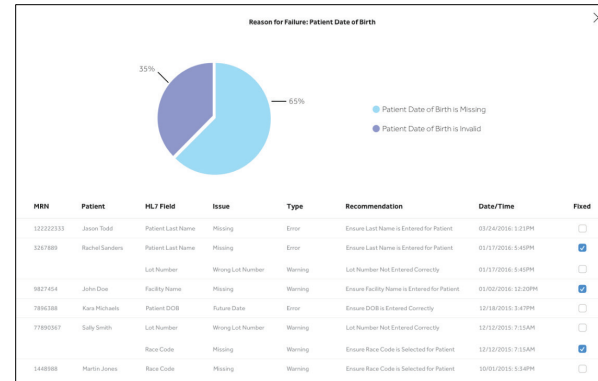
Filter by: 2016 TIME FREQUENCY  
 EHR VENDOR IMPORT PROFILE ID CONNECTIVITY USER  
 Age Under 19:  HL7 Message Location:  Segment  Component  Field  
 SEARCH RESET

6. The DQA is divided into **four sections:**
  - Patient Information
  - Patient Next of Kin Information
  - Patient Vaccination Information
  - Patient Contraindication/Example/History Information
7. Select the expansion icon and an assessment of each HL7 data element is listed.

HL7 Data Element	HL7 Code	Success Rate	State Expectation	Score	Errors	Warnings
Patient Information						
PATIENT PID (is eligible for VFC, but no guardian was submitted)	PID	500(100%)	100%	PASS	0(0%)	0(0%)
PATIENT DATE OF BIRTH	PID - 7	450(90%)	100%	FAIL	<a href="#">25(5%)</a>	<a href="#">25(5%)</a>
PATIENT ID	PID - 3.1	500(100%)	100%	PASS	0(0%)	0(0%)

Note: The user can Print the resulting list and Export the list to a file.

8. For each data element, if there were one or more errors or warnings, the number and percentage become links to the Reason for Failure graph for that item. Click the link to open the Reason for Failure graph and view the details. The Reason for Failure graph shows a pie chart with each type of error or warning displayed as a different color and the detailed information displayed below the graph. Users can also mark items that have been fixed.





## iQ Quick Reference Guide – Data Summary – Provider

The **Data Summary** provides a high level, quick look at patient records as they are sent through the EHR system. The data presented closes the knowledge gap regarding how records submitted through the interface affect the IIS.

1. Sign into the STC single sign-on page.
2. Select **Data Summary** from the navigation menu on the left.
3. You can **Filter by**:
  - Year
  - Time Frequency (appears after a year is selected)
    - Quarter
    - Month
    - 10 Day Interval (only pre-defined intervals are available)
  - EHR Vendor
  - Import Profile ID
  - Connectivity User

Filter by:

4. The following charts display:
  - **HL7 MESSAGE MILESTONE TRACKER** – Displays the number of patient records accepted by the PHC-Hub application, the number not accepted by the IIS (rejected by PHC-Hub), and the number currently being processed.
  - **PATIENT RECORDS ACCEPTED BY IIS** – Of the number of patient records accepted by the IIS, this graph displays the number of patient records with Ambiguous IDs and the number of records needing Manual Deduplication.
  - **PATIENT RECORDS IN PROCESSING** – Of the number of patient records currently being processed, this graph displays the number of

- patient records in Ambiguous ID and the number in Manual Deduplication.
- **VACCINATION RECORDS RECEIVED BY IIS** – Displays the number of unique vaccination records and the number of updates to vaccination records received and processed by the PHC-Hub application.
- **VACCINATION RECORDS ACCEPTED BY THE IIS** – Of the number of vaccination records accepted by the IIS, this graph displays the number of Administered and Historical vaccinations.
- **RECORD ERRORS RECEIVED BY PHC-HUB** – Of the records with errors received by PHC-Hub, this graph displays the number of vaccination level errors and the number of patient level errors.
- **TOP 5 RECORD ERRORS** – Displays the five most common record errors received.
- **TOP 5 RECORD WARNINGS** – Displays the five most common record warnings received.



## iQ Quick Reference Guide – Trend Reports – Provider

**The Trend Reports** provide a general summary of data quality for specific HL7 message locations, giving the provider the ability to quickly drill down to the data specifics of any graph. The provider can compare the success rates of up to 5 data elements. These graphs provide a better understanding of the data elements that are of greatest concern to address, and also aid in the implementation of a process improvement strategy for the provider to increase their data quality.

1. Sign into the STC single sign-on page.
2. Select the **Trends** from the navigation menu on the left and select **Data Quality**.
  - a. **Data Quality Progress**
    - **Monthly Success Rate** displays the provider's overall quality (success rate) across times. It is calculated by [Count(successful HL7 message (only Milestone 4) transactions that month or day/Count(total HL7 message transactions received that month or day)#100]. The user can click on bar to see **Daily Success Rate**.
3. **HL7 Location Quality**.

You can **Filter by**:

  - Year
  - Time Frequency (appears after Year is selected, for some graphs)
    - Quarter
    - Month
    - 10 Day Interval
  - HL7 Message Location
    - Segment
    - Fields
    - Component
  - HL7 Data Element
  - a. **Top 10 HL7 Data Elements** graph displays the HL7 data elements, as defined by the filter, that have the fewest errors and warnings associated with them.

- b. **Bottom 10 HL7 Data Elements** graph displays the HL7 data elements, as defined by the filter, that have the most errors and warnings associated with them.

**Note:** Toggle between Graph View and Table View to see the data in the different formats.

Data Elements	Error(%)	(#)with Errors	Warnings(%)	(#)with Warnings	Total(#)	Performance
Segment 1	18	63	0	0	350	5% ↑
Field 1	7	8	0	0	121	11% ↑
Field 2	33	2	0	0	6	2% ↑
Component 1	20	1	0	0	5	6% ↓
Component 2	33	2	0	0	6	21% ↑
Field 3	12	29	0	0	242	1% ↓

**Note:** Performance is calculated by [Percent(error/warning) for previous month - Percent(error/warning) for current month].

- c. **HL7 Data Element Success Rate** displays overall success rate for HL7 data element.

**Note:** Rate is calculated by [Count (successful HL7 segments, fields, and components that month /Count(total HL7 message fields/segments received that month)\*100] for up to 5 data elements.
4. **Data Volume**
    - a. **Monthly Message Tracker** displays the HL7 message volume by month. The user can click on a bar to see **Daily Message Tracker**.
    - b. **Milestone Tracker** displays the number of HL7 messages at each milestone to highlight bottlenecks and determine the need for additional investigation and troubleshooting