Introduction to XChange Self-Service

Submitting information in bulk to your Patient Safety Organization benefits your safety program by:

1. Informing safety research into common themes and shared learning to prevent
2. Comparative analysis for your safety program to your peers
3. Federal protection of your organizations patient safety work product (PSWP)

NextPlane XChange is a self-service application that is simple to use eliminating technical complexity and additional costs. It is designed to be utilized by safety analysts, without local IT resources or software vendor add-ons. Safety analysts must be comfortable handling reports, performing basic spreadsheet operations, and have an understanding of their event reporting questions and categories.

Organizations that prefer a more advanced or custom submission process, or require special handing to map complex fields, should contact NextPlane at support@nextplanesolutions.com to determine the scope of service and related project costs.

This guide walks through the steps necessary to submit your data to the PSO.

Step 1: Prepare your submission file – 1 - 2 hours

Step 2: Upload, Map and process your file into the PSO – 1 – 2 hours

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Step 1: Prepare your submission file

Before you begin

Please complete the following checklist prior to preparing your first submission file:

- ☐ I have received my member services orientation from my PSO.
- ☐ I have access to create, run and export events from my reporting system.
- ☐ I understand the types of events that my organization intends to submit to the PSO.

Contact your Patient Safety Organization for more information to complete the checklist.

Prepare your submission file

Preparing the file is unique to your organization based on your local event reporting process. Patient Safety Analysts should be familiar with the event reporting system to generate a spreadsheet format report. The following steps are generally applicable to all event reporting systems.

1. Create a report in your event reporting system that can be exported to a spreadsheet.
    a. Choose a report that generates a row for each event and allows you to select the fields to include as columns in the report. See the sample below. Typically referred to as a simple list report, event detail report, or ad hoc reports. In some systems, a search or view may be used.
    b. Field Selection:
        i. **Good:** Include fields that are the best fit compared to the Field Master List below.
        ii. **Ideal:** Include additional fields that help the PSO understand what occurred in this event such as: specific event or secondary event type field(s), text fields you use to track follow up, actions taken, and improvement suggestions.
    c. Condition/criteria:
        i. The date range of records to submit to the PSO:
        Good: Event Date is between the end of the prior month and at least six (6) months earlier. For example, if you run the report on 9/15, set the date range from 3/1 through 8/31
        Ideal: Event Last Modified Date is from the last time you ran the export to the PSO. Refer to your previous file submitted to determine the last export date.
        ii. Status
        Good: no filter on status to ensure all records are submitted
        Ideal: Status = closed or resolved. Use the method if you enforce timely closing all records in your event reporting system.
        iii. Type of person affected
        Good: no filter if not available or reliable
        Ideal: include all patient types and other types that could include patient safety related events. Exclude visitor, employee, contractor and "other" non-patient types.
    d. Save the report referencing the PSO name, such as, "PSO Export" and save it where you can use it again next month (document the name in the Prep Notes below).
    e. Run the report and export the results to Excel
2. Review the file in MS Excel and verify/test:
    a. the records you intend to submit are included
    b. those you do not wish to submit are excluded from the results.
    c. Repeat section 1 as needed to resolve any identified issues with the data export
3. Modify the spreadsheet to maximize the value of your data submission as necessary:

    a. Remove heading and title rows so that row 1 includes the column labels

    b. Copy your Event Type column and "Insert Copied Cells" to duplicate the column. Then change the label of the new column so the label is unique. Suggestion: add "2" to the end of the current label. For example, "General Event Type" becomes "General Event Type 2"

       i. Repeat 2.b. for your Severity column

    c. Add the prefix "MAX_" to the heading/label of any text field that could contain more than 4,000 characters. Typically, your brief description and manager follow up columns. For example, "Brief Narrative Descriptions" becomes "MAX_Brief Narrative Description"

4. Save the file to a secure location in a folder you retain all your PSO submission files

    a. Use the "Save as" option and select File type = Excel Workbook (.xlsx)

My notes for my subsequent submissions:

My report can be found in my system: _____

I change the date criteria in my report: _____

Before I submit a file to the PSO I make the following changes to my spreadsheet:

	Column I changed	What I did
Prefix label with MAX_		
Copy my event type field		
Copy my severity field		

I store my Excel files in the folder at: _____

Sample File Layout

Event Num	Fac_id	Dept	Report Date	Event Date	Closed Date	Event type	Event type2	Severity	Severity2	DOB	Gender	Description	Factors	Reason Near Miss
1750	123	Emergency Department	11/12/2016	11/6/2016		Diagnostic	Diagnostic	A	A	11/12/1962	Female	Lorem ipsum dolor s	Supervisior	Other
1751	123	Intensive Care Unit	4/18/2016	4/18/2016		HAI	HAI	B	B	4/18/1992	Male	Mei perfecto legend	HF-cognitiv	Patient/fan
1752	123	Med/Surg 4W	3/1/2016	2/28/2016		Blood related	Blood related	C	C	3/1/1972	Male	Lorem ipsum dolor s	Competenc	Staff reactic
1753	123	Telemetry 5E	12/28/2016	12/20/2016		Diagnostic	Diagnostic	C	C	12/28/1957	Male	Mei perfecto legend	Physical su	Staff reactic
1754	123	NICU	7/12/2016	7/8/2016	7/8/2016	Patient Behavior	Patient Behavior	G	G	7/12/2002	Male	Lorem ipsum dolor s	Handwritin	Staff stoppe
1755	123	Oncology	3/16/2016	3/9/2016	3/9/2016	Diagnostic	Diagnostic	G	G	3/16/1992	Male	Mei perfecto legend	HF-attentic	Other
1756	123	Cath Lab	1/16/2016	1/14/2016	1/14/2016	Patient Behavior	Patient Behavior	H	H	1/16/1957	Male	Lorem ipsum dolor s	Team comr	Patient/fan
1757	123	Laboratory	12/24/2016	12/17/2016	12/17/2016	Slip/trip/fall	Slip/trip/fall	E	E	12/24/1977	Male	Mei perfecto legend	Team comr	Fail-safe
1758	123	Radiology	5/9/2016	5/1/2016	5/1/2016	Patient Behavior	Patient Behavior	C	C	5/9/1992	Male	Lorem ipsum dolor s	Policy was	Staff reactic
1759	123	Respiratory Therapy	6/22/2016	6/17/2016	6/17/2016	Patient Behavior	Patient Behavior	D	D	6/22/1952	Male	Mei perfecto legend	Physical su	Staff reactic
1760	123	Parking Service	9/22/2016	9/16/2016	9/16/2016	Diagnostic	Diagnostic	H	H	9/22/2002	Female	Lorem ipsum dolor s	Other	Patient/fan
1761	123	Cafeteria	2/13/2016	2/6/2016	2/6/2016	Security	Security	C	C	2/13/1957	Female	Mei perfecto legend	Inaccurate	Other
1762	123	Adminstration	12/7/2016	12/7/2016	12/7/2016	Blood related	Blood related	D	D	12/7/2002	Male	Lorem ipsum dolor s	Competenc	Patient/fan
1763	123	ASC Crosstown Clinic	6/28/2016	6/20/2016	6/20/2016	Surgery or anesthesia	Surgery or anesthesia	A	A	6/28/1997	Male	Mei perfecto legend	HF-fatigue-	Staff stoppe
1764	123	Home Health	9/7/2016	9/5/2016	9/5/2016	HAI	HAI	C	C	9/7/1987	Female	Lorem ipsum dolor s	Other	Other

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Step 2: Upload, Map and Process Data to NextPlane XChange

Before you begin

Please complete the following checklist before you begin:

- ☐ I have the NextPlane XChange Step-by-Step guide
- ☐ I have a current browser (IE 11 or greater, Chrome, Safari) installed on my computer
- ☐ I have Microsoft Excel installed on my computer
- ☐ I have completed Step 1: Preparing your submission file
- ☐ I have created my account at www.nextplanesolutions.com/register

Refer to NextPlane Step-by-Step guide for more detailed instructions in using XChange. Contact support@nextplanesolutions.com to schedule a one-on-one training to complete step 2 or for more information.

Upload your file

1. Login at www.secure1.nextplanesolutions.com
2. Click XChange icon
3. Click Upload button and green plus sign to select your file
4. Select "Create New Template" in the Mapping Template if first submission OR select your mapping template from prior use.
5. Select the correct sheet name (not necessary if your file only contains 1 sheet)
6. Click Import File

Create/Update Mapping Template

7. Update your mapping template to CLEAR ALL RED INDICATORS. Find the matching column on the right and then click/drag/drop on top of your matching field listed on the left.
8. Refer to the *Field Mapping Table* below to guide your mapping decisions.
9. Right click on any of your fields and select Show Answers to determine the type of information contained in the field ranked by frequency. If fields are all N/S, Null, or otherwise not meaningful do not map them.
10. Click Done.

Submit to PSO and confirm success

11. Click the gear and select "Process Records" and click OK.
12. Watch for email confirmation of records processed.
13. Review confirmation email:
    a. Records processed as pending status did not include all required fields. Review your mapping template for mismatched fields/answer mapping.
    b. Records processed in error were not received by the PSO due to a technical problem with those records. Contact support@nextplanesolutions.com to troubleshoot.
14. Add a reminder to your calendar to submit monthly by the 10th – 20th day following the end of each month

Field Mapping Table

	Typical Client Field	PSO Field Name
Required	**File ID, Unique ID, Event Number**	**DE2 - Event ID**
Description	The unique identifier of each event in the system.	
Answer details	No answer mapping for this field	
Required	**Report type, Severity, Harm level, Final or Actual Severity**	**DE3 - What is being reported?**
Description	This field includes classifications for Unsafe Condition, Near Miss, and Incident. While some software systems have adopted this AHRQ based field with similar choices (use that field if available), other still use a single severity field such as the NCCMERP "A-I" scale (use Severity in this case).	
Answer details	- Unsafe condition = Unsafe condition, threat, hazard, vulnerability - A = Near Miss - B, B1, B2 = Near Miss - C = Incident - D = Incident - E = Incident - F = Incident - G = Incident - H = Incident - I = Incident - Right click and select ignore if Unknown, N/S, Unable to determine	
Required	**Event Date, Date of event, Occurrence Date**	**DE9 - Event Discovery Date/Time**
Tips	Formatted in a computer readable date format (MM/DD/YYYY)	
Answer details	No answer mapping for this field	
Required	**Narrative description, Brief Factual Description**	**DE15 - Briefly describe the event that occurred or unsafe condition.**
Tips	Change column name to prefix with "MAX_" so we don't cutoff at 2,000 characters	
Answer details	No answers mapping for this field	
Required	**Event Type, General Event Type, Category**	**DE21 - Which of the following categories are associated with the event?**
Tips	Includes choices such as Fall, Adverse Reaction, Medication, Care/Communication, Equipment, Security, Surgery, etc.	
Answer details	Map all obvious matches in DE21 and the rest to A66-Other. Those mapped to A66-Other can be mapped in DS2	
Priority	**Event Type, General Event Type, Category**	**DS2 - Additional Event Types**
Tips	Duplicate your event type field and add a "2" to the end of the column label	
Answer details	Right click and select Ignore for choices you were able to map in DE21. Then map all those where DE21 = A66 to a more specific choice such as Testing = Testing.	
Required	**Date entered, Date reported**	**DE30 - Initial Report Date**

	Typical Client Field	PSO Field Name
Tips	Formatted in a computer readable date format (MM/DD/YYYY)	
Answer details	No answer mapping for this field	
Required	**Severity, Harm level, Final or Actual Severity**	**DE55 - Residual Harm**
Tips	If you already included this field in the report for DE3 above, try to include it twice in the report. If your system does not allow it, duplicate your severity column and add a "2" to the end of the column label	
Answer details	• A= IGNORE • B, B1, B2 = IGNORE • C = No harm • D = Mild • E = Mild • F = Moderate • G = Moderate • H = Severe • I = Death • Right click and select ignore if Unknown, N/S, Unable to determine	
Required	**Department, Unit, Where the event occurred**	**DE78 - Where the event occurred**
Tips	Map all areas that provide patient care to a specific clinical area. When a unit provides both inpatient and outpatient map to the best fit based on the majority of patient types.	
Answer details	• Do not use A273 • Inpatient/Outpatient units – guide to patient volume i.e. Inpatient/outpatient • Administration, Cafeteria - A66 Other • Day Surgery areas – Operating room • Ambulance – Outpatient Area • Neuro – consider level of care – inpatient vs special care (intense monitoring) • Respiratory Therapy – who do you deliver most services to IP/OP • Women's Center – more Labor and Delivery or Outpatient services? • Obstetric – Perinatal	
Priority	**Contributing Factors**	**DE105 – Contributing Factors**
Tips	Review the answer mapping screen to determine answer level matches. If not a good alignment, right click on your field name and select Keyword Index.	
Answer details	Consider adopting the answers from AHRQ into your system. This is one of the most variable fields across health systems.	
Required	**Gender, Sex, Person Affected Gender, Patient Gender**	**DE42 – Patient Gender**
Tips	Include this field even though your system may include many blanks.	
Answer details	Male = M or Male Female = F or Female Right click and select ignore if Unknown, N/S, Unable to determine	
Required	**Date of Birth, DOB, Person Affected DOB, Birth Date**	**DE47 – Patient's Date of Birth**
Tips	Formatted in a computer readable date format (MM/DD/YYYY)	
Answer details	No answers mapping for this field	

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	Typical Client Field	PSO Field Name
Priority	**Closed date, Date closed, Complete date**	**DE75 – What is the summary of the initial report?**
Tips	Formatted in a computer readable date format (MM/DD/YYYY)	
Answer details	No answers mapping for this field	
Priority	**Manager Comments, Final summary, Action taken, Improvement suggestion**	**DE87 – Please describe any additional details about the event or unsafe condition.**
Tips	Ensure your system exports the manager comments in a single row per event. Some software tools allow you to concatenate multiple responses into a single cell for the report.	
Answer details	No answers mapping for this field	
Priority	**Last barrier catch, Reason stopped, Near miss type**	**DE93 – What prevented the near miss from reach the patient?**
Tips	Organizations that have incorporated the type of near miss into their severity scale can create another copy of your severity and map the 3rd column to this PSO field.	
Answer details		
Priority	**Medication administered, Generic name, Medication involved**	**DE318 – Name of medication involved**
Tips	Answers are typically only expected in Medication Event types.	
Answer details	No answers mapping for this field	
Multi-facility	**Facility, Site, Location**	**AOR Mapping for clients submitting on behalf of multiple facilities**
Tips	Right click on your field (left side) and select AOR Mapping and click Facility to designate the field as your Facility field. The system will display an "F" on the left side. Right click again and from AOR Mapping select Open AOR Mapping.	
Answer details	The left hand list is your content. Right side are the facilities established by the PSO. All items on the left MUST be mapped to something on the right. Drag from right to left for those matches. Contact the PSO or NextPlane Support to request additional facilities or name changes.	