PressGaney

Clinical Trial

InfoTurn Technical Transmission Instructions

A GUIDE FOR SENDING PATIENT DATA TO PRESS GANEY

a PG Forsta company

Contents

Introduction

Your organization has partnered with Press Ganey to survey your clinical trial patients in an effort to evaluate and improve patient care. A major part of the survey process is your ability to upload patient data to Press Ganey so those surveys may be administered. This document explains the steps needed to create and send your data to Press Ganey. It describes how to create and transmit the patient information we will use to prepare and distribute your surveys.

Who should be reading this guide?

It is intended for the staff members at your facility who will be involved in the data transmission process. Often, these are members of your Information Technology team. The Press Ganey "primary contact" at your organization—working closely with your Press Ganey Application Specialist—will also play a key role by helping to determine the appropriate data to upload. Members of Press Ganey's Electronic Data Interchange (EDI) team are dedicated to assist you and provide ongoing support for file transmission and import. You will need to work closely with both your internal contacts and your Application Specialist to ensure all required data is included in your data uploads.

Key Players at Your Facility	Role
IT Contact	• Test file creation/data extraction • Data file transmission and monitoring
Primary Contact	• Test file creation – Coordinates internal needs to instruct IT contact on what data points should be included in the files

Key Players at Press Ganey	Role
Application Specialist	• Assists Primary Contact in determining what data to include
EDI (Electronic Data Interchange) Specialist	• Assists IT Contact with data transmission

> **In order for Press Ganey to be able to interpret your patient data files, a test file must be sent prior to sending any live patient data.**

> **If you plan on making any changes to your live data files, a new test file will also be needed.**

Test Files

A test file will inform us of how your data will be organized in your regular patient uploads. This layout will help us identify each piece of patient data in your files so surveys may be administered, and patient demographic information can be identified.

The setup process may take some time depending on the complexity of your account and any revisions that may be needed to your test file. Because of this, it is extremely important that test files are created and uploaded to Press Ganey as soon as possible to avoid any potential delays.

New Setup Test File Checklist:

- ☐ **Decide what patient data should be included in the files**
- ☐ **Determine the frequency of data uploads**
- ☐ **Determine who will monitor upload confirmations**
- ☐ **Determine who will transmit test file and send your Application Specialist their name and email address. Login credentials will be sent from MFT system upon creation.**
- ☐ **Determine first visit/discharge date that should be included in the first upload**
- ☐ **Create a test file**
- ☐ **Upload your test file and file layout to your MFT account test folder**
- ☐ **Receive feedback from Press Ganey regarding your test file. Send revisions as needed.**
- ☐ **Receive approval of test file**
- ☐ **Upload first live file to your MFT account Inbox folder**
- ☐ **Review upload confirmation emails on an ongoing basis to ensure successful uploads**

File Revision Checklist:

- ☐ **Notify your Application Specialist of any planned CTMS upgrades or conversions.**
- ☐ **Determine first visit/discharge date that should be included in the first upload**
- ☐ **Decide what changes are needed to your data files**
- ☐ **Create a test file**
- ☐ **Email your file name and layout to your Application Specialist**
- ☐ **Upload your test file and file layout to your MFT account test folder**
- ☐ **Receive feedback from Press Ganey regarding your test file. Send revisions as needed.**
- ☐ **Send all necessary uploads and update files in old layout prior to switch**
- ☐ **Receive approval of test file**
- ☐ **Upload first live file to your MFT account Inbox folder**
- ☐ **Review upload confirmation emails on an ongoing basis to ensure successful uploads**

Data File Formats

Press Ganey can accept standard ASCII text files in either fixed or comma-delimited format. Null characters are not permitted. The maximum record length is 1000 characters, and each record should be terminated by a carriage return line feed (CRLF), which is equivalent to pressing the ENTER key. Each field must be no longer than 50 characters, with the exception of email address which is 60. Each line is considered one record and should not span across multiple lines. Note: Microsoft Excel XLS, Microsoft Word, and Microsoft Access documents are not permitted.

Multiple services (e.g., inpatient and outpatient testing) may be included in the same uploaded file if the approved layout for each service follows an identical format. In this situation, you may upload a field as empty if it does not apply to a particular service. For example, if inpatient records and outpatient testing records were included in the same uploaded file, the room number field would be populated in the inpatient records, but it could be left blank in the outpatient records.

Pulling Data from Your System

Because we are unfamiliar with your internal information systems, Press Ganey cannot offer advice on the specifics of how to extract your patient data. For assistance, you may contact your CTMS vendor, check online forums, consult with other facilities in your system, or contact your IT vendor.

Fixed File Format

A fixed format file simply means that a particular field in every record always starts in the same column. As shown below, for example, every patient record appears on a separate line and the last name for each patient always begins in column 14, the patient's middle initial is always listed in column 25, and so on. Fixed format files are left justified and space padded. The records may not be tab delimited.

| Survey	C_ID	Last	First	Mid	Addr 1	Addr2	City	St	Zip	Various demographic data...			E.O.R.
OU0101	1234	SMITH	MARY ANNE		410 N MAINE ST	APT 2	RED VILLAGE	IN	46601	43 052505 052705 3W 0130 LAB	123456S	123456	$
OU0101	1234	JONES	THOMAS	R.	100 W CIRCLE COURT	APT 16-A	GREENTOWN	IN	46600	27 052605 052905 4N 1620 RAD	987654J	123123	$
OU0101	1234	BROWN	SHEILA	E.	42 E 63RD		BLUEVILLE	IN	46601	54 052405 052605 16E 4321 MAMMO	889988B	112233	$

Comma-Delimited File Format

Where fields begin within a comma-delimited file depends on the length of the information in each field. The fields must always be listed in the same order and are separated by commas. The commas indicate where one field ends and the next begins. Some systems add quotation marks to each field automatically, which is permissible. It is recommended that you add quotation marks to ensure that a comma within a field is not misinterpreted as a field separator (e.g., "Stephen, J." could represent the FIRSTNAME field by enclosing the text in quotation marks).

```
Survey,ClientID,Lastname,Firstname,Middle,Addr1,Addr2,City,State,Zip,Various demographic data...                                          E.O.R.

OU0101,1234,SMITH,MARY ANNE,,410 N MAINE ST,APT 2,RED VILLAGE,IN,46601,43,052505,052705,3W,0130,LAB,123456S,123456,$
OU0101,1234,JONES,THOMAS,R.,100 W CIRCLE COURT,APT 16-A,GREENTOWN,IN,46600,27,052605,052905,4N,1620,RAD,987654J,123123,$
OU0101,1234,BROWN,SHEILA,E.,42 E 63RD,BLUEVILLE,IN,46601,54,052405,052605,16E,4321,MAMMO,889988B,112233,$
```

Excel CSV Format

We recommend that you send files in standard ASCII text format, but if Microsoft Excel is used the file should be saved as a CSV (comma-delimited) file. Records saved in CSV format can be viewed in text editors separated by commas. These instructions walk you through the process of creating an Excel CSV file. Note: Menu options may vary depending on your version of Microsoft Office. Microsoft Excel XLS, Microsoft Word, and Microsoft Access documents are not permitted.

1. Open a new Excel spreadsheet. Click the empty cell above row heading "1" and left of column heading "A." This highlights the entire spreadsheet.
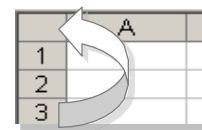
   Tip: You may also select the entire spreadsheet by pressing **CTRL + A.**

2. From the main menu, select **FORMAT > CELLS > NUMBER > TEXT** and click **OK**. This formats all cells in the spreadsheet as "Text."

3. To populate your spreadsheet with your patient data, use the main menu to select **DATA > IMPORT EXTERNAL DATA > IMPORT DATA**. Select your source data and follow the prompts to import your text file.

4. Format the ZIP Code field as "ZIP Code." To do this, highlight the ZIP Code column and select **FORMAT > CELLS > NUMBER > SPECIAL > ZIP CODE** or **ZIP CODE + 4**. This prevents Excel from truncating leading zeros at the beginning of ZIP Codes.
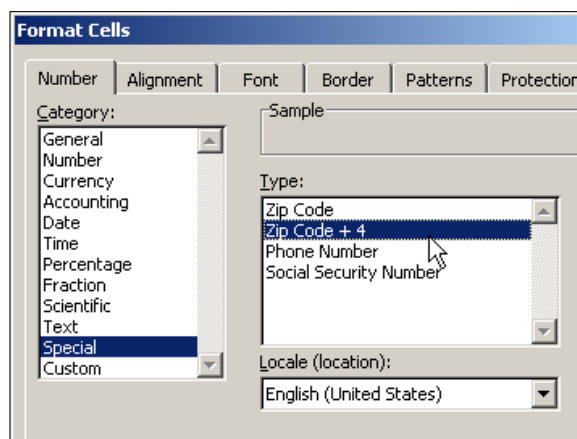
5. Save your file after import by selecting **FILE > SAVE AS**. Choose "CSV (Comma delimited) (*.csv)" under "Save as type." This will automatically save your data as a comma-delimited file.
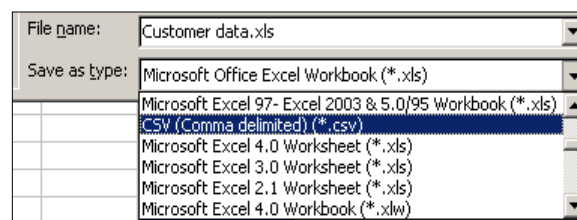
New Setup Test File Checklist

✅ **Decide what patient data should be included in the files**

Who to include

Please send any clinical trial participants in your studies who have been randomized and received at least 1 visit. Based on feedback from your internal and Press Ganey teams, you will note which of our 3 standardized survey instruments each participant should receive via the Survey Designator/Serv Type column.

What to include

All files need to contain a survey designator (e.g. SP0101E), client ID, patient demographics*, and an end of record marker ($). The survey designator is a code defined by Press Ganey that identifies which survey version each patient should receive. The files you build should contain everything that will be necessary to both administer surveys (like name and mailing address) along with information that will help your facility group their returned survey data in a useful way (like rendering provider, room number, or service received).

Please work with your internal team and Press Ganey to ensure all necessary data fields for reporting purposes are included in your file layout.

*Note: The required patient demographics vary by service. Please speak with your Application Specialist and see ***Field Names and Descriptions*** *for additional details on required data fields.*

✅ **Determine the frequency of data uploads**

Your upload schedule will depend on the speed in which participants will move through your trial. For fast-paced trials, frequent recurring uploads are required to ensure every participant has an opportunity to provide feedback at each stage of the trial, across our 3 standardized survey instruments. For longer trials, upload frequency may be reduced without risking a loss of feedback. Please work with your internal and Press Ganey teams to determine what an ideal upload schedule should look like for each trial.

✅ **Determine who will monitor upload confirmations**

Each time a file is transmitted to Press Ganey via the File Transfer Portal, a confirmation email is sent to recipients at your facility. These emails can be extremely helpful in monitoring the success of your uploads as they indicate how your file processed. Your Application Specialist will provide you with a guide for interpreting upload confirmations, so you and your team are able to help monitor the success of your uploads.

A facility's primary and IT contacts are generally the best equipped to monitor upload confirmations. Although your Application Specialist helps to monitor your uploads and will alert you if any major issues arise, we need your assistance to verify that your data is being transmitted appropriately. For example, Press Ganey may not know about a file that was supposed to be sent on a particular day but did not get transmitted. In these instances, it is important that someone at your facility monitor the upload process and ensure an upload confirmation email is received each time a file is sent.

Please inform your Application Specialist about who you would like to receive your upload confirmation emails.

✅ **Determine first visit date that should be included in the first upload**

✅ **Create a test file**

After you've reviewed this guide and have discussed what patient data needs to be included in your upload files, a test file will need to be sent to Press Ganey for review. Real patient data should be used in this test file to help ensure the formatting and layout matches what will appear in the live files.

A file layout (the "map" that tells us which demographic field will appear in each column of your uploaded records) must be provided, either as a header row within the file or in a separate document that is uploaded along with your test file to the MFT Test folder. Files must consistently follow the layout that is tested and approved. Deviations will result in processing failures. If you need to alter the layout, please work with your Application Specialist to coordinate.

Provide Press Ganey with a file layout, either as a header or separate file.

Files should be sent in either comma delimited or fixed format. Please see the section on **Data File Formats** for additional details.

As we are unfamiliar with your internal information systems, Press Ganey cannot offer advice on the specifics of how to extract your patient data. We recommend that individuals familiar with your databases extract the information or contact the vendor that supports your applications.

✅ **Determine who will send test files**

Determine who will transmit test files and send your Application Specialist their name and email address. Login credentials will be sent from the File Transfer Portal system upon creation

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✅ Upload your test file to Press Ganey via the File Transfer Portal

Patient data must be uploaded to Press Ganey via HTTPS or SFTP to ensure patient PHI is protected. You can find more information about transmitting data in the section **Transmitting Patient Data to Press Ganey**.

The name of your file must include both your client ID and the word "test". This will help ensure your data is easily identified and placed in the correct queue for testing.

When you send your test file, please be sure to notify your Application Specialist so they may ensure the file is picked up and assigned for testing as quickly as possible. Be sure to include your file name and layout.

> **Test files must contain the word TEST and your client ID as part of the file name.**

✅ Receive feedback from Press Ganey regarding your test file / Send revisions as needed

A Press Ganey EDI will be assigned to review your test file and will provide feedback on any changes needed, if any. When resubmitting a test file, please follow the same process as when sending your initial test file.

✅ Receive approval of test file

Once your test file has been approved and we are ready to receive live patient data, either a member of the Press Ganey EDI team or your Application Specialist will notify you that we are ready for live patient data.

✅ Upload first live file via the File Transfer Portal Inbox

The MFT test folder is only for test files, therefore all live files moving forward must be sent to Inbox. **Files uploaded to the test folder will not process or generate surveys**. Before sending your first live file, check with your Application Specialist to verify the first visit/discharge date that should be included.
Live data file specifications:

- Files should be named **XXXXXmmddyyyy.csv**. The XXXXX represents your unique client ID assigned by Press Ganey and mmddyyyy represents the month, day, and year the file is transmitted.
- Avoid using special characters in the file name as it may cause your file to be rejected.
- If you are sending multiple client IDs in one file, just use one client ID as part of the naming convention. If you send multiple files daily, file names must be unique (i.e., XXXXXMMDDYYYY_1, XXXXXMMDDYYYY_2).
- Files should not be any larger than 2GB

✅ Review Upload Confirmation emails on an ongoing basis to ensure successful uploads

Your Application Specialist will provide you with a guide to help interpret Upload Confirmation emails.

✅ **Notify your Application Specialist of any planned CTMS upgrades or conversions**

Any changes made to your CTMS will likely affect the patient data you are uploading to Press Ganey. Things that are often changed with these upgrades/conversions, like coding, can affect your extract queries and cause patients to be excluded or included from your upload files inappropriately. If your facility plans on upgrading or changing their CTMS, please check with your internal data extraction team to determine whether the proposed upgrade will affect the data. If the data will change, please contact your Application Specialist as soon as possible to discuss how it may change the way your patient data is being uploaded.

Field Names and Descriptions

The following information describes the content of each field that <u>may</u> be uploaded. Not all fields are required for all services. Please consult your service specific guides for details on what is required for each service you are surveying.

It is important that these fields are populated accurately and in the correct format because some of these fields will drop on the actual survey the patient receives and are also used for reporting purposes. The service or survey type determines the most appropriate fields to include.

Field Name	Field Description	Alpha-Numeric Character Limit (including spaces)	Required/ Requested
Survey Designator	Alphanumeric code that indicates the survey version a patient should receive. Assigned to you by Press Ganey. (e.g. SP0101E = Enrollment/A SP0102E = Midpoint/B SP0103E = Completion/C)	8	Required
Client ID	Client identification number assigned to you by Press Ganey	7	Required
Account Number	Unique patient identifier	20	Required
Patient ID	Patient study ID	50	Required
First Name	Patient First Name	20	Required
Middle Name	Patient Middle Name	1	Required
Last name	Patient Last Name	25	Required
Study	Study Protocol Name	50	Required
Study ID	Study Protocol Code/Number ID	20	Required
Condition Taxonomy	Medical condition taxonomy	50	Requested
Site	Site ID Name or ID Number	50	Required
Status	Point at which the patient is in the study journey	50	Requested
Appointment Status	Number of pending/outstanding intervention visits	50	Requested
Visit Status	Number of completed intervention visits	20	Requested
Visit Date	Date of last intervention visit. Example format: 12/20/2022, The visit date must be in the past, the system will not process a future date.	10	Required

Field Name	Field Description	Alpha-Numeric Character Limit (including spaces)	Required/ Requested
Date of Birth	Full patient date of birth. Example format: 12/20/2022	10	Required
Sex	Patient's sex	1	Required
Gender	Patient's gender identification	50	Requested
Race	Patient's race	50	Required
Ethnicity	Patient's ethnicity	50	Requested
Email	Patient's email address	120	Required
Address 1	Patient's address1	40	Required
Address 2	Patient's address2	40	Required
City	Patient's city	25	Required
State	Patient's state	2	Required
Zip Code	Patient's zip code	10	Required
Telephone Number	Customer or patient telephone number (standard 10-digit numeric value, no extensions or parenthesis – xxx-xxx-xxxx). Primarily used for administering phone	12	Requested
Mobile number	Customer or patient mobile phone number (standard 10-digit numeric value, no extensions or parenthesis – xxx-xxx-xxxx). Primarily used for administering survey invitations via text message.	12	Required
End of Record Indicator	End-of-record marker (must be $)	1	Required

Race and Ethnicity Field Information

- Organizations **should** upload fields for Race and Ethnicity for all PX services.
  - Organizations should upload separate fields for Race and Ethnicity rather than combining into a single field.
- When organizations send data about Race and Ethnicity, they should minimize sending blank fields or fields that indicate an unknown (e.g., unknown, missing, not available).
- The values for the Race and Ethnicity fields should be text based and interpretable to any user. That is, they should be words like 'Asian' not be a list of codes (e.g., 1, A, AS, R1) that need a key to define them.
  - Note that if your organization is already using FHIR code standards within HL7 to code for Race and Ethnicity, Press Ganey can accept that national standard of codes in lieu of text based value labels.
- The values being sent to define Race and Ethnicity should be consistent across locations and survey populations within the system. That is, the same group should be represented with the same spelling and abbreviations, rather than several different formats, spellings or abbreviations to denote the same group.
  - At minimum, the values being sent should define the broad racial groups for Race and denote membership within the Hispanic/Latino identify for Ethnicity. In addition, there should be options to denote 'Prefer not to answer' as well as 'Other' and 'Two or more races' (for the Race variable).
    - Below is the minimum set of categories that should be provided – note that your spelling/abbreviations may vary but each of the below should be represented.

- RACE
  - American Indian or Alaskan Native
  - Asian
  - Black or African American
  - Native Hawaiian or other Pacific Islander
  - White or Caucasian
  - Other
  - Two or more races
  - Prefer not to answer
- ETHNICITY
  - Hispanic/Latino
  - Not Hispanic/Latino
  - Prefer not to answer
- It is also possible to provide additional values that provide more specific information about an individual's background such as 'Chinese' as a value for Race or 'Cuban' as a value for Ethnicity.

Survey Language Codes

Include one of the following codes in the Language field of each patient record to tell us what language to print on the survey.

Language	Code
Albanian	57
Arabic	22
Armenian	31
Bengali	60
Bosnian	50
Bosnian-Croatian	49
Bosnian-Muslim	48
Bosnian-Serbian	32
Cambodian	34
Chao-Chou	41
Chinese-Simplified	12
Chinese-Traditional	10
Chuukese	23
Creole	21
Croatian	52
English	0
English/Spanish	33
Farsi	59
French-Canadian	35

Language	Code
French-France	20
German	4
Greek	7
Haitian-Creole	36
Hakha Chin	66
Hebrew	37
Hindi	38
Hmong	26
Ilocano	56
Indonesian	42
Italian	5
Japanese	28
Korean	29
Laotian	43
Malayan	44
Malayalam	58
Marshallese	24
Polish	6
Portuguese-Brazilian	8

Language	Code
Portuguese-Continental	47
Punjabi	54
Romanian	55
Russian	3
Samoan	25
Serbian	51
Somali	27
Spanish	1
Swahili	45
Tagalog	30
Tamil	64
Telugu	65
Thai	46
Turkish	53
Urdu	39
Vietnamese	13
Yiddish	40

Transmitting Patient Data to Press Ganey

In our role as your Business Associate under the HIPAA Security Rule, Press Ganey is responsible for protecting your patient data once we receive it. We also want to make sure you transmit the data to us in the most secure way possible. We support several methods for file transfer, and some are more secure than others. You should consult with your own security and privacy resources if you have concerns about which of these transmission methods is appropriate for you.

Methods of Transmission

Press Ganey accepts files via **SFTP** (SSH File Transfer Protocol, **FTPS** (FTP Over SSL) and **HTTPS** (Hyper Text Transfer Protocol Secure).

The EDI Specialist will create an account for your data transmissions. This account will contain an Inbox, Outbox and Test folder. Only the test folder will be available during the onboarding phase. Once we are ready to begin survey administration, your Inbox and Outbox will be activated. Regular patient data uploads used for survey administration will be sent to the Inbox. The Outbox will be used to send files back to you. These may include raw data files (xml), bad address and upload results files, to mention a few.

> **Because email is not secure, we DO NOT accept Protected Health Information (PHI) via email.**

Press Ganey File Transfer Portal Information

File Transfer Portal can be accessed through a standard web browser. From there, you will be able to connect and transfer data to and from the available folders. A master account will be created, and individual users will be given their own login credentials. These credentials will follow standard Press Ganey security procedures for password changing and reset. You will find the Press Ganey File Transfer Portal here: https://pgds.pressganey.com.

Receiving your new credentials

You will receive a pair of emails from Press Ganey MFT. The first will have your new USER ID. The second will contain the password for this account. If you are also maintaining an automated upload account, there will be a pair of emails that go with the automated (SERVICE) account.

Individual accounts will have passwords that expire every 90 days. To change your password, go to the web portal and type in your user id. Then click on the Forgot Password button.

Automated (SERVICE) account passwords do not expire. However, you can change the password on these accounts as well.

There are several secure methods of transferring files to or from Press Ganey. You can transfer data using our File Transfer Portal website, https://pgds.pressganey.com or an FTP Client software application (there are several free options, such as FileZilla, or Core FTP Lite). The address is the same for both the File Transfer Portal and FTP Client Software Applications.

The connection will be encrypted using HTTPS, SFTP or FTPS. This makes it unnecessary to encrypt files before sending them to Press Ganey. However, you may do so if you wish. If you choose to encrypt your files, they must be encrypted with the Press Ganey PGP Public key.

(https://helpandtraining.pressganey.com/uploadHelp/downloads/Encryption.aspx)

After logging in, you will see a number of folders like this:

- **Inbox** - live uploads

- **Test** - test files

- **Outbox** or **XML Outbox** - files downloaded from Press Ganey

You may see more than one Inbox if you upload to more than one client number and these will be clearly marked. The same is true for the Outbox if you download information from more than one client number.

Uploading files to Press Ganey

To upload a file, click into the appropriate folder. Click the upload button and navigate to the file you wish to upload to Press Ganey.
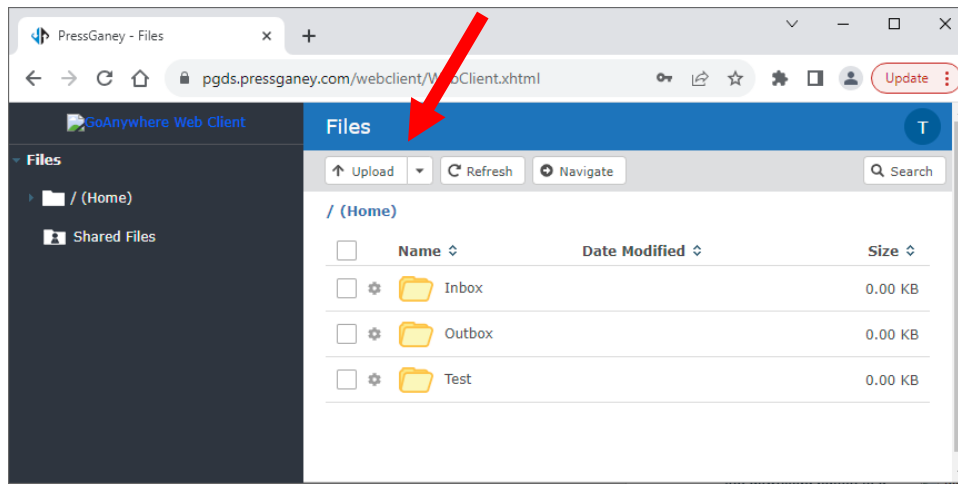

Files placed in the test folder will be moved by the Press Ganey system to an internal staging folder that is monitored by the EDI team. This happens rather quickly, so don't be surprised if the files disappear from your folder after just a few seconds.

Files placed in the inbox folder will be picked up and placed in the queue for processing. If you receive email confirmations with upload results, these will continue as they have in the past.

Downloading files from Press Ganey

If you received reports from Press Ganey, you will be able to access those reports from your MFT account instead of having a separate userid and password. The Outbox or XML Outbox folder will be linked to the folders where your reports are stored. Click on the appropriate folder and you will see the reports listed and the download button to assist you in downloading these reports. If you access more than one download folder for your organization, you may have multiple outboxes, and these will be clearly marked.
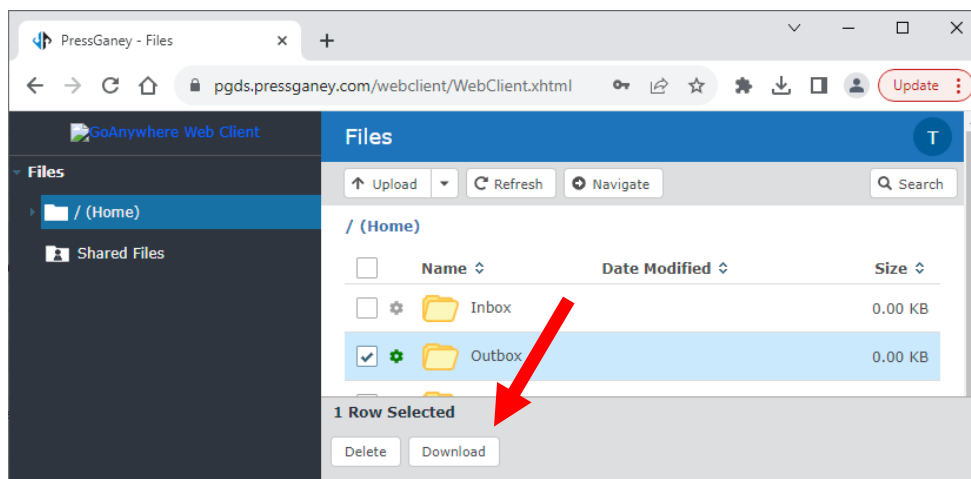
It's that simple. The File Transfer Portal provides a secure and easy way to send and receive your data files to and from Press Ganey.

If you encounter any issues logging into the FTP System, please contact Press Ganey at 1-888-773-7742 and ask for the EDI team. If you have any questions about the creation or contents of your patient data files, please contact your IT administrator or CTMS Vendor for assistance.

Using FTP Client Software to Transfer Data

You may also access your file transfer account via commonly used FTP client software such as FileZilla, WS_FTP & WinSCP. You may also use your own script to automate the transfer process. Please inform the EDI Specialist that you will be automating your transfer and they will setup a server/service user account that follows a separate security procedure (less frequent required password changes).

- Data uploaded to the InfoTurn server is automatically imported into the system. The next production run processed by InfoTurn will include the data.

- Do not ZIP files.

- All files must be uploaded in BINARY MODE.

- FTP site = pgds.pressganey.com

- The IP address for pgds.pressganey.com is 20.186.49.115 (subject to change).

- Please notify your Application Specialist when a test file has been transmitted. Be sure to include your Client ID, the test file name and the file layout that describes the content and order of the fields in your file.

- *Press Ganey does not provide support for automating the transfer process. Please contact your software vendor for assistance.*

Within your FTP Client software, enter pgds.pressganey.com as the host and the system generated User Name and Password you received via email. After your initial login, you are able to create a new password. Your login credentials are the same for the File Transfer Portal and FTP Client software.
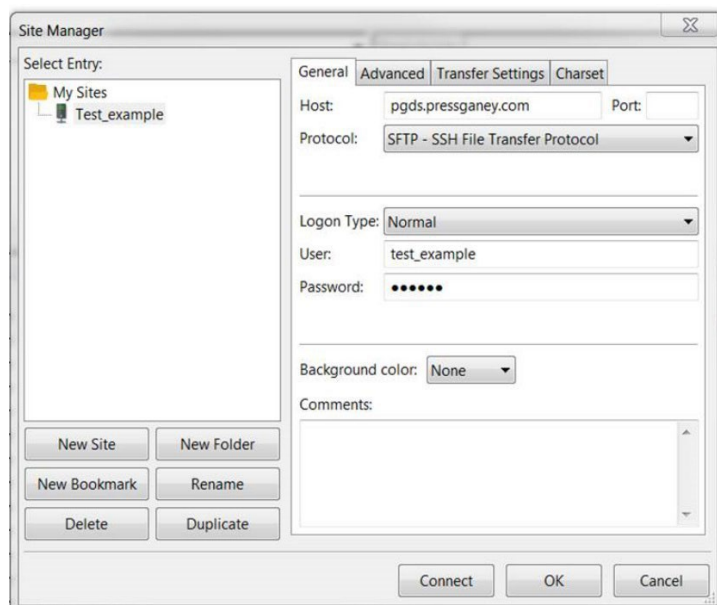
Update Files

In some cases, it might not be possible to have a patient's record fully coded by the time an upload file is scheduled to be sent. Update files may be sent to fill in this missing information after patient data has been uploaded to Press Ganey.

Update files may be sent with the same FTP process as live files. However, update files need to include the word "update" as part of the file name in order for our system to identify these as records that have already been imported into our system as opposed to brand new records.

Update files must include the word "UPDATE" as part of the file name.

FTP confirmation emails will be sent out for both live and update files. It is important to note that although you may receive confirmation that an update file processed, it does not necessarily mean that any data was changed. It is only a confirmation that our system was able to locate the record in our database.

Update File Requirements

- **Every original and updated patient record sent to Press Ganey must include the Survey Designator, Client ID, and Unique Identifier.** The Survey Designator, Client ID, and Unique Identifier in the original file and the update file must be identical and specific to a particular patient's visit. Social security number or medical record number cannot be used to differentiate multiple visits for the same patient.

- The update file must be named UPDATE or the word "update" must appear in the file name of every update file you send to Press Ganey (e.g., UPDATEIN.txt or UPDATE1.txt).

> **Your update file must match the current layout and include the word UPDATE as part of the file name so that the records are not processed and mailed.**

- A unique ID field also must be included in your file layout. Both original and updated records must follow the file layout that was approved by the Press Ganey Electronic Data Interchange (EDI) Specialist during the upload testing phase.

How the Update Process Works

Our system uses Survey Designator, Client ID, and Unique ID to match up the updated patient record with the original that had been previously uploaded.

Once the original and updated patient records are matched, the system compares the data in the two records.

- A blank field in the update record will not overwrite the corresponding field in the original record (as in the "Discharge Status" column below).

- A populated field in the update record will overwrite the corresponding field in the original record (as in the "Gender" column below).

File Layout	Designator	Client ID	Last Name	First Name	Middle Initial	Address	City	State	Zip	Gender	Admit Source	Discharge Status	MS-DRG	Unique ID	Admit Date
Original Record	IN0101	1234	Smith	John	R	123 Main	Towne	IN	46601	F		01		644435434	10252015
Update Record	IN0101	1234	Smith	Jon	R	123 Main	Towne	IN	46601	M	6		905	644435434	10252015
Result	IN0101	1234	Smith	John	R	123 Main	Towne	IN	46601	M	6	01	905	644435434	10252015

The Unique ID must appear in every record. The Unique ID for a particular patient and visit must be identical in the original record and the update record.

Non-Updateable Fields

Field Description	Press Ganey Field Name
First Name	FIRST_NAME
Last Name	LAST_NAME
Address 1	ADDR1
Address 2	ADDR2
City	CITY
State	STATE
Zip Code	ZIP
Discharge/Visit Date	DISDATE
Medical Record #	MEDREC
Unique ID	UNIQUE_ID
Email Address	EMAIL

Troubleshooting & Technical Support

Technical Support

For questions or concerns about file requirements, data transmission, encryption, or general questions about getting started with InfoTurn, please contact a member of the EDI team at *574-401-8862 or EDISupport@pressganey.com*.

Wrong File Uploaded – Live Data

If you have uploaded a file or record that should not be processed, immediately contact your Press Ganey Application Specialist or any member of the EDI team at *574-401-8862 or EDISupport@pressganey.com*. Please be ready to provide the filename or information about a specific record, such as medical record number, first and last name, or mailing information for that patient spelled exactly as it appears in your files. We will not stop individual records from processing; the entire file will need to be removed.

Editing & Returning Uploaded Files

To be HIPAA compliant, Press Ganey's EDI staff **cannot edit** files sent in for processing or testing. Your staff must perform any needed changes. Additionally, we **cannot return** uploaded files. We strongly encourage you to keep a copy of all files that you transmit to Press Ganey.

To see detailed results of your uploads (which records processed, skipped, errored, etc.), you need to request

InfoTurn Results File be posted to your My Files account in the online tools. These files will post after each upload and will include the full patient record uploaded along with a note about how each record processed.

For other questions or concerns regarding Press Ganey's handling of HIPAA-related issues, please contact your Press Ganey Application Specialist.

Support for Third Party-Applications

Because we are unfamiliar with your internal information systems, Press Ganey cannot offer advice on the specifics of how to extract your patient data. We recommend that individuals familiar with your databases extract the information or contact the vendor that supports your applications.

Press Ganey cannot provide technical support for the third-party encryption products discussed in this guide. For help with PGP encryption, please contact www.pgp.com or www.mcafee.com, as appropriate. For GnuPG, please contact www.gnupg.org.

HIPAA, HITECH, and the FTP Process

File transfers between business partners are permitted under HIPAA/HITECH, but those transfers must protect the data being transmitted. While Press Ganey cannot directly control the methods you use to transmit data, we will only process files sent via one of our approved transmission methods. Other approaches (paper files, emails, unencrypted FTP files) will not be processed by Press Ganey and will be deleted as soon as they are detected.

Glossary

Application Specialist

Your Press Ganey point of contact for implementation and account maintenance. Expert on survey setup & process management, sampling, data quality, etc.

Client ID

The unique identifier that is assigned by Press Ganey which is included in each patient record and indicates which facility each patient record belongs to.

CTMS

Clinical Trial Management System

Designator

The unique identifier that is assigned by Press Ganey which is included in each patient record and indicates which survey version that patient should receive.

EDI Specialist

The EDI (Electronic Data Interchange) Specialist is a member of the Press Ganey team that works on the IT portion of your setup. This team accepts and reviews test files, provides feedback for revisions to those files, diagnoses upload errors, and creates/manages FTP accounts.

Encryption

The process of encoding messages or information in such a way that only authorized parties can read it. Sending patient data that has been encrypted ensures that all PHI remains secure.

EOR

An indicator, represented by a dollar sign ($), that tells Press Ganey's systems where an individual patient record ends.

Ethnicity

The Ethnicity field should be reserved for identifying persons within the Hispanic/Latino community.

Field

A field is a piece of the upload file. Each field carries a different piece of information about the patient (e.g., name, mailing address, medical record number) and encounter (e.g., visit date, nursing unit).

FTP

File Transfer Protocol. FTP is a method of transmitting data over the internet. A standard FTP connection is not encrypted. Therefore, files containing Protected Health Information must be encrypted before they are transmitted. Press Ganey is phasing out the use of standard FTP with file encryption and moving solely to HTTPS, SFTP or FTPS.

File Transfer Portal

The web portal used to transfer data files to and from Press Ganey using the secure HTTPS protocol. The File Transfer Portal is part of press Ganey's Managed File Transfer (MFT) application.

FTPS

FTPS is a protocol that encrypts the connection rather than the data file itself using the FTP over SSL (Secure Sockets Layer) protocol.

ICD-10

ICD-10 is the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD), a medical classification list by the World Health Organization (WHO). It contains codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases.

InfoTurn

Press Ganey's InfoTurn Division uses automated, state-of-the-art technology to print, fold, insert, and mail your satisfaction surveys and personalized cover letters. When the completed surveys are returned, we scan the responses into our database so that your patients' feedback is available to you in the shortest time possible.

InfoTurn Results File

A file that can be posted to a facility's My Files account within the Improvement Portal that details how each patient record processed from an upload (processed, skipped, etc.). Please contact your Application Specialist to activate these files if you would like them posted after each of your uploads. Due to CAHPS guidelines, these files may not be available for all of your services.

IT Contact

A contact at your facility that develops and submits upload files of patient records. He/she becomes the "in-house" Press Ganey technical expert.

MFT

Managed File Transfer. Software that manages the secure transmission of patient data to Press Ganey. This software utilizes HTTPS, SFTP and FTPS encryption protocols for the secure transfer of data.

Patient Record

Patient demographics and visit information extracted from a facility's CTMS and placed in a data file that is then uploaded to Press Ganey. Each patient encounter is included as one patient record (i.e. row) in the data file.

PGP

PGP (from the PGP Corporation) is a third-party software application that must be purchased and installed. PGP provides encryption for secure messaging, file transmission, and information storage. It also ensures a very high level of data security through 4096-bit encryption, compression, and authentication. Data encrypted using this software should comply with current HIPAA guidelines.

Primary Contact

A contact at your facility that is responsible for facilitating implementation and managing the account. He/she understands organizational needs and is the primary point of contact for training and improvement plan.

Race

Other elements of background (besides ethnicity) including broad racial categories as well as more specific nationalities of descent that relate to racial groupings (e.g., Chinese as a subset of Asian, Somali as a subset of Black or African American, Middle Eastern North African as a subset of White) should be included only in the Race field.

SFTP

SFTP is a protocol that encrypts the connection rather than the data file itself using the SSH (Secure Shell) FTP protocol.

Test File

In order to accept your electronic patient data and administer surveys, Press Ganey first needs to know how this data will be uploaded. A test file is an example of how your live upload files will be formatted.

Update File

Not all patient data are available at the time of upload. This data may be added later via an update file.

Upload Confirmation

An automated email that is sent to contacts at a client facility after patient data files are uploaded. The report details the number of records processed, duplicate records, records failed due to address or file errors, and records skipped due to sampling. Your Application Specialist can provide you with detailed information on how to interpret these confirmation emails.

Upload File

The Upload file is a file containing fields with patient demographic and mailing information which you transmit to Press Ganey and in turn is used to distribute surveys. In order to survey your patients, you will need to transmit your patient information to us electronically. We use the information to prepare the surveys and cover letters that are sent to your patients and prepare the reports that your organization can use for performance improvement. Each data file that you upload to Press Ganey includes multiple records. Each record, which represents a unique patient and encounter, is comprised of many fields. Each field carries a different piece of information about the patient (e.g., name, mailing address, medical record number) and encounter (e.g., visit date, nursing unit). It's important that you upload these patient files on a regular basis—as soon as possible after a completed encounter or discharge. This increases the likelihood that the patient will return the survey (better response rates) while the experience is fresh in their minds (more accurate feedback).

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