

ASPEN Training

A Place to Begin

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| SO... WHAT IS ASPEN?

**AUTOMATED
SURVEY
PROCESSING
ENVIRONMENT**

CP1

SO... WHAT IS ASPEN?

ASPEN is a suite of software applications designed to help State Agencies collect and manage healthcare provider data.

CP1

SO... WHAT IS ASPEN?

ASPEN uploads data to the National CMS database through CASPER so it is available for national reports

Slide 3

- CP1** ASPEN is a Windows based program that you can do the same thing in many ways. So I will show you one way and someone else may show you another. As long as you are able to get your work completed... don't sweat it.
Carpenter, Pamela, 10/26/2015

Slide 4

- CP1** ASPEN is a Windows based program that you can do the same thing in many ways. So I will show you one way and someone else may show you another. As long as you are able to get your work completed... don't sweat it.
Carpenter, Pamela, 10/26/2015

ASPEN APPLICATIONS

ASE-Q – ASPEN Survey Explorer –
Quality, LTCSP

ACO/ARO – ASPEN
Central/Regional Office

ACTS (ACTS/RO) – ASPEN
Complaints/Incidents Tracking
System

ASPEN APPLICATIONS

AEM – ASPEN Enforcement
Manager

AST – ASPEN Scheduling and
Tracking

ASPENWeb – CLIA 116 & CLIA
Accounting, ASSURE, ePOC, STAR

HOW ASPEN APPLICATIONS WORK TOGETHER

Users of ACO update certification and survey information, and maintain facility, staff, and administrative records.

HOW ASPEN APPLICATIONS WORK TOGETHER

Complaint departments use ACTS to enter complaint and incident reports and investigations. This information is also stored in the state QIES database.

HOW ASPEN APPLICATIONS WORK TOGETHER

Enforcement case workers use AEM to monitor enforcement cases and maintain their records on the state QIES database.

HOW ASPEN APPLICATIONS WORK TOGETHER

ePOC provides a means to electronically manage provider Plan of Corrections.

HOW ASPEN APPLICATIONS WORK TOGETHER

All health provider data goes into the state QIES database, which means:

All applications share the same records

HOW ASPEN APPLICATIONS WORK TOGETHER

All health provider data goes into the state QIES database, which means:

Surveys entered and updated in ACTS and AEM are visible in ACO and vice versa

HOW ASPEN APPLICATIONS WORK TOGETHER

Certifications are uploaded
by the user when data entry
requirements are met

All providers now go direct
to CASPER

HOW ASPEN APPLICATIONS WORK TOGETHER

Uploads of an expanded
ACTS Detail data set and
AEM CMPTS information
occur behind the scenes

| SO, WHAT AM I GOING TO TEACH ABOUT
TODAY?

- ACO
- ASE-Q
- LTCSP File transfer

| TODAY'S SKILL SETS GOALS

Navigating around
ACO/ASE-Q

Locating surveys in
ACO/ASE-Q

TODAY'S SKILL SETS GOALS

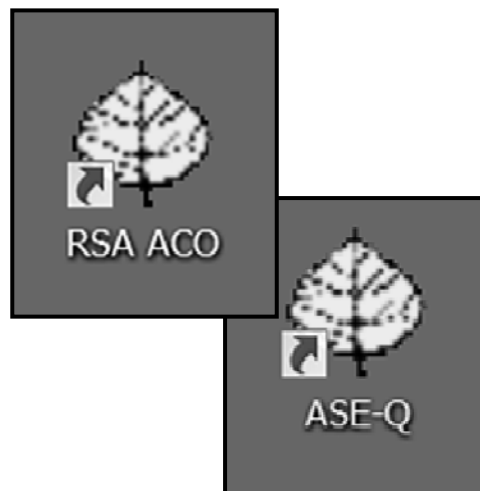
Initiating a citation in a survey

Saving citations

- Don't worry, there is a back up but hopefully you won't need it.

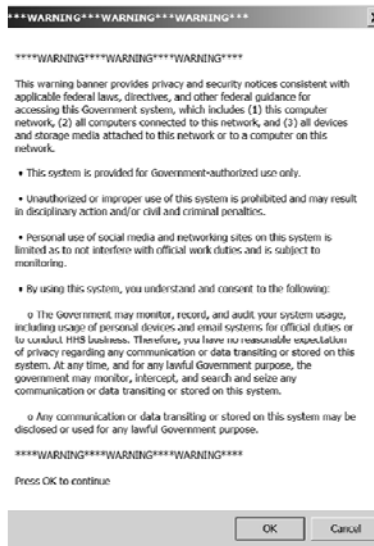
GETTING INTO ASPEN

Double click on the yellow/gold leaf desktop icon for ASPEN



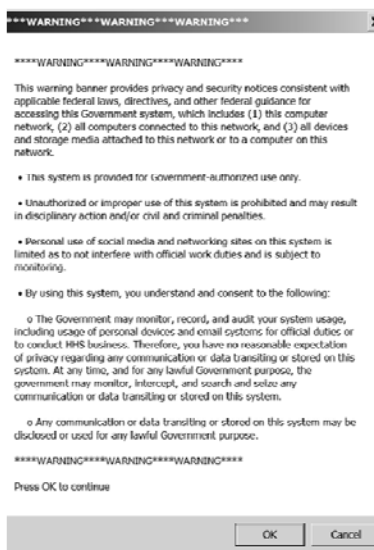
GETTING INTO ASPEN

Every time you
enter you will
have to
respond with
“OK” to the
***WARNING



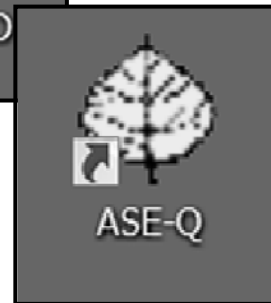
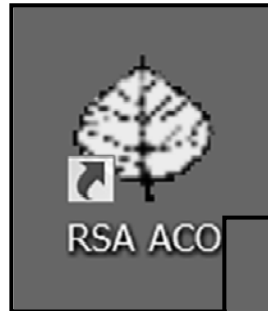
GETTING INTO ASPEN

When
opening
ASE-Q, you
will need to
provide a
password.



ASPEN

Is there a
difference
between these
two programs?
ABSOLUTELY!!



DIFFERENCES BETWEEN ACO AND ASE-Q

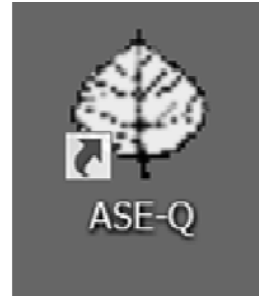
ACO stands
for ASPEN
Central Office
It is connected
to all of the
data sharing
sources



DIFFERENCES BETWEEN ACO AND ASE-Q

ASE-Q stands
for ASPEN
Survey
Explorer-
Quality

This program is
a stand alone
program.



DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

On a connected
network.

ASE-Q-

Is always acting
just on your tablet.

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

Once in ACO, all who have access can view the survey and items according to their permission

ASE-Q-

You have to “share” data when you are on a survey with each other (more later...).

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO

Surveys created in ACO are linked to complaint (ACTS) and the MDS data base and selects residents and issues to review

ASE-Q

LTCSP (Long Term Care Survey Process) takes the survey as generated in ACO prefilling per protocol

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

The team leader exports the survey into an ASPENTX.zip file

ASE-Q-

The team leader has to import the survey into ASE-Q and completes off-site preparation

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

During the onsite survey, ACO sits and waits patiently

ASE-Q-

The team leader “shares” the prepared file with team members.

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

During the onsite survey, ACO sits and waits patiently

ASE-Q-

The team members import survey and review assignments, facility floor plan, and other attachments

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

During the onsite survey, ACO sits and waits patiently

ASE-Q-

Team members enter facility, using LTCSP document the survey in ASE-Q

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

During the onsite survey, ACO sits and waits patiently

ASE-Q-

Team leader and members share data throughout the survey per LTCSP.

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

During the onsite survey, ACO sits and waits patiently

ASE-Q-

During team decision making, team members “Edit Potential Citation Doc” and create their lead in and refine their citations

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

The team leader imports the survey (ASPENTX.zip file) back into ACO

ASE-Q-

The team leader has to export the survey from ASE-Q

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

Teams QA their final product and notify their supervisor the survey is ready (hard copy or electronic)

ASE-Q-

The survey “sits” on the surveyors tablet until it is deleted. The delete should not occur until the facility is back in compliance.

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

Supervisors review and modify citations as needed.

Surveys are posted to ePOC for facility notification and POC development and approval.

ASE-Q-

The survey “sits” on the surveyors tablet until it is deleted.

DIFFERENCES BETWEEN ACO AND ASE-Q

ACO-

Surveys are emailed facilities via ePOC.

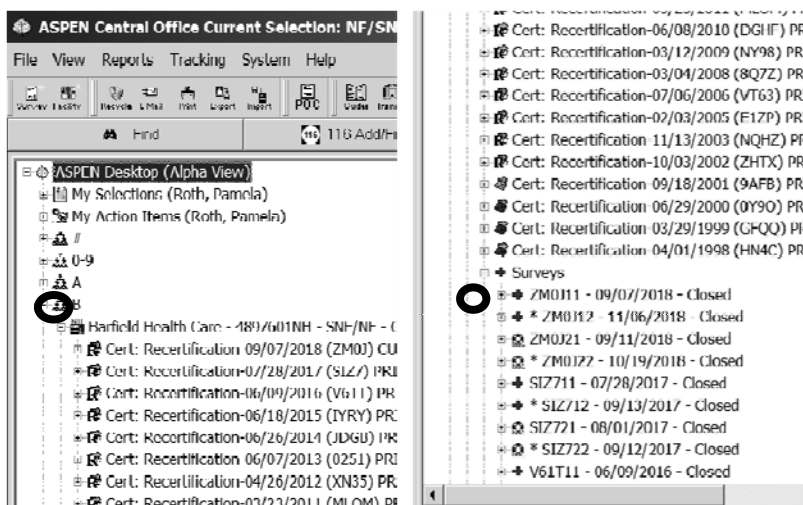
Facilities develop their POC.

Approval of POC by State Agency.

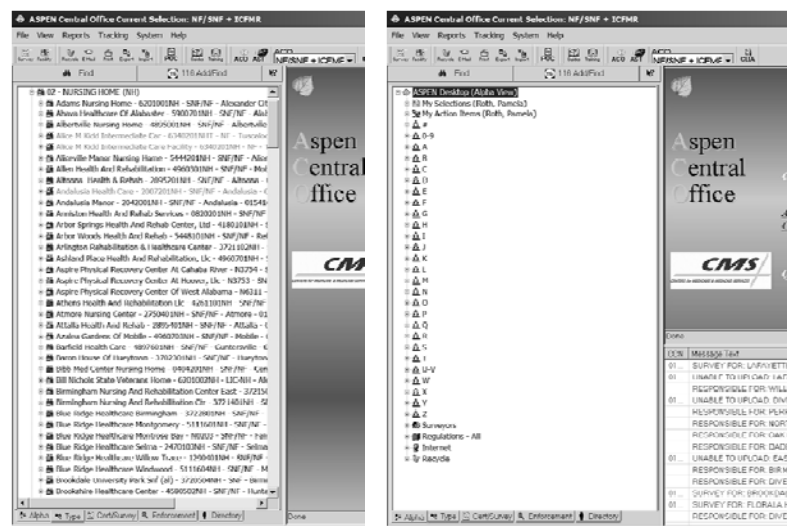
ASE-Q-

The survey “sits” on the surveyors tablet until it is deleted. The delete should not occur until the facility is back in compliance.

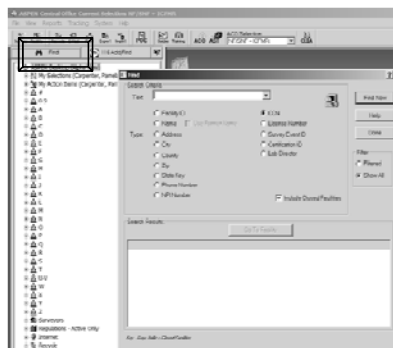
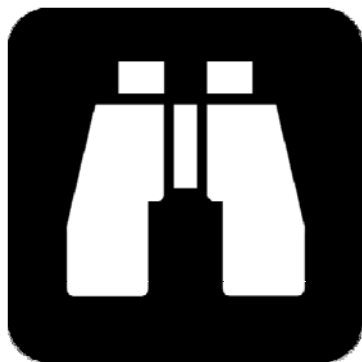
FINDING FACILITIES OR SURVEYS - NODES



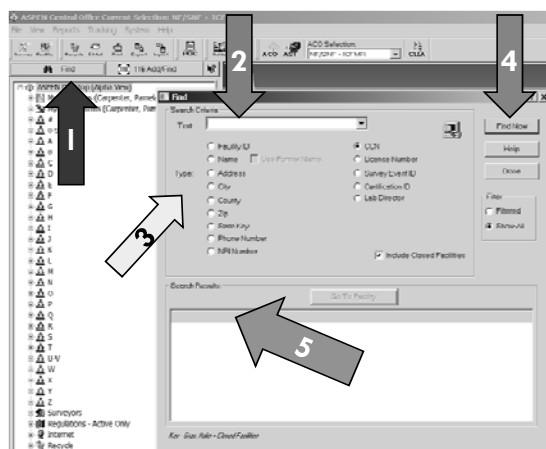
FINDING FACILITIES OR SURVEYS - SCROLL



FINDING FACILITIES OR SURVEYS



USING "FIND" OPTION



1. Locate "Find" Button and select
2. Insert a portion of the text
3. Select the appropriate "Type" of find/search
4. Select "Find Now"
5. Any matching item will show in the "Search Results" box.
6. Click on appropriate result listed

SURVEY TIPS — EVENT ID

The first four positions consist of a random, unique combination of letters and numbers. Any related survey for this facility, such as follow-up surveys, will have the same combination.

C 5 D R 1 1

SURVEY TIPS — EVENT ID

The fifth position indicates the category of survey performed:

1 = Health



Inspection

2 = Life Safety
(Building Inspection)



C 5 D R 1 1

SURVEY TIPS — EVENT ID

The sixth position is the survey sequence number.

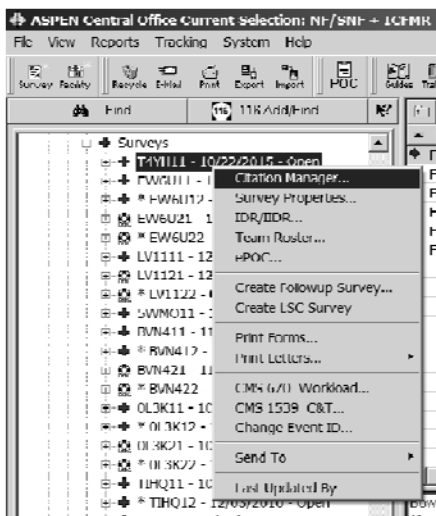
1 = Initial survey

2 = follow-up or second visit

C 5 D R 1 1

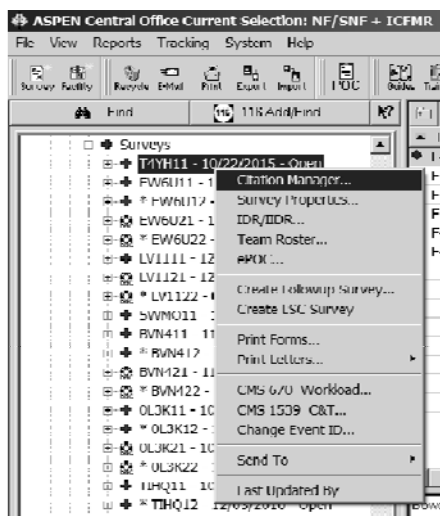
This helps you to easily track related surveys

CITATION MANAGER - ACO



Select the survey for which you will edit your citation OR create the citation in a complaint survey

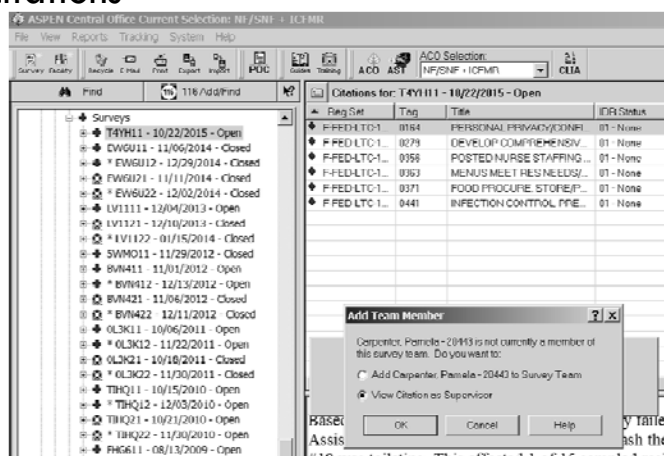
CITATION MANAGER - ACO



Right click and using the drop down select "Citation Manager"

POP UP BOXES WILL ASK QUESTIONS...

You must be on the team to add or change the citations



WRITING CITATIONS IN ASPEN

You have decided during the survey and confirmed during Task 6 which tags (citations) will be cited.

This is not:

- Principles of documentation
- Writing styles

This IS:

How to document in ASPEN Citation Manager your observations, interviews and record reviews conducted within your survey.

WRITING CITATIONS IN ASPEN

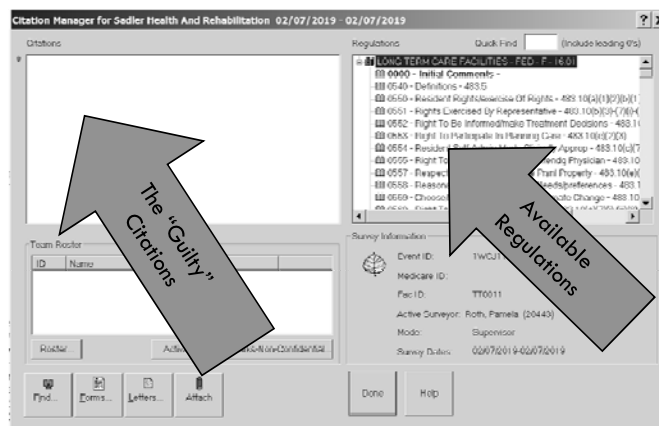
Opening the features in the survey

Selecting the tags cited

Identifying the scope and severity of the tag

Using the word processor in ASPEN

CITATION MANAGER SCREEN



CITATION MANAGER SCREEN-AVAILABLE REGULATIONS

The is is the list of available regulations for the facility type.



CITATION MANAGER SCREEN-AVAILABLE REGULATIONS

The citations are updated and have various versions. We use filters to allow you to only use the current and appropriate version.



CITATION MANAGER SCREEN-AVAILABLE REGULATIONS

You “select and move” tags by double clicking or by clicking and dragging.



CITATION MANAGER SCREEN-AVAILABLE REGULATIONS

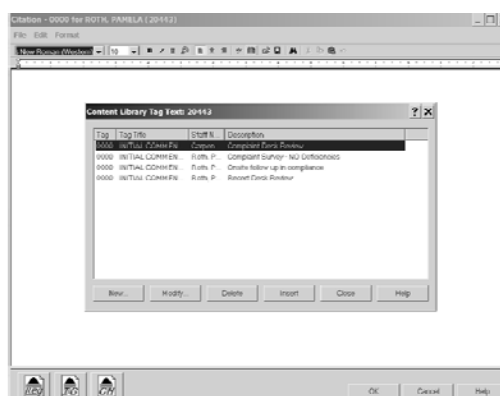
If the title and number are in “bold” font, a “Library” is available from which you can chose.

- 0000 has a couple of different initial comments you would “fill in the blank”



CITATION MANAGER SCREEN F0000 INITIAL COMMENTS LIBRARY

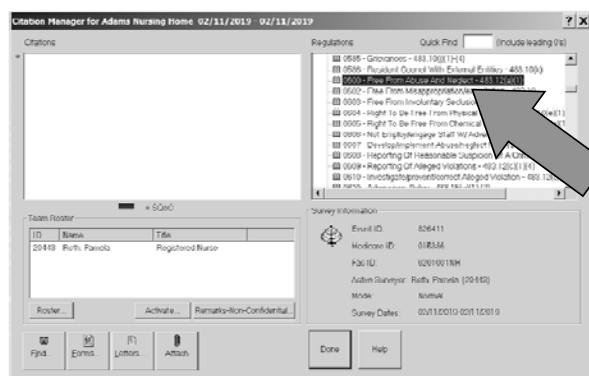
An Abbreviated Survey was conducted on (survey date) for the investigation of complaint/report number (AL000#). The (Name of Nursing Home) is in compliance with applicable requirements of 42 CFR Part 483, Health Standard Requirements for Long Term Care Facilities.



CITATION MANAGER SCREEN-SELECTING AVAILABLE REGULATIONS

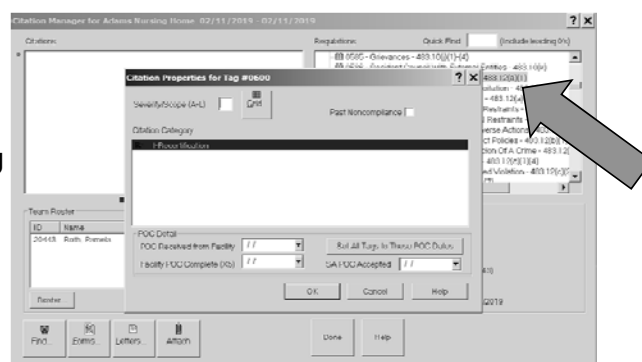
Once selected, the citation will "gray."

then another pop-up box will appear



CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG

The Citation Properties for the tag will appear.



CITATION MANAGER - CITATION PROPERTIES FOR TAG

Areas are:

Severity/Scope

Grid

Past

Noncompliance

Citation Category

POC Detail

OK/Cancel/

Help

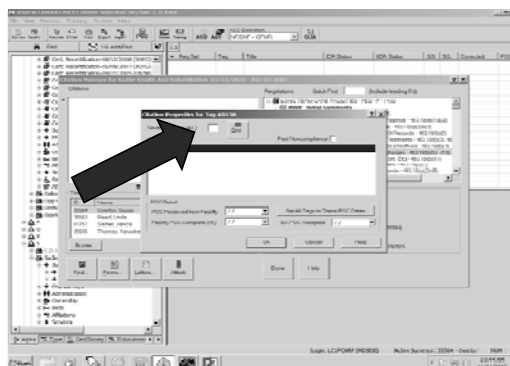
CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG

Select

Severity/

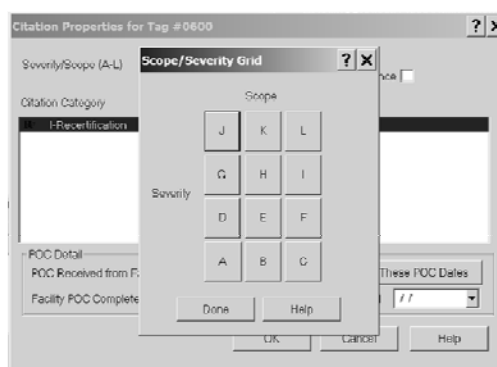
Scope

- Type in the alphabet character or
- Select from the “Grid”



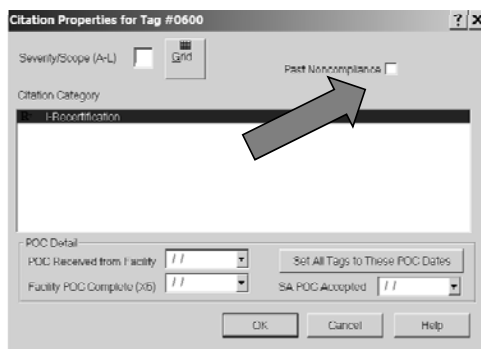
CITATION MANAGER - SCOPE/SEVERITY GRID

You may click the Scope/Severity white square and type the letter OR you may select the Scope/Severity Grid and select the letter and select "Done"



CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG

If the citation is cited "Past Noncompliance," the box should be checked.



EXAMPLE OF A CITATION SELECTED FOR BOTH THE RECERTIFICATION SURVEY AND COMPLAINT INVESTIGATION

Once you have the Scope/Severity, Past Noncompliance (if needed) select the Citation Category.

There are several categories but the two most frequent are:

- Complaint Investigation
- Recertification

Citation Properties for Tag #0000

Severity/Scope (A-L) ☐ ☐ Grid

Citation Category ☐ Past Noncompliance ☐

☒ A-Complaint Investig.
☒ R-Recertification

POC Detail

POC Received from Facility Set All Tags to These POC Dates

Facility POC Complete (x5) SA POC Accepted

OK Cancel Help

CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG #-CITATION CATEGORY

Citation Properties for Tag #0000

Severity/Scope (A-L) ☐ ☐ Grid

Citation Category ☐ Past Noncompliance ☐

☒ A-Complaint Investig.
☒ R-Recertification

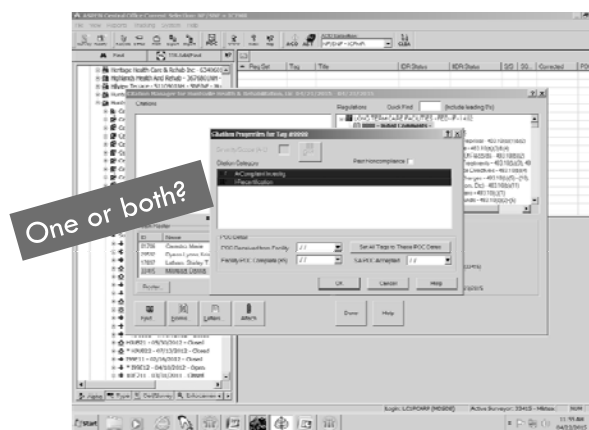
POC Detail

POC Received from Facility Set All Tags to These POC Dates

Facility POC Complete (x5) SA POC Accepted

OK Cancel Help

CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG #-CITATION CATEGORY



CITATION MANAGER SCREEN-CITATION PROPERTIES FOR TAG #BOX



The POC Detail Boxes are populated via the ePOC system.

For the few facilities not in ePOC, this must be manually entered by clerical staff once the State Agency has approved the “hard copy” POC.

EXAMPLE OF A CITATION SELECTED FOR BOTH THE RECERTIFICATION SURVEY AND COMPLAINT INVESTIGATION

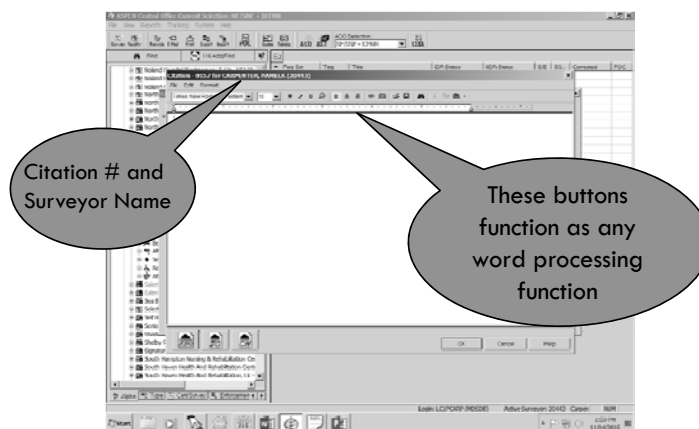
Once you have the Scope/Severity, Past

Noncompliance (if needed) and the Citation Category properly identified,

Click "OK" which will take you to the next level...

CITATION DETAILS

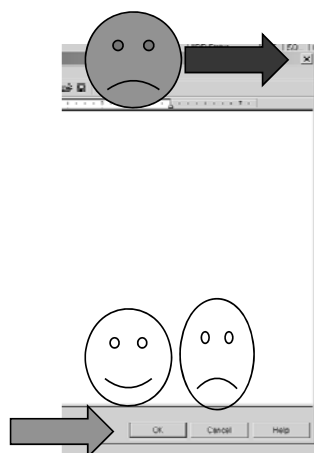
CITATION DETAILS



CITATION DETAILS

Get into the habit of clicking “OK” and not Cancel or the X “Close” in the top right hand corner.

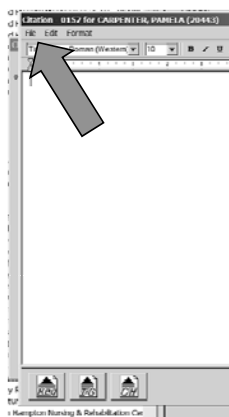
“OK” in this view saves the documentation you have just entered.



CITATION DETAILS

You may also use the “File” dropdown and select “Save.”

If you memorize the short cuts, you may use that here as well to save.



CITATION DETAILS



If you routinely save and have an episode with a loss, we can usually go in and get a recent version.

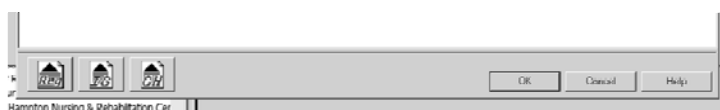
Notify your supervisor or Pamela Roth.

CITATION DETAILS

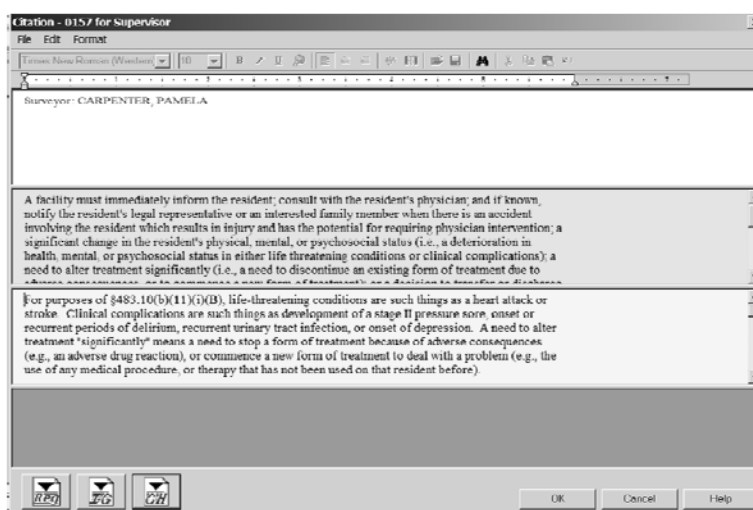
Once you have entered all your information (observations, record reviews and interviews), you may click “OK.”

OK saves

Questions? What are the little boxes in the left bottom corner?



REGULATIONS, INTERPRETIVE GUIDE LINES...



END OF CITATION SELECTION

If it is just a recert or just a complaint there is no other option

If it is a follow-up with a new complaint, there will be two separate event IDs

If the original recertification survey cites a complaint, you must code both types of time to the revisit

▪That goes for desk reviews as well

REVIEW SO FAR...

ASPEN

Navigate in ASPEN, create Personal Selection

Select surveys

Select citation

Select scope and severity, past noncompliance and applicable survey type

Enter citation text

Locate quick access to the regulation and interpretive guidelines

PAUSE FOR ...

Questions?

Comments?

Other...

ASSIGNMENT

Survey Event ##

Citation Manager

Select a citation

Provide a scope and severity

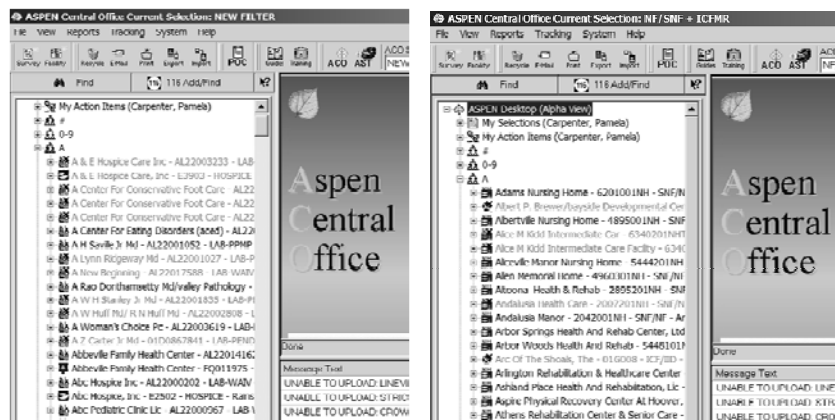
Select "Recertification" or "Complaint" or both

Enter the following as your facts: On 2/11/2019 at 2:45 p.m. in an interview with the Director of Nursing (DON) about Resident Identifier (RI) #42, the DON stated "the resident had not fallen but only slipped down on the floor hitting her head on the corner of the bedside table."

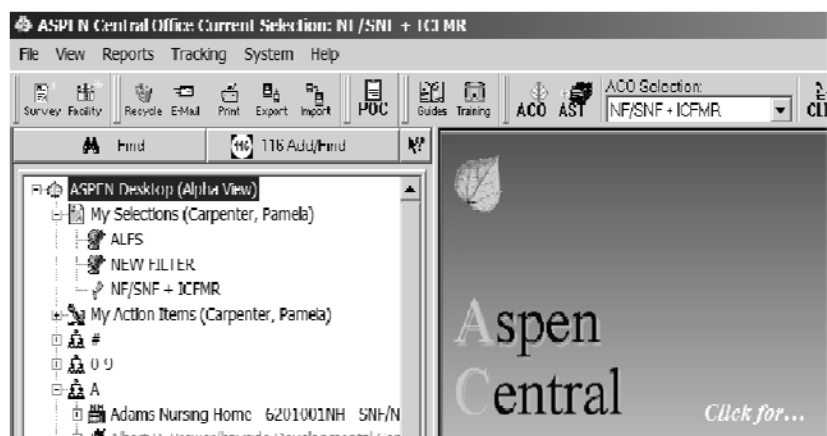
DO NOT cut and paste, this is an assignment to enter data and possibly use the word processing function in ASE-Q.

(You have permission to create another statement, if you wish).

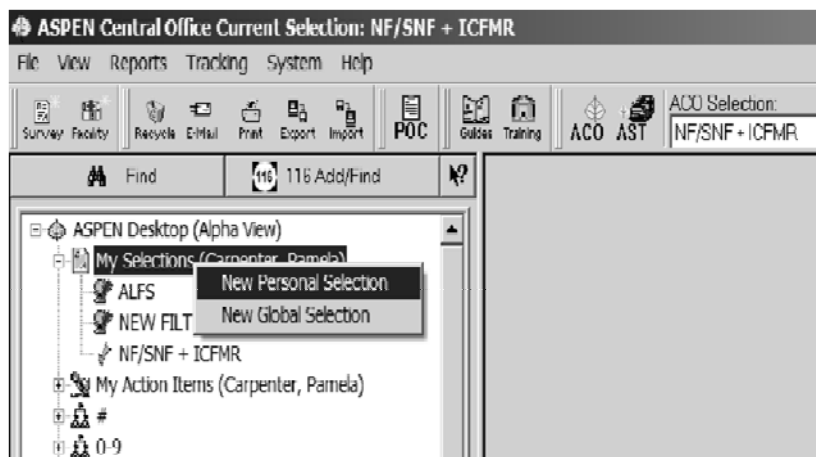
ASSIST TO NAVIGATION: CUSTOMIZE ASPEN CREATE A PERSONAL SELECTION SET



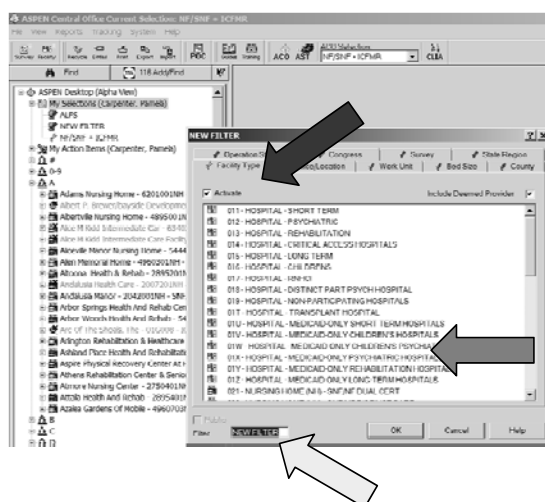
MY SELECTIONS



GO TO “MY SELECTIONS,” CLICK FOR DROP DOWN, SELECT “NEW PERSONAL SELECTION”



IN “NEW FILTER” BOX



Select “Activate if all facilities are “grayed out”

Select which facility types you want to be in the new filter, scroll and click as many as desired.

In “Filter Name”, select how you will name your filter

COMPLETE SELECTIONS AND ACTIVATE

Click "OK"

Click on the Selection's name until the checkmark is green

Or using the drop down in "ACO Selection", select the name

