

## Measurement and Evaluation Frequently Asked Questions (FAQs)

**1. Where can I find the survey links?**

See [table 1](#) for survey links that will be distributed from HRET prior to the start of data submission for each data measure. These [survey links](#) can also be found on the LTC Safety website (username and password: Itcsafety)

**2. Who is required to complete each measure? How frequently will the Org Lead Dashboards be updated?**

[Table 2](#) provides a high level summary of the data submission for each of the project measures. Please refer to the Organizational Lead Operations Manual for detailed descriptions of the measures being collected. Note that the dashboard updates will vary depending on when particular measures are due.

**3. How do we update Cvent to reflect staff changes?**

HRET must update staff changes in Cvent. To request a staffing update be made, contact [Sarah Dalton](#) or [AJ Rolle](#).

**4. How do facility teams edit information in Cvent?**

Facility teams may only update the [Registration](#) and [Facility Demographics](#) forms in Cvent. In order to update information, the person who initially completed these forms must enter their name and e-mail address and confirm their identity prior to making updates.

**5. When will CDS accounts be distributed?**

HRET will send the organizational leads “initial CDS user accounts” for their facilities, along with the CDS User’s Guide, the week before data collection begins. In addition, organizational leads will receive login credentials that allow access to all of their facilities.

**6. What is the organizational lead’s role with CDS?**

Organizational leads are responsible for distributing the CDS account credentials to their facilities. Organizational leads must also familiarize themselves with CDS to facilitate answering initial CDS questions from facilities. For additional technical CDS support, please contact [hretdatasupport@aha.org](mailto:hretdatasupport@aha.org).

**7. What if a facility cannot enter their outcome data by the fifteenth of the month?**

Outcome data are processed and reports are generated after the fifteenth of each month for the month prior. Therefore, if a facility does not have its data uploaded by the fifteenth, it will not be reported until the following month.

**8. How do I log into CDS if I forgot my password?**

Click the “forgot password” link in <https://www.hretcds.org/>, enter your e-mail address and a new password will be e-mailed to you. For technical questions about CDS, email [hretdatasupport@aha.org](mailto:hretdatasupport@aha.org).

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*Note:* If you try to log in more than four times with the wrong account credentials, your account will be locked. To unlock your account, please contact [hretdatasupport@aha.org](mailto:hretdatasupport@aha.org).

**9. How do I add other users to CDS?**

Only data administrators may add other accounts. Please refer to page 6 of the CDS User's Guide

**10. Why can't I see my facility's outcome data in any CDS reports? I know the data has been entered.**

Data update processes run weekly, generally on Thursday mornings. If you don't see the data you are expecting by Friday morning, please check the individual facility's measurement screens in CDS to ensure they have "SUBMITTED" the data. Only data that are "SUBMITTED" are made available for reporting and data update processes.

**11. Why can't I see a particular facility in the drop-downs for reports?**

Only facilities with data will appear in the reporting drop-downs.

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**Table 1. Project Measure Survey Links**

Measures	Cvent Survey Link
Registration	<a href="http://www.cvent.com/d/r4qzhs">http://www.cvent.com/d/r4qzhs</a>
Facility Demographics	<a href="http://www.cvent.com/d/h4q2mw">http://www.cvent.com/d/h4q2mw</a>
Skills Questionnaire	<a href="http://www.cvent.com/d/y4qwdq">http://www.cvent.com/d/y4qwdq</a>
AHRQ Nursing Home Survey on Patient Safety	<a href="http://www.cvent.com/d/54qwvz">http://www.cvent.com/d/54qwvz</a>
Event Evaluations	<a href="http://www.cvent.com/d/x4q23s">http://www.cvent.com/d/x4q23s</a>

**Table 2. Data Submission Matrix**

Measures	Submission Schedule	Who to Complete	Frequency of Submission Updates on Org Lead Dashboard
Registration	Month 1	Team Lead	2x per week (starting one week after the Org Lead Meeting until registration deadline)
Facility Demographics	Month 2	Team Lead	Weekly during submission window
Skills Questionnaire	Months 2, 9, 15	≥ 10 staff members (5 licensed/ non-licensed)	2x per week during submission windows
AHRQ Nursing Home Survey on Patient Safety	Months 3 and 14	≥ 60% of all staff working at least 8 hours per week (whether contracted or employed)	2x per week during submission windows
Team Communication Guide	Months 6, 9, 12, 15	discussed with team and entered in CDS by one team member	2x per week during submission windows
Outcome Data	Starting in month 4, due the fifteenth of each month	Data Coordinator	Once at the end of each month