



Survey Submission Training Manual

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INTRODUCTION

The collection and dissemination of survey data is mandated by Chapter 153, Wisconsin statutes. WHA Information Center (WHAIC) is responsible for ensuring that hospitals submit complete, timely and accurate survey data. WHAIC is also obligated to report non-compliance with data submission requirements to the Department of Health Services.

There are three types of surveys mandated under Chapter 153, Wisconsin statutes:

- **Annual Survey of Hospitals** – collects information on accreditation and certification; inpatient, ancillary, and other services; number of beds set up and staffed; utilization by bed type, including swing-bed utilization; and hospital personnel and medical staffing
- **Hospital 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 figures.
- **Uncompensated Health Care Plan** – collections definitions related to eligibility for uncompensated care; income thresholds for financial assistance; and policies and procedures determining a patients' ability to pay.

All hospitals are mandated to report survey data with the exclusion of Veterans Affairs hospitals.

Types of Hospitals

General medical-surgical (GMS) hospitals provide diagnostic and therapeutic services to patients for a variety of medical and surgical conditions.

Critical Access Hospitals (CAHs) are GMS facilities that provide 24-hour emergency care, inpatient, outpatient, and swing-bed services. Many also provide obstetric services. Under the Wisconsin Rural Hospital Flexibility Program – a Medicare program – hospitals located in rural counties, or rural areas of urban counties, may be certified as CAHs if they meet eligibility conditions. Rural CAH applicants must be 35 miles from another hospital; if closer, they must be declared a “necessary provider of health care services” according to state plan criteria. They are limited to 25 acute-care beds. Length of stay for acute-care patients is limited to an annual 96-hour average per patient. If further inpatient care is needed, patients are generally transferred to contractually established referral hospitals. CAHs provide first-line emergency and community-integrated health care.

Specialty hospitals provide services to specific categories of patients. In Wisconsin, specialty hospitals include the following:

- Psychiatric hospitals provide diagnostic and therapeutic services to patients with mental or emotional disorders.
- Alcohol and Other Drug Abuse (AODA) hospitals provide diagnostic and therapeutic services to patients with alcohol, drug abuse or addiction problems.
- State-operated mental health institutes provide comprehensive and intensive diagnostic, therapeutic, and support services to patients with unusually complex or difficult mental, emotional, or developmental disorders.

- Rehabilitation hospitals provide a comprehensive array of restoration services for the physically disabled and all support services necessary to help them attain their maximum level of functioning.
- Long Term Acute Care (LTAC) hospitals focus on patients who, on average, stay more than 25 days. They specialize in treating patients who may have more than one serious condition, but who may improve with time and care, and return home.

Web-based Survey Submission

WHA Information Center provides access to a Web-based survey submission system that allows authorized users to enter, review, validate, and save their facilities' data.

A username and password is required to enter or view data for your hospital/s. WHAIC will grant authorization only to those individuals who are employed by the hospital or hospital's system.

Edit Checks

The survey submission system includes several types of edit checks to ensure complete and accurate data. Refer to Appendix 3 for a comprehensive list of edits.

There are 2 main types of edits:

1. **Summary Edit** – Edit appears once survey is 100% complete. Can be a Hard Edit, Soft Edit and/or Statistical Comparison Edit.

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

Soft Edit – Possible error; values imply unusual situation: Edit that must be verified to submit survey. Click "I agree" to confirm data OR change values within survey (e.g., annual survey – line 26, length of stay (LOS) verification, days and discharges indicate LOS of less than 2.0 or greater than 6.0).

Statistical Comparison – Possible error; values are substantially different than reported in previous survey. If value is 30% more or less than submitted in previous year, an edit will appear within survey (e.g., if total gross revenue is \$1.0 million for previous fiscal year and \$1.3 million for the current fiscal year, an edit will appear). Click "I agree" to confirm data or change values within survey

Page-level edit – Hard edit that may be run when the update/save button is clicked for questions on a page. Hard edits apply logical/mathematical tests to values on a single page only. *Hard edits involving values on different pages appear only on the summary level.*

Submitting Survey

Once your surveys are 100% complete and all edits have been addressed, click “submit survey” on the user dashboard. The hospital’s primary contacts will receive a profile and affirmation statement via email after all surveys for your hospital are complete. The profile will include a copy of your survey responses along with a draft hospital-specific summary from the *Guide to Wisconsin Hospitals* publication.

Hospitals will have ten working days after receiving the profile and affirmation statement to make any required changes and affirm the data by returning a signed affirmation statement. This process is the last line of defense in preventing release of erroneous data.