QUEENSLAND HOSPITAL ADMITTED

PATIENT DATA COLLECTION

(QHAPDC)

Statistical Collections and Integration
Department of Health

EVA Plus
User Manual

Document information

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Contents

1. Introduction

This manual provides instructions for the use of the Electronic Validation (EVA Plus) application. It is a reference for those who are responsible for processing of validation exceptions created from the extraction process of Admitted Patient Data to the Statistical Collections and Integration (SCI), and other interested persons.

Note: Snapshots of screens used in this manual may differ slightly from those in the EVA Plus Application viewed by facilities as these snapshots were taken from the 'Test' and 'PAT' version of the application.

EVA Plus Application

The Queensland Hospital Admitted Patient Data Collection (QHAPDC) receives hospital admitted patient data from both public and private facilities. Once QHAPDC data has been extracted, loaded into the Queensland Health Inpatient Processing System (QHIPS) and validated, validation exceptions are then published to EVA Plus.

The EVA Plus application is a web based application developed by the Health Statistics Branch (HSB), which enables facilities to view and action validation errors that are raised from the extracted data provided by facilities.

EVA Plus is replacing EVA 1a and has been enhanced to improve system efficiency and usability.

Collection manuals

This manual should be read in conjunction with the current QHAPDC Manual. The QHAPDC Manual for each financial year is published by the 1st of July of each year and is available from the Manuals section of the HSB website.

The QHAPDC manual provides comprehensive coverage on data items and validation messages which are not covered within this manual.
The validation messages and their explanations are available in Appendix L of the QHAPDC Manual.

2. Accessing EVA Plus

There are multiple levels of access for EVA Plus (refer to the Security (access) levels section of this manual). Access for the Primary User is granted by the HSB Users. For Deputy Users, access is granted by the Primary User, and for Facility Users access is granted by either the Primary or Deputy User.

Passwords

Passwords must be 8 characters in length and contain a combination of the following;
- An uppercase alpha character (e.g. A, B, C)
- A lowercase alpha character (e.g. a, b, c)
- A number
- A special character (e.g. @, $ or *)

Example – Haveaniceday*1

Passwords will expire after 3 months and users will be automatically prompted to change their password.
Users are responsible for maintaining the integrity of their password, and should be changed immediately if it has been compromised.

Initial Login

Users will receive two emails when granted access to the system. The first email will contain a unique username, and the second email will contain a system generated password. Both emails contain the link to the EVA Plus Online application.

After entering the unique username and system generated password, users will be promoted to change their password.

If one or both emails are not received, the Primary or Deputy User for the facility, or the Statistical Collections Branch should be contacted. This will be dependent on the security (access) level of the user. A step by step guide is provided below.
1. Click the link provided in the email to access EVA Plus
2. The login screen will appear. Enter the username and password provided in the emails, then select '**Login'.**

Hint: For quick access, save this link to Mozilla Firefox Favourites by selecting, the Bookmark tab then **Bookmark this Page**. In the Name field, enter EVA Plus, then select **Done**.

Once logged in, the screen below will appear to change the initial password and to enter a lost password question and answer.

Please note that when filling in your User Name you are required to fill in your full email address.

3. Enter the initial password contained in the email into the **Current Password** field.
4. Enter a new password in the **New Password** field,
5. Re-enter the New Password in the **Confirm Password** field
6. Enter a question in the **Lost Password Question** field.
7. Enter an **Answer** to the Lost Password Question in the **Answer** field.
8. Select **Save Password**
9. The Welcome page will be displayed along with the confidentiality agreement for using EVA Plus, select **OK**
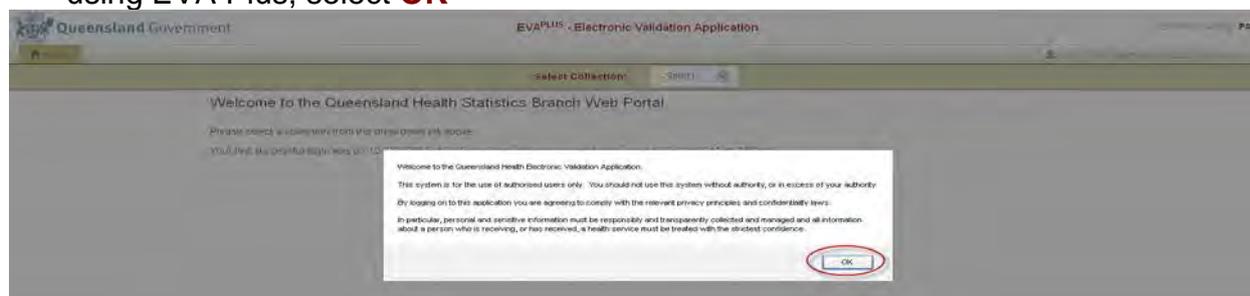
10. The **Appropriate Use** message will then display. Select **OK.**

Once the password and/or lost password question has been changed successfully, the following message will appear. Select **OK.**
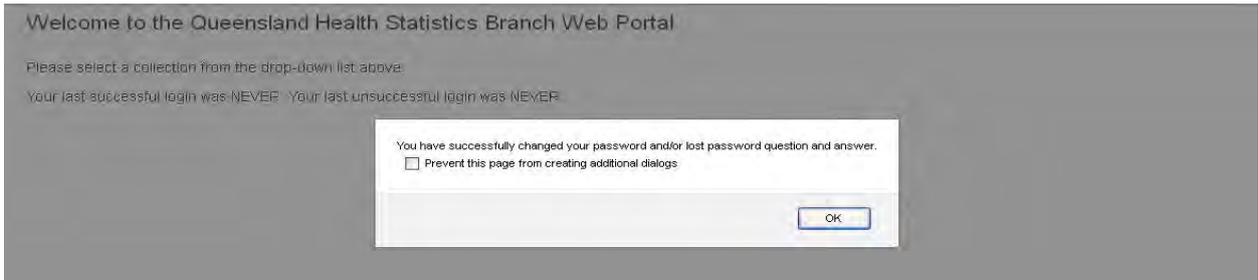
The **Queensland Health Statistics Branch Web Portal** page will then display.

11. Select the **QH** collection from the drop down list to display the home page.

Hint: This drop down list will only appear if access has been granted to more than one Data Collection e.g. Outpatients (OP). If access has been granted to one collection then the user is taken directly to the home page of that collection.

Subsequent Logins

Following the initial login, EVA Plus can be accessed via QHEPS.

1. Open the Queensland Health Intranet (**QHEPS)** in Mozilla Firefox.
2. Select **Reference Tools**. Under **Data** select **Health Statistics Branch**.
3. The HSB home page will open. From the, **Popular Pages** section, select Manuals.
4. Under the **Queensland Hospital Admitted Patient Data Colle**ction, select **EVA Plus system link and user manual.**
5. Select **EVA Plus** and the login screen to the application will be displayed.

If the **User Name** or **Password** is invalid, Invalid Login Credentials will display at the top of the screen. Refer to the forgotten password section of this manual if required.

Locked Account

A user account will be locked when a password is incorrectly entered 3 times. On the 4th attempt the user account will be locked. The user must then contact their system administrator to unlock their account. Users with the system security level of;
*   Facility User should contact the Primary or Deputy User/s of their facility.
*   Deputy User should contact the Primary User of their facility.
*   Primary User should contact HSB.

Once the user account is unlocked, a system generated email will be sent to the user with a new system generated password. This password will need to be changed following the same process as when initially logging into the system for the first time (see Initial login).
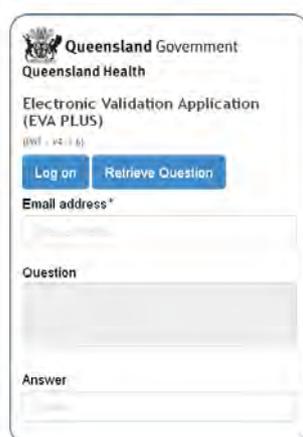
Forgotten Password

From the **Login** screen, select **Lost Password**.

The screen to retrieve **Lost Password Question** displays.
1. Enter the User Name (email address).
2. Select **Retrieve Question**.

3. The **Lost Password Question** will be displayed in the **Question** field.
4. Enter the answer to the question in the **Answer** field.
5. Select **Submit Answer**.
6. The message; **This will change your account password. Do you wish to proceed?** will be displayed. Select **OK**.

If the information entered is correct, the following message will display advising an email has been sent to the user's email inbox containing the new system generated password. The new password has been emailed to your account.

If the information entered is incorrect, the following message is displayed. Incorrect answer.

The user is required to change the system generated password when logging back in.

Change Password and/or Lost Password Recovery Question

A password and/or lost password recovery question can be changed at any time.

Select **Change Password** from the **User Options Task Bar**.

To change Password

1. Enter current password in the **Current Password** field, and the new password in the **New Password** field. Confirm the new password in the **Confirm Password** field by re-entering the new password.
2. Select **Save Password**.

> **Hint:** If the lost password question and answer is pre-populated it does not need to be changed.

3. The following message will display; **You have successfully changed your password and/or lost password question and answer**. Select **OK**.

To change lost password recovery question

1. Enter a new **Lost Password Question** and **Answer** then
2. Select '**Save**'.

3. The following message will display; **You have successfully changed your password and/or lost password question and answer**. Select **OK**.

Hint: The current, new and confirm password fields can be left blank when only the lost password question and answer is being changed.

Logging Out

To log out of the application, select **Logout** from the **User Options Task Bar**.

The **Login** screen will be displayed. Close the Mozilla Firefox window to completely log out.

3. User Management

Security (Access) Levels

There are four user security (access) levels in Eva Plus;

1. HSB
2. Primary
3. Deputy
4. Facility

Every user needs to be assigned to an appropriate security (access) level and a facility must have a Primary user assigned.

HSB Users

- HSB users are the SCI processing team.
- HSB users have access to all facilities.
- HSB users grant and manage the Primary user's access.

Primary Users

- Primary user access can only be granted by a HSB user.
  To request Primary user security level access, the user must contact HSB. The request should be from the primary user's line manager and not the person who is requesting to be the primary user. The email request must be sent to QHIPSMail for EVA and provide the facility that the access is required for and their email address.
- A facility can have only one Primary user.
- Primary users can be granted access to more than one facility.
- Primary users grant access for the Deputy and Facility users.
- Primary users are responsible for managing the current active users of EVA Plus.

Deputy Users

- Deputy user access can be granted by the Primary user of the facility.
- A facility can have any number of Deputy users.
- Deputy users can be granted access to more than one facility.
- Deputy users can grant access to users who require the security (access) levels of Deputy and/or Facility user.

Note: The Deputy user security level has the same access privileges as the Primary user security level. The Deputy user security level was created to ensure that a backup role could exist for the Primary user to ensure that in their absence validations processes could continue and that the access at facilities could be managed effectively.

Facility Users

- Facility user access can be granted by the Primary user or Deputy user/s of the facility.
- A facility can have any number of Facility users.

- Facility users can be granted access to more than one facility.

If a HSB user is required to grant access for other access levels due to the Primary user being unavailable, an email request from a line manager must be sent to HSB before the request can be actioned.

Granting Access

Prior to granting access to EVA Plus the first step is to identify if a user has previously been granted access.
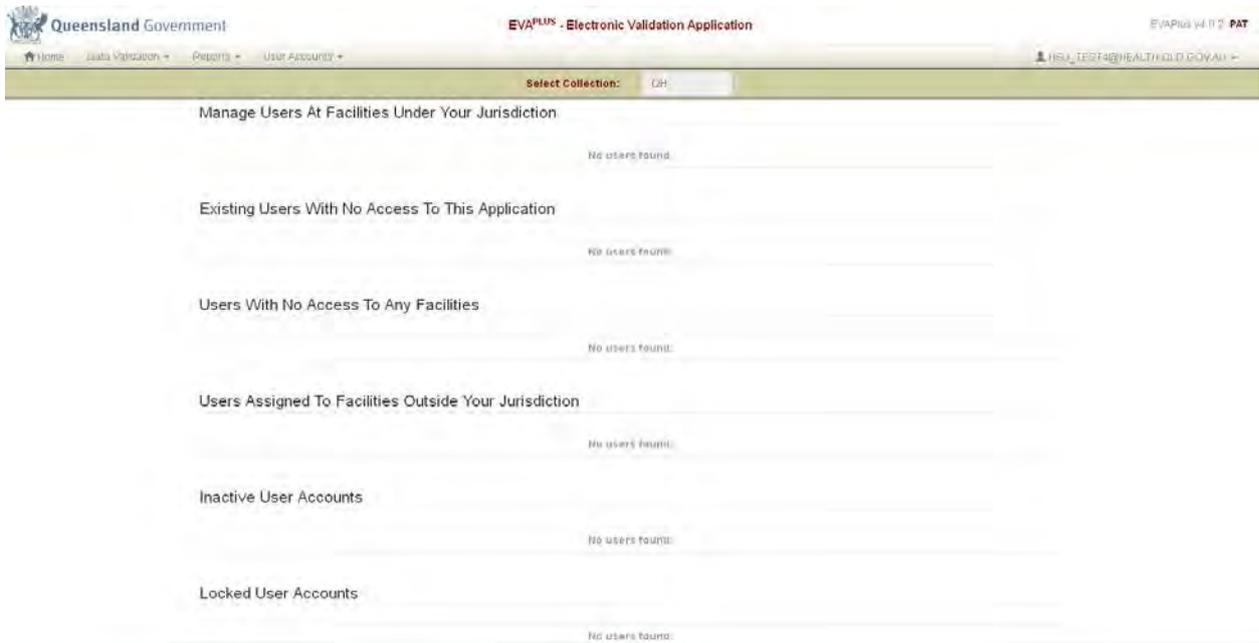
Search for an Existing User Account

1. Log on to EVA Plus.
2. From the Main Menu, select **User Accounts** and **Manage Users and Privileges**.

The following search screen will appear:

3. Enter the **User name** (email address), **First Name** and/or **Surname** of the user in the relevant search fields.
4. Select **All** in the Select Output field
5. Select **Search**
6. If the user does not exist, the message **No users found** is and a new user account can be created. Refer to Create a New User Account.

7. If a user account does exist refer to; Update an Existing User Account.
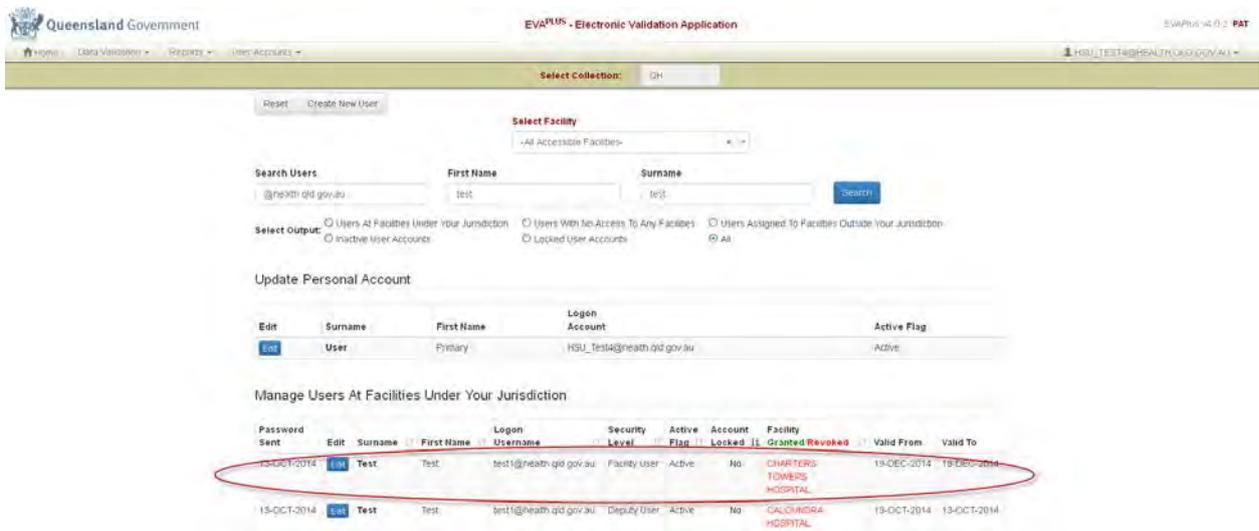
Create a New User Account

Complete a user search to ensure that a user account does not exist. Refer to Search for an Existing User Account. If the user account does not exist, a new user account can be created.

1. From the Main Menu, select **User Accounts** and **Manage Users and Privileges**.

The following search screen will appear:

2.   Select **Create New User**.

The **Create User** table will be displayed.

3.   Enter the **First Name**, **Surname**, **Contact Telephone Number** and the **User name** (user's email address) in the relevant fields of the table.
4.   Select **Create User**.

Note: Ensure the user's email address is entered accurately. A user will be unable to access the system if the email address is incorrect. Once saved, the **User name** cannot be amended.

5.   Two emails will be sent to the user with their user name and system generated password, including the link to EVA Plus.

Refer to Add Facility Access to assign a facility to the user.

Add Facility Access

Once a user has been granted access to EVA Plus, a facility can be assigned so they can view and amend the validation errors for that facility.

1.   Perform a search to locate the user. Refer to Search for an Existing User Account.
2.   Select **Edit**.
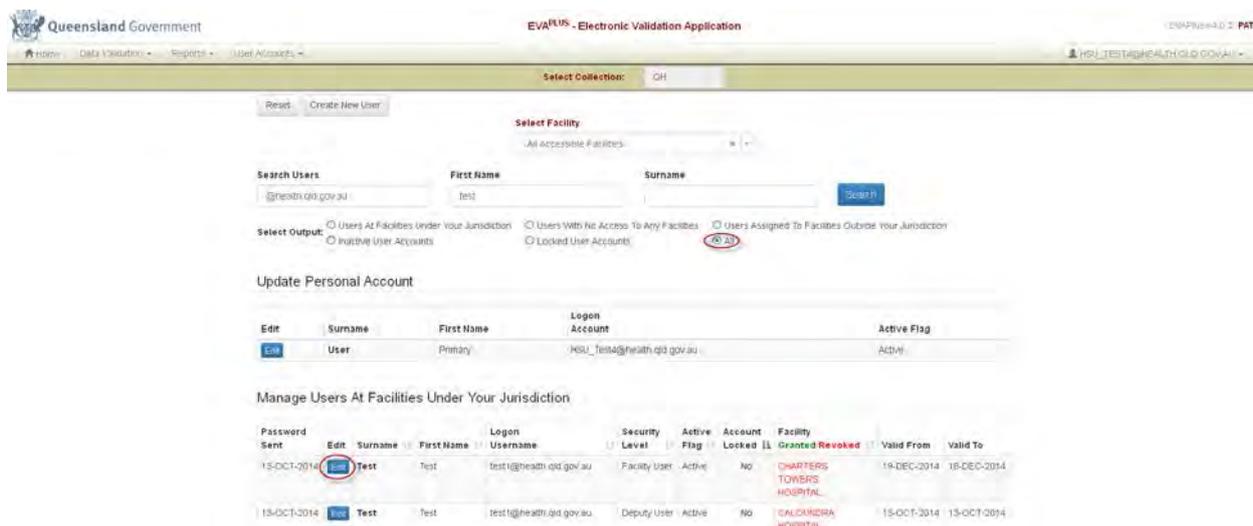
The **Manage Users** screen will be displayed.
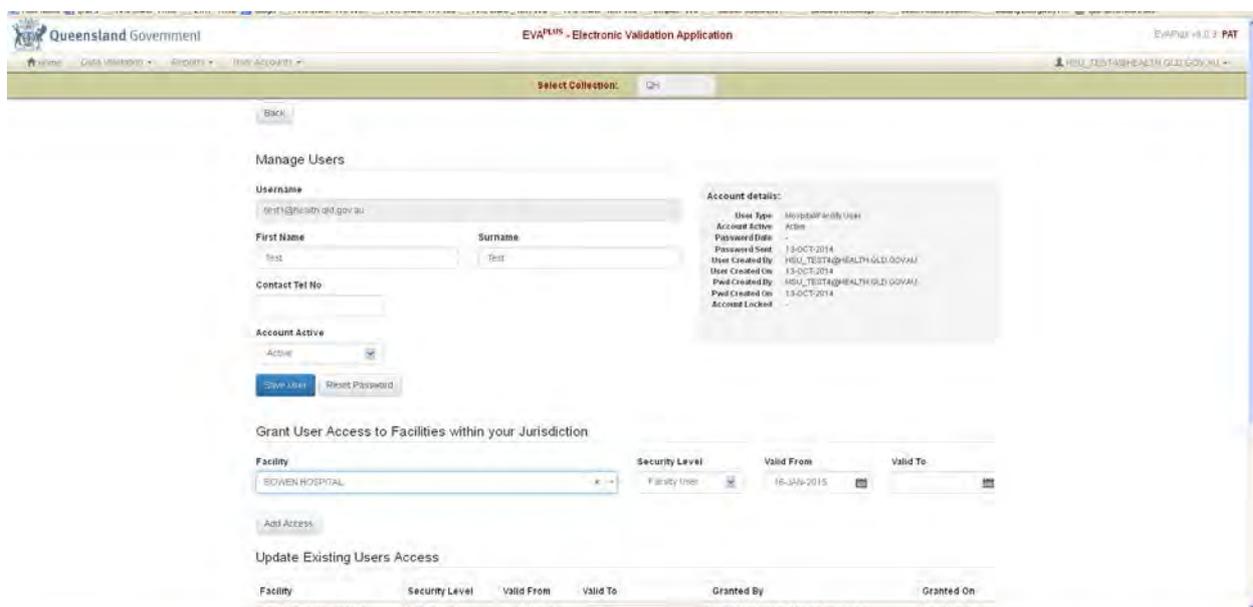
3. From the **Facility** drop down box, select the Facility to be assigned.

Note: Only the facilities the Primary /Deputy user are assigned will be available for selection in the **Facility** drop-down list.

4. Select a **Security Level** from the drop down list.
5. Enter the date that the access is to be effective from in the **Valid From** date field and the date that the access is to be effective to in the **Valid To** date field. If this is unknown this field can be left blank until the user's access is revoked.

Note: Alternatively the calendar functionality can be used to select dates by clicking on the red calendar icon to the right of these fields.

6.   Select **Add Access**.
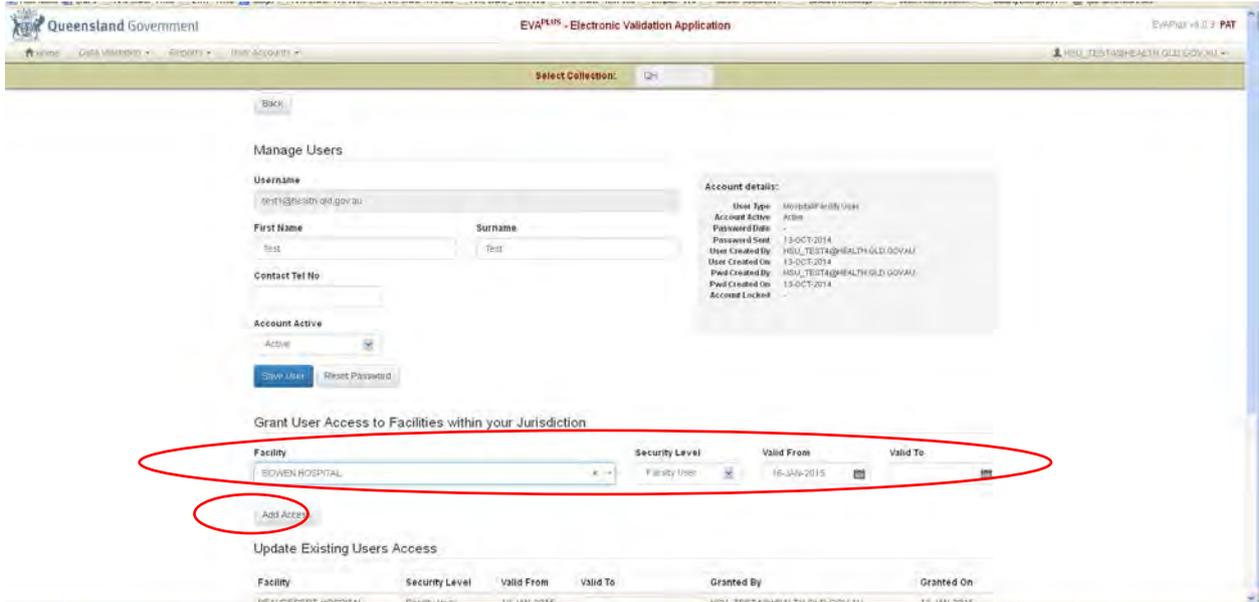
7.   A text box confirming the access you are about to update will be displayed. Select **OK**.
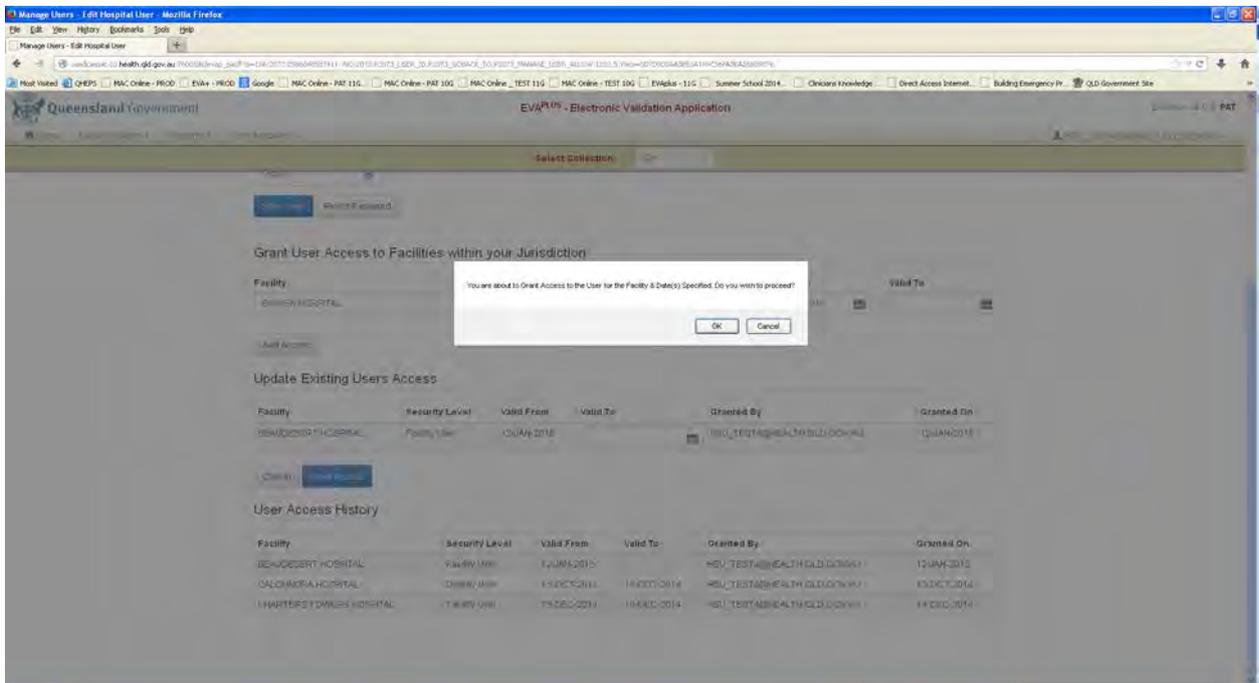
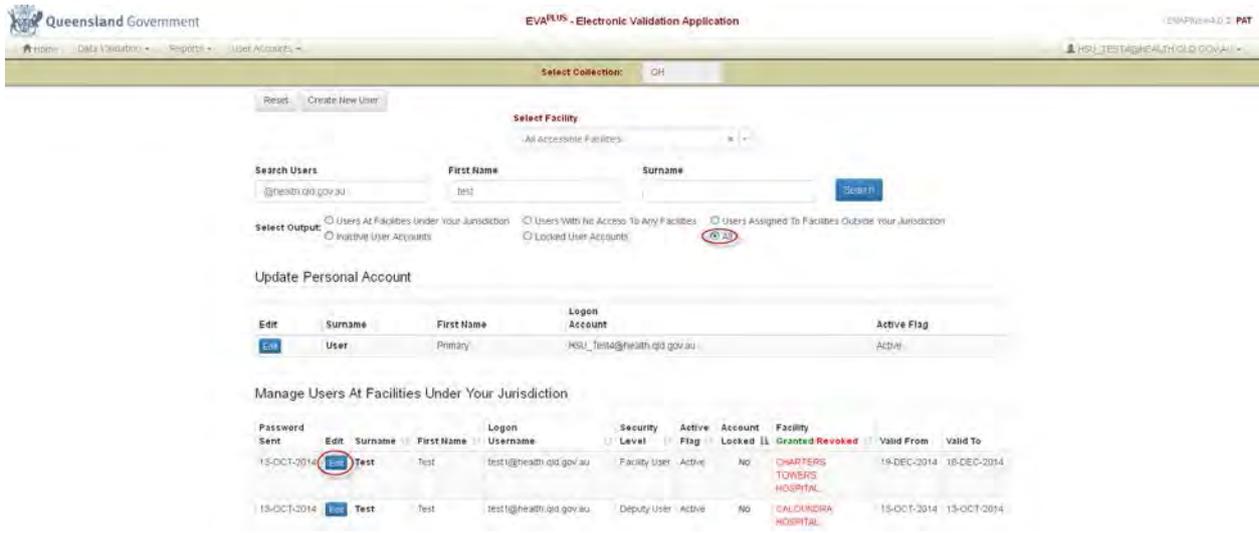The user's access will appear in the **Update Existing Users Access** section.
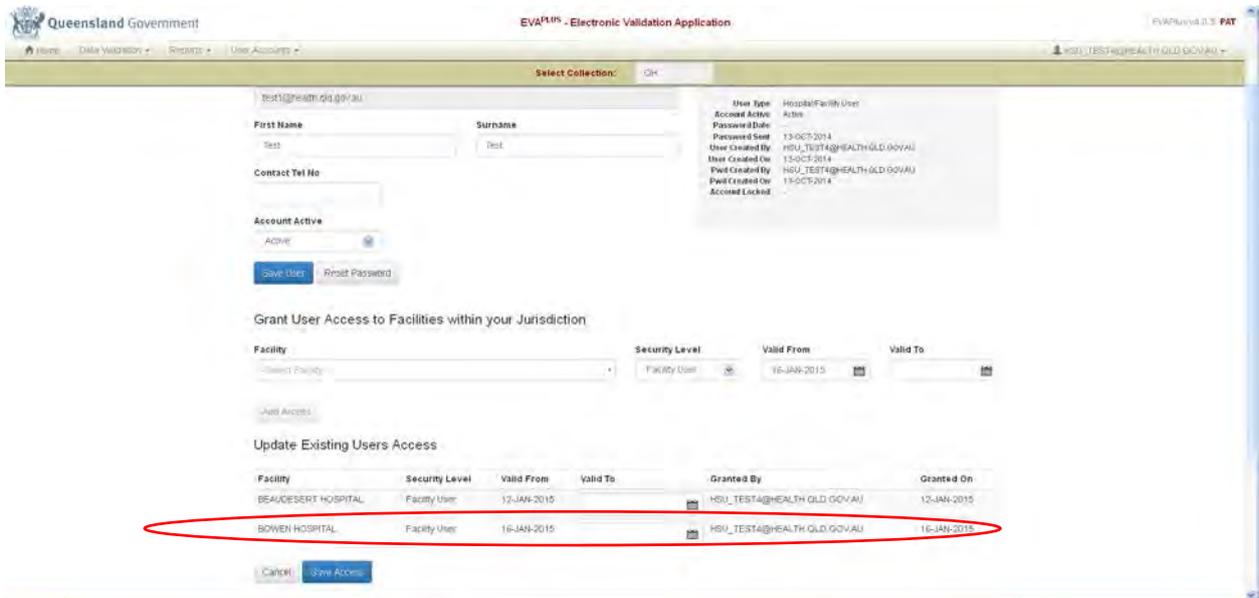
Update an Existing User Account

The Primary user and Deputy user/s assigned to a facility have responsibility for managing the users of their facility. To update access for an existing user account:

1. Complete a user search to verify the user account exists. Refer to Search for an Existing User Account.
2. To edit a user account select **Edit**.
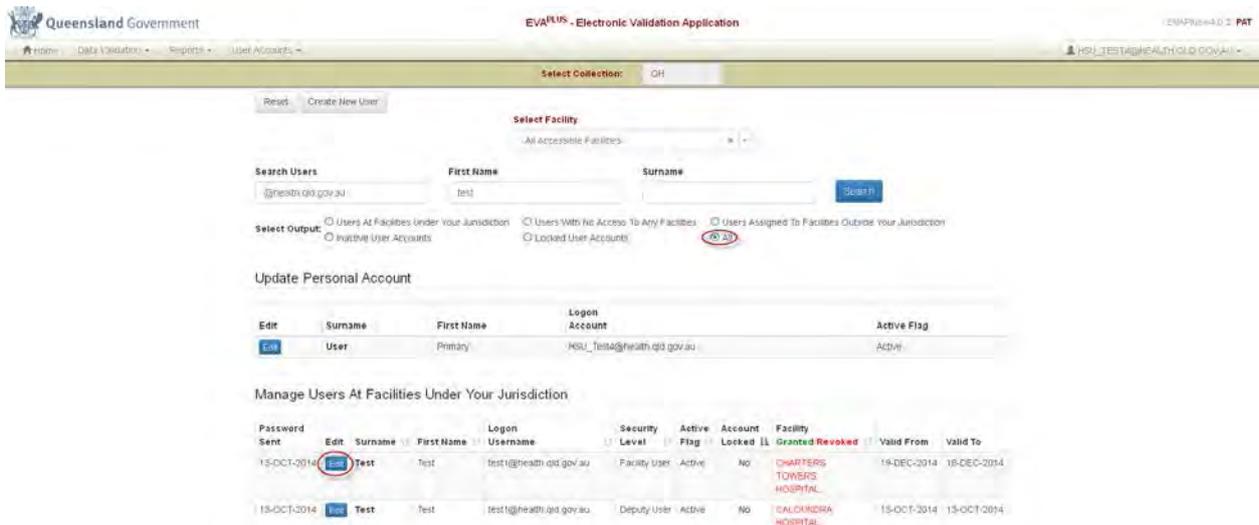
3. The **Manage Users** screen will be displayed.

Make the required changes and select **Save User**.

Remove User Access

The Primary user and Deputy user/s assigned to a facility have responsibility for managing the users of their facility. A Primary user can remove access for Deputy and Facility users. A Deputy user can remove a Facility users access and a HSB user can remove a Primary users access to EVA Plus.

Remove a User's Access to a Facility

A user's access to a facility can be removed by providing an end date to the facility assigned to the user. The user will still be able to log in to EVA Plus however cannot perform tasks associated to that facility.

1. Complete a user search to retrieve the user account. Refer to <u>Search for an Existing User Account</u>.
2. Select **Edit**.

3. The **Manage Users** screen will be displayed.

4. Enter **Valid To** (end date) in the **Update Existing Users Access** table.
5. Select **Save Access**. A message will display to state that the facility access changes have been saved.

6. The **User Access History** table will be updated with the changes.
7. Select **Back**.

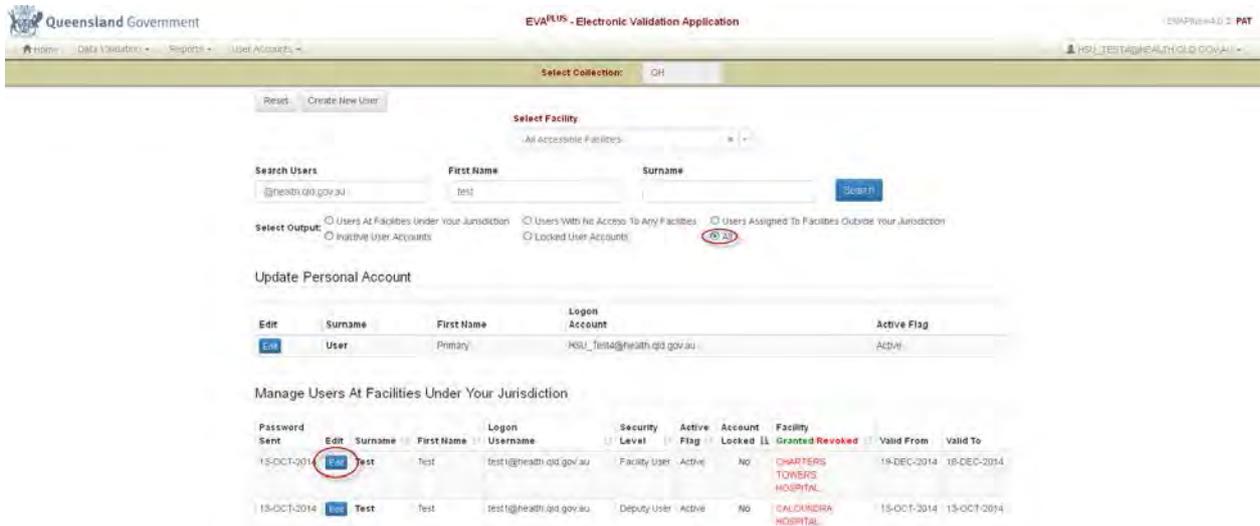The **Manage User Accounts and Access** search screen will appear:

8. The user's access to that facility will be **Revoked** and will appear red in the **Facility Granted/Revoked** column.
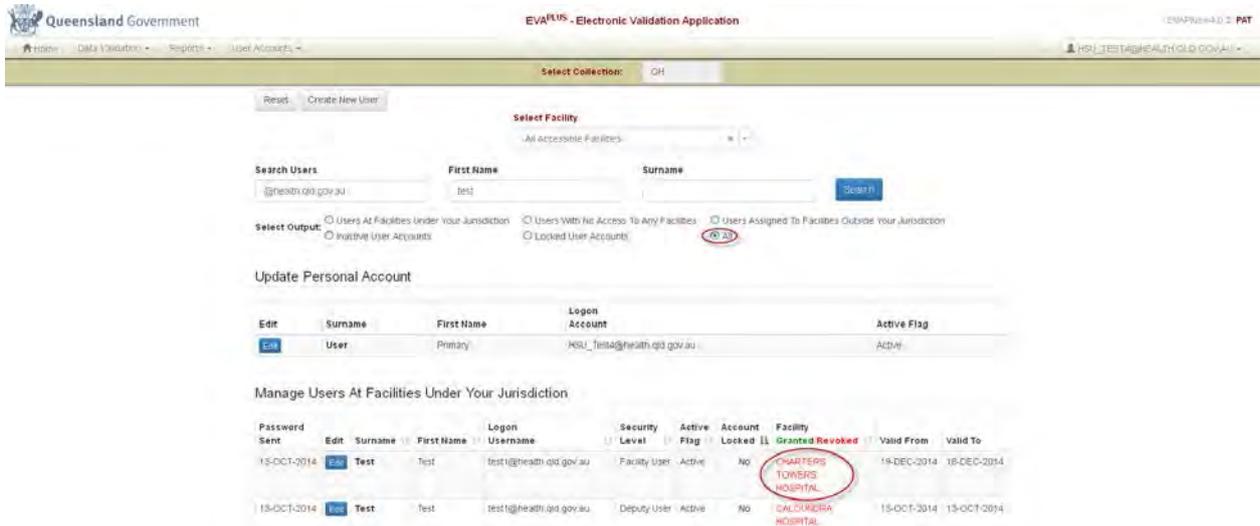
Inactive a User

By making a user's access Inactive the user will no longer be able to log in to EVA Plus.

1. Complete a user search to retrieve the user account. Refer to Search for An Existing User Account.
2. Select **Edit**.

3. From the **Account Active** drop down list select **Inactive**.
4. Select **Save User**.
5. Select **Back**.

The **Manage User Accounts and Access** search screen will appear:

6. The user's access to EVA Plus will now be displayed as **In-Active** in the **Active Flag** column.

Confirm Users

Primary users are required to confirm users on a quarterly basis (March, June, September and December). When a review of users is due, the Primary User will receive an email from qhipsmail@health.qld.gov.au. The option to confirm users is only available in EVA Plus during the period review timeframe. If a Primary user receives an email to confirm users and the option is not available in EVA Plus, please contact HSB.

1. From the Main Menu, select **User Accounts** and **Confirm Facility Users**.

2. From the **Facility** drop down list, select the Facility.

3. A list of current EVA Plus users with access to the selected facility will be displayed.
4. Review the list of users to ensure access is current.
5. To update a user select **Edit** and the **Manage Users** screen will be displayed. Refer to Update an Existing User or <u>Remove User Access</u> for making changes.
6. If a user needs to be added to the Facility, select **Manager Users**. The **User Maintenance** screen will display.
7. Select **Create New User**. Refer to Create a New User Account for the steps on adding a new user.
8. If all users listed are current, select **Confirm User List**.

4. Data Validation

The home page will display; **You are currently working in the QH Collection** to identify which collection is being viewed. You can return to this screen at any time by selecting the **Home** tab.

The **Dashboard** provides a summary count of the validations for each Facility broken down by month.

Validation Errors

Validation errors in EVA Plus are classified as either Fatal or Warning. Both types of errors must be actioned in EVA Plus. Actioning informs HSB of the outcome of the investigation undertaken by the facility for that validation error and does not amend or change any data within the source system i.e. HBCIS. Records which require amendments must be updated in the source system and this will trigger the source system to send an amendment record to QHAPDC in the next data extraction. If no amendment is made to the record in the source system (and no mapping by HSB is required) the error will re-present in EVA Plus.

For a full list and explanations of error messages please refer to Appendix L in the latest copy of the QHAPDC manual. The QHAPDC Manual can be accessed from the HSB web site: http://qheps.health.qld.gov.au/hsu/datacollections.htm

Fatal validation errors have three actions:
- FTL – Fatal error – Record to be updated by facility.
- FTL – Fatal error – Record confirmed as correct – please map error.
- FTL – Fatal error – Facility to contact HSB.

Warning validation errors have three actions:
- WRN – Record updated by facility.
- WRN – Record confirmed as correct.
- WRN – Warning Error – Facility to contact HSB

Opening Validation Errors

There are two ways to view validation errors for a facility. ALL validation errors for a facility can be viewed or only the validation errors for a particular month.

1. To view all the validation errors, select the hyperlink of the facility to be viewed. All the validation errors for this facility will be displayed.

2. To view only the validation errors for a particular month, select the red circle under the month, against the Facility. The number within the red circle is the total number of validation errors for that month. All the validation errors for the selected month will be displayed.

The **QH Patient Data** screen will be displayed and the validation errors listed are defaulted to those for the **Facility to Action**. The **Status** column also identifies the error as **Not Actioned.**
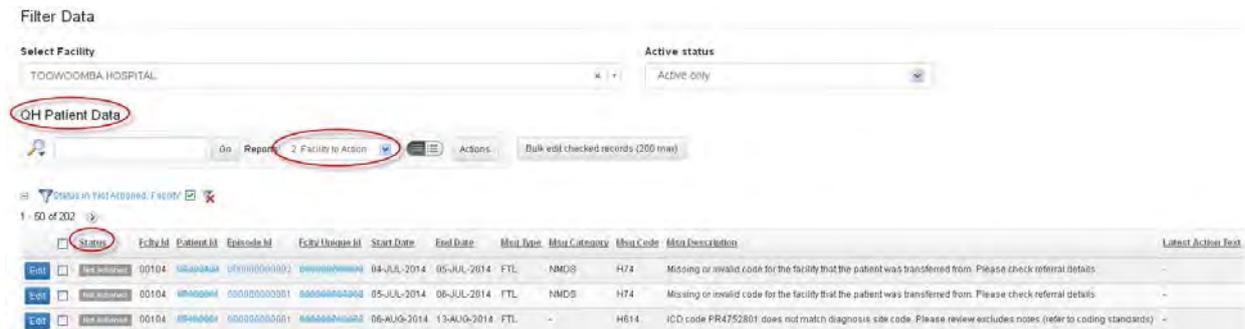
Viewing Validation Errors

The **QH Patient Data** screen is interactive which allows various ways of viewing the validation errors. They can be viewed by Facility, Active Status, by a field value and/or by validation status (Not Actioned, Actioned or HSB to Action).

To move between pages select the **>** icon.

Viewing the Validation Error Messages – There are two ways to view the validation error messages, either at summary level or in detail. The summary level is the default option. To move between the two views, select the **View** icon. Below are the two different options.

Summary Level

Detailed Level

Filter Data

By Facility – From the **Select Facility** drop down list, choose a Facility or select All Facilities.

Note – If access is only granted for one facility the drop down box will not appear.

By Active Status – This refers to whether validation errors still require action, or no further action is required. From the **Active Status** drop down list, select **Active Only** to view validation errors that still require action, or **Inactive** for validation errors that have been completed. To view both Active and Inactive, select **All**.

QH Patient Data Filter Options

Field Value – A particular value within the **QH Patient Data** table can be selected to filter the validation errors. For example, to filter on **Msg Code** to only show validation errors with a particular code, select the magnifying glass and select **Msg Code**. Enter the validation error code and select **Go.** All validation errors with that Msg Code will be displayed.


The field value can also be filtered by using the column hyperlink. Select **Msg Code**, enter the validation error Msg Code (eg, H120) and select the Msg Code entered. All validation errors with that Msg Code will be displayed.
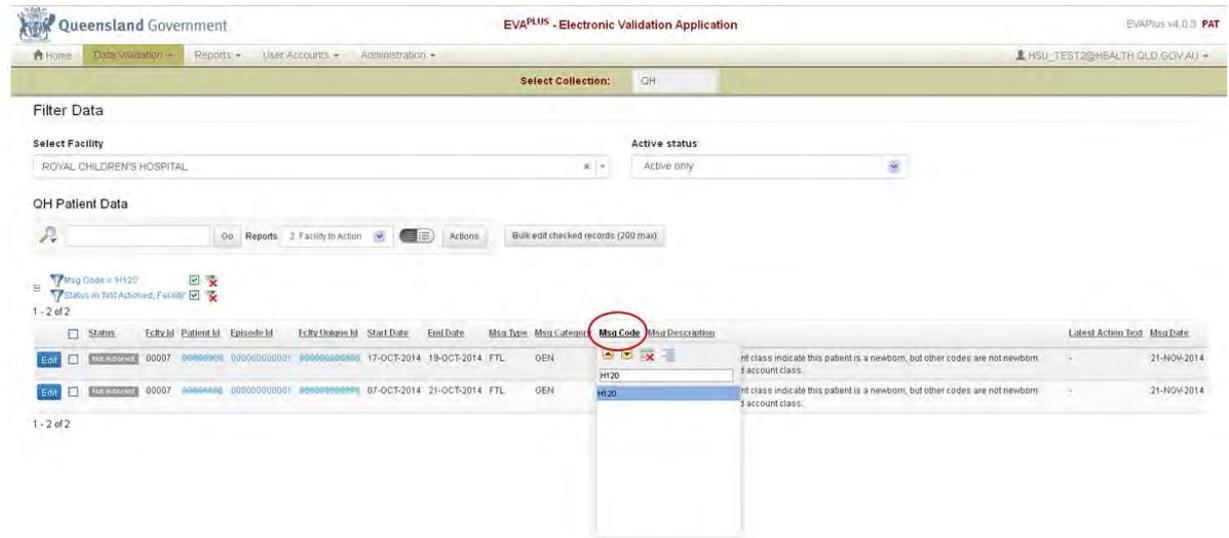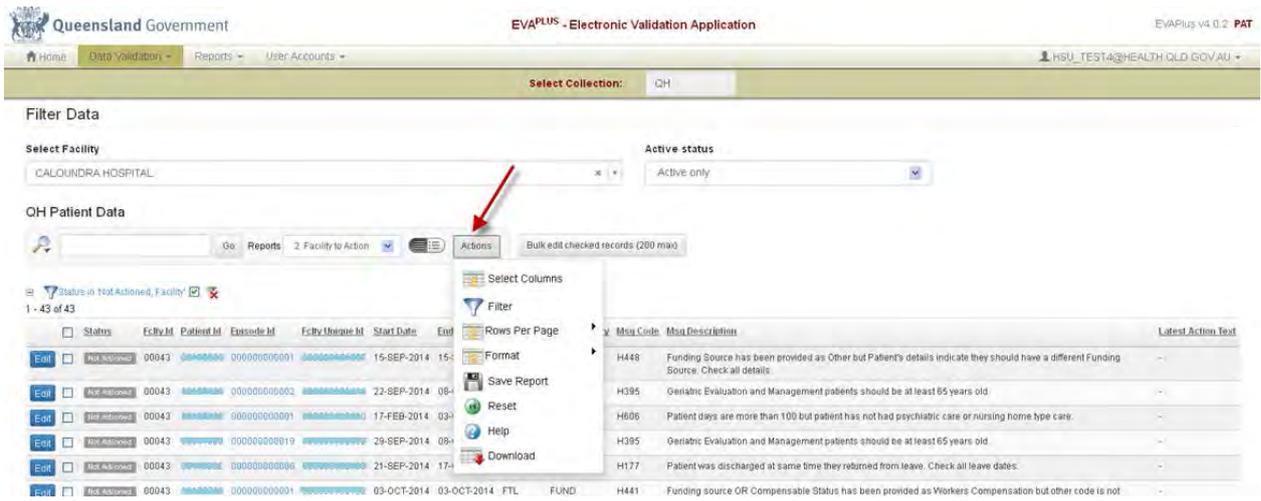

Reports

There are three different report options available. **Primary Report**, **Facility to Action** and **HSB to Action**. Facility to Action is the default and will only list the validation errors that require action. The Primary Report will list all validation errors that still require action as well as those validation errors where no further action is required.
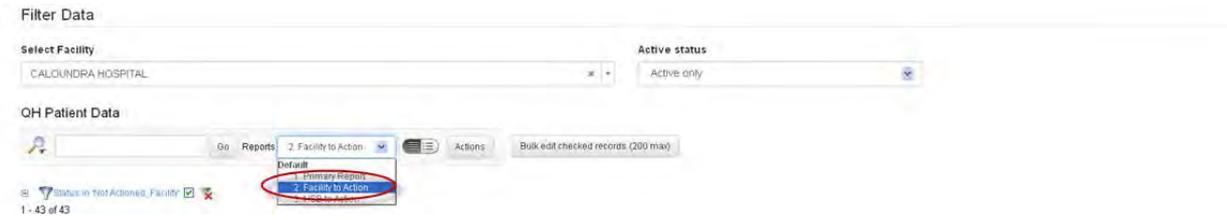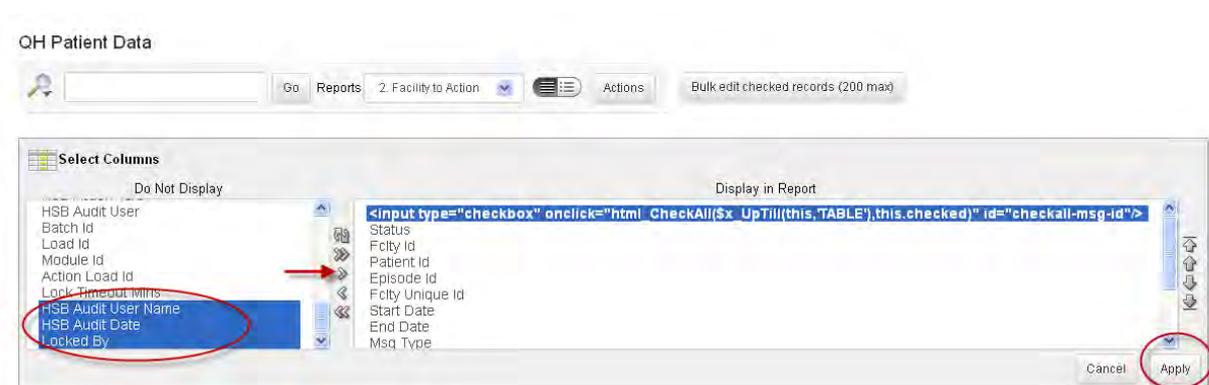
Actions

The **Actions** icon allows various options for displaying the list of validation errors. This includes; adding or removing columns from the table, adding or removing the number of rows to be viewed and saving the desired view as the default.
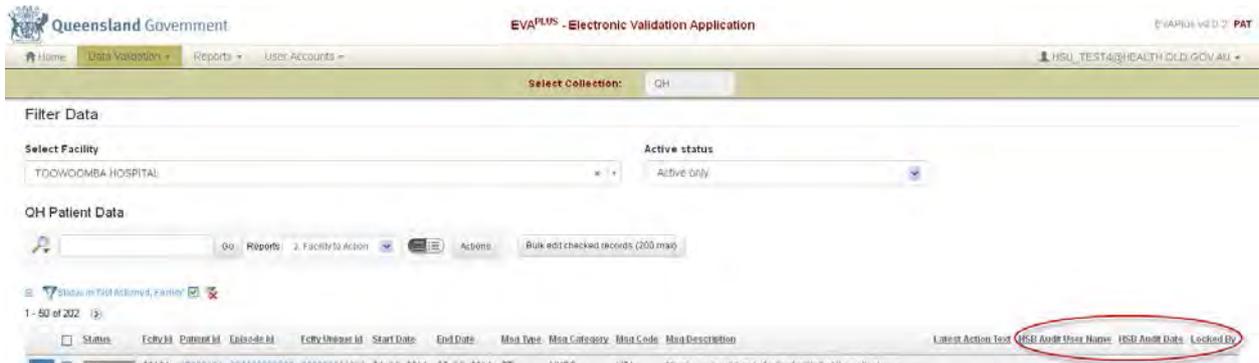

Adding or removing columns – select **Actions** then **Select Columns**

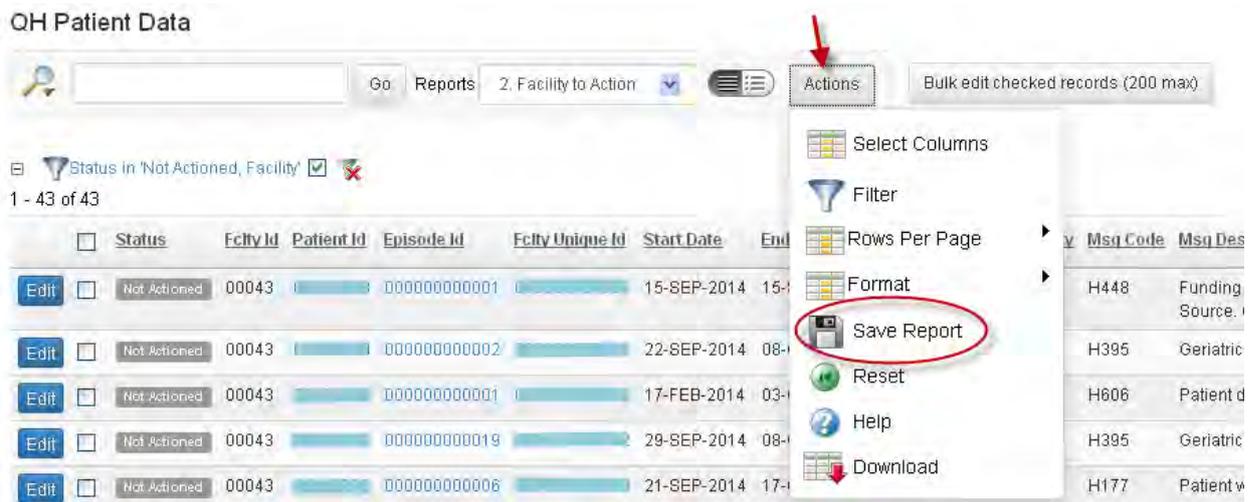1. Select the fields to be added from the Do Not Display field
2. Select the Arrow to move the fields into the Display in Report field
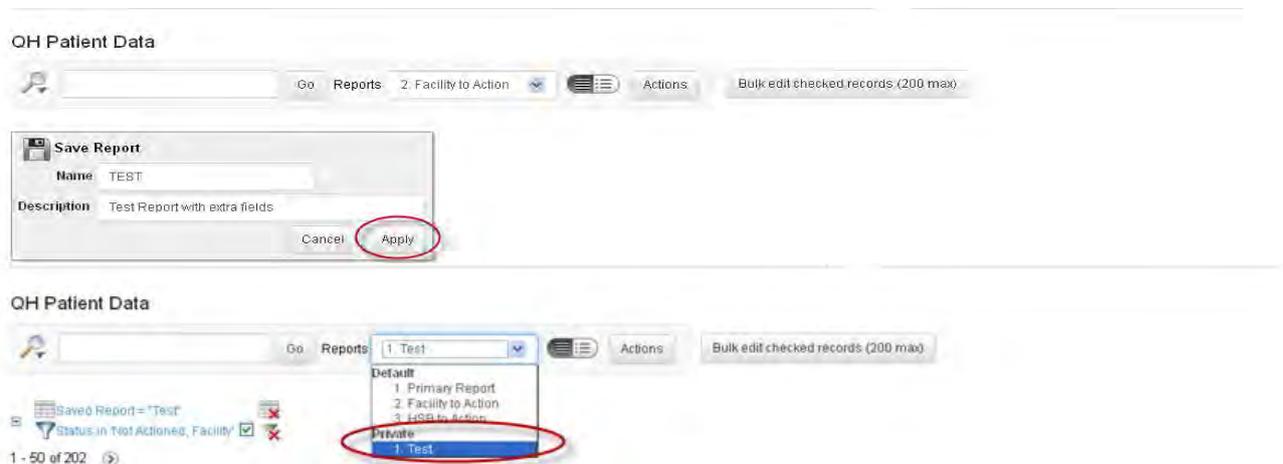3. Select Apply

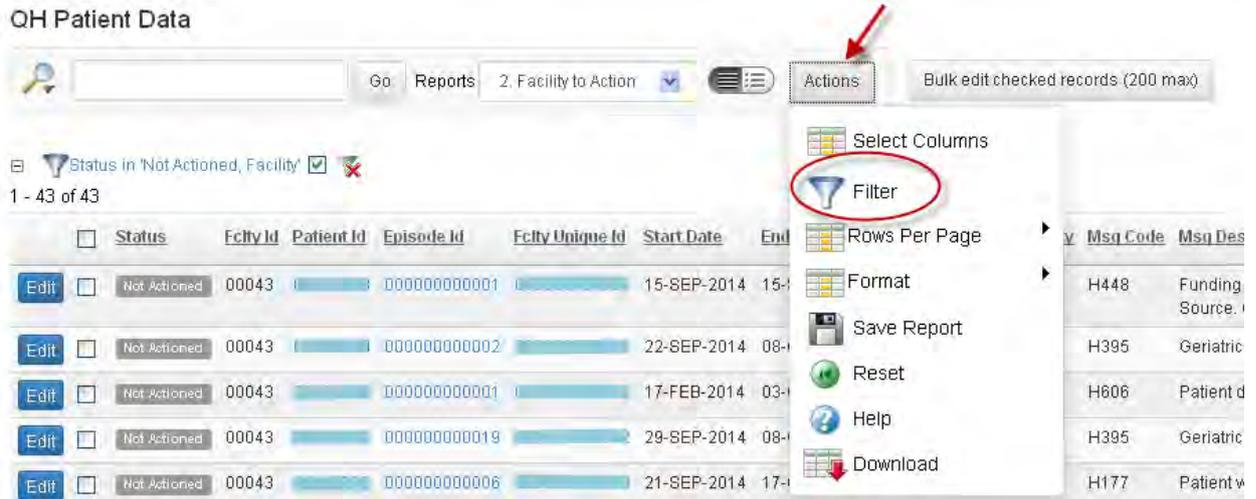These fields will now be added to the table.

To make this the default table that is displayed, select **Actions** then **Save Report.**

A text box will appear to name the report, select **Apply.** The report is now available in the **Reports** drop down list.

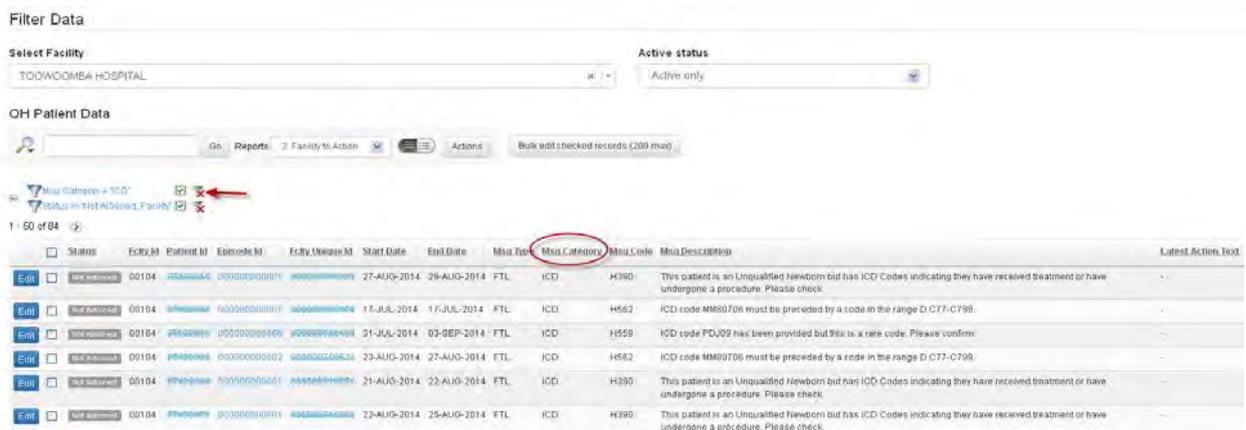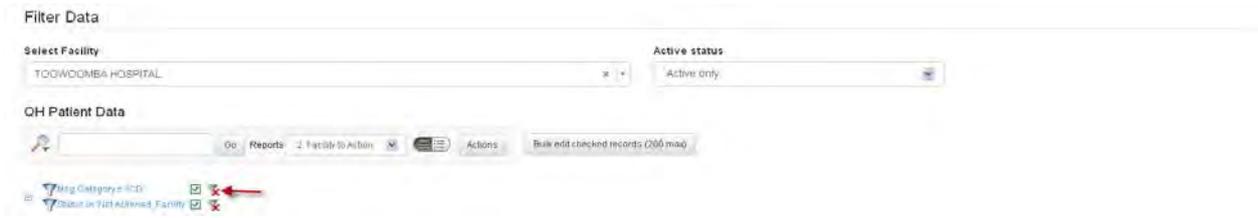*Filters* – Select **Actions** then **Filter**

1. Select **Filter Type**; Column or Row**.**
2. Select a field from the drop down list under **Column/Row, Operator and Expression.**
3. Select **Apply.**

For the above example, the table will display all validation errors with an ICD in the **Msg Category** column.

Removing Filters – To remove any filters select the red cross next to the field to be removed.

Rows Per Page – Select **Actions**, then **Rows Per Page** to change the number of rows viewed on one page. The default is set at 50 rows per page.
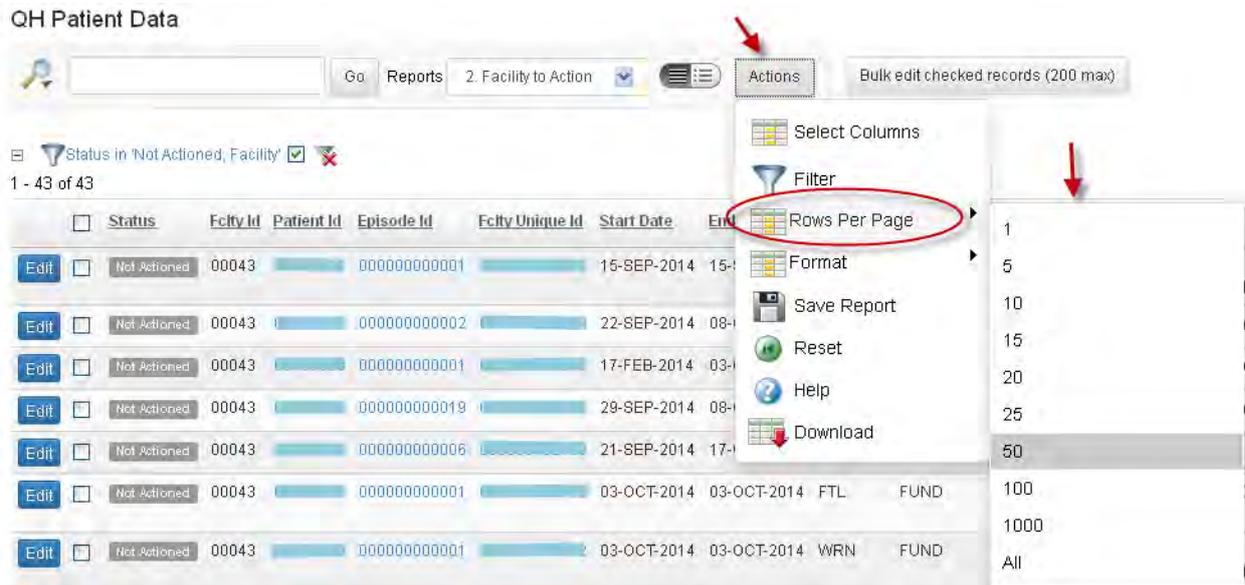
Format – The **Format** function enables different options of formatting the display of the validations error.

Sort – Select **Actions, Format,** then **Sort.** The validation errors can be sorted by a specified column either in ascending or desecnding order and can select the Null Values to appear either at the start or end of the list.
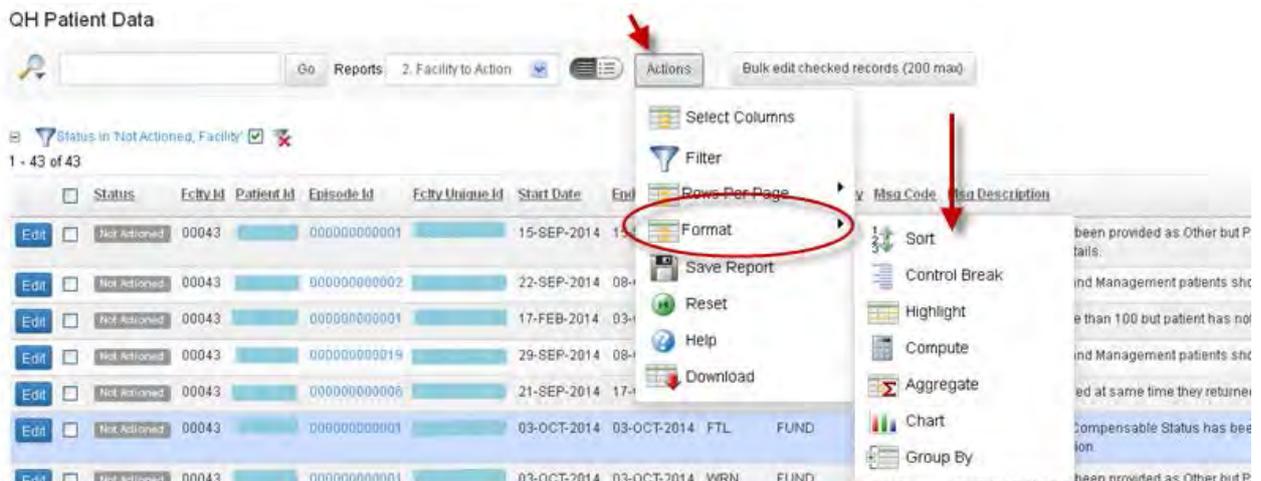
Control Break – Used to create a break group on one or several columns. This pulls the comlumns out of the interative report and displays them as a master record.

Highlight – Enable a filter to be defined. The rows that the meet the filter criteria display as highlighted using the characteristics assoicated with the filer.

Compute – Enables addition of computed columns to the report.

Aggregrate – Mathematical computations performed againts a column. Aggregates display after each control break and at the end of the report withn the column they are defined.

Chart – Used to create a chart of the validation errors. The chart options include;
- Chart Type identifies the chart type to include. Select from horizontal bar, vertical bar, pie, or line.
- Label enables you to select the column to be used as the label.
- Axis Title for Label is the title that displays on the axis associated with the column selected for Label. This is not available for pie chart.
- Value enables you to select the column to be used as the value. If your function is a COUNT, a Value does not need to be selected.
- Axis Title for Value is the title that displays on the axis associated with the column selected for Value. This is not available for pie chart.
- Function is an optional function to be performed on the column selected for Value.
- Sort allows you to sort your result set.

Reset – The **Reset** function will return the QH Patient Data view to the original default view
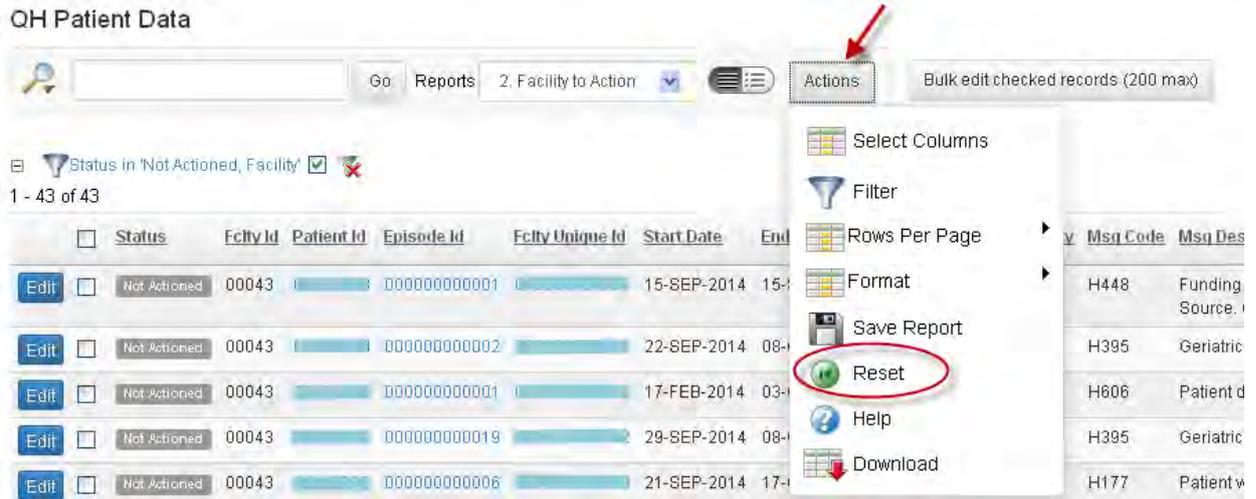
Help – Refer to Help for more information on interative reports.
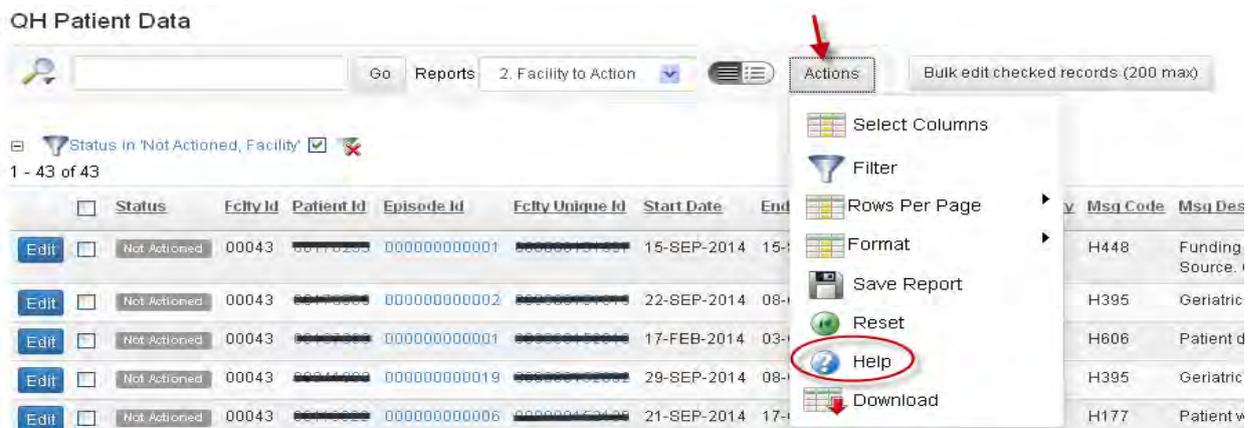
Exporting Validation Errors

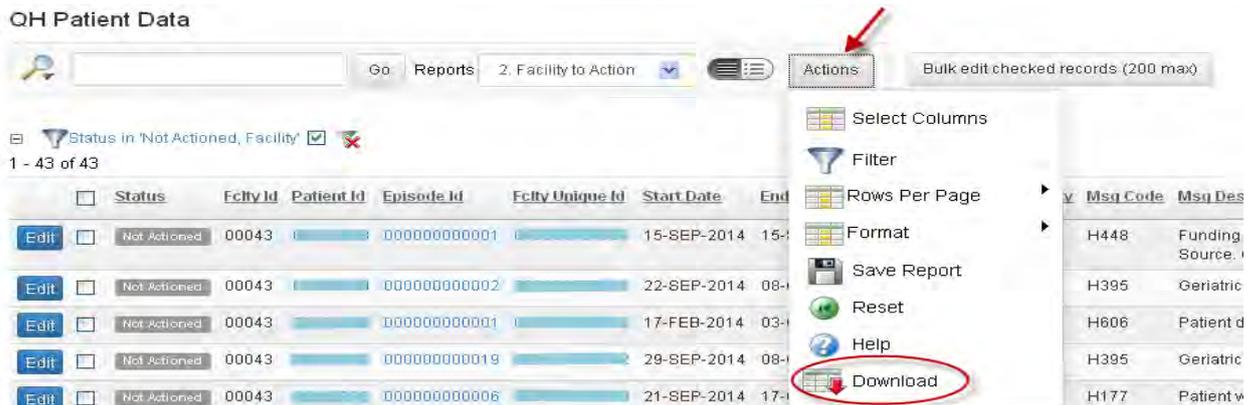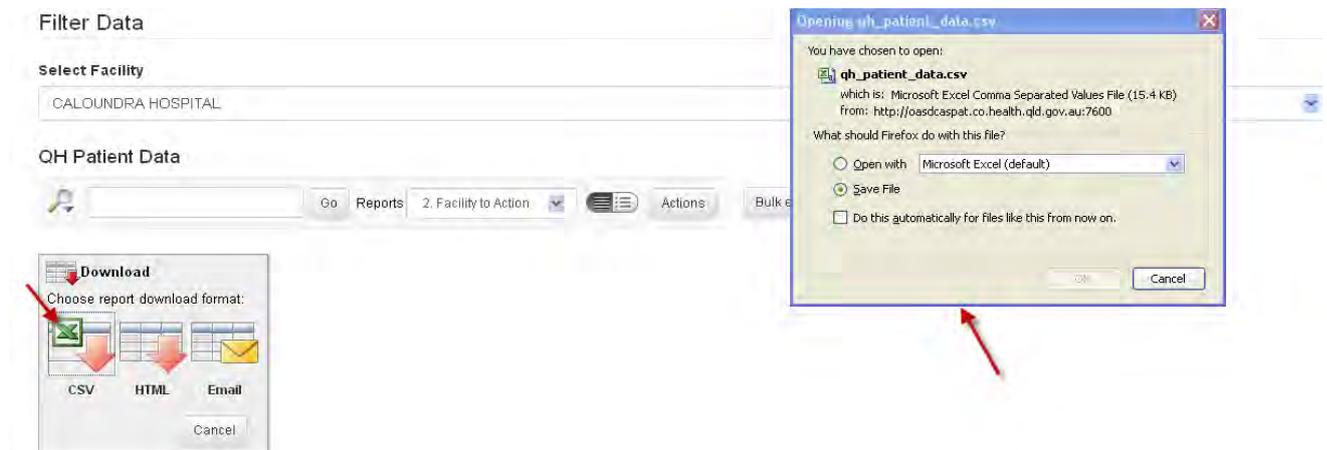EVA Plus enables the validation errors to be exported into Excel as a CSV file or exported as an email.

1. Select **Actions**
2. Select **Download**

3. Select the format, CSV or Email.

Hospital Action of Validation Errors

Action will need to be taken against all validation errors that have a status of; **Not Actioned** and **Facility.** There are three responses available for facilities;

- Record updated by Facility
- Record confirmed as correct – please map error
- Facility to contact HSB

1. Navigate to the **QH Patient Data** screen
2. Select   Edit   at the beginning of the validation to be actioned to display the additional information that relates to this validation.
3. The **Edit Record(s)** screen is displayed.
4. In the **Hospital Action** field select a relevant action.
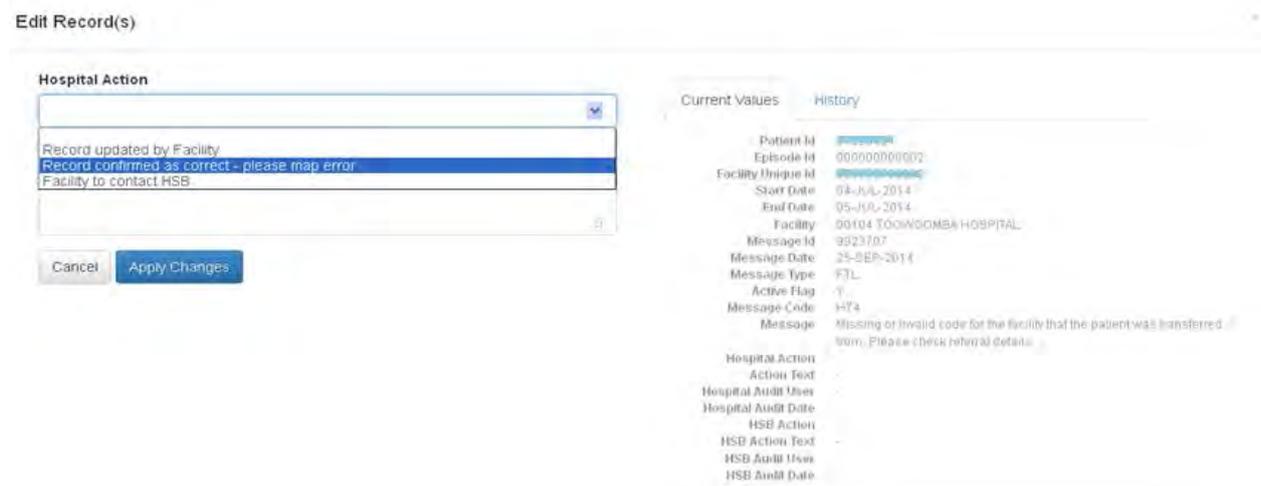
5. **Action Text** will need to be entered if Record confirmed as correct or Facility to contact HSB is selected.
6. Select **Apply Changes.**

When a validation error has been actioned it will be removed from the current working screen. If, Record confirmed as correct – please map error or Facility to contact HSB is selected, the status will update to [HSB] . If, Record updated by facility is selected, the status will update to [Actioned] .

Once a validation message has a status of **Actioned** no further changes can be made. It can be viewed by selecting **1.Primary Report** from the **Reports** filter.
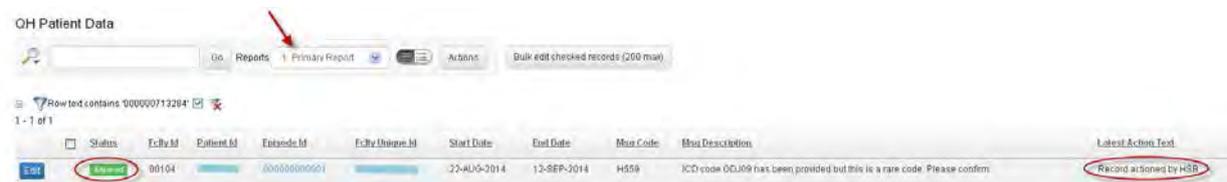
Note – When searching for records ensure you have your reports set for the correct Action that you're looking for. The primary report will show all Actions.

HSB Responses

There are three options for a HSB user to respond with when a facility has actioned a validation error;
- Refer back to facility
- Mapped by HSB
- Actioned by HSB

The option **Refer back to facility** is available for HSB users when further information is required from the facility. This option is available to HSB users when a facilities response is;
- Record confirmed as correct – please map
- Facility to contact HSB

If **Refer back to facility** is selected by a HSB user, the status will be updated to [Facility] . The reason why the validation error has been referred back can be seen by selecting **Edit** next to the validation error to view the **Edit Record(s)** screen. The response by HSB is located in the **HSB Action Text.**
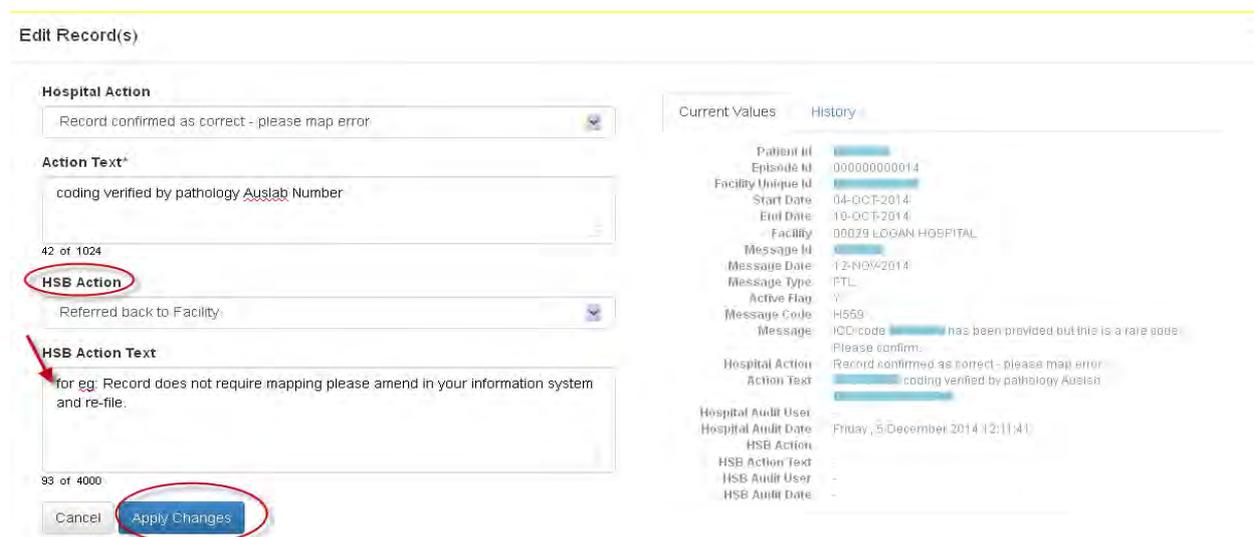
View History

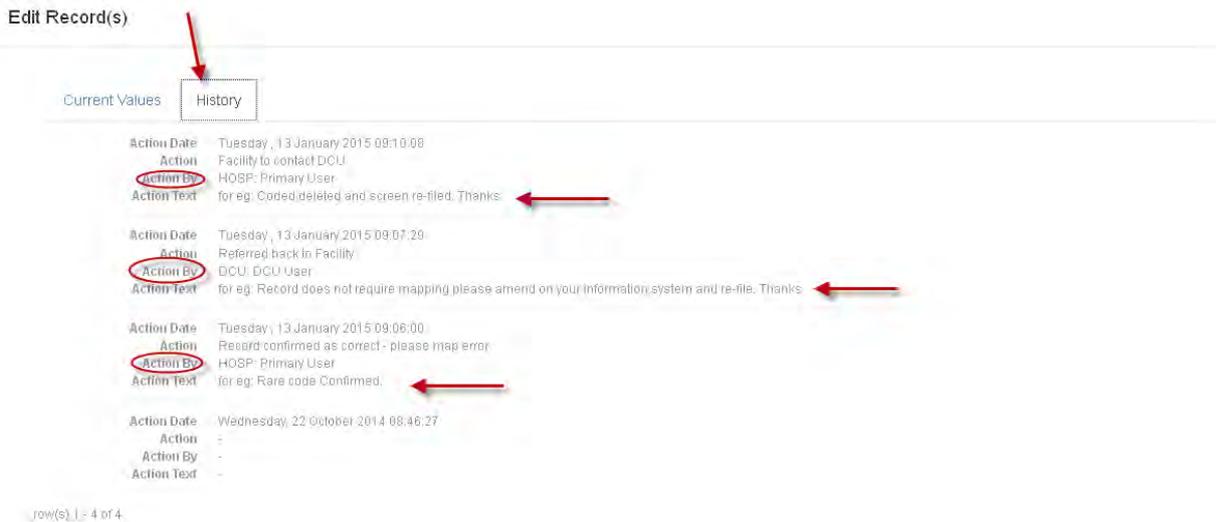All correspondence between a facility and HSB is recorded. To view the history, navigate to the **Edit Record(s)** screen and select the **History** tab.

Bulk Edit

Bulk edit enables a bulk selection of validation errors to be actioned. For example, if the same action is required for all validation errors with a message code of H74.

1. Filter the validations according to the message code that require the same action. See QH Patient Data Filter Options for guidance on filtering.
2. Once all the validations errors required are displayed, select the check box so all records are selected.
3. Select **Bulk Edit Checked Records.** The **Edit Records(s)** screen will be displayed.
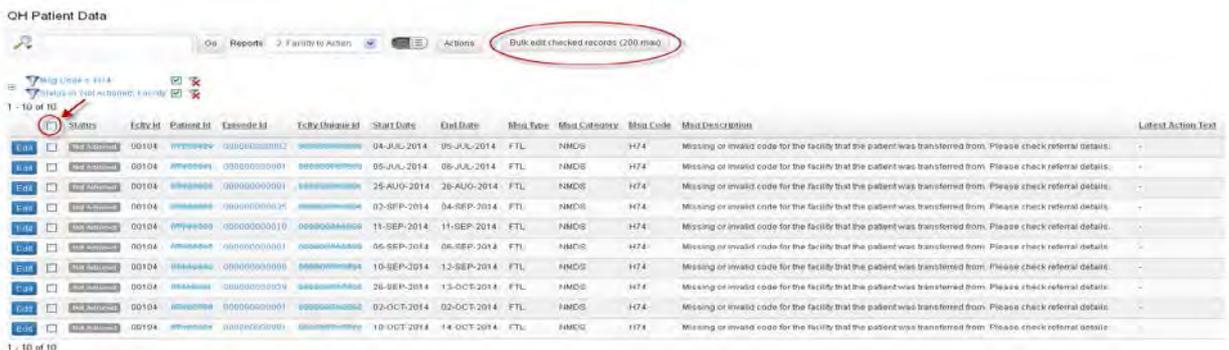
4. Complete all the fields required and select **Apply Changes.**

Edit Record(s)

Hospital Action

Record updated by Facility

Action Text*

for eg: I have been into HBCIS and amended all the missing facility codes for these 10records.

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Cancel   Apply Changes

Current Values

Patient Id	*** multiple values ***
Episode Id	*** multiple values ***
Facility Unique Id	*** multiple values ***
Start Date	*** multiple values ***
End Date	*** multiple values ***
Facility	B0104 TOOWOOMBA HOSPITAL
Message Date	*** multiple values ***
Message Type	FTL
Message Code	H74
Message	Missing or invalid code for the facility that the patient was transferred from. Please check referral details.
Hospital Action	
Action Text	
Hospital Audit User	-
Hospital Audit Date	-
HSB Action	
HSB Action Text	
HSB Audit User	-
HSB Audit Date	

5. Reporting

User Reports

The **User Report** screen displays a summary count, facility details and a list of active users for a facility.

1. Select **Reports** from the menu.
2. Select **User Report**.
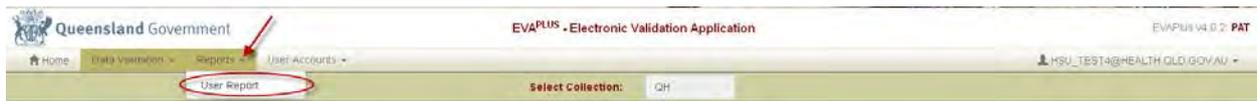
The following information will be displayed:

*   **User Type Account – Active Users Only** – Provides a summary count of EVA Plus active users set up with either HSB User or Hospital User access.
*   **Active Hospital Users by Facility** – Provides the number of users that are active for that facility.

To display the **Users for this Facility**;
1. From the **Active Hospital Users by Facility** table select the required facility. This will default to displaying the **Account Type** of Active Accounts. To view Inactive/Expired Accounts or All users, change the **Account Type** from the radio buttons above the table.

To view or edit the users details;

1. Select **Edit** against the user to view or update. The **Manage Users** screen will be displayed. Refer to Updating an Existing User.

To email a user directly from the **Active Hospital Users by Facility** table, select the **Email Address** hyperlink and a new email will open from the default email account.

Primary Users Report

Facility Management

This functionality allows a user to view or look up a facility ID or an address of a facility.

You can also use the magnifying icon [🔍] or the [Actions] tab to assist with queries.

The magnify icon allows the user to select All columns, or Collection, Facility, Email Address, First Name, Surname.

The **Actions** icon allows various options for displaying the list of primary users. This includes; adding or removing columns from the table, adding or removing the number of rows to be viewed and saving the desired view as the default