WHA | INFORMATION CENTER

The respected source for health care data.

2021 Spring Survey Training

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WHA Information Center, Data Coordinator and Outreach Specialist
Annual Virtual Training – Encore of November 2020 training
March 2021

welcome

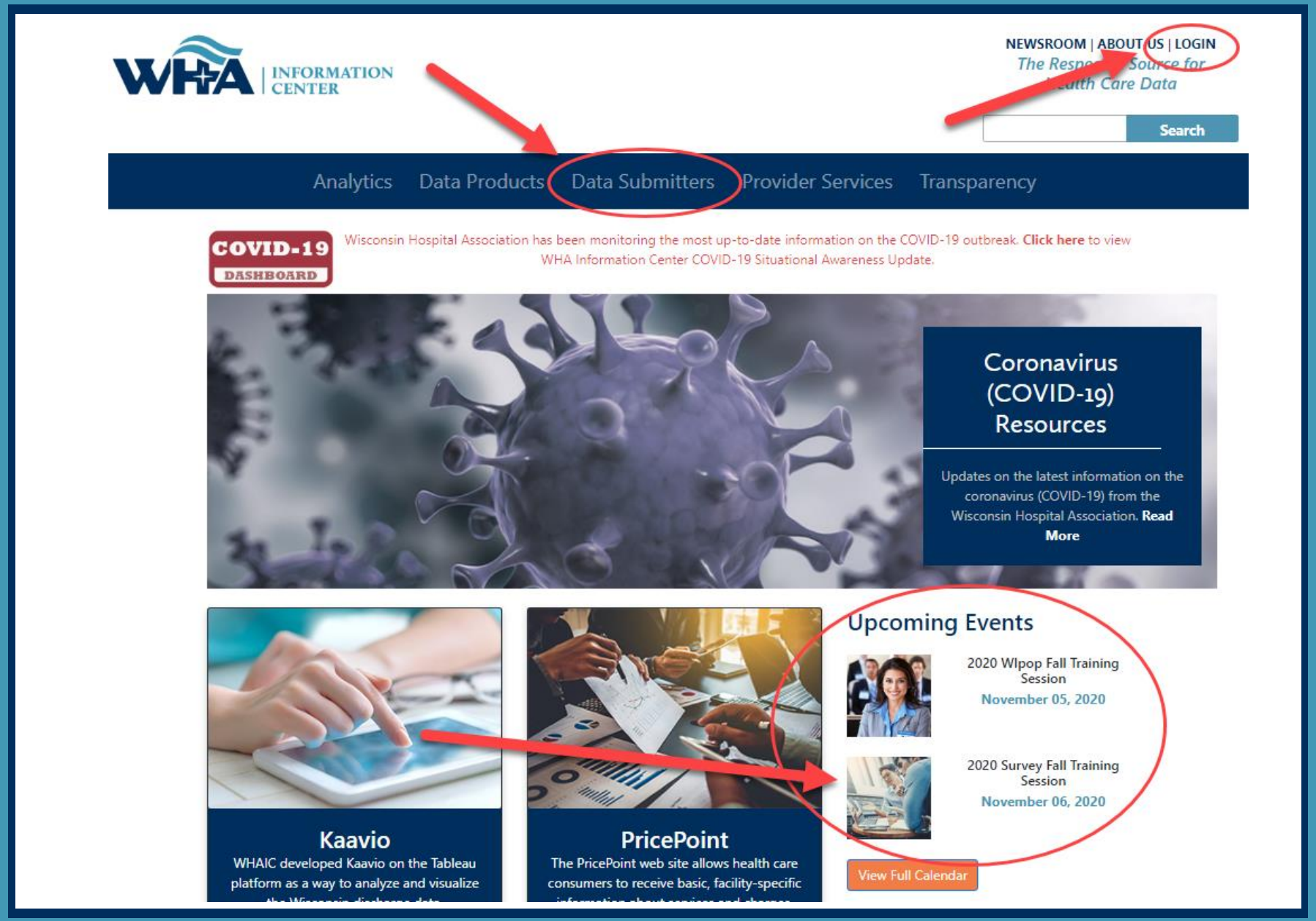
Agenda

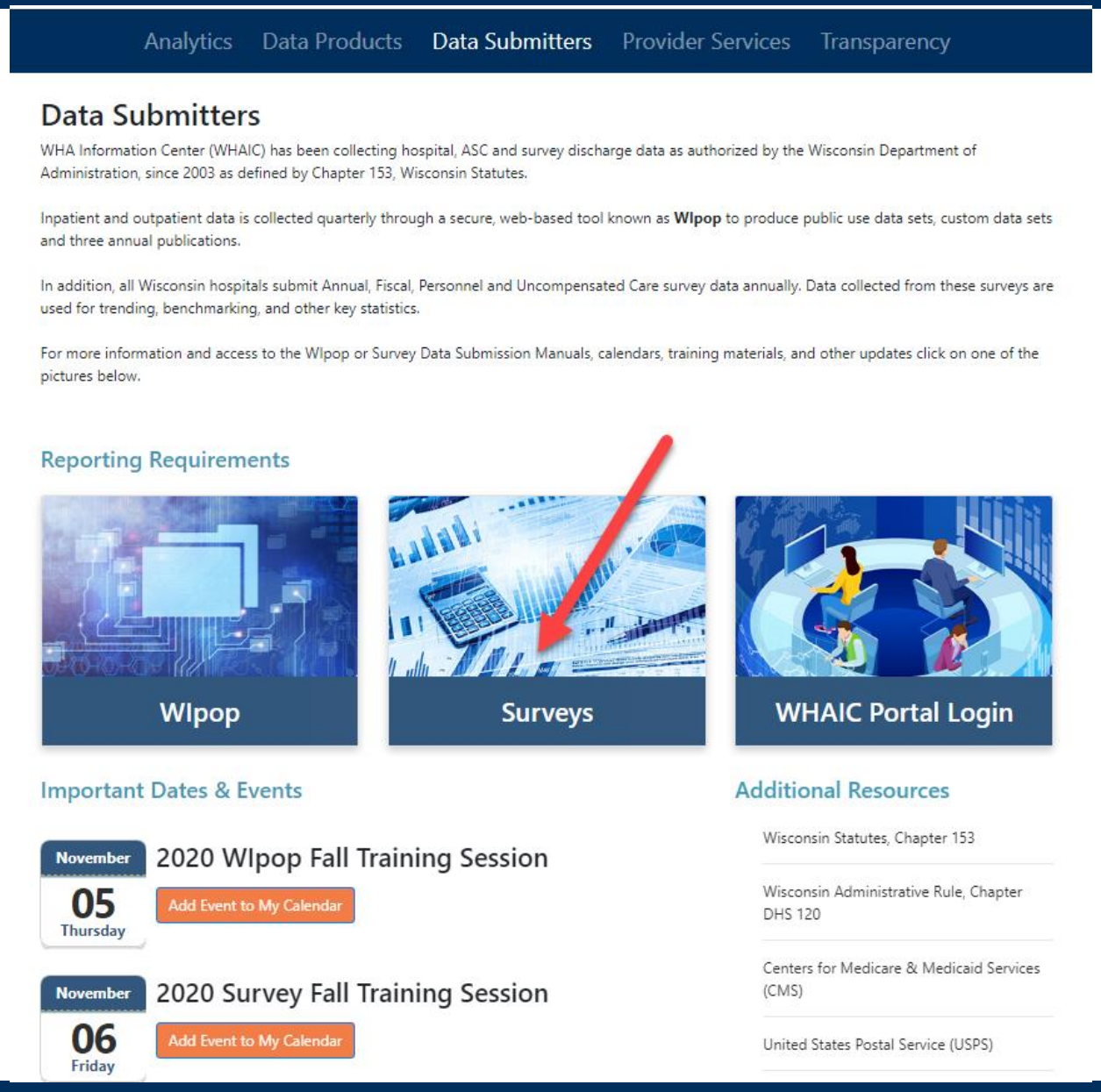
- New Website
- Timelines & Extensions
- Data and Surveys
- Roles and Registration
- NEW: Annual Survey Manual
- Survey Application & NEW Features
- Reminders

Training Objectives

Following this training session you should be able to:

- Understand the submission requirements for your hospital(s).
- Understand the edit process.
- Explore the new WHAIC website for answers to questions.
- Research questions in the **NEWLY Revised** Annual Survey Manual.
- Complete validation and sign off.
- Familiarize new staff members with the survey application and the portal.


WHA INFORMATION CENTER
NEWSROOM | ABOUT US | LOGIN
Search
Analytics
Data Products
Data Submitters
Provider Services
Transparency
COVID-19 DASHBOARD
Wisconsin Hospital Association has been monitoring the most up-to-date information on the COVID-19 outbreak. Click here to view WHA Information Center COVID-19 Situational Awareness Update.
Coronavirus (COVID-19) Resources
Updates on the latest information on the coronavirus (COVID-19) from the Wisconsin Hospital Association. Read More
Kaavio
WHAIC developed Kaavio on the Tableau platform as a way to analyze and visualize
PricePoint
The PricePoint web site allows health care consumers to receive basic, facility-specific
Upcoming Events
2020 WIpop Fall Training Session
November 05, 2020
2020 Survey Fall Training Session
November 06, 2020
View Full Calendar


Analytics
Data Products
Data Submitters
Provider Services
Transparency
Data Submitters
WHA Information Center (WHAIC) has been collecting hospital, ASC and survey discharge data as authorized by the Wisconsin Department of Administration, since 2003 as defined by Chapter 153, Wisconsin Statutes.
Inpatient and outpatient data is collected quarterly through a secure, web-based tool known as WIpop to produce public use data sets, custom data sets and three annual publications.
In addition, all Wisconsin hospitals submit Annual, Fiscal, Personnel and Uncompensated Care survey data annually. Data collected from these surveys are used for trending, benchmarking, and other key statistics.
For more information and access to the WIpop or Survey Data Submission Manuals, calendars, training materials, and other updates click on one of the pictures below.
Reporting Requirements
WIpop
Surveys
WHAIC Portal Login
Important Dates & Events
November
05
Thursday
2020 WIpop Fall Training Session
Add Event to My Calendar
November
06
Friday
2020 Survey Fall Training Session
Add Event to My Calendar
Additional Resources
Wisconsin Statutes, Chapter 153
Wisconsin Administrative Rule, Chapter DHS 120
Centers for Medicare & Medicaid Services (CMS)
United States Postal Service (USPS)

New Survey Website!

Surveys

All Wisconsin licensed, Medicare certified, hospitals, including psychiatric hospitals are required to submit survey data on an annual basis to the Wisconsin Hospital Association Information Center (WHAIC). Submissions include data in areas such as utilization, fiscal, and personnel to be used in publications, datasets, and workforce development. WHAIC collects data pursuant to Chapter 153 of the Wisconsin State Statutes and subject to all terms and conditions as described in ss. DHS120.

Survey Manuals

Survey Submission Calendar

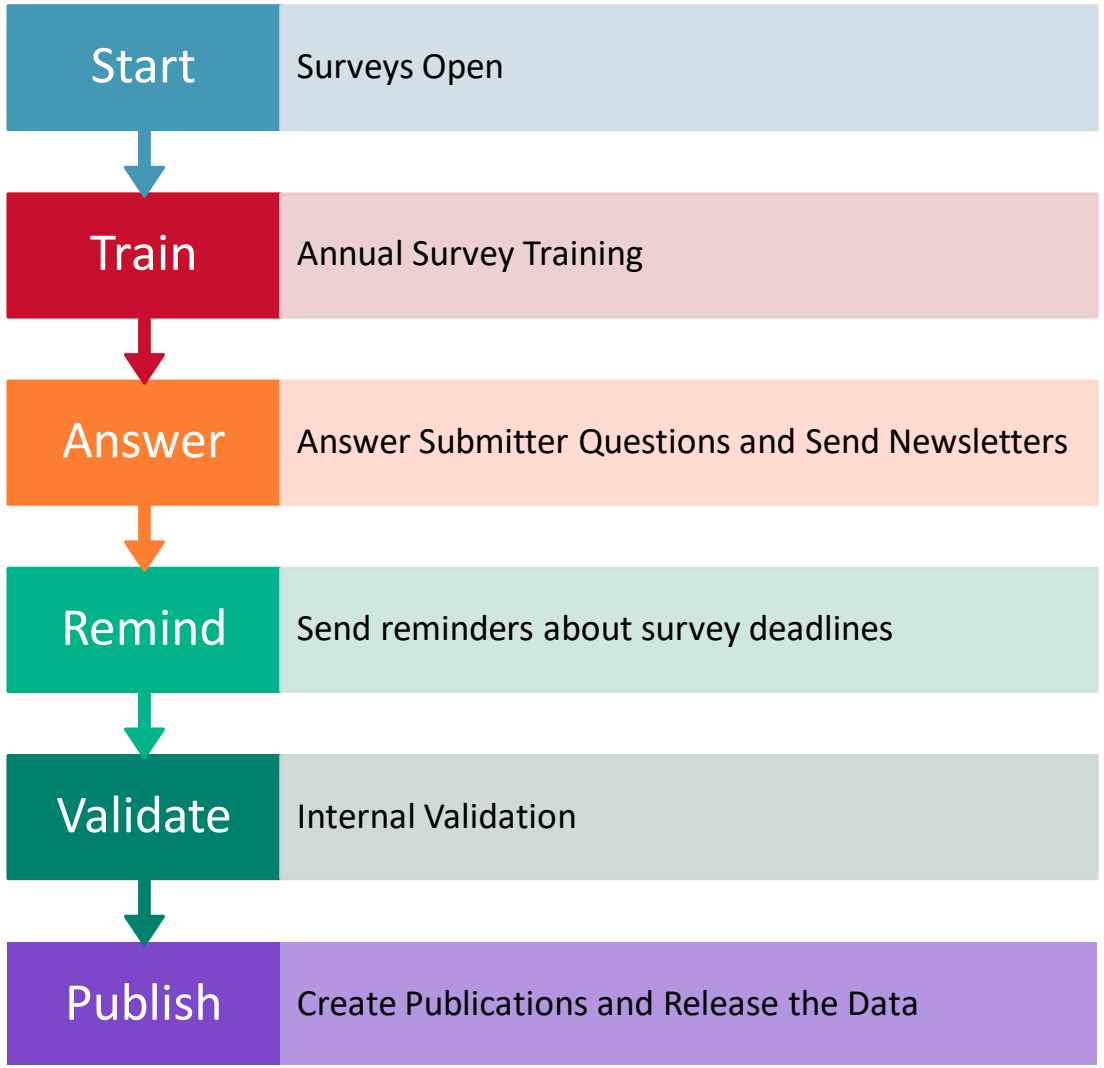
News & Bulletins

Education & Training

FAQs

Registration & Other Resources

https://www.whainfocenter.com/Data-Submitters/Survey



WHAIC Internal Survey Process

Submission Timelines and Data Releases

DHS 120.12 Data submission procedures

“Every hospital shall annually file with the department within 120 calendar days following the close of the hospital’s fiscal year.”

“The department may grant an extension for up to 30 calendar days.”

Survey Submission Timeline

2020 Fiscal Year End Dates

Surveys will be open for submission at the end of October

Annual, Fiscal, Personnel, and Uncompensated Survey Submission	Date
MARCH - JUNE FYE*	
March - June 30 FYE Extension Request Deadline	12/13/20
March - June 30 *Standard* Submission Deadline	12/20/20
March - June 30 *Extended* Submission Deadline (file online request by deadline)	1/30/21
March - June 30 Affirmation Deadline	2/15/21
JULY - SEPTEMBER FYE	
July - September 30 FYE Extension Request Deadline	1/23/21
July - September 30 FYE *Standard* Submission Deadline	1/30/21
July - September 30 FYE *Extended* Submission Deadline (file online request by deadline)	3/2/21
July - September 30 Affirmation Deadline	3/16/21
DECEMBER FYE	
December 31 FYE Extension Request Deadline	4/23/21
December 31 FYE *Standard* Submission Deadline	5/1/21
December 31 FYE *Extended* Submission Deadline (file online request by deadline)	6/1/21
December 31 FYE Affirmation Deadline	6/15/21
Medicare Cost Report Submission	**Date**
January – June FYE Submission Deadline	1/30/21
January – June FYE Schedule C Deadline to Upload Copy in Data Deliverables	2/15/21
July – December FYE Submission Deadline	6/1/21
July – December FYE Schedule C Deadline to Upload Copy in Data Deliverables	6/15/21

The above timeline reflects adjusted survey submission timelines to benefit hospital to improve efficiency and prevent/reduce duplication of work and requests for additional time.

*If you are part of a state or county facility – please note the adjusted timeline accounts for additional time allowed for in the statute

Health System Survey Submission	Date
Health System Survey Deadline for all Health Systems	07/16/21

https://www.whainfocenter.com/SurveySubmissionTimeline

Reminders

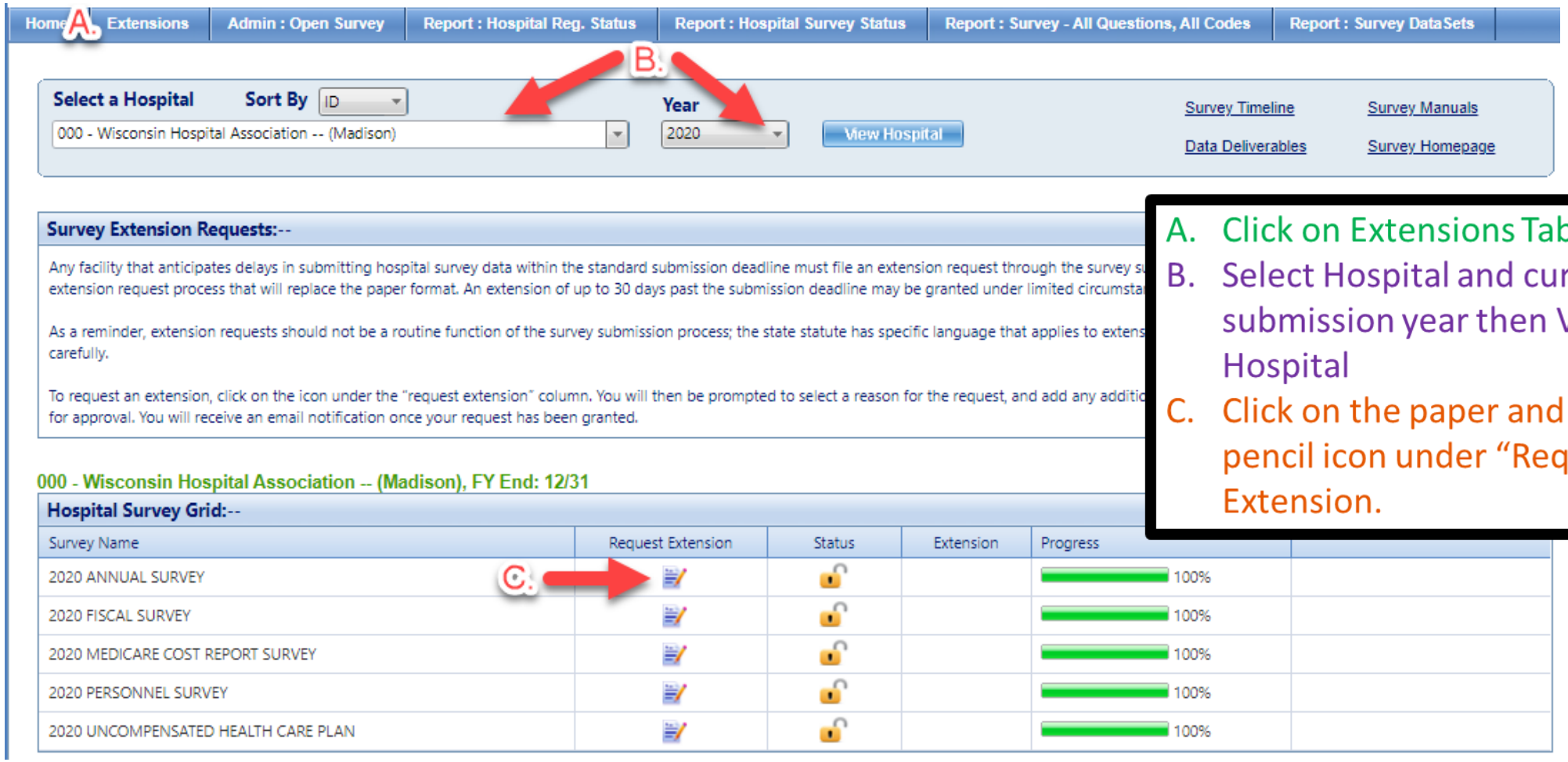
Automated emails will now be sent to remind survey submitters of upcoming deadlines on the calendar.

- **Standard Deadline & Extended Deadline**
  - First Reminder – 2 weeks prior
  - Second Reminder – The day before
- **Affirmation and Cost Report Deadline**
  - First Reminder – A week prior
  - Second Reminder – The day before

Additional emails such as surveys open, past due and special reminders will be sent manually by the *WHAIC staff*.

Extensions

Filing an extension

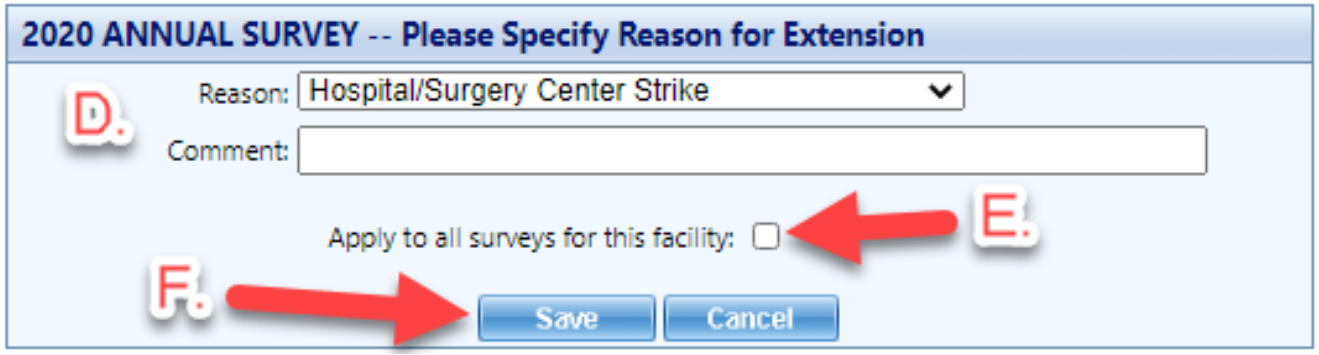


A. Click on Extensions Tab
B. Select Hospital and current submission year then View Hospital
C. Click on the paper and pencil icon under "Request Extension.

Extensions

Filing an extension

D. Choose a reason and provide comments for why you are filing.
E. Apply to all surveys if applicable
F. Click Save

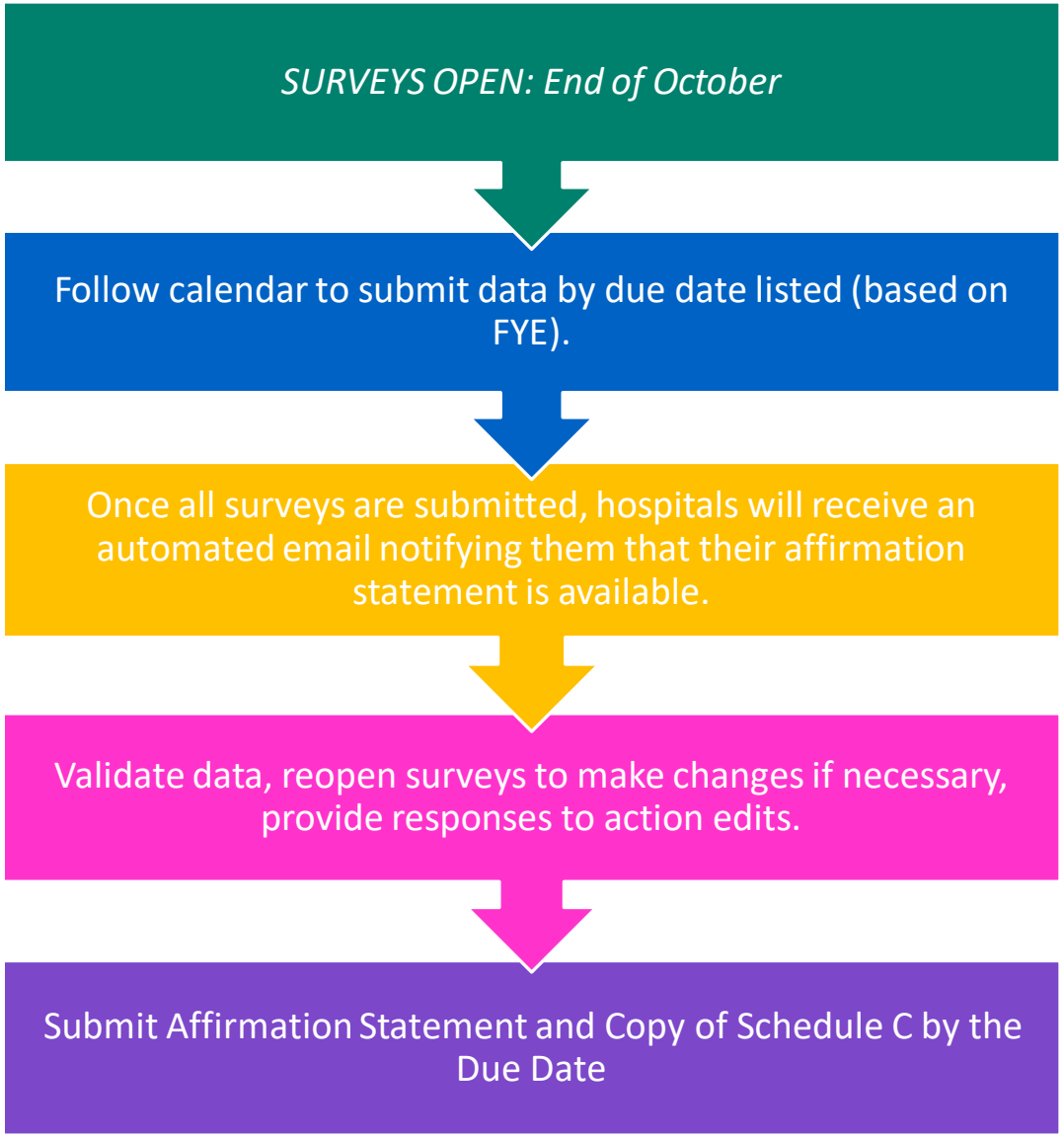


Hardship Extensions

- CMS extended the deadlines for Medicare Cost Reports.
- In January WHAIC sent a bulletin regarding extended deadlines for those hospitals needing extra time due to the pandemic.
  - Hospitals **with an existing extension** should attempt to meet the extended deadline on the annual timeline, but if needed the hardship extension is automatically granted.
  - **No additional notification to WHAIC is necessary.**

Annual, Fiscal, Personnel, and Uncompensated Survey Submission	Date
MARCH - JUNE FYE*	
Hardship *Extended* Submission Deadline	3/2/21
Affirmation Deadline	3/16/21
JULY - SEPTEMBER FYE*	
Hardship *Extended* Submission Deadline	6/1/21
Affirmation Deadline	6/15/21
DECEMBER FYE*	
Hardship Extended Submission Deadline	7/16/21
Affirmation Deadline	8/2/21
Medicare Cost Report Submission	**Date**
January – June FYE Submission Deadline & Deadline to Upload to Data Deliverables	6/15/21
July – December FYE Submission Deadline & Deadline to Upload to Data Deliverables	8/2/21

Survey Submission Timeline



Where does my data go?

- **Annual Survey**
  - Collects hospital information – Part of a system, type of hospital, certifications, etc. Reports the services that are provided at the hospital, number of beds, utilization, FTEs, and physicians.
    - Guide to Wisconsin Hospitals
- **Fiscal Survey**
  - Collects information on revenue and expense figures, gross patient charges and contractual adjustments by payer, balance sheet figures, and charity care and bad debt.
    - Guide to Wisconsin Hospitals & the Uncompensated Health Care report
- **Uncompensated Health Care**
  - Collects definitions related to eligibility for uncompensated care; income thresholds for financial assistance; and policies and procedures determining a patients' ability to pay.
    - Uncompensated Health Care Survey
- **Personnel Survey**
  - "Addendum" to Annual Survey
  - Collects vacancies of select employee categories; number of employees 55 and over; number of employee separations;
    - Customs & Workforce Development
- **Medicare Cost Report Schedule C**
  - Used to calculate hospital tax

See our Data Products webpage for more information on publications, custom reports, and data sets.

Other Surveys

Health System Survey:

- Email sent in June, due in July
  - Email sent to all primary survey contacts
  - Those with current portal accounts given access upon request
  - Available as a selection when new users register

- Health System Surveys are entered under a system name, not by facility

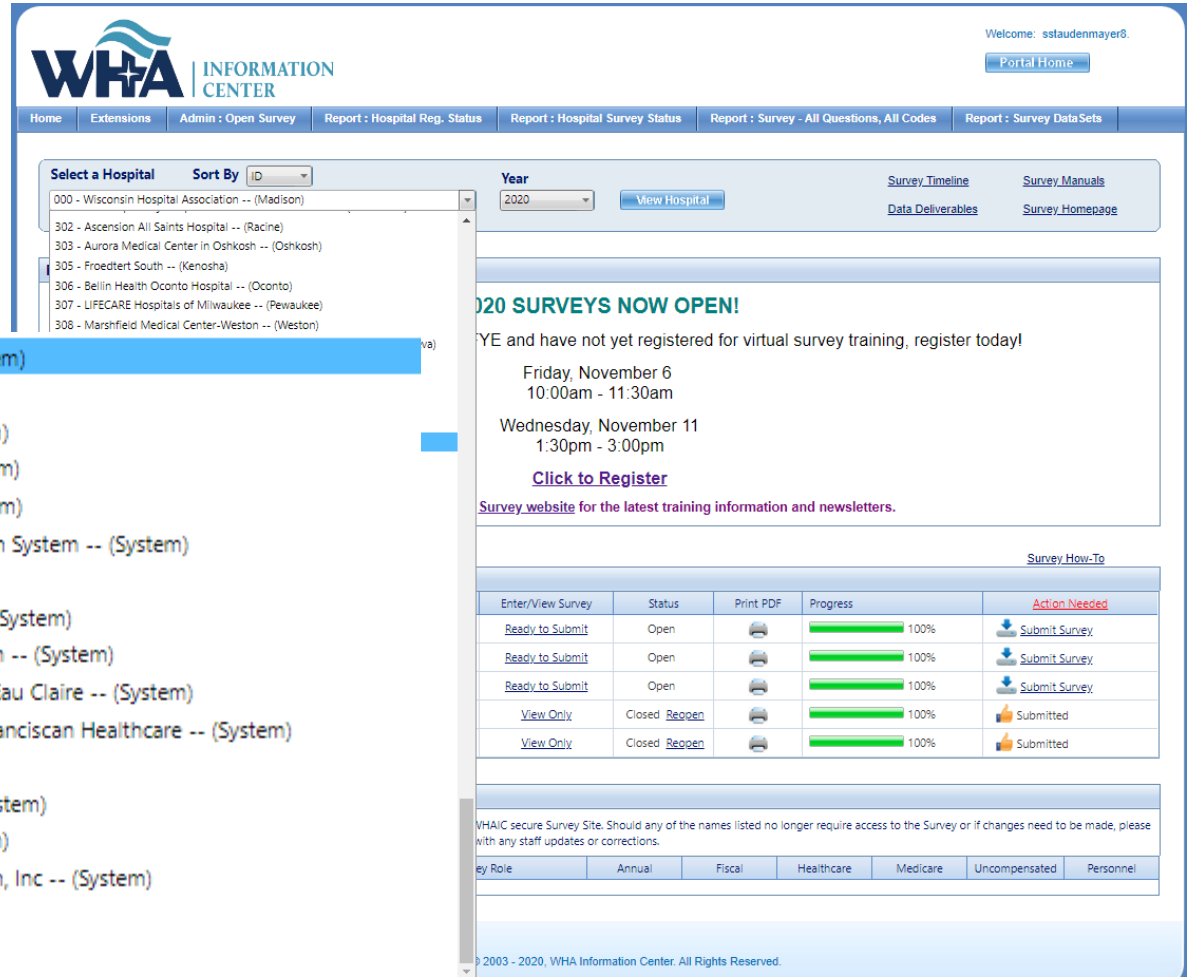
AHA Wisconsin Addendum Survey:

- Open in May, due in June
- At times IC sends reminders about this survey as a courtesy, but we have no affiliation or detailed information

Other Surveys

Health System Survey:

Listed as a 9XX facility ID

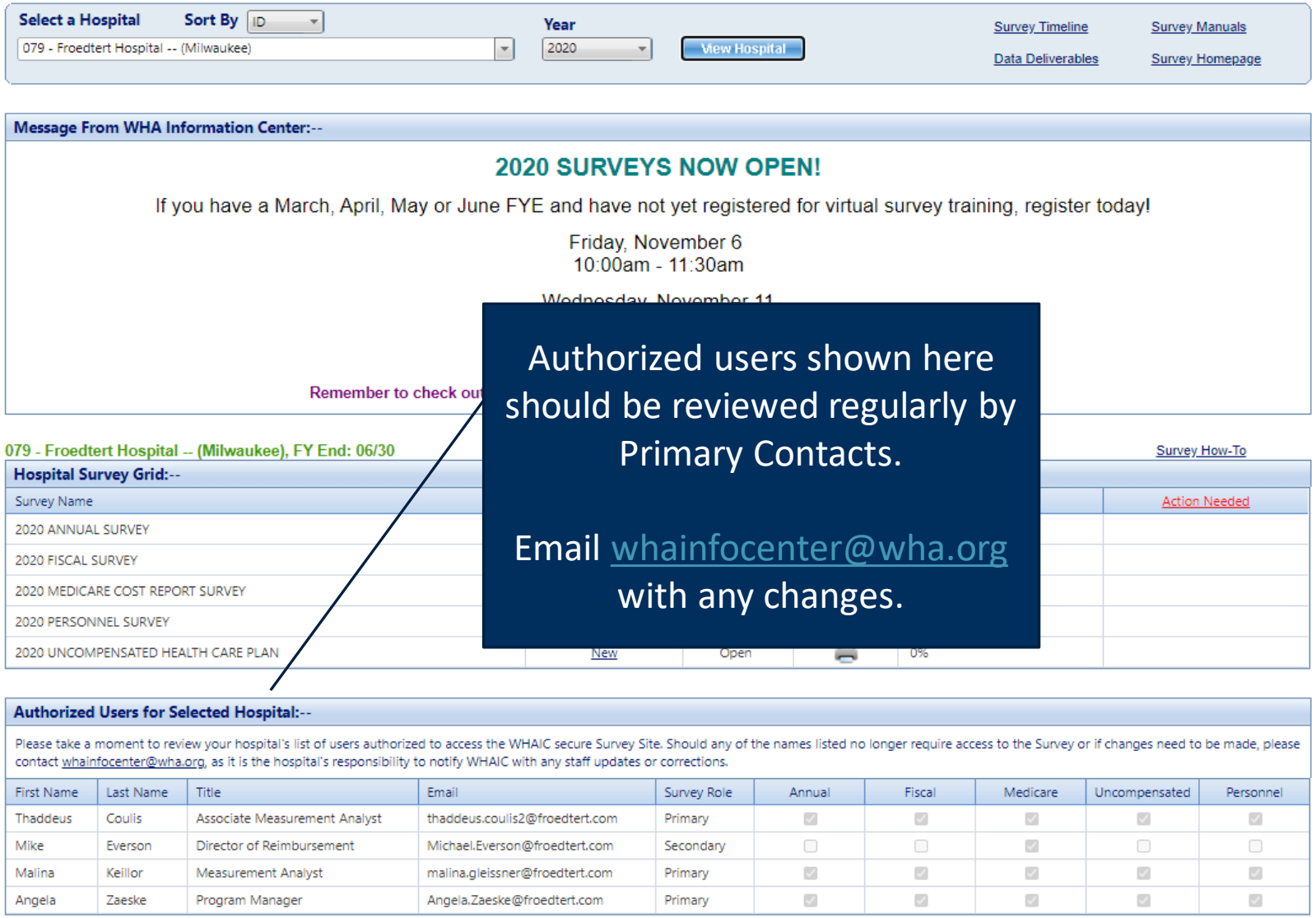


Roles and Registration

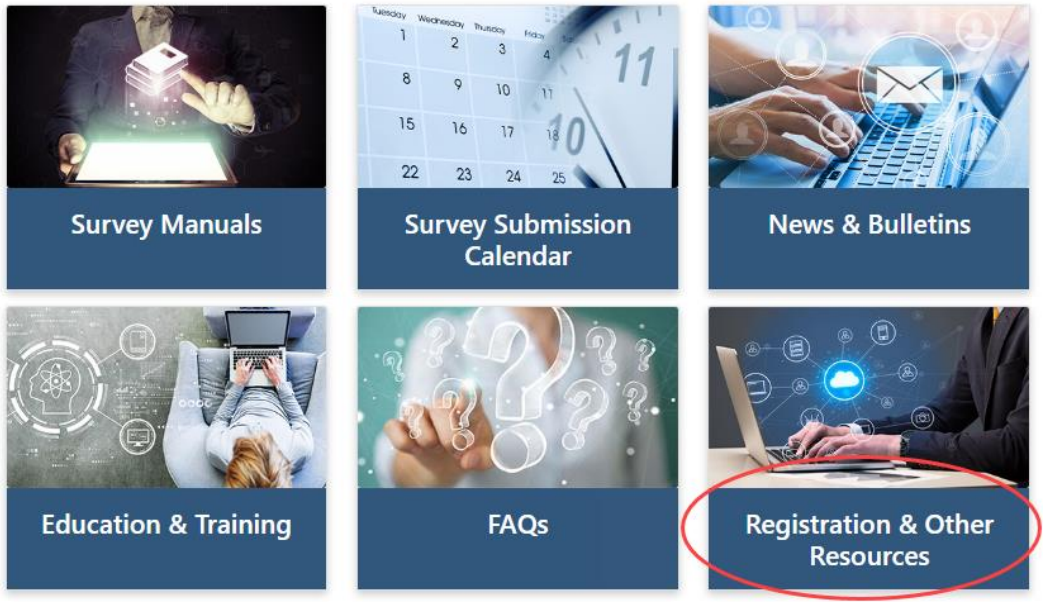
Survey Roles – designations assigned by the facility to manage and oversee statutorily required and timely survey submissions and corrections to the annual surveys.

The Survey site is for authorized users only. Individual users must have their own login. Registered users agree use of Survey application and Secure Portal system without authority, or in excess of your authority, is strictly prohibited.

Roles and Registration



Roles and Registration



We cannot add new users. Users must register for the appropriate access.

If any changes are needed with existing users, please email whainformationcenter@wha.org.

Registration & Other Resources

This section provides additional information to assist you in the submission of hospital surveys.

Please note: WHAIC cannot register users. For new registrants, please see Roles & Registration. Once registered, WHAIC will review all access requests and respond within 24-48 hours.

- Roles & Registration
- Facility Listing
- Survey Functionality
- User Dashboard
- Survey Edit Checks

Roles and Registration

Survey Primary - *recommended for users involved in submission process who need regular communications with WHAIC and have authorization to sign off on survey data (CFO, CEO or delegate)*

- Oversee and monitor access requirements for Surveys and contact WHAIC with changes;
- Serve as a primary contact to address issues with the data or timely submission/training;
- Receive confirmation emails of new reports available in the Secure Portal system;
- Receive all communications from WHAIC regarding survey timelines, submissions, and compliance; share as appropriate with other users.
- Access to the data deliverables site to download/share the hospital data and review reports for distribution and accuracy;
- Authority to electronically sign and submit affirmation statement;
- Authority to upload Medicare Cost Report Schedule C;
- May have access to the Health System Survey – only applies to those within a system.

Roles and Registration

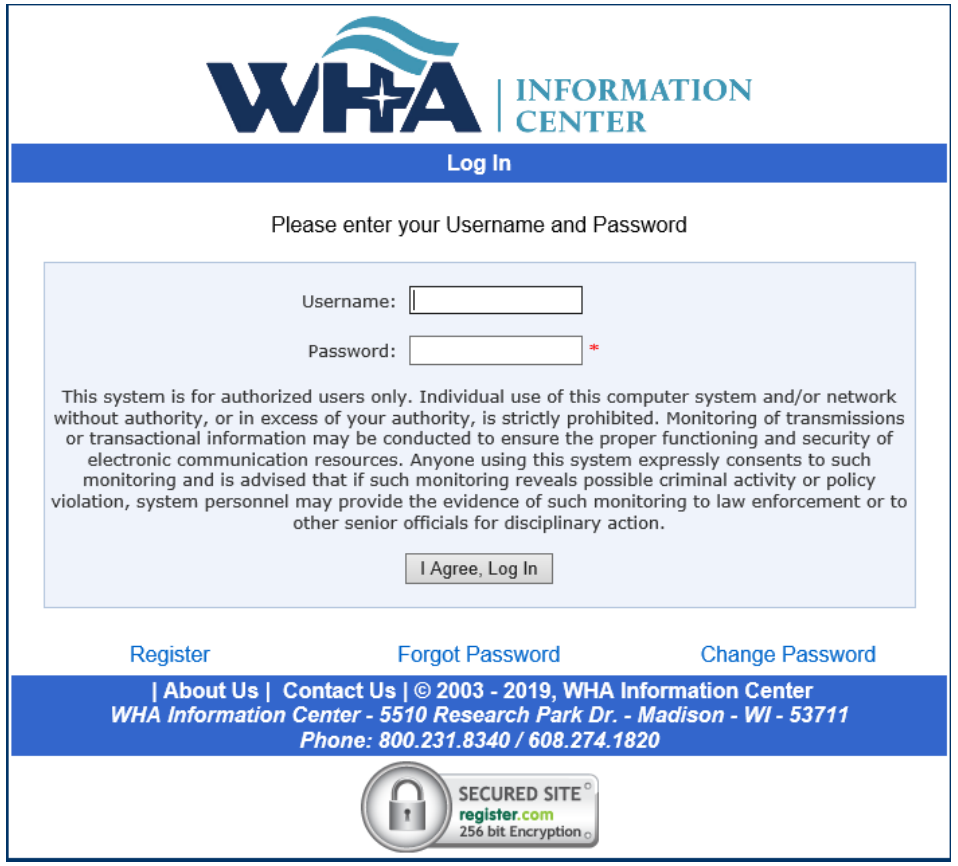
Other roles:

Survey Secondary – This is great for CEO's and CFO's who do not want regular contact with WHAIC but want to be able to access the survey and affirmation statement.

Survey User – This is for users who only enter some of the data, but do not make decisions on the data or oversee the process of submission.

***Note: The above users will receive our newsletters and bulletins but will not receive regular reminders about deadlines and site-specific emails.**

Roles and Registration



https://portal.whainfocenter.com/Account/Login.aspx

From this screen you can:

- Login
- Request Password Reset (Forgot Password)
- Change Password

Important:

- Passwords must be changed annually.
- Accounts deactivate if inactive for 15 months.
- Contact WHAIC if existing account is inactive, do not reregister.

NEW: Annual Survey Manual

Annual Survey Manual

- New look and feel
- Links to important information
- Clearer Explanation of Questions
- Removed Obsolete Answer Choices & HIM Coding Questions
- Added Appendices
  - Definitions
  - Facility List

[Click here to view the new Annual Survey Manual]

Annual Survey Manual

NEW: Added sub-questions to question 1

1. Communications Contact and Reporting Period

A. Identify the main primary contact responsible for communications related to the data.

i. For example, if the media contacts the hospital to inquire about survey data posted online in one of the public publications, who would the media speak to?

Identify the contact Name, title, email, etc. in the survey tool.

B. Indicate the beginning of your current fiscal year _____

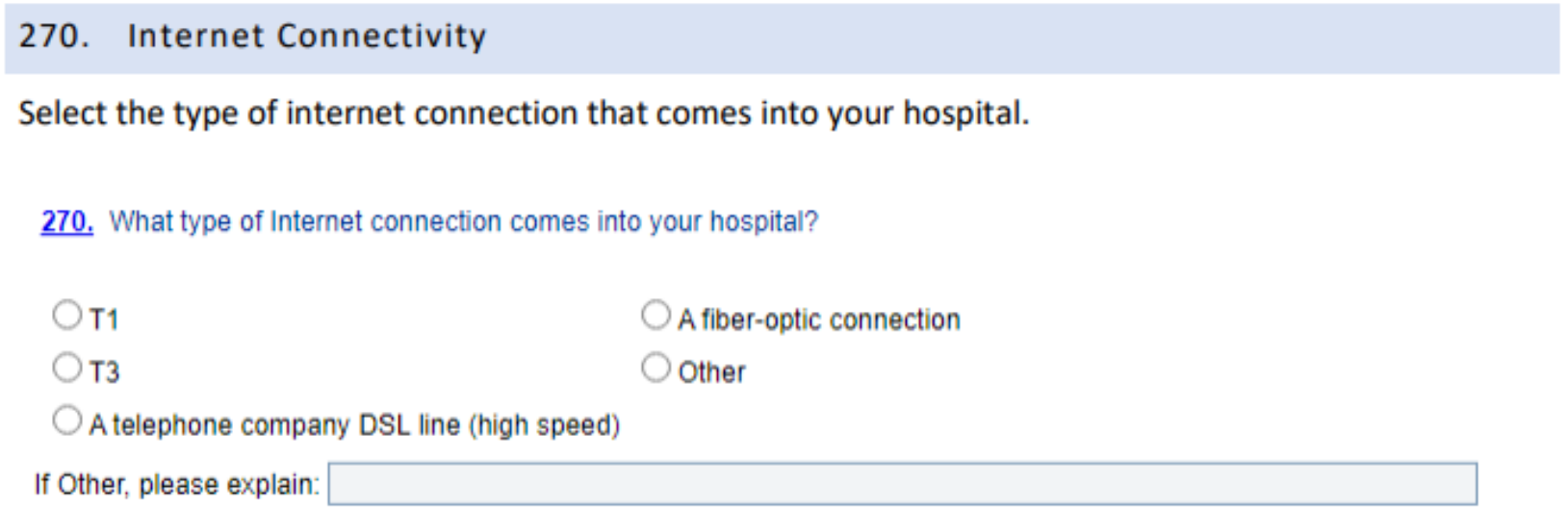
C. Reporting Period used (beginning and ending date) _____ *to* _____

D. Were you in operation 12 full months at the end of your reporting period? *Yes or No*

If no, number of days open during reporting period. _____

Annual Survey Manual

NEW: Removed obsolete answers such as no internet, dial-up, and cable modem. Replaced with answers frequently entered in the other section (T1, T3).



270. Internet Connectivity

Select the type of internet connection that comes into your hospital.

270. What type of Internet connection comes into your hospital?

- ○ T1
- ○ T3
- ○ A telephone company DSL line (high speed)
- ○ A fiber-optic connection
- ○ Other

If Other, please explain:

Select a Year 2020 **Select a Survey** ANNUAL Go

1. Communications Contact and Reporting Period

A. Identify the main primary contact responsible for communications related to the data

B. Indicate the beginning of your current fiscal year

C. Reporting period begin date

Reporting period end date

D. Were you in operation 12 full months at the end of your reporting period?

○ Yes ○ No

If no, number of days open during reporting period

2. Hospital / Organization Type Indicate the type of organization responsible for establishing policy concerning overall hospital operation.
CHECK ONLY ONE CODE.

Government, Nonfederal	Non-government, Not-for-profit	Investor-owned, For-Profit	Government, Federal
○ State	○ Religious organization	○ Individual	○ Veterans Affairs
○ County	○ Other not-for-profit	○ Partnership	
○ City		○ Corporation	

3. Is the hospital part of a health care system? If ***YES***, enter name, city and state of the system headquarters.

○ Yes ○ No Name City State

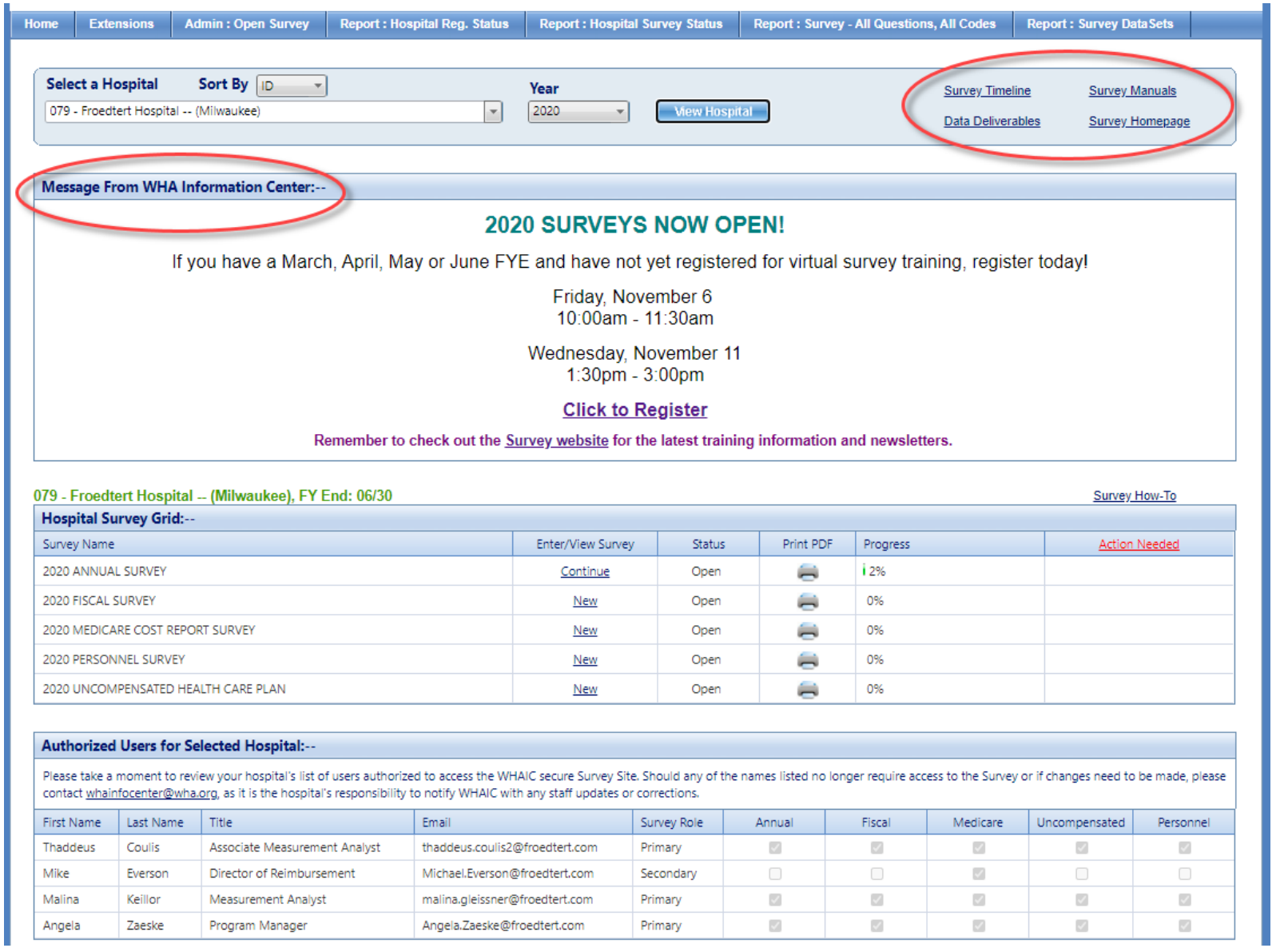
4. Is the hospital a division or subsidiary of a holding company?

○ Yes ○ No

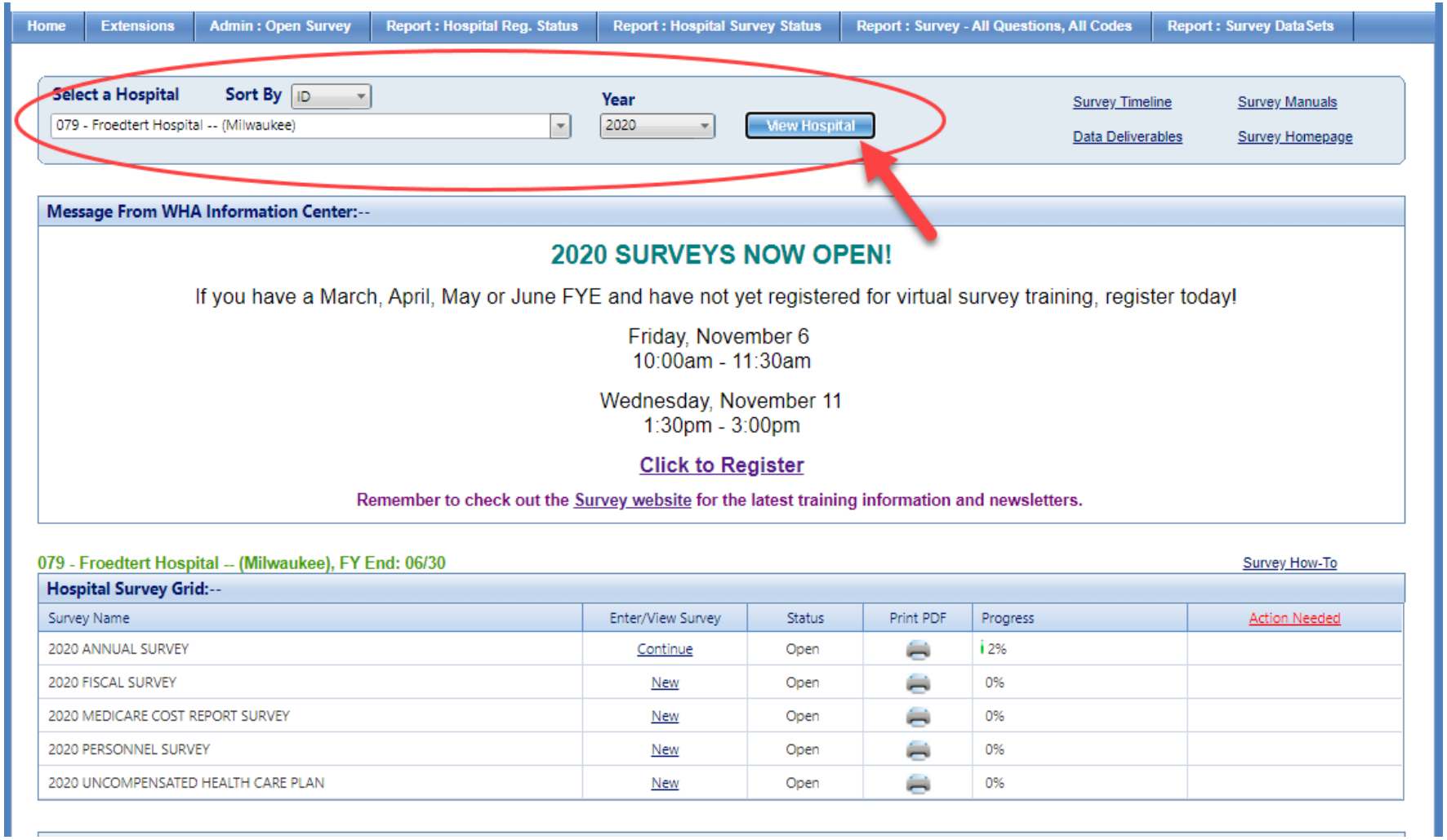
Annual Survey Template

Survey Application & NEW Features

Submitting Surveys



Submitting Surveys

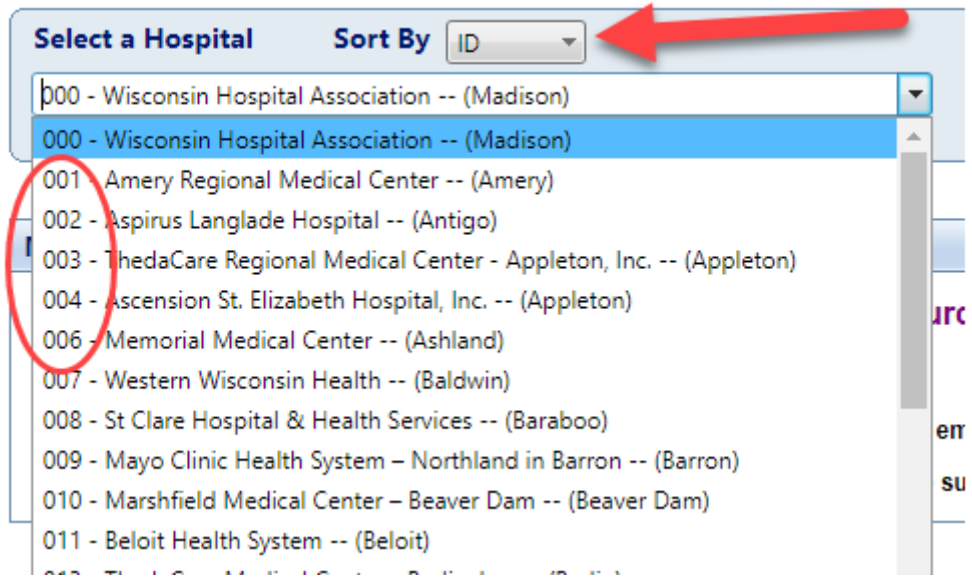


Submitting Surveys

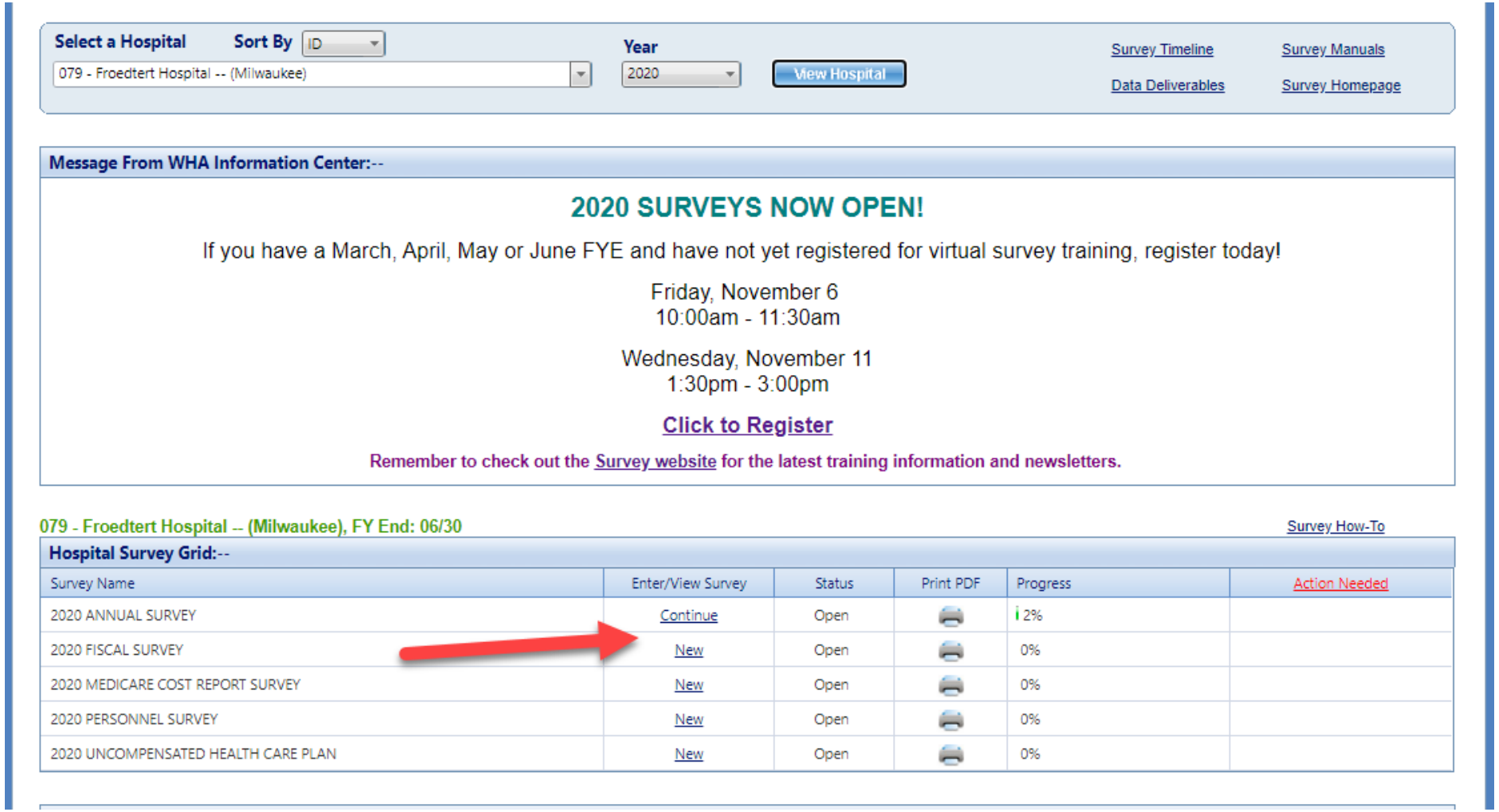
3-Digit ID

The unique 3-digit identification number assigned to each facility by WHAIC. This number must be used to upload your files and included with email communications or correspondence with WHAIC.

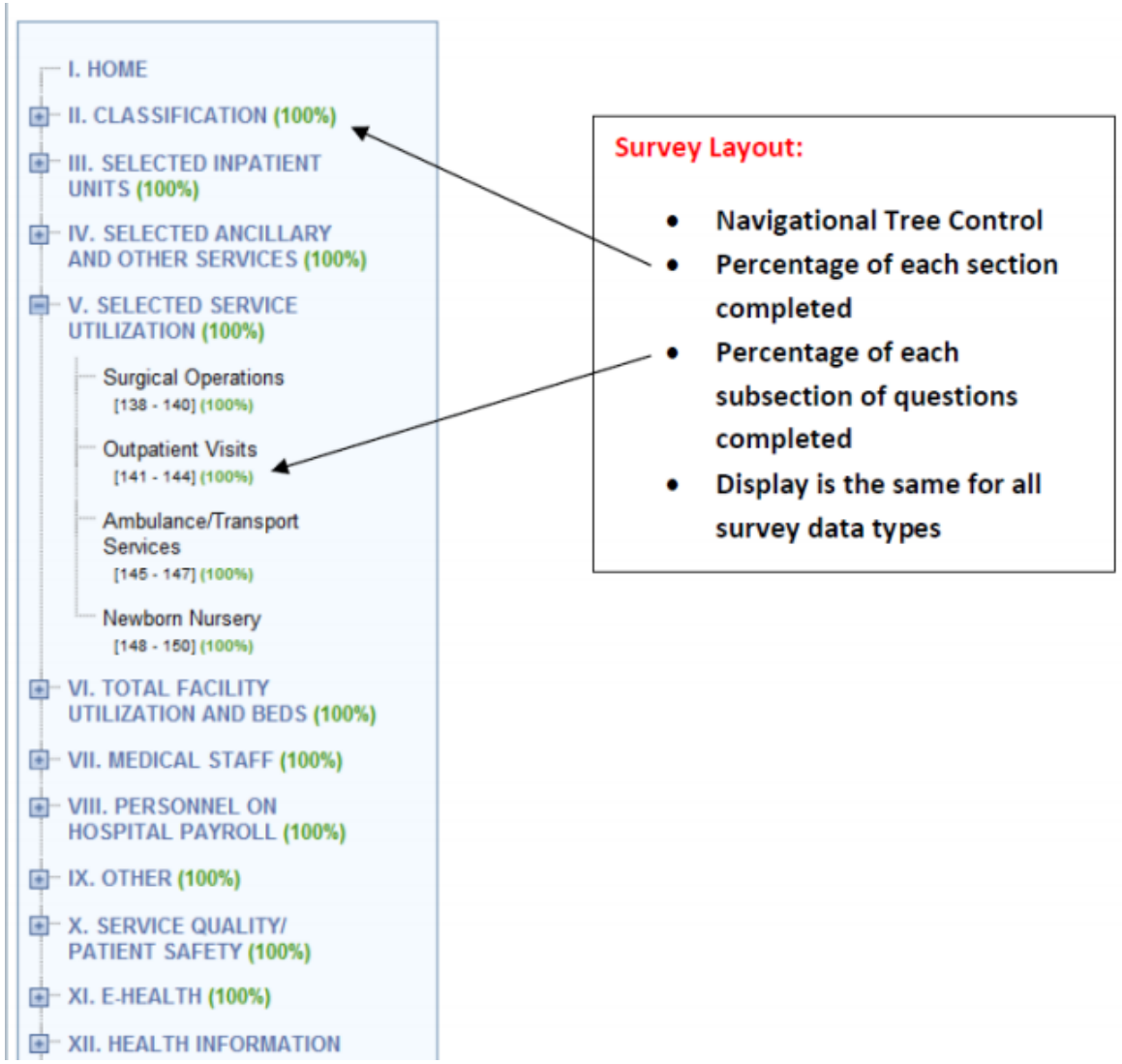
You will notice this ID in the Select a Hospital drop-down and you can also access the full list here. Please include this number in the subject line when contacting WHAIC.



Submitting Surveys



Submitting Surveys



Survey Layout:

- Navigational Tree Control
- Percentage of each section completed
- Percentage of each subsection of questions completed
- Display is the same for all survey data types

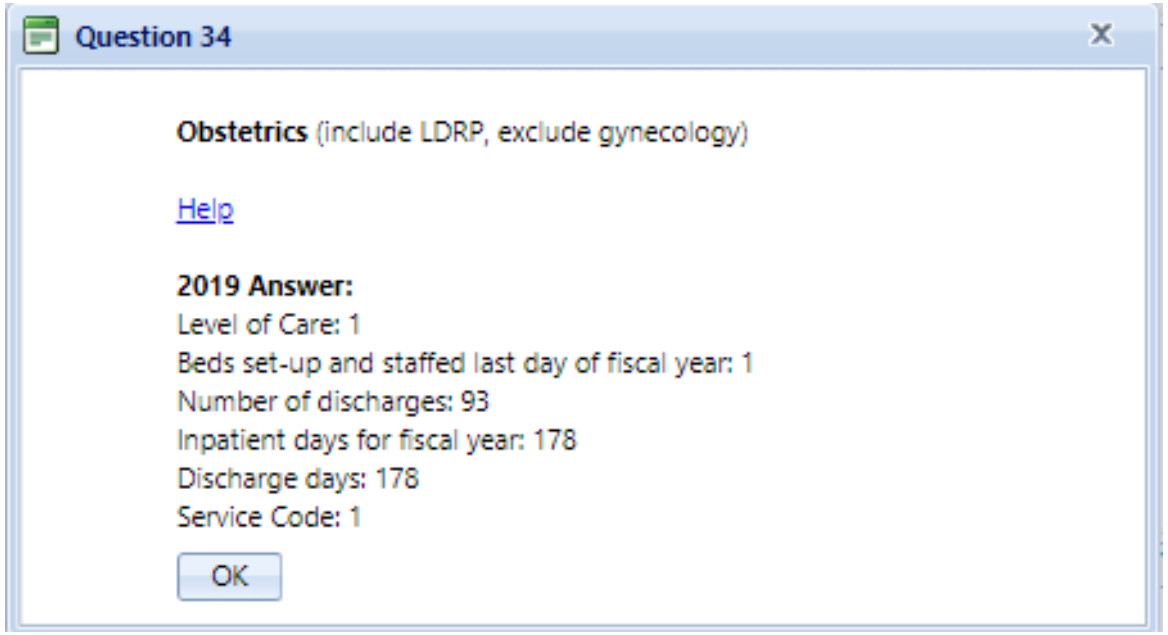
Submitting Surveys

YAY!

Each question will now show additional details by clicking on the line number.

34. Obstetrics (include LDRP, exclude gynecology)

Level of Care	Beds set-up and staffed last day of fiscal year	Number of discharges	Inpatient days for fiscal year	Discharge days
1 2 3	1	93	178	178



Edits

Summary of Edit – Edits will appear at the top of the page when you save, the section will change color, and will show under the Action Needed on the Hospital Survey Grid once 100% complete.

o Hard Edit – Mathematical or logical error: Edit that must be fixed to submit survey (e.g., fiscal survey line 1 + line 4 must equal line 5).

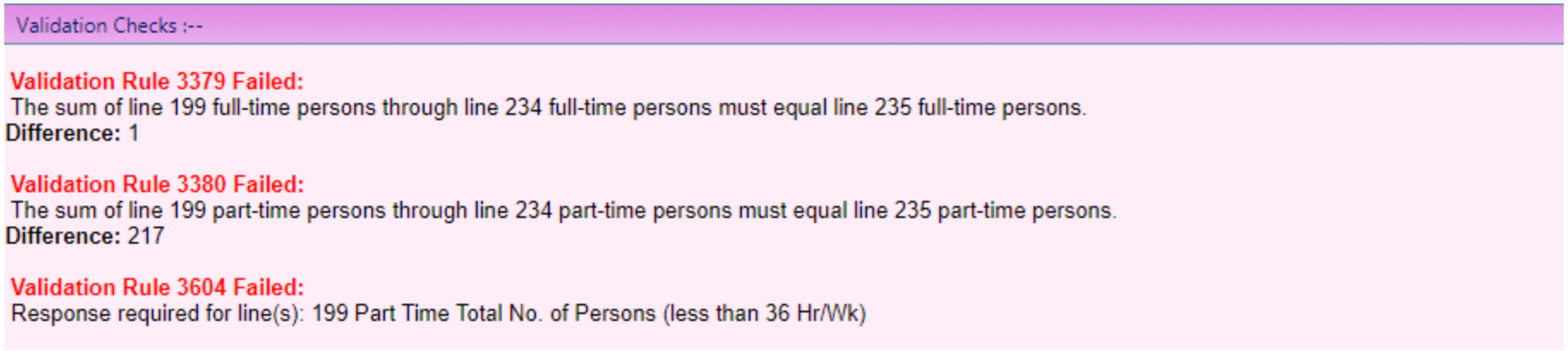
o Soft Edit – Possible error; values imply unusual situation: Edit that must be verified to submit survey. (e.g., annual survey – line 160 – Admissions are more than 3% higher/lower than inpatient days in Section III. Are you sure?).

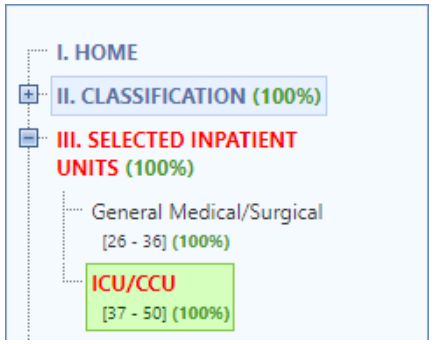
o Statistical Comparison (Stats Edits) – Possible error; values are substantially different than reported in previous survey. Edits run after hard and soft edits are addressed. If value is 30% more or less than submitted in previous year, an edit will appear. (e.g., if total gross revenue is $1.0 million for FY 2016 and $1.3 million for FY 2017, an edit will appear).

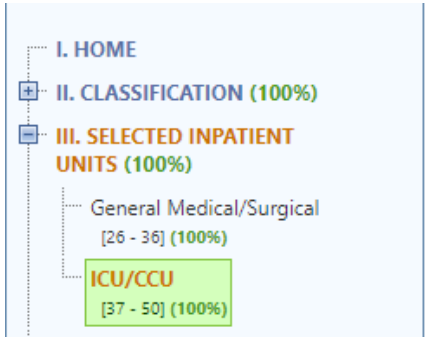
Edits

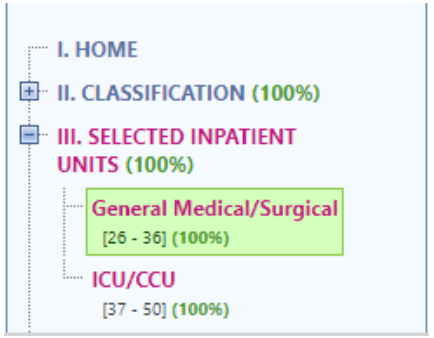
Edits show up at the top of the survey page. You may correct the edits as you go, or after you have entered all data into the survey.

These are examples of hard edits that you may see at the top of the screen. If you do not have any for that section, it will say “There are no page-level errors”.









Edits

Now, any edits you have will highlight a section on the navigational tree in the survey. This will give you a quick "at-a-glance" look at how many areas have edits.

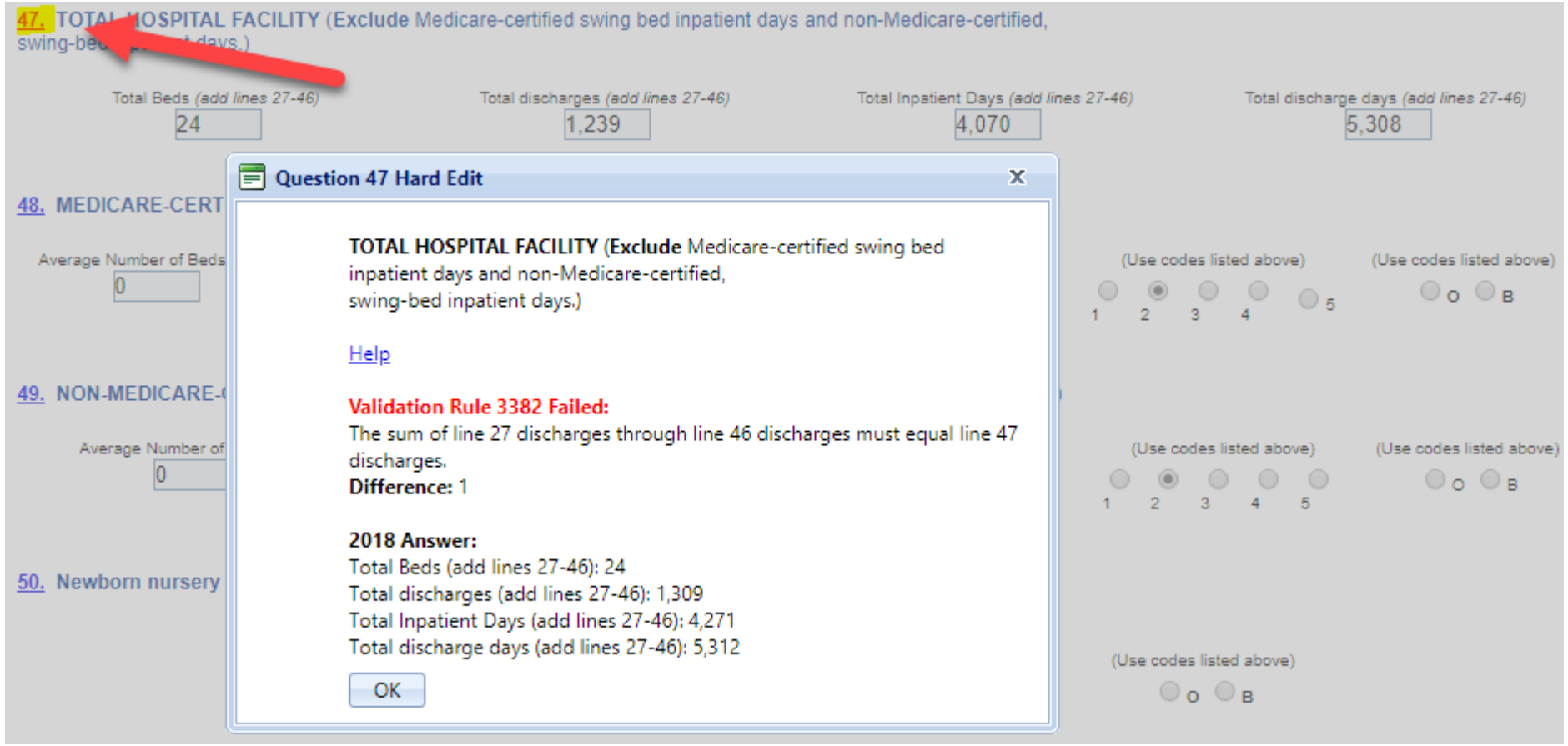
Red = Hard Edit

Gold = Soft Edit

Purple = Stats Edit

Edits

More edit details on the edit can be found by clicking on the question number.



Reopening Surveys

000 - Wisconsin Hospital Association -- (Madison), FY End: 12/31

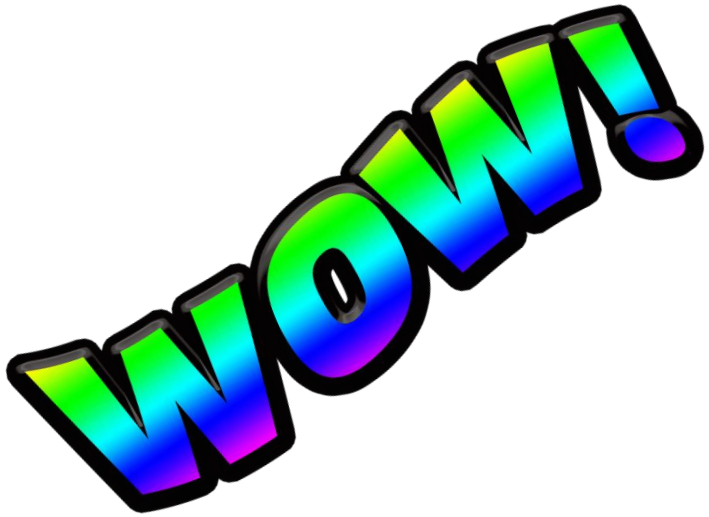
Survey How-To

Hospital Survey Grid:--

Survey Name	Enter/View Surv	Status	PDF	Progress	Action Needed
2019 ANNUAL SURVEY	Continue	Open		4%	
2019 FISCAL SURVEY	New	Open		0%	
2019 MEDICARE COST REPORT SURVEY	New	Open		0%	
2019 PERSONNEL SURVEY	View Only	Closed Reopen		100%	Submitted
2019 UNCOMPENSATED HEALTH CARE PLAN	New	Open		0%	

A **NEW** feature has been introduced to allow you to open your surveys from the survey application!

Now you can reopen as you go, from the survey application, or from the affirmation statement.

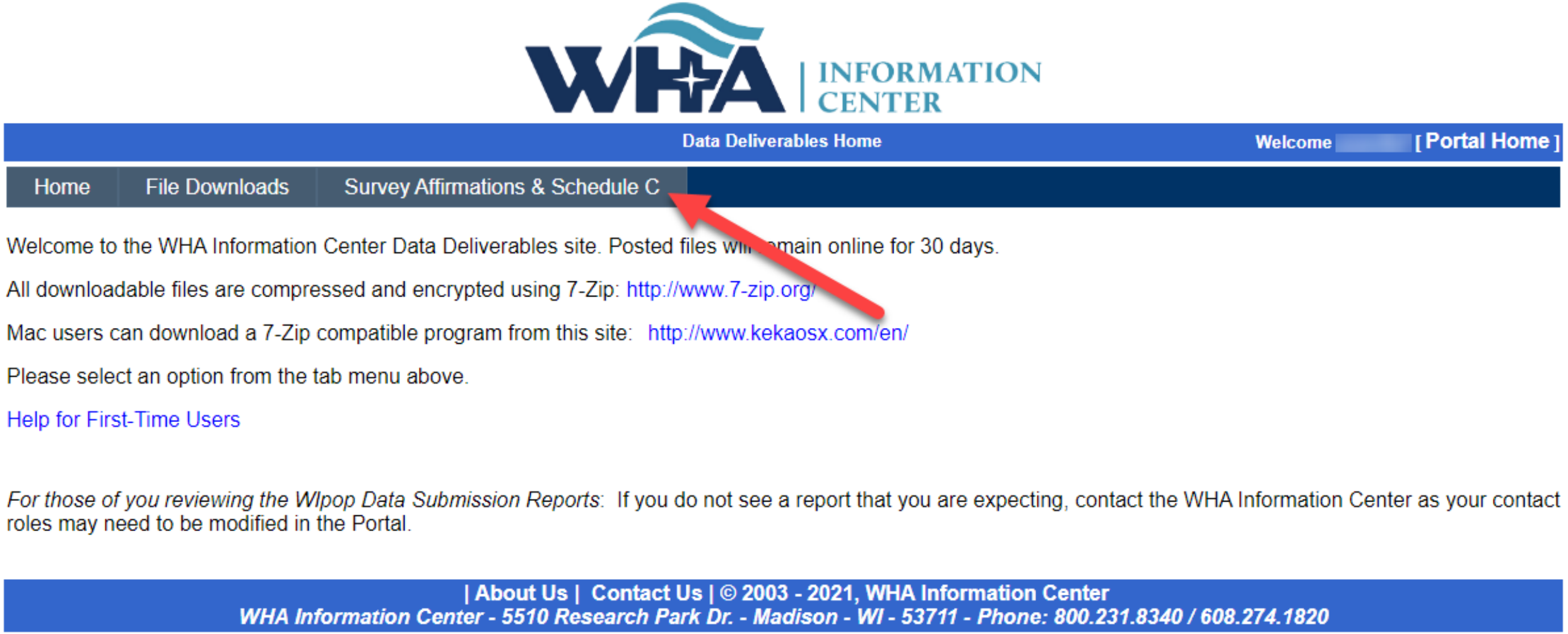


Affirmation & Schedule C

Click on Data Deliverables

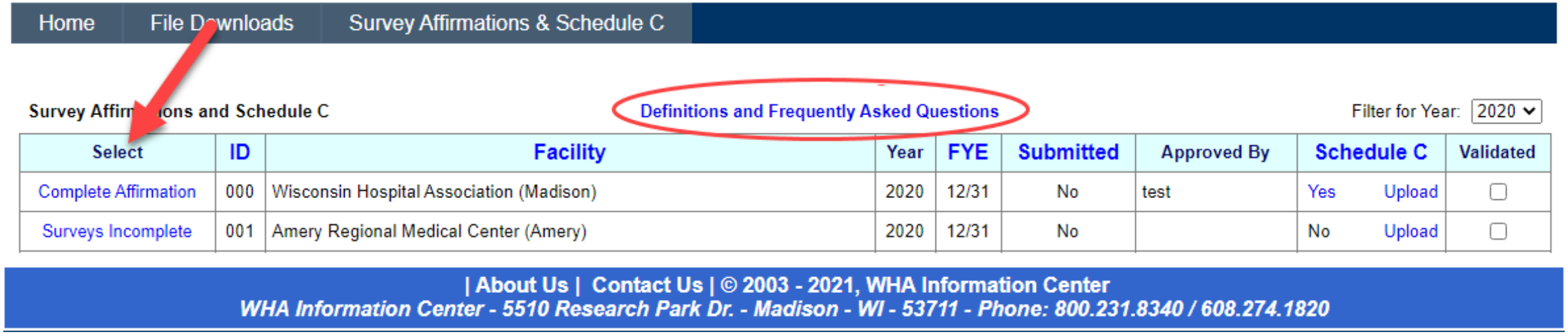
Affirmations & Schedule C

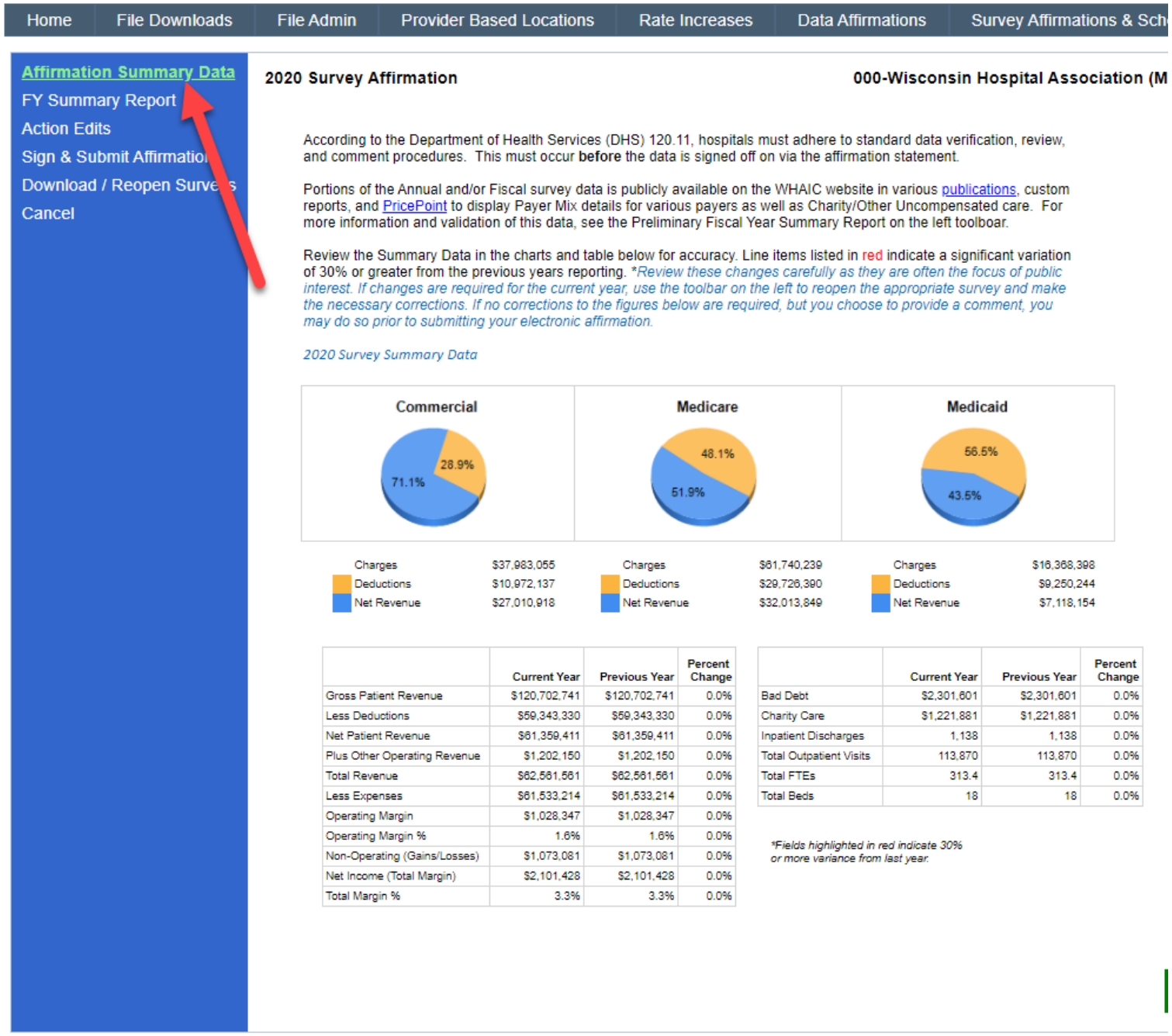
Click on Survey Affirmations and Schedule C



Affirmations and Schedule C

You will access your affirmation by clicking links under the Select column. For more information - click Definitions and Frequently Asked Questions.





The menu links on the left will turn green when active. Start on Affirmation Summary Data.

The FY Summary Report is the 3-page report found in the Guide to Wisconsin Hospitals. Download a copy of the preliminary report and view the FY Summary FAQ.

- Affirmation Summary Data
- FY Summary Report
- Action Edits
- Sign & Submit Affirmation
- Download / Reopen Surveys
- Cancel

2020 Survey Affirmation **000-Wisconsin Hospital Association (Madison)**

This document represents a compilation of what will be displayed in the Guide to Wisconsin Hospitals and is produced for your review prior to publication. WHAIC encourages you to review this information carefully for accuracy. Once the data is processed and published on the WHAIC website any egregious errors or misrepresented data cannot be adjusted. This is your last opportunity to validate the data and make any corrections.

This FY Summary Report provides detailed information about your hospital, including (as applicable) general medical-surgical, long-term acute-care, psychiatric, alcohol and other drug abuse, and rehabilitation. The information is drawn from responses to the Annual Survey of Hospitals, the Hospital Fiscal Survey, and the Personnel Survey. Tables present selected measures of utilization, service, staffing and finance. Once the data is published in the Guide, comparison data for hospitals of the same type, in the same analysis area, and for the same patient volume group will be displayed.

To make any corrections, re-open the applicable survey, make corrections and resubmit (including going through the edit process). This will prompt your reports to refresh. Contact WHAIC staff if you have questions.

Download Preliminary Fiscal Year Summary Report - Printable PDF

FY Summary FAQ

000 Wisconsin Hospital Association
5510 Research Park Dr PO Box 259038
Madison, WI 53725
608-274-1820

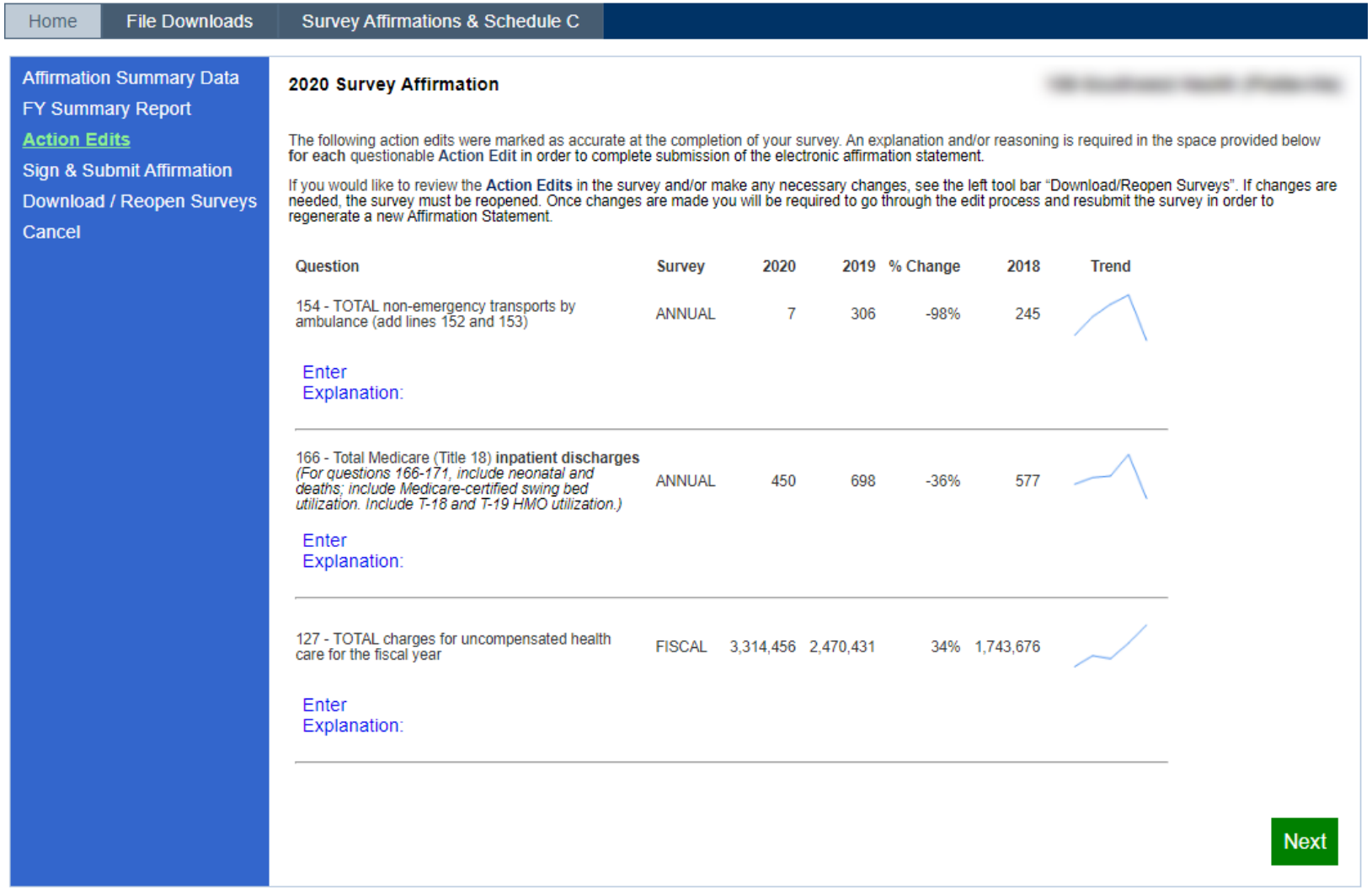
Fiscal Year: 02/01 to 12/31
Type: GMS
Critical Access Hospital
Control: Other Not-For-Profit

County:
Analysis Area: ()

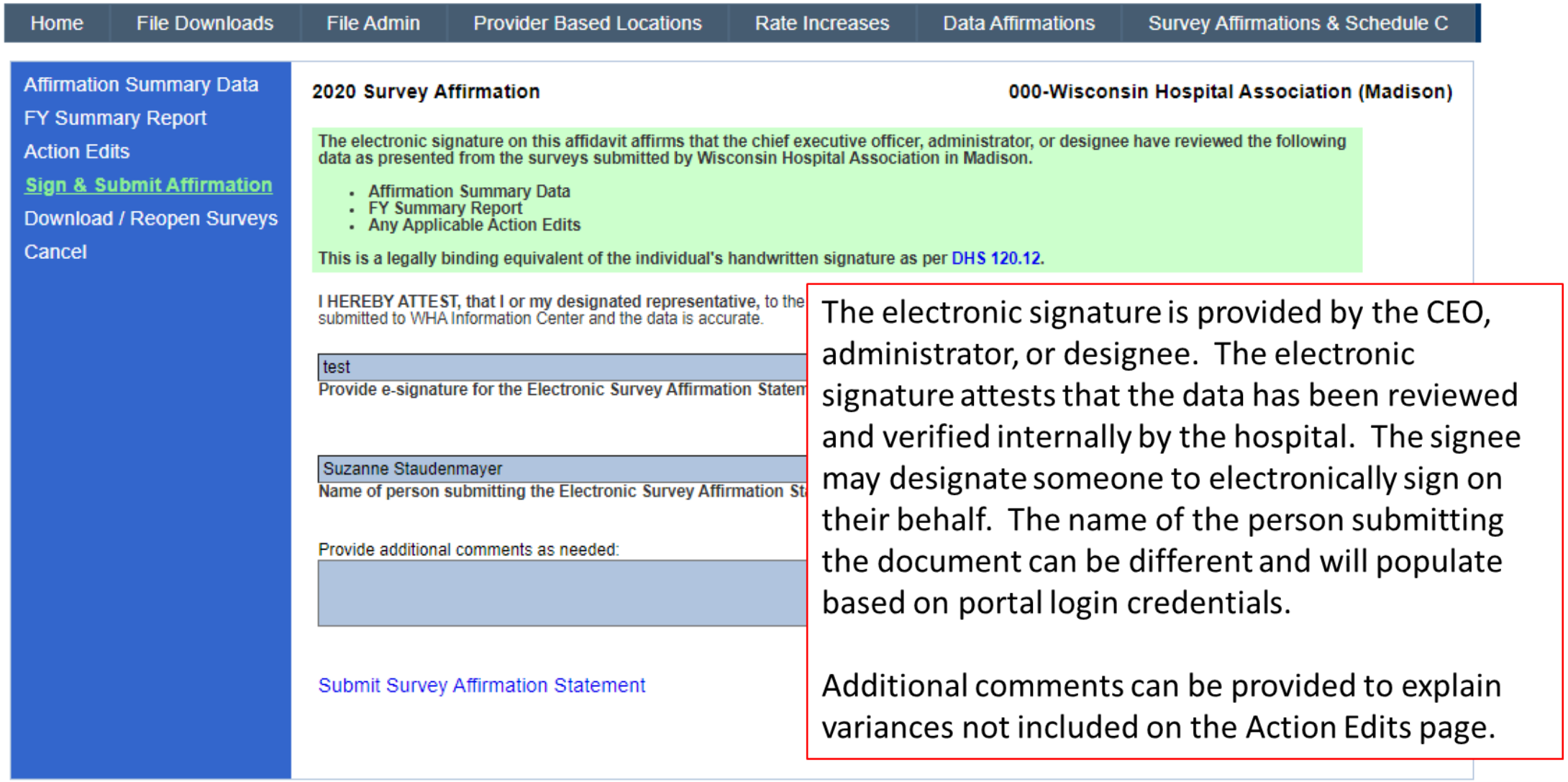
Selected Utilization Statistics	FY 2020	FY 2019	Ratio
Occupancy Rate (%)			
Adult Medical-Surgical	52.9%	53.0%	1.00
Obstetrics	48.6%	48.8%	1.00
Pediatrics	0.0%	0.0%	N/A
Total Hospital	70.3%	70.5%	1.00
Average Census (Patients)			
Adult Medical-Surgical	5.3	5.3	1.00
Obstetrics	0.5	0.5	1.00
Pediatrics	0.0	0.0	N/A
Total Hospital	12.7	12.7	1.00
Average Length of Stay (Days)			
Adult Medical-Surgical	2.9	2.9	1.00
Obstetrics	1.9	1.9	1.00
Pediatrics	0.0	0.0	N/A
Total Hospital	4.1	4.1	1.00

The Action Edits are significant variances in the data in comparison to the previous year.

Action Edits require a thorough explanation before submitting the affirmation and the explanation may be used in a caveat if needed.



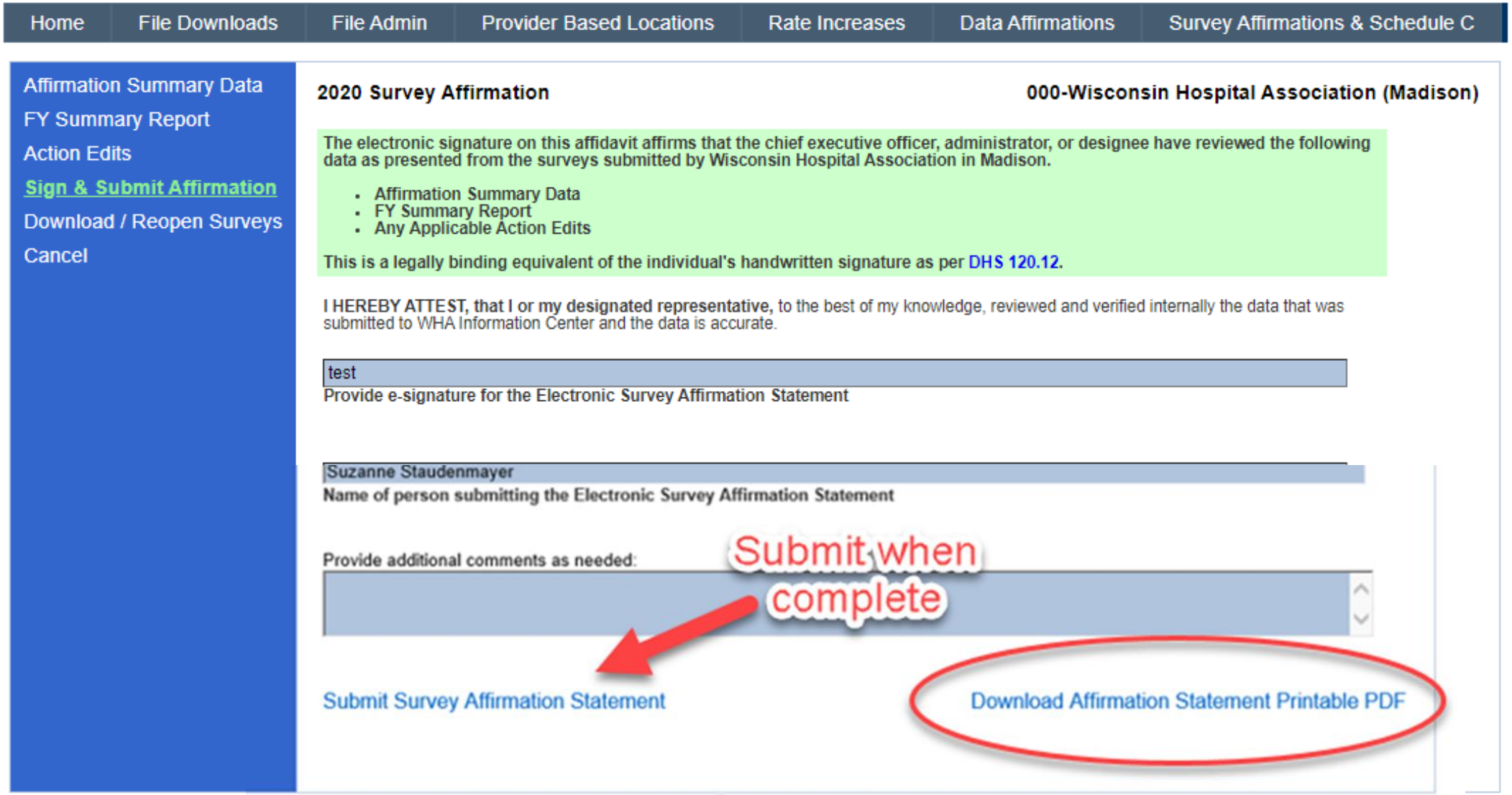
Affirmations - GOING GREEN



The electronic signature is provided by the CEO, administrator, or designee. The electronic signature attests that the data has been reviewed and verified internally by the hospital. The signee may designate someone to electronically sign on their behalf. The name of the person submitting the document can be different and will populate based on portal login credentials.

Additional comments can be provided to explain variances not included on the Action Edits page.

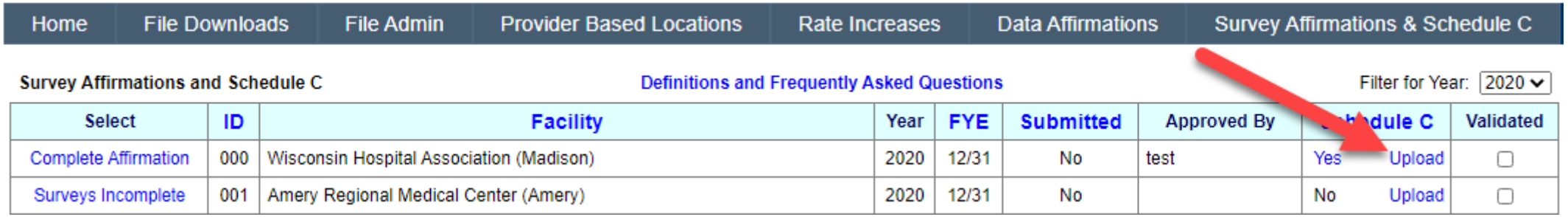
Affirmations - GOING GREEN



Uploading the Medicare Cost Report Schedule C

From this screen, you can also upload your schedule C. Click Upload.

Remember we need a copy of your schedule C only, not your whole cost report.



As mentioned, we only need a copy of your Worksheet C, which looks like the example below. Some larger facilities have many more lines, but the layout is similar.

COMPUTATION OF RATIO OF COST TO CHARGES **WORKSHEET C PART I**

		CHARGES						
	COST CENTER DESCRIPTIONS	Inpatient	Outpatient	Total (column 6 + column 7)	Cost or Other Ratio	TEFRA Inpatient Ratio	PPS Inpatient Ratio	
		6	7	8	9	10	11	
	INPATIENT ROUTINE SERVICE COST CENTERS							
30	Adults & Pediatrics							
	ANCILLARY SERVICE COST CENTERS							
62.30	BLOOD CLOTTING FOR HEMOPHILIACS							
76	UNBUNDLING							
76.97	CARDIAC REHABILITATION							
76.98	HYPERBARIC OXYGEN THERAPY							
76.99	LITHOTRIPSY							
	OUTPATIENT SERVICE COST CENTERS							
90.02	ADULT OUTPATIENT							
90.04	CATC IN-HOME, DAY TRMNT & OP							
91	Emergency							
92	Observation Beds (Non-Distinct Part)							
92.01	OBSERVATION BEDS-DISTINCT							
	OTHER REIMBURSABLE COST CENTERS							
200	Subtotal (sum of lines 30 thru 199)							
201	Less Observation Beds							
202	Total (line 200 minus line 201)							

On the Horizon

- How-To Manual
- Researching options for a new application
- User Forum

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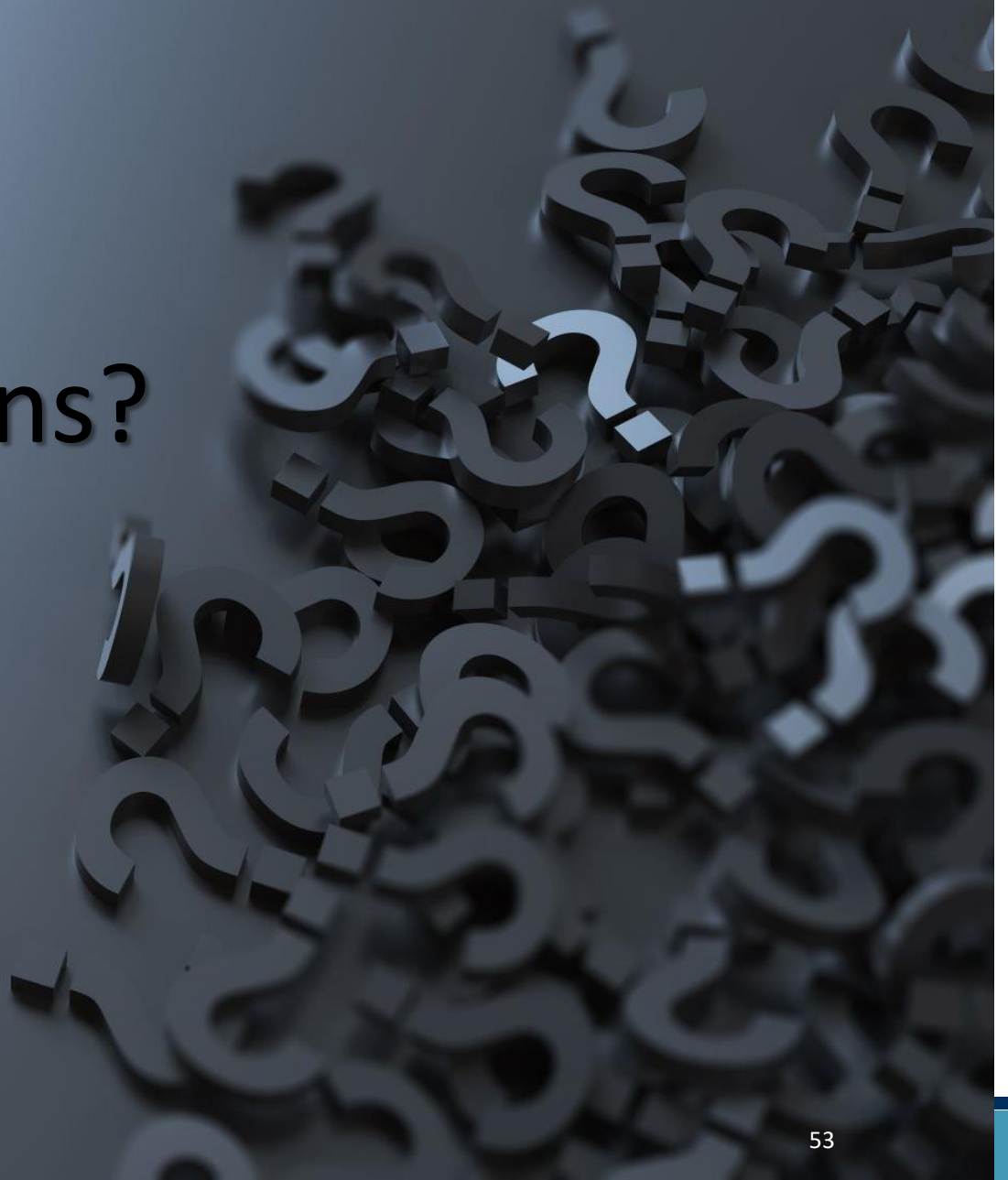
Any Questions?



Contact Information

You can find more information online at:

Thank You!

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sstaudenmayer@wha.org