HOME ASSESSMENT VALIDATION AND ENTRY SYSTEM (JHAVEN) USER GUIDE

In support of Software Version 1.4.0 (January 2019)
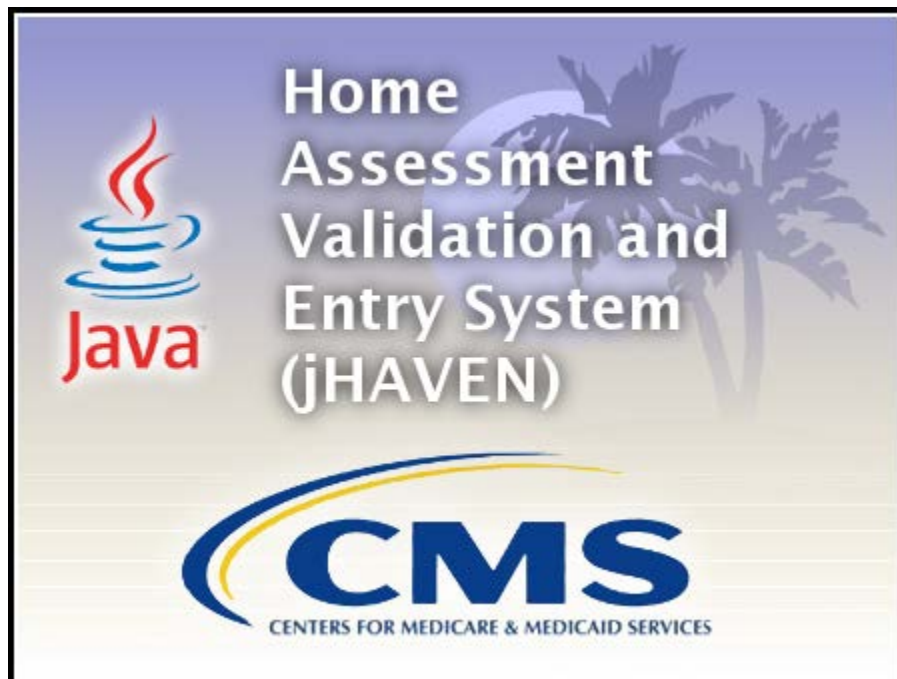
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INTRODUCTION

The **O**utcome **As**sessment **I**nformation **S**et (**OASIS**) was developed by the Centers for Medicare & Medicaid Services (CMS) to set a standardized protocol for assessing the clinical characteristics of Home Health Agency (HHA) patients. This information is used to better support the regulatory process and policy-making by providing survey agencies with a mechanism for objectively measuring Agency performance and quality. It also is used to support a prospective payment system for HHAs. In addition, it provides researchers with a rich set of information to support the development of improved standards of care through the study of patient care outcomes.

The purpose of the OASIS National Automation Project is to provide computerized storage, access, and analysis of the OASIS data on HHA patients across the U.S. The OASIS System consists of several interrelated components, including data communications and an OASIS National Data Repository. It is intended to create a standard nationwide system for connecting HHAs to their respective state agencies, for the purpose of electronic interchange of data, reports, and other information. For additional details please visit the CMS website: http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/OASIS/Background.html

To achieve their goals, CMS has sponsored the development of jHAVEN, which replaces the original assessment collection data entry tool HAVEN. jHAVEN is a Java-based application that allows agencies to collect and maintain agency, patient, and assessment information for subsequent submission to the appropriate state and/or national data repository. jHAVEN is free software provided by Centers for Medicare and Medicaid Services (CMS).

INSTALLATION

INSTALLERS' ACCESS RIGHTS

To install jHAVEN, the User must be logged into the PC as a Workstation Administrator.

Users of the application MUST have read/write access to the location where the database is installed.

HARDWARE/SOFTWARE SPECIFICATIONS

The Minimum and Recommended System Requirements may be found on the QIES Technical Support Office home page: https://qtso.cms.gov/

SECURITY

Making information security one of your organization's core values ensures the prevention of unauthorized viewing of Personally Identifiable Information (PII) or Protected Health Information (PHI).

It is important that providers work with their Information Technology (IT) team or other resources to build a security-minded organizational culture which enforces strong authentication and access controls, as well as limits physical access to devices (i.e., laptops, handhelds, desktops, servers, thumb drives, CDs, backups) containing PII or PHI data.

CMS recommends that providers encrypt the hard drive of any electronic device which has access to data containing PII or PHI, such as exported assessment records. Once assessments have been exported from the jHAVEN application, the data will no longer be encrypted. It is also recommended that those electronic devices which contain PII or PHI, be physically secured and locked (password protected) when not in use.

WINDOWS SETTINGS

In order to ensure the reliable operation of the jHAVEN software application, use of a supported Microsoft Windows operating system is imperative. The Font Size property must be set to "Small Fonts". This property can be found under the Settings tab of desktop properties: Start\Control Panel\Appearance and Personalization\Display\.

SYSTEM CONFIGURATION/INSTALLATION TYPE

STANDALONE

The Standalone installation is self-contained on one workstation.

NETWORK CLIENT

The Network Client/Server installation uses a server to support one or more individual workstations, all accessing one database by multiple computers and users.

- Servers hold the central database and must utilize the Server installation file first.
- Network Clients are placed on the users' individual workstations, which then access the database on the Server. The Network Client is installed after the Server installation has been successfully completed.

BEST PRACTICES

While it is possible, it is not recommended to have both the Standalone and Network Client configuration of the jHAVEN application installed on the same workstation. It is also not recommended that the Server be installed on the same workstation as the Network Client. ALL Network Client applications should be closed when upgrading a Server installation or restoring a database. ALL Network Client applications should be upgraded to the most current version prior to logging into the application once the upgrade process has begun. When possible, upgrade incrementally and do not skip installation versions. Failure to comply with these recommendations may result in loss of data.

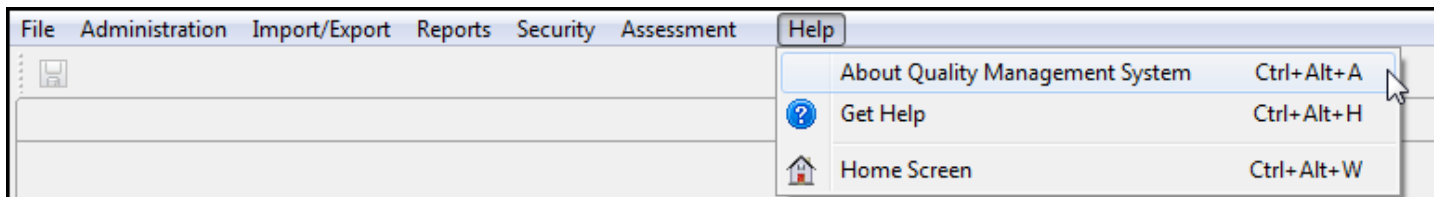**Please refer to the jHAVEN Installation Guide for assistance installing and setting up the jHAVEN application.** The QIES Help Desk is available for technical support and assistance if needed and may be contacted by phone at 877-201-4721 or by email to help@qtso.com.

VERSION VERIFICATION

When the jHAVEN application is accessed on a workstation which has a successful internet connection, the application will compare the version number with the most current version available on the QIES Technical Support Office (QTSO) website. When a new jHAVEN download is available, a message will display directing the user to the QTSO website.

If you are uncertain which System Configuration/Installation Type of jHAVEN you are currently utilizing, it is highly recommended that this be verified before proceeding with an upgrade.

Information about the version of jHAVEN currently running may be found by selecting 'About Quality Management System' from the Help drop-down on the Menu Bar.

File	Administration	Import/Export	Reports	Security	Assessment	Help		
						About Quality Management System	Ctrl+Alt+A	
						Get Help	Ctrl+Alt+H	
						Home Screen	Ctrl+Alt+W	

The About Quality Management System screen displays the following information:

- Installation Type (System Configuration – Standalone or Network Client)
- Feature Label (Application Name)
- Feature Version (Version Number)

GENERAL OVERVIEW

jHAVEN software provides the following:

- Agency Setup/Maintenance
- Branch Setup/Maintenance
- User Setup/Maintenance
- Patient Setup/Maintenance
- Assessment Data Entry
- Import/Export of Assessments
- Reports

ACCESS

Once jHAVEN has been installed, access the program using one of the following methods:
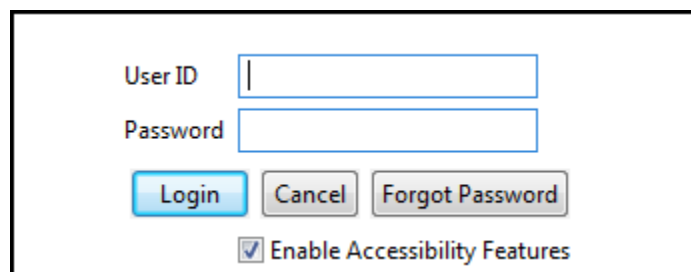
- Start Menu – Select the jHAVEN icon from the Start Menu.
- Desktop – Double-click the jHAVEN icon found on the desktop.
- Directory – Navigate to the directory where jHAVEN is installed, double-click the jHAVEN.exe.

ACCESSIBILITY

Selecting the 'Enable Accessibility Features' checkbox at the bottom of the login screen will turn on accessibility features for users requiring assistive technology (i.e., screen readers). Informational messages which describe each screen, as well as the associated functionality will be available by selecting Alt + J.

Note: When accessibility features are enabled, calendar icons will NOT be displayed. Users will also receive more decision messages than when this feature is disabled (i.e., multiple prompts prior to saving and successfully adding a patient).

The 'Enable Accessibility Features' checkbox will remain checked or unchecked until changed by the user.

SCREEN LAYOUT

TITLE BAR

- Displays the name of the software application: jHAVEN.

MENU BAR

- Located just below the Title Bar, the Menu Bar consists of drop-down lists which contain command selections dependent on user role and the screen that is currently active.
- Pressing the Alt key on the keyboard will place the cursor in the menu bar. Using the arrow keys on the keyboard, users can navigate through the selections on the menu bar. For example, on the Assessment Search screen, if the cursor is on the File menu item, pressing the right directional arrow will move the cursor to the next menu item. Pressing the up and/or down directional arrows will provide navigation through the drop-down menu list.

TOOL BAR

- Located just below the Menu Bar, the Tool Bar contains screen-specific buttons and icons to assist the user. Hover or "mouse over" the icons to display descriptions of the available functionality.

SCREEN TABS

- Located just below the Tool Bar, Screen Tabs will display the open screens (i.e., Agency, Patient, User, and Assessment). An asterisk (*) will display on the tab to the left of the tab title if there are screen changes which need to be saved.

SCREEN AND COLUMN SIZE CONTROL

The various screens available are divided into distinct functional sections. Search and Summary sections may be collapsed by a single click of the arrow located next to the section title. Clicking on the arrow a second time will expand the section.

Columns and sections may be resized if needed by hovering over the line which separates the sections or column headers. The cursor will create an arrow. Click and drag the "left-right arrow" icon to the desired width.

FIELD TYPES

TEXT

Text fields allow data to be entered manually. Data entered must adhere to the rules of the OASIS Data Specifications (length, use of special characters, etc.). The following is an example of a text field:

Patient Last Name (M0040)*	

DATE

Date fields are formatted for the entry of a valid date (MM-DD-YYYY) where MM = 01-12, DD = 01-31, and YYYY = the four-digit year. Some date fields allow other data to be entered, such as a (-) for 'not assessed/no information.' These fields will be defined by the OASIS Data Specifications. The following is an example of a date field:

Birth Date (M0066)*	- -	📅

Please Note: When accessibility features are disabled, there will be a calendar icon next to each date field, which may be used for date selection, as shown in the example above. When accessibility features are enabled ('Enable Accessibility Features' checkbox is checked on the jHAVEN login screen), the calendar icon will NOT be displayed.

CHECKBOX

- Checkboxes allow the selection of "yes" responses by single-clicking the box next to the appropriate value.
- Double-clicking the checkbox will mark the response as 'not assessed' when this is a valid response according to the OASIS Data Submission Specifications.
- Clicking the checkbox a third time will uncheck the box for a selection of "no". The following is an example of a checkbox:

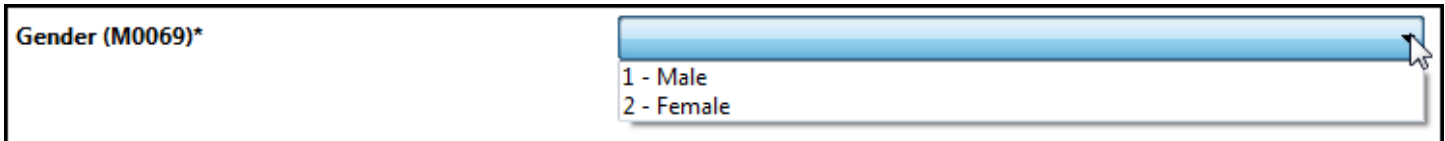| Race/Ethnicity (Mark all that apply) (M0140)*	☐ 1 - American Indian or Alaska Native
	☐ 2 - Asian
	☐ 3 - Black or African-American
	☐ 4 - Hispanic or Latino
	☐ 5 - Native Hawaiian or Pacific Islander
	☐ 6 - White

DROP-DOWN LIST

Drop-down lists contain all allowable responses for a specific item.

To respond using a drop-down list, tab to the field and use the arrow keys on the keyboard to navigate through the response options. Once the desired response is displayed, use the 'Tab' key to move to the next item.

The mouse may also be used to select a response in a drop-down list:

1. Select the arrow on the right side of the item to expand the list.

2. Select the desired response.

3. Select 'Tab' or use the mouse to move to the next item. The 'Delete' key on the keyboard may be used to clear previous responses.

The following is an example of a drop-down list:

GRID

Similar to text fields, grids allow data to be entered manually. Grids will be displayed for items which require the entry of ICD codes. Data entered must adhere to the rules of the OASIS Data Submission Specifications (length, use of special characters, etc.).

jHAVEN does not verify the validity of ICD-9 or ICD-10 codes entered; however, the application will verify that a code has been properly formatted. For additional assistance with ICD coding, please see the Get Help section of this guide.

Complete the following steps to utilize the ICD code grids:

1. Select the grid button [Grid] to open the ICD code display window. Begin entering the appropriate ICD codes, using manual data entry, starting with row number one (1):

Row	Grid

Move Up   Move Down | New   Insert   Delete | Save and Close

	Inpatient Facility Diagnosis (M1011A-F)
1	

2. Use the 'Tab' key on the keyboard to navigate to the next row OR select the 'New' icon to add additional rows/ICD codes.
   Note: jHAVEN will not allow users to exceed the maximum number of rows allowed by the OASIS Data Submission Specifications.

3. Select the 'Save and Close' icon to save the data entered and close the ICD code display window.
   Note: You must select 'Save and Close' to close the ICD code display window.

To modify the order in which ICD codes appear within the ICD code display window, select the ICD code/row you wish to move.

- Use the 'Move Up' or 'Move Down' icons to place codes in the desired location.

- To add an ICD code in between codes that have already been entered, select the row where you would like the new ICD code to be displayed; select the 'Insert' icon. It is not recommended to include blank rows within the ICD code display window.

- Use the 'Delete' icon to remove previous entries or blank rows as needed.

EDITS

Data integrity edits are applied as information is entered into jHAVEN. These edits are unique messages put in place to assist users with the accurate completion of data entry. Some edits will present a pop-up message and must be addressed when displayed in order to proceed. Other edits may not appear until the assessment is saved and validated. The following types of edits may occur in jHAVEN:

ERRORS

This type of edit lets the user know information is missing or invalid. The information must be entered or corrected before it will be saved.

WARNINGS

This type of edit indicates there is information entered that should be verified as accurate, or serve as a reminder of how some fields should be populated.

INFORMATIONAL

This type of edit gives the user general information about the assessment.

DATA ENTRY TIPS

- For optimization of the skip patterns and/or edits, it is recommended that assessment data be entered in the order in which the questions appear on the screen.

- Enter data in each field and use the 'Tab' key on the keyboard to navigate from field to field. This allows skip patterns and edits to be appropriately applied, and helps ensure all fields are addressed.

- Some fields require use of additional keys. For example, checkbox fields use the 'Tab' and 'Shift + Tab' keys to scroll through the available responses. Once the desired response is highlighted, pressing the spacebar will make the selection. Press the 'Tab' key to move to the next field and 'Shift + Tab' to go to the previous selection. The mouse may also be used to move to a field and make a selection.

ORDER OF DATA ENTRY

1. Create an agency
2. Add agency branches if applicable
3. Create a user
4. Create a patient
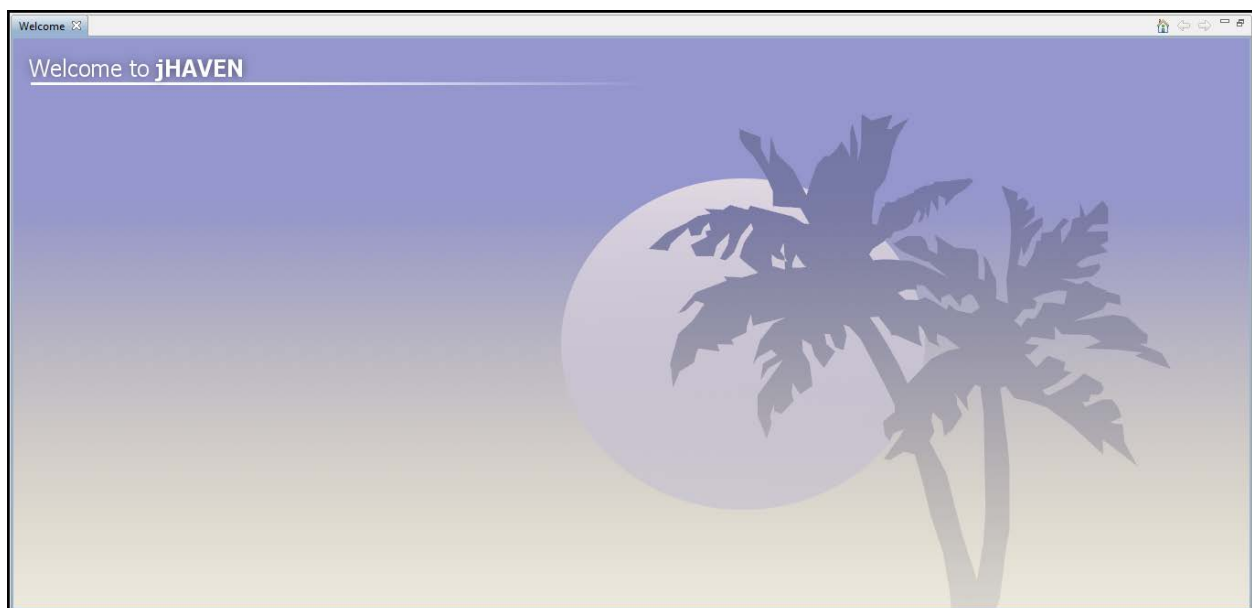5. Create an assessment
6. Export the assessment

LOGIN

Please Note: The Default User account (jhaven) cannot be used to create patients or assessments. For detailed instructions regarding the initial login please consult the jHAVEN Installation Guide.

Complete the following steps to login to jHAVEN:

1. Launch the jHAVEN application from the start menu, desktop, or directory where installed.
2. The jHAVEN splash screen containing the CMS logo displays momentarily.

The 'Welcome to jHAVEN' screen will display while the program is loading. This may take a few minutes and requires no response from the user.

The 'Login' screen displays.

3. Enter the assigned User ID.

4. Enter the Password. When logging in for the first time, enter your assigned User ID in both the 'User ID' and 'Password' fields; these are case sensitive.

5. Click 'Login'.

   When logging in for the first time, the 'Change Password' screen displays as follows:

   - The new password and the confirm new password must match.

   - The new password must be at least 8 characters long.

   - The new password must be no more than 20 characters long.

   - The new password must not contain any space.

   - The new password must not contain the User ID, First Name, Last Name, or Email.

   - The new password must not begin with a number.

   - The new password can only contain a maximum of 3 repetitive characters.

   - The new password must contain at least one of each of the following types of characters:

     — Upper-case Character: A-Z

     — Lower-case Character: a-z

     — Number: 0-9

     — Special Character: &~`!-@#$%^*()_+={}[]|\:;"'<>,.?/

   - The new password must not match any of the user's most recent 6 passwords.

   - The new password will be set to expire in 60 days.

> The new password and the confirm new password must match.
> The new password must be at least 8 characters long.
> The new password must be no more than 20 characters long.
> The new password must not contain any space.
> The new password must not contain the User ID, First Name, Last Name, or Email.
> The new password must not begin with a number.
> The new password can only contain a maximum of 3 repetitive characters.
> The new password must contain at least one for each of the following type of characters:
>   Upper-case Character: A-Z
>   Lower-case Character: a-z
>   Number: 0-9
>   Special Character: &~`!-@#$%^*()_+={}[]|\:;"'<>,.?/
> The new password must not match any of the user's most recent 6 passwords.
> The new password will be set to expire in 60 days.
>
> New Password   [   ]
> Confirm New Password   [   ]
>
>   [Continue]   [Cancel]

6. Enter a new password in the 'New Password' and 'Confirm New Password' fields. The password is case-sensitive and must match in both fields.

7. Select 'Continue' to complete the login process.

Please Note: Selecting 'Cancel' will display the following message: "You must change your password before accessing the system. If you do not change your password, you will be logged off the system." Clicking 'Cancel' on this pop-up will take the User back to the previous 'Change Password' pop-up. Clicking 'OK' takes the User to the login screen where they must re-enter the assigned User ID in both the 'User ID' and 'Password' fields.

8. The 'Security Questions' screen displays the following questions:

- What city were you born in?
- What year did you graduate from high school?
- What is your favorite sport?
- What was the make of your first car?
- What was the color of your first car?
- What is your mother's maiden name?
- What was the name of your first pet?
- What size shoe do you wear?
- What is your favorite season of the year?
- What is your favorite movie?

9. Complete the answers to a minimum of six (6) questions. Tab to the bottom of the list to enable the 'OK' button.

10. Click 'OK' to continue to the 'Home' screen.

HOME SCREEN

The options displayed on the 'Home' screen are dependent upon User Type. A System Administrator will have full access, while a Data Entry User will have limited access. Please see the User Setup and Maintenance section for additional information regarding User Types. Below is an example of the System Administrator's 'Home' screen:
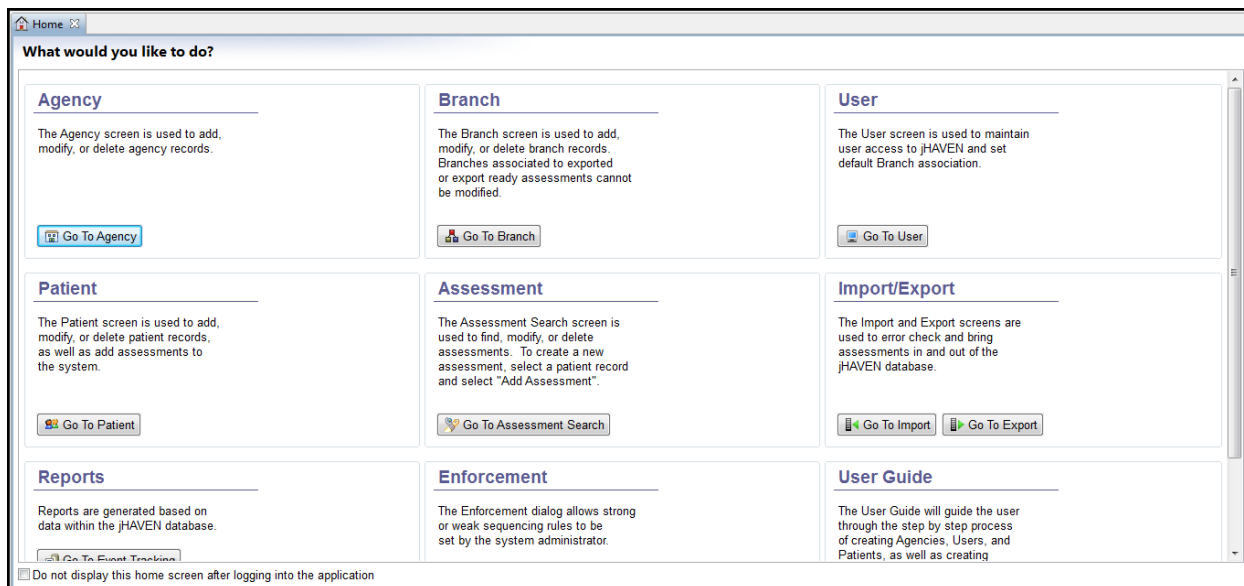
HOME SCREEN DEFAULT

By default, the 'Home' screen will be displayed upon each login. The screen may be closed by selecting the white "X" on the tab titled 'Home'. This will close the 'Home' screen for the remainder of the user's session.

To reactivate the 'Home' screen once it has been closed, select 'Help' from the Menu Bar at the upper right followed by 'Home Screen' OR use the short-cut, Ctrl+Alt+W.
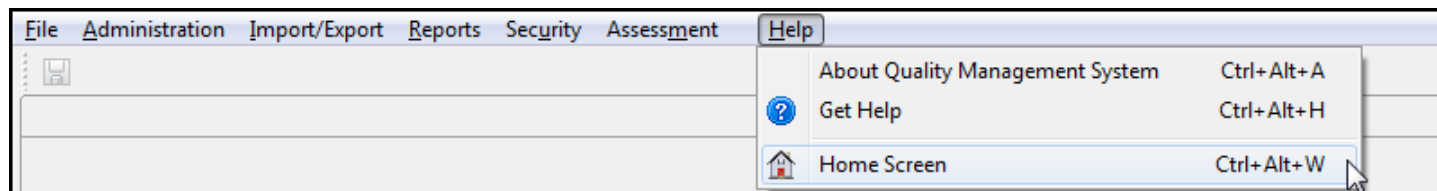
If the user does not wish to see the 'Home' screen upon each login, the default setting may be turned off by placing a checkmark in the box at the lower left corner of the screen next to the following statement: "Do not display this home screen after logging into the application".
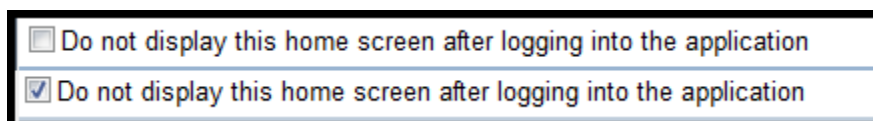
Placing a checkmark in this box will only affect the user currently logged into the application. All other users will continue to see the 'Home' screen based on their preferences.

AGENCY SETUP AND MAINTENANCE

The Default User must create at least one Agency before being permitted to add any further data to the jHAVEN application. Please consult the jHAVEN Installation Guide for detailed instructions regarding the initial login and setup by the Default User.

The 'Agency Information' screen allows users, dependent upon their User Type, to setup and modify agencies.

The 'Agency Information' screen displays in two sections:

- Agency Summary (on the left)
- Agency Detail (on the right)
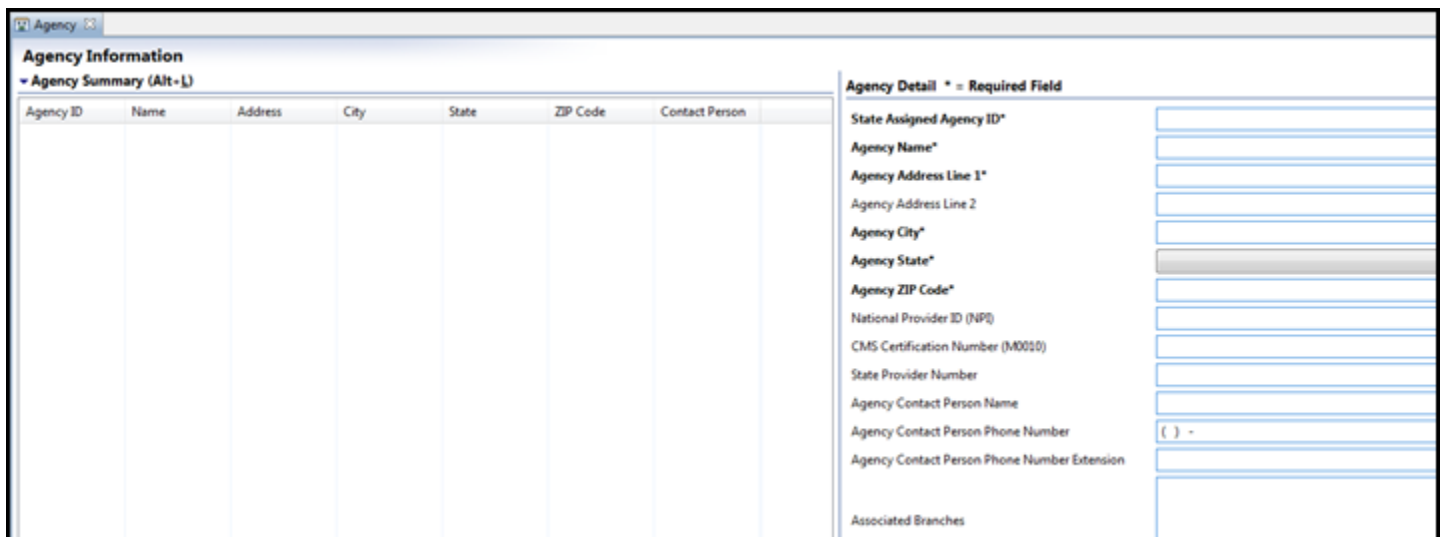
ADD AN AGENCY

Complete the following steps to create a new agency:

1. Select 'Agency' from the Administration drop-down on the Menu Bar or 'Go To Agency' from the 'Home' screen.
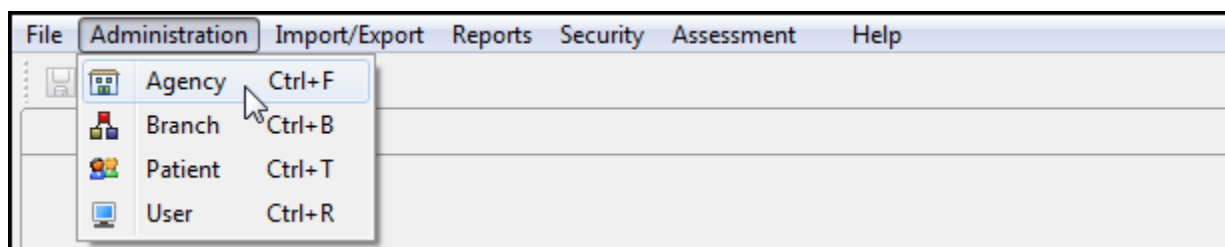
The 'Agency Information' screen displays:

2. Enter the appropriate agency information into the Agency Detail section. Required fields display on the screen in bold type with an asterisk.

3. After agency information has been entered, click the 'Save' 🖫 icon. Saved agency information will display in the Agency Summary section on the left side of the screen.

4. To add additional agencies, click the 'New' ➕ icon, enter data and click the 'Save' 🖫 icon.

MODIFY AN AGENCY

Complete the following steps to modify an existing agency:

1. Locate and highlight the agency in the Agency Summary section.

2. Make the appropriate changes in the Agency Detail section on the right side of the screen.

3. Click the 'Save' 💾 icon.

DELETE AN AGENCY

Complete the following steps to delete an agency:

1. Locate and highlight the agency in the Agency Summary section.

2. Click the 'Delete' ➖ icon.

   - Only a System Administrator can delete an agency.

   - Deletions cannot be made if Users, Patients, or Assessments are currently associated to an agency.

ADD A BRANCH

The Branch screen allows users, to add, edit, delete, and search for branches. Branches may be added to the jHAVEN application after the Branch ID has been assigned and provided to the agency by the State Automation Coordinator.

The 'Branch Information' screen displays in two sections:

   - Branch Summary (on the left)
   - Branch Detail (on the right). All agency branch data entry is done in this section.

Complete the following steps to add a new Branch:

1. Select the Branch option from the Administration drop-down on the Menu Bar.
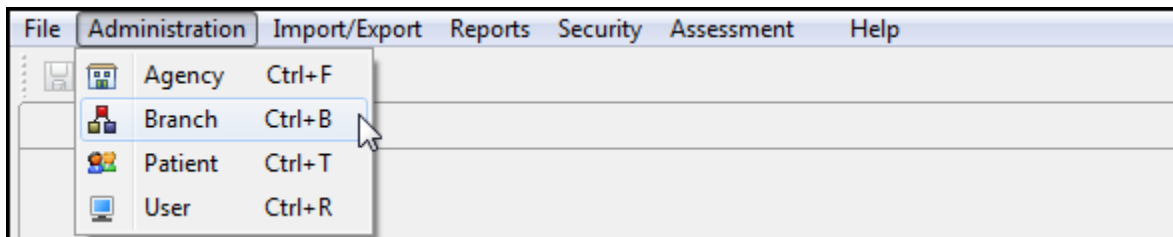
The Branch Information screen displays:

2. Enter Branch information into the appropriate fields within the Branch Detail section. Required fields display on the screen in bold type with an asterisk (*).

3. Click the 'Save' icon in the Tool Bar. Saved Branch information will display in the Branch Summary section.

4. To add additional Branches, click the 'New Branch' ✚ icon on the Tool Bar or Ctrl+N. Enter data and click the 'Save' icon OR click the 'Add Branch' [Add Branch] button at the bottom of the Branch screen.
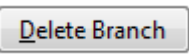
MODIFY A BRANCH

Complete the following steps to modify an existing Branch:

1. Locate and highlight the branch in the Branch Summary section.

2. Make the appropriate changes in the Branch Detail section on the right side of the screen.

3. Click the 'Save' 💾 icon.

DELETE A BRANCH

Only System Administrators may delete Branch records. A Branch cannot be deleted if it has been associated with an active User. A Branch cannot be deleted if one or more assessments have been created using that branch.

Complete the following steps to delete a Branch:

1. Locate and highlight the Branch in the Branch Summary section.

2. Click the 'Delete' ![delete icon] icon OR click the 'Delete Branch' ![Delete Branch button] button at the bottom of the screen.

USER SETUP AND MAINTENANCE

Please consult the jHAVEN Installation Guide for detailed instructions regarding the Default User and Initial Setup process. The Default User must complete the first login and initial setup process before any further data may be entered into the jHAVEN application.

USER TYPES

Government information and information system assets are high-value targets. To enhance the security of Patient and Assessment data and ensure the prevention of unauthorized viewing of Personally Identifiable Information (PII) or Protected Health Information (PHI), there are four User Types available within the jHAVEN application, each having a unique level of access:

- Default User (jhaven)
- System Administrator
- Data Entry
- View Only

The Default User ID (jhaven) may only be used to add or modify Agencies and/or User accounts, resulting in a limited jHAVEN Menu Bar. The Default User ID should be held by someone who does NOT need access to Personally Identifiable Information (PII) or Protected Health Information (PHI). After successfully creating at least one Agency and one System Administrator, the Default User must log out of the application.

A System Administrator will have the highest level of access. As noted in the jHAVEN Installation Guide, it is highly recommended that the Default User set up more than one System Administrator account. In the event the primary System Administrator User's account becomes locked, the second System Administrator will have the ability to unlock the primary account.

While a View-Only User will have the ability to view PII and/or PHI, this user holds the lowest level of access and may not add, edit, or delete data. The table below provides a summary of the functions available to each User Type. An "X" denotes that a function will be available to that particular User Type unless otherwise specified. Note, you will not see the Default User in this table summary. As previously noted, the Default User account may ONLY be used to add or maintain Agency or User account information.

Features/Functionality	System Administrator	Data Entry	View Only
Assessments	Add/Edit/Delete	Add/Edit	
Create Inactivation Requests	X		
Create Modification Requests	X		
Export Files	X		
Import Files	X		
Maintain Agency Information	Add/Edit/Delete	Edit	
Maintain Patient Information	Add/Edit/Hide/Delete	Add/Edit	
Maintain User Information	Add/Edit/Delete		
Perform Data Entry	X	X	
Print Assessment Report	X	X	X
View Assessment Data Entry Report	X	X	X
View Event Tracking Report	X		
View Hidden Patients/Assessments	X		
View User List	X		

| Features/Functionality	System Administrator	Data Entry	View Only
View Assessments Entered by Any User	X	X	X

ADD A USER

The 'User Information' screen allows users, dependent upon their User Types, to modify and set up new user accounts. The term 'user' refers to the individuals who will be viewing or entering data into the jHAVEN application.

The 'User Information' screen displays in two sections:

- User Summary (on the left)
- User Detail (on the right); all user data entry is done in this section.

Complete the following steps to add a new user:

1. Select 'User' from the Administration drop-down on the Menu Bar or 'Go to User' from the 'Home' screen.
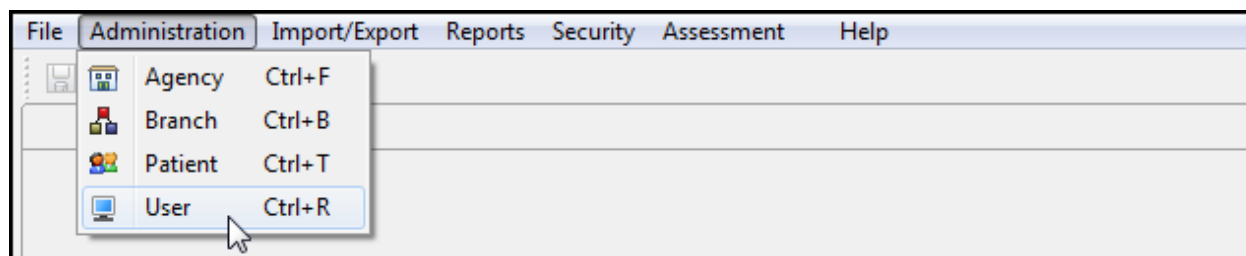
The 'User Information' screen displays:

2. Enter the appropriate user information into the User Detail section. Required fields display on the screen in bold type with an asterisk.

3. After entering all required user information, click the 'Save' 🖫 icon. Saved user information will display in the User Summary section on the left side of the screen.

4. To add additional users, click the 'New' ➕ icon, enter data, and click the 'Save' 🖫 icon.

TERMINATION DATE

A Termination Date should only be entered if an active user is no longer valid (i.e., no longer employed with the agency). If there is only one System Administrator and that person terminates his/her position, a new System Administrator must be set up prior to entering the Termination Date for the existing System Administrator.

If a Termination Date is entered for a user who has active assessments in the database, a Termination Date message box will be displayed, advising that any assessments associated with the terminated User ID will be updated to an active User ID when an active user opens the assessment.
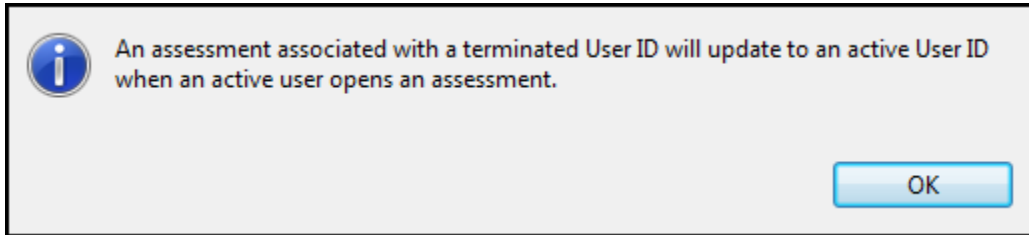
MODIFY A USER

Complete the following steps to modify an existing user:

1. Locate and highlight the user in the User Summary section.

2. Make the appropriate changes in the User Detail section on the right side of the screen.

3. Click the 'Save' 🖫 icon.

DELETE A USER

User ID's may not be deleted if the user has created or modified Agency, Patient, or Assessment data. User ID's which are successfully deleted may not be reused. Use of the Termination Date field is recommended if a user is no longer valid (i.e., no longer employed with the agency).

Complete the following steps to delete a user:

1. Locate and highlight the user in the User Summary section.

2. Click the 'Delete' ➖ icon. Deletions cannot be made if the user has created or modified agency, patient, or assessment data.

CHANGE PASSWORD

PASSWORD PROTECTION

A strong password for your applications is a basic protection mechanism. While it is tempting to create an easy or generic password that is easy to remember, it is not very secure. Do not use generic information that can be easily obtained, like family member names, pet names, birth dates, phone numbers, vehicle information, etc. NEVER share your password with anyone.

Change passwords often. While the jHAVEN application will prompt users when passwords have expired, it is best to set up a reminder in your calendar for at least every 60 days, or sooner. Create a different password for each system or application, if applicable. Do not reuse passwords until six other passwords have been used. Contact the QTSO Help Desk if you suspect your password has been compromised, or complete the steps below to update. User passwords may be changed at any time.

Complete the following steps to change a password:

1. Login to jHAVEN.

2. Select 'Change Password' from the Security drop-down on the Menu Bar.
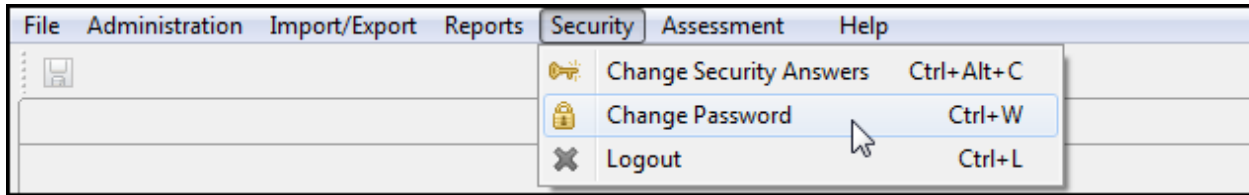
The 'Change Password' screen displays along with the following rules:

- The new password and the confirm new password must match.

- The new password must be at least 8 characters long.

- The new password must be no more than 20 characters long.

- The new password must not contain any space.

- The new password must not contain the User ID, First Name, Last Name, or Email.

- The new password must not begin with a number.

- The new password can only contain a maximum of 3 repetitive characters.

- The new password must contain at least one for each of the following type of characters:

  — Upper-case Character: A-Z

  — Lower-case Character: a-z

  — Number: 0-9

  — Special Character: &~`!-@#$%^*()_+={}[]|\:;"'<>,.?/

- The new password must not match any of the user's most recent 6 passwords.

- The new password will be set to expire in 60 days.

3. Enter the current password in the 'Password' box.
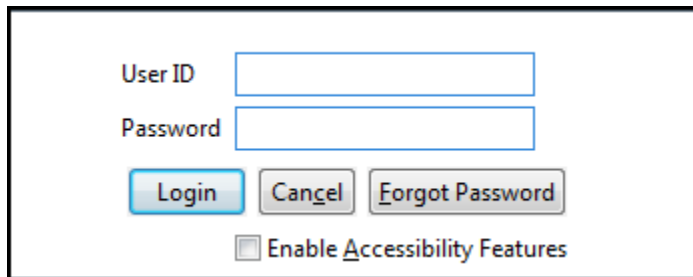
4. Enter a new password in the 'New Password' and 'Confirm New Password' box.
5. Select 'Change Password'. Selecting 'Cancel' will close the 'Change Password' screen and will not change the existing password.

FORGOT PASSWORD

Having trouble remembering passwords? Use a passphrase. Use the initials of a song or phrase to create a unique password. Example: "Take me out to the ballgames!" becomes "Tmo2tBGs". Commit passwords to memory. DO NOT keep passwords near your computer or on your desk.

Complete the following steps if you have forgotten your password:

1. Enter the User ID and select the 'Forgot Password' [Forgot Password] button.
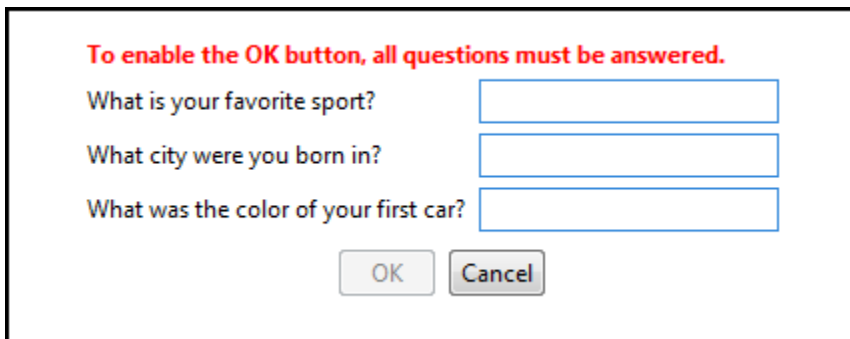
The 'Security Questions' pop-up window displays with three (3) of the security questions which were answered during the initial setup of the given User ID.
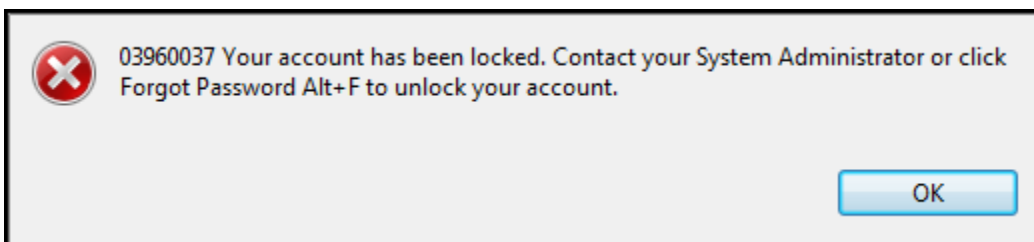
2. Enter responses to the questions provided.
3. Select 'OK' to continue to the 'Change Password' screen. Selecting 'Cancel' will close the security questions and return to the login screen.

LOCKED USER ACCOUNT

jHAVEN will allow three (3) login attempts prior to locking a user account and removing the ability to login. The following message will be displayed when a user account becomes locked: "Your account has been locked. Contact your System Administrator or click Forgot Password Alt+F to unlock your account."

As stated in the error message, there are two options when a user account has become locked. Click 'OK' to return to the 'Login' screen. Follow the instructions for Forgot Password to unlock the account.

The user may also contact a System Administrator, who can reset the account using the following steps:

1. Select 'User' from the Administration drop-down on the Menu Bar.
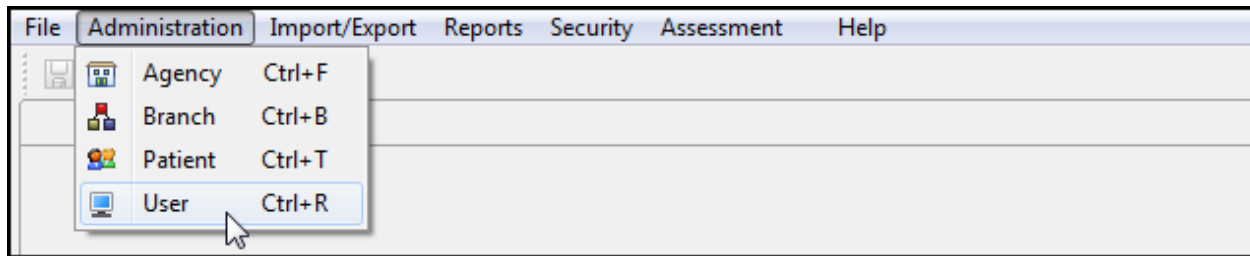
2. Locate and highlight the locked user account in the User Summary section. Locked user accounts will display in bold type.

3. Check the 'Reset Password/Unlock The Account' checkbox in the User Detail section on the right side of the screen.

4. Click the 'Save' 🖫 icon.

5. The user account is now unlocked. The password has been reset to <u>match the User ID</u>. Please note the password is case-sensitive and must match in both the 'User ID' and 'Password' fields.

Please Note: In the event the primary System Administrator account becomes locked, a second System Administrator OR the Default User (User ID = jhaven) may log in and reset the account by following the steps defined above.

If the System Administrator account cannot be unlocked using the Forgot Password instructions or the Locked User Account instructions, please contact the QIES Help Desk for further assistance. The Help Desk will reset the Default User account (User ID=jhaven) which may then be used to unlock the account or set up a new System Administrator.

PATIENT SETUP AND MAINTENANCE

The 'Patient Information' screen allows users, depending on User Type, to add, edit, delete, and search for patients.

The 'Patient Information' screen displays in 4 sections:

- Search Criteria (top of the screen)
- Patient Summary (on the left)
- Patient Detail (on the right). All patient data entry is done in this section.
- Actions (on lower right)

ADD A PATIENT

Complete the following steps to add a new patient:

1. Select 'Patient' from the Administration drop-down on the Menu Bar.

The 'Patient Information' screen displays.

2. Enter the appropriate patient information into the Patient Detail section. Required fields display on the screen in bold type with an asterisk.

3. After entering the required patient information, select the 'Add Patient' [Add Patient] button located in the Actions section on the right side of the screen or click the 'Save' 🖫 icon.

4. Saved patient information will display in the Patient Summary section.

5. To add additional patients click the 'New' ➕ icon. Enter data and click the 'Save' 🖫 icon.

HIDE A PATIENT RECORD

The 'Hide Patient Record' field located in the Patient Detail section allows users to hide records that no longer need to be accessed. For example, when a patient is no longer in the agency and all associated assessments have been exported, the user can hide the patient record. To hide a patient's records, select the "Yes, mark Patient as hidden" option within the Patient Detail section:

PATIENT SEARCH

The 'Search Criteria' section is located at the top of the 'Patient Information' screen. To retrieve all existing patient records, leave the Search Criteria blank and click the 'Search' [Search] button.

Complete the following steps to retrieve one or more records based on Search Criteria:

1. Select criteria from the 'Field Name' and 'Condition' lists.
2. Enter a 'Field Value'.
3. Select the box next to 'Show Hidden' to include records marked 'Yes, hide record' in the Patient Details section.
4. Click the 'Search' button.
5. Click the 'Clear' button to remove search criteria and begin a new patient search.

Please Note: A System Administrator will see duplicate patients listed in the Patient Summary section if a patient has been at multiple agencies and the System Administrator has access to all of those agencies within the jHAVEN application.

MODIFY A PATIENT

Complete the following steps to modify an existing patient:

1. Locate and highlight the patient in the Patient Summary section.
2. Make the appropriate changes in the Patient Detail section on the right side of the screen.
3. Click the 'Save' 🖫 icon.

The following message will display on the 'Assessment Search' screen when opening an existing assessment after patient information has been modified: "The patient information has changed, would you like to update the assessment to reflect these changes?"

The user will be shown the field name values currently in the assessment (Before Value) as well as the value after selecting 'Yes' on the Patient Data Updated pop-up window (After Value).

- Selecting 'Yes' will update the patient information within the selected assessment record to reflect what is in the Patient Detail section of the 'Patient Information' screen.
- Selecting 'No' will open the record without updating patient information within the selected assessment record.

Please Note: This message will continue to be displayed each time an assessment is opened after modifying the patient data until 'Yes' is selected.

DELETE A PATIENT

Complete the following steps to delete a patient:

1. Locate and highlight the patient in the Patient Summary section.

2. Click the 'Delete' icon or the 'Delete Patient' button in the Actions section of the 'Patient Information' screen.

Deletions cannot be made if one or more assessments have been created for the patient.

MOVE A PATIENT

In the event a patient is moved from one agency to another within the same corporation, it is necessary to reassign the patient to the appropriate agency. Before reassigning a patient to a new agency, ALL existing assessments must be in an 'Exported', 'Complete', or 'Outdated' status.

VERIFY ASSESSMENT STATUS

Complete the following steps to verify the status of a patient's assessments:

1. Perform an assessment search by following the Assessment Search procedure. It is recommended that the 'show hidden' checkbox be applied to ensure all existing records are shown.

2. If all assessments found have an 'Exported', 'Complete', or 'Outdated' status, proceed to Assign a New Agency ID below.

3. If 'Non-Exported' assessments are found, the following error message indicating such will be displayed: "All assessments associated with this Patient must be in either an OUTDATED, EXPORTED, or COMPLETE status. Please review these assessments and set the status to a status mentioned previously."

4. Enter any remaining applicable data to complete the assessment record. Required fields will appear in bold type in the 'Navigator' section of the 'Assessment' screen. You may also choose to delete an assessment if it has been entered in error.

5. Click the 'Save and Validate' [icon] icon.

    - If the assessment is complete, you will have achieved a status of 'Complete', 'Outdated', or 'Export Ready'. Close the assessment.

    - For 'Export Ready' assessments, follow the Export procedure to set the status appropriately before assigning a new Agency ID.

ASSIGN A NEW AGENCY ID

Complete the following steps to assign a patient to a new agency:

1. Select 'Patient' from the Administration drop-down on the Menu Bar.

2. The 'Patient Information' screen displays.

3. Perform a Patient Search for the patient you wish to move.

4. Locate and highlight the patient to be reassigned in the Patient Summary section.

5. Verify the patient information in the Patient Detail section on the right.

6. Select the new agency from the 'Agency ID' drop-down.

7. Click the 'Save' [icon] icon.

When a patient has assessments which are in a 'Complete' status, a decision message asking "Are you sure you want to change the agency for patient (First Name/Last Name)?" will be displayed, as shown in the example below.

To continue, select the 'Finish' button. Assessments listed will remain in the ORIGINAL agency where they were created. In the event the assessments listed belong under the newly-assigned agency, they will need to be deleted and re-entered accordingly.

8. A confirmation message will be displayed, indicating that the patient information has been saved.

9. Click 'OK' to complete the patient move process and assign the new agency information. Saved patient information will display in the Patient Summary section of the Patient Screen.

ASSESSMENT NAVIGATION AND MAINTENANCE

ENFORCEMENT

By default, enforcement of assessment sequencing is turned on during installation. The System Administrator is the only user who may turn this feature off once the installation and initial setup process have occurred. Assessment enforcement sequencing rules are used only in conjunction with adding assessments.

TYPES OF SEQUENCING

There are two types of sequencing, Strong Enforcement and Weak Enforcement.

STRONG ENFORCEMENT

Strong enforcement of assessment sequencing is automatically set when the software is installed. This type of sequencing provides an error whenever a newly-added assessment violates the sequencing rules. It prohibits that specific type of assessment from being added.

WEAK SEQUENCING

Weak enforcement of the assessment sequencing may be set by the System Administrator after the completion of installation of the software. This type of enforcement provides a warning which indicates that sequencing is being violated. However, it does NOT prohibit the assessment type from being added.

Complete the following steps to reset the Enforcement option:

1. Select 'Enforcement' from the Assessment drop-down on the Menu Bar.
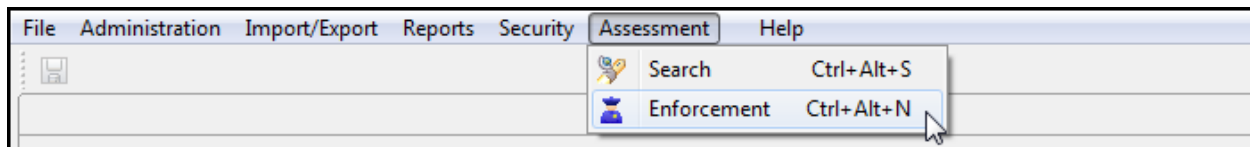
The 'Enforcement' screen will display.
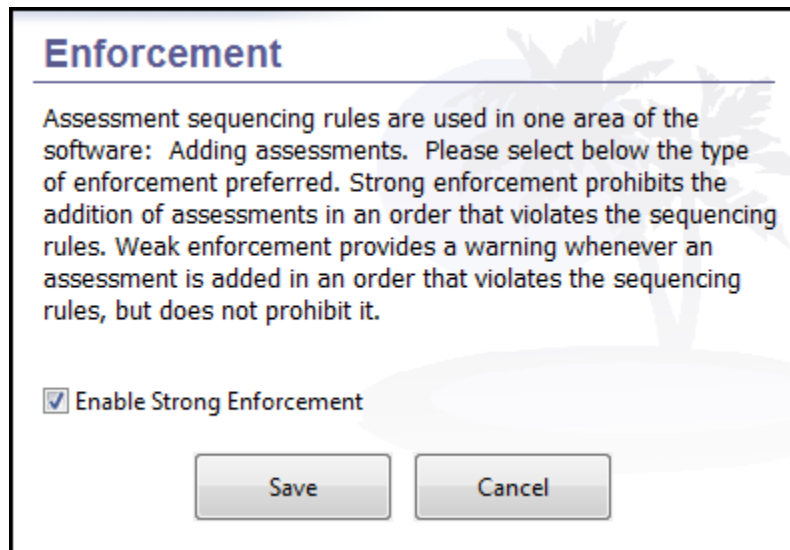
2. Uncheck the checkbox in front of 'Enable Strong Enforcement' to switch over to 'Weak Enforcement' OR place a checkmark in the checkbox to enable 'Strong Enforcement'.
3. Click the 'Save' button.

4. A confirmation message indicating the saved action will be displayed; i.e., "Enforcement has been turned off." or "Enforcement has been turned on."
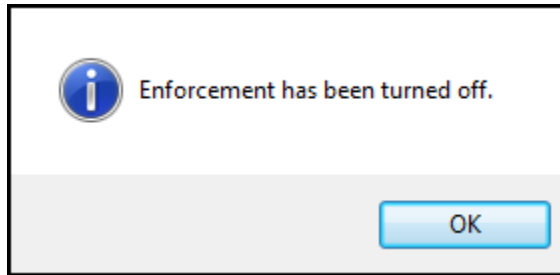
SCREEN TABS

Tabs for active screens (i.e., Home, Patient, Assessment Search, and Assessment) will display below the Toolbar at the top of the screen.

The 'Assessment' tab will display the assessment type and patient name. When the assessment screen is open, no other screens may be accessed.
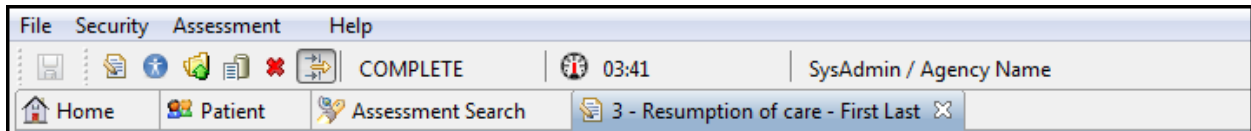
If an attempt to view a subsequent screen tab such as 'Assessment Search' is made while the 'Assessment' screen is active, the user will receive an error message stating that this function is not allowed, as shown in the example below. Click 'OK' to close the error message and return to the 'Assessment' screen.
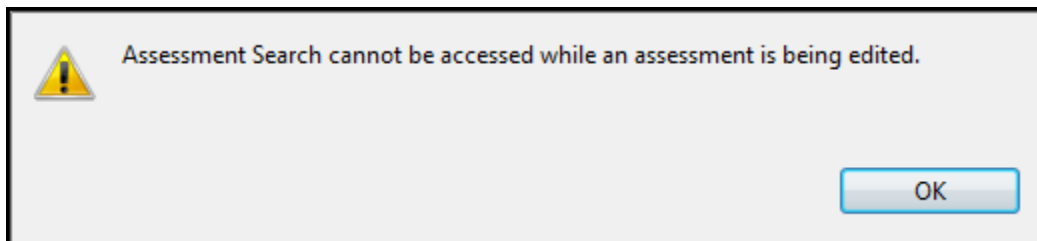
ASSESSMENT SCREEN TABS

When an assessment is opened the following additional tabs will be displayed:

- Assessment
- Patient Details
- Agency Details
- Assessment Determination
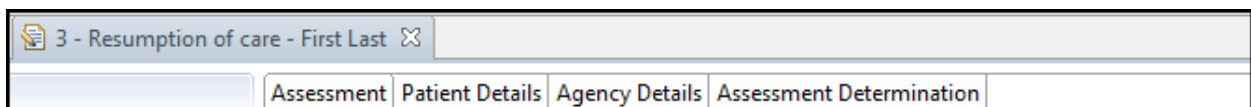
ASSESSMENT

The Assessment tab displays the patient assessment; this is where all assessment data entry will be completed.

PATIENT DETAILS

The Patient Details tab displays patient demographic data as it was entered on the Patient Screen in a view-only, non-editable format.

AGENCY DETAILS

The Agency Details tab displays agency information as it was entered on the Agency Screen in a view-only, non-editable format.

ASSESSMENT DETERMINATION

The Assessment Determination tab displays data as entered on the 'Add Assessment' wizard in a view-only, non-editable, format.

NAVIGATOR

The assessment Navigator is located in the top left corner of the Assessment screen and will display all assessment items in a collapsible tree format. Unanswered questions will appear in **bold** type.

As questions are answered, they are removed from the tree. To change the display of the tree to continue showing answered questions utilize the Show/Hide [icon] icon in the Toolbar at the top of the screen.

TIP: Clicking on an item in the tree will move the cursor to the selected field within the assessment.
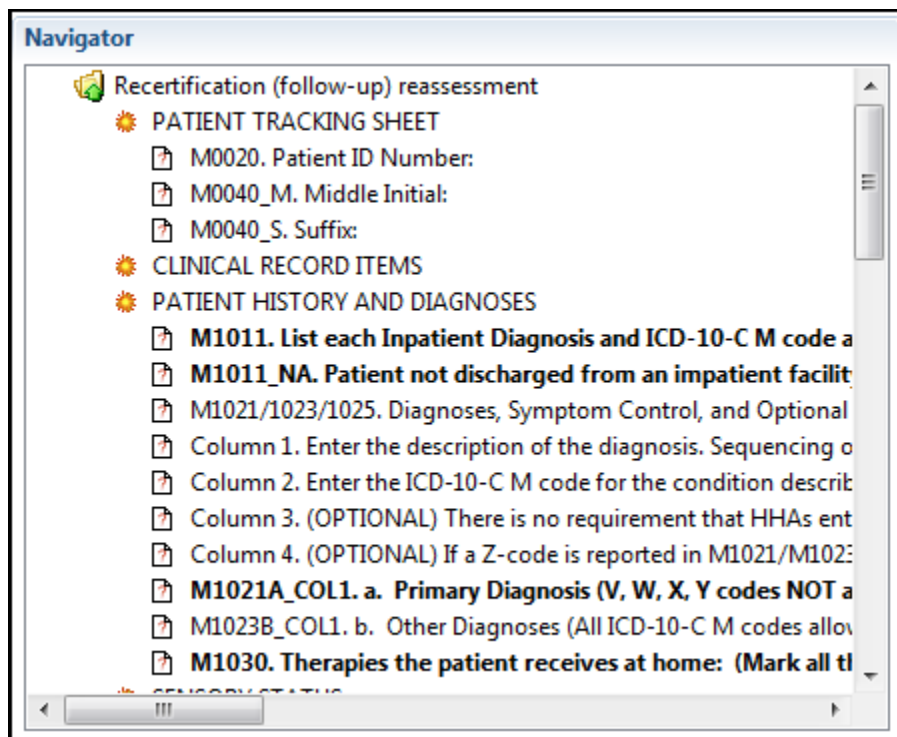
EDITS

Data integrity edits are applied as information is entered into jHAVEN. These edits are unique messages put in place to assist users with the accurate completion of the assessment. Some edits will present a pop-up message and must be addressed when displayed in order to proceed. Other edits may not appear until the assessment is saved and validated.

The assessment 'Edits' section is located in the bottom left corner of the 'Assessment' screen. This section displays applicable errors or warnings found within an assessment after selecting the 'Save and Validate' [icon] icon.
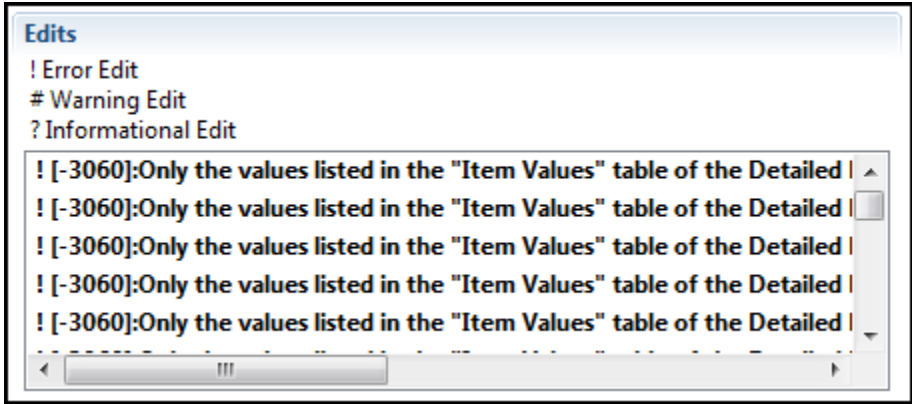
The following types of edits may occur in jHAVEN:

(!) ERRORS

This type of edit informs the user that information is missing or invalid. Data must be entered or corrected before the assessment may be completed.

(#) WARNINGS

This type of edit indicates there is data entered that should be verified as accurate, or serves as a reminder regarding how certain fields should be completed.

(?) INFORMATIONAL

This type of edit gives the user general information about the assessment data entered.

TIP: Clicking on an edit message will move the cursor to the appropriate field within the assessment so it may be verified or corrected. An Assessment Error Report, which will display all edits shown on the 'Edits' section of the 'Assessment' screen may be printed. Utilize the Print Error Report [Print Error Report] button above the Edits Section to print the Assessment Error Report.
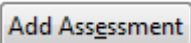
ADD AN ASSESSMENT

Complete the following steps to create an admission assessment:

1. Select 'Patient' from the Administration drop-down on the Menu Bar.
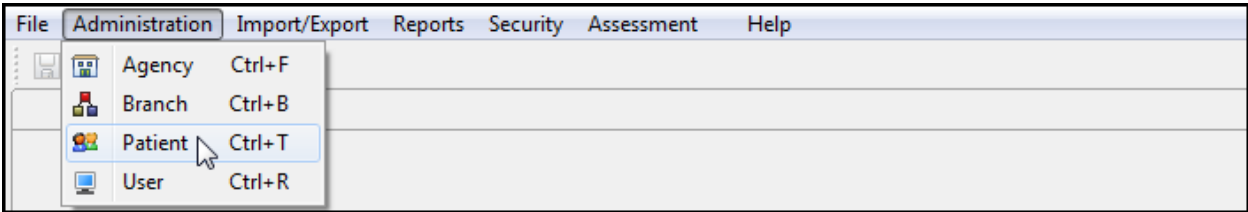
Complete a Patient Search or add a new patient.

2. In the Patient Summary section, double-click on the patient you wish to add an assessment for; OR highlight the patient row by clicking on the patient, and click the 'Add Assessment' [Add Assessment] button at the bottom of the Actions Section.

The 'Add Assessment' wizard displays.
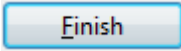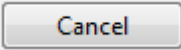
3. Enter information into the fields as appropriate. Required fields display on the screen in **bold** type with an asterisk.

4. Click 'Finish' [Finish] to display the 'Assessment' screen and continue entering assessment data, OR click 'Cancel' [Cancel] to return to the 'Patient Information' screen.

Please Note: After clicking 'Finish,' errors and/or warning messages, if applicable, will display in a pop-up window before opening the 'Assessment' screen. Below is an example of the 'Assessment' screen:

1. Enter data as appropriate on the 'Assessment' screen. Required fields will appear in bold type in the 'Navigator' section at the upper left. Clicking on an item in the 'Navigator' will move the cursor to the selected field within the assessment.

   Please Note: For optimization of the skip patterns and/or edits, it is recommended that data be entered in the order in which the questions appear on the screen.

2. To save progress as data is entered, click the 'Save' 💾 icon or utilize the Ctrl+S shortcut.

3. When data entry is complete, click the 'Save and Validate' 📄 icon to validate the assessment for errors or warnings.

4. A confirmation message indicating that the assessment data has been saved will be displayed. This message includes the number of warnings and/or errors found, as well as the assessment status, as shown in the example below:

   Assessment data saved. There were 2 warnings and/or errors. Assessment status is COMPLETE

   Ok
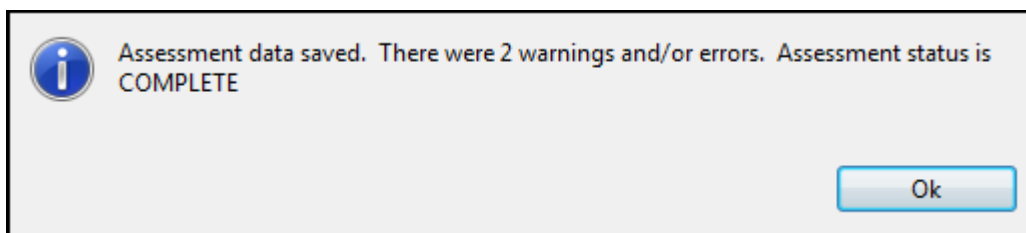
5. Select 'OK' to continue.

ASSESSMENT SEARCH

Complete the following steps to search for an assessment:

1. Select 'Search' from the Assessment drop-down on the Menu Bar.
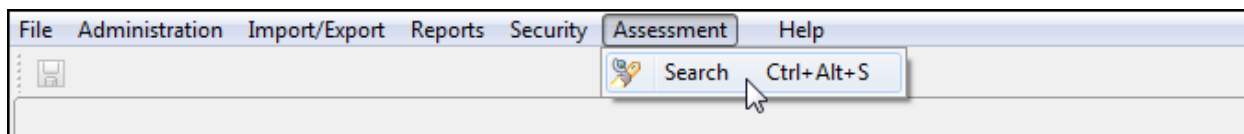
The 'Assessment Search' screen displays.

2. To retrieve all existing assessment records, leave the Search Criteria blank and click the 'Search' [Search] button.

3. To retrieve one or more assessment records based on Search Criteria:

   a) Select criteria from the Field Name and Condition lists.

   b) Enter a corresponding Field Value.

   c) Click the 'Search' [Search] button.

   d) Click the 'Clear' [Clear] button to remove search criteria.
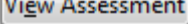
Please Note: Selecting the box next to 'Show Hidden' will include records for patients marked 'Yes, Hide Record' on the 'Patient' screen. It is recommended when conducting a search after updating Patient and/or Agency information that the user close any open tabs and begin with a new 'Assessment Search' screen.

VIEW ONLY

Occasionally, it may be necessary to view previously-entered information where there is not a need to modify or edit the data. To view assessment data without editing or resetting the assessment status (i.e., Exported assessment), users may utilize the 'View Only' checkbox.

Complete the following steps to open an assessment in 'View Only' mode:

1. Complete an Assessment Search to locate the desired assessment.

2. Click to place a checkmark in the 'View Only' [✓ View Only] checkbox at the bottom of the screen.
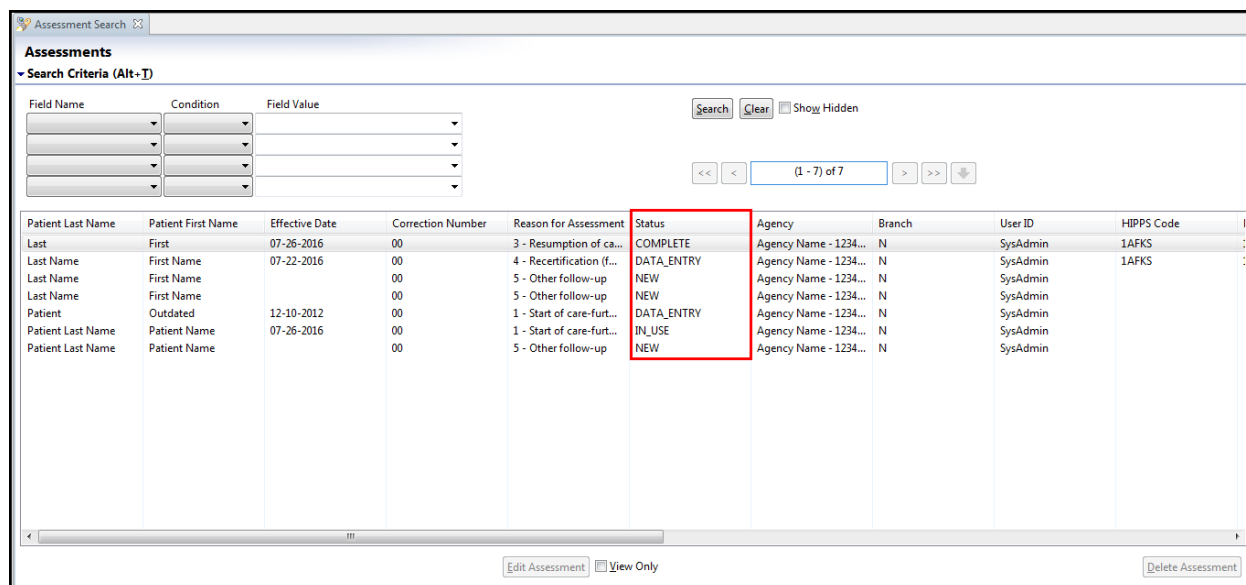
3. Highlight the desired assessment record and select the 'View Assessment' ![View Assessment] button at the bottom of the 'Assessment Search' screen, or double-click to open the assessment for viewing.

4. The 'Assessment' screen opens in 'View Only' mode.

Please Note: Assessments may not be modified in 'View Only' mode. To make changes to this assessment OR subsequent assessment records, the 'View Only' checkbox MUST be unchecked.

MODIFY AN ASSESSMENT

When modifying an assessment, the user must first determine the assessment status. The assessment status may be viewed on the 'Assessment Search' screen, as shown in the example below; or on the Tool Bar once an assessment record has been opened. The following assessment statuses may occur within jHAVEN:
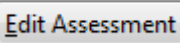
- NEW
- IN_USE
- DATA_ENTRY
- COMPLETE (assessment record for a patient under 18 years of age)
- EXPORT_READY
- EXPORTED
- OUTDATED (assessment record greater than 36 months old)

NEW, IN_USE, DATA_ENTRY, EXPORT_READY , COMPLETE OR OUTDATED

Complete the following steps to modify an existing assessment with a status of NEW, IN_USE, DATA_ENTRY, EXPORT_READY or OUTDATED:

1. Complete an Assessment Search to locate the desired assessment.

2. Highlight the assessment and select the 'Edit Assessment' ![Edit Assessment] button at the bottom of the 'Assessment Search' screen, or double-click to open the assessment for modification.

Please Note: When an OUTDATED assessment is opened, the following decision message will be displayed: "(Target Date) is greater than 36 months old. Would you like to continue and open this assessment?" Select 'Yes' to continue.
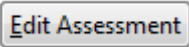
The 'Assessment' screen will display.

TIP: Unanswered questions will appear in **bold** type in the Navigator section at the upper left corner of the 'Assessment' screen. Clicking on an item in the Navigator tree will move the cursor to the selected field within the assessment.

3. Modify the assessment as appropriate.

4. Select the 'Save and Validate' [icon] icon on the toolbar to display any applicable warnings or errors found within an assessment.
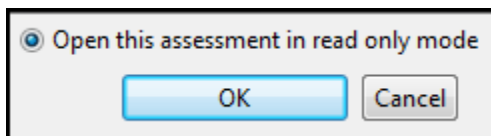
EXPORTED

Only a user with System Administrator access may modify an assessment that has been exported.

Complete the following steps to modify an assessment with a status of EXPORTED:

1. Complete an Assessment Search to locate the desired assessment.

2. Highlight the assessment and select the 'Edit Assessment' [Edit Assessment] button at the bottom of the 'Assessment Search' screen or double-click to open the assessment for modification.

3. The 'Exported Assessment' pop-up window displays with the following options:

   - **Open this assessment in read only mode:** Assessment opens and displays all previously selected answers in a view only format. This selection checks the 'View Only' checkbox at the bottom of the 'Assessment Search' screen. All other assessments will be view only until this box is unchecked.

   - **Create a correction record:** Assessment opens and displays all previously selected answers. All fields may be modified with the exception of the responses given on the 'Add Assessment' wizard.

   - **Create an inactivation record:** Inactivation assessment opens. Once saved and validated the assessment type will be changed to XX- Inactivation.

   - **Reset Status and Edit:** Assessment opens and displays all previously selected answers in an editable format. All fields may be modified with the exception of the responses given on the 'Add Assessment' wizard. The assessment status will be changed to IN_USE.
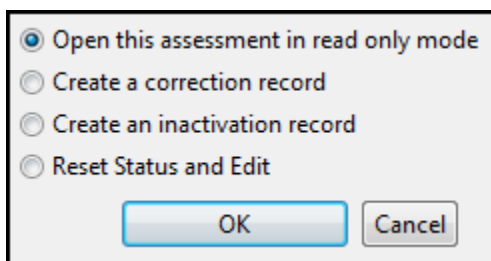
Please Note: Users who do not have System Administrator access will be shown an 'Exported Assessment' pop-up with only one option to "Open this assessment in read only mode." Selecting 'OK' will open the assessment for viewing only. Selecting 'Cancel' will return the user to the 'Assessment Search' screen.

1. Select one of the four options provided on the 'Exported Assessment' pop-up window. For additional guidance regarding which selection is appropriate, please review Appendix B of the OASIS Submission User's Guide.

2. Select 'OK' to continue.

3. Modify the assessment if applicable.

4. Click the 'Save and Validate' [icon] icon on the toolbar.
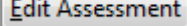
COPY AN INACTIVATED ASSESSMENT

Occasionally, it may be necessary to inactivate a record which subsequently needs to be modified for re-submission to the national data repository. For example, OASIS policy instructs the provider to submit an inactivation record when the first name, last name, SSN, gender, and/or birthdate need to be corrected. A new record with the correct information is then submitted. For additional information regarding the OASIS correction/inactivation policy, please review Appendix B of the OASIS Submission User's Guide.
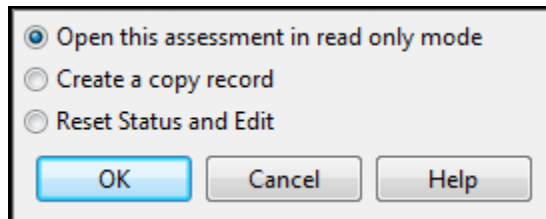
After updating the patient information (see Modify a Patient), a copy of the inactivated record can be made to avoid the need to re-enter all of the assessment data.

Complete the following steps to copy an inactivated assessment with a status of EXPORTED:

1. Complete an Assessment Search to locate the inactivated assessment. Note that the assessment type will be shown as XX-Inactivation on the 'Assessment Search' screen:

2. Highlight the assessment and select the 'Edit Assessment' [Edit Assessment] button at the bottom of the 'Assessment Search' screen, or double-click to open the assessment.

3. The 'Exported Assessment' pop-up window displays with the following options:

   - **Open this assessment in read only mode:** Inactivation assessment opens and displays all previously selected answers in a view-only format. This selection checks the 'View Only' checkbox at the bottom of the 'Assessment Search' screen. All other assessments will be view-only until this box is unchecked.

   - **Create a copy record**: Assessment opens and displays the original assessment with all previously selected answers in an editable format. All fields may be modified with the exception of the responses given on the 'Add Assessment' wizard. Only one copy per inactivated assessment is allowed. The copied assessment will appear in a new row on the 'Assessment Search' screen.

   - **Reset Status and Edit**: Inactivation Assessment opens and displays all fields in an editable format. The Assessment Status will be changed to IN_USE.

4. Select one of the three options provided in the 'Exported Assessment' pop-up window:

5. Select 'OK' to continue.

Please Note: The following message will display prior to opening the assessment if patient information has been modified: "The patient information has changed, would you like to update the assessment to reflect these changes?"

- Select 'Yes' to update the assessment with the 'After Value'.
- Select 'No' to open the assessment without updating patient information.
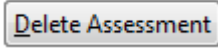
The 'Assessment' screen opens.

1. Modify the assessment data if applicable.
2. Click the 'Save and Validate' icon on the toolbar.
3. Close the assessment.

DELETE AN ASSESSMENT

Only a user with System Administrator access may delete an assessment. Assessments with a status of EXPORTED cannot be deleted; the status of these records must be reset to complete the deletion.

Complete the following steps to delete an assessment:

1. Complete an Assessment Search to locate the desired assessment.
2. Click once to highlight the assessment.
3. Click the 'Delete Assessment' Delete Assessment button at the bottom of the 'Assessment Search' screen to delete the selected assessment.
4. The 'Confirm Assessment Delete' pop-up window displays the following message: "Are you sure you want to delete assessment [patient last name, first name effective date]?"
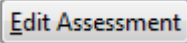

5. Select 'OK' to delete the assessment. Select 'Cancel' to close the pop-up window. The assessment will not be deleted.

If an assessment with a current status of EXPORTED needs to be deleted, the user should first verify that the assessment record has not been submitted to the national data repository.

Complete the following steps to delete an assessment that has been previously exported:

1. Complete an Assessment Search to locate the desired assessment.

2. Highlight the assessment and select the 'Edit Assessment' [Edit Assessment] button at the bottom of the 'Assessment Search' screen or double-click to open the assessment.

   The 'Exported Assessment' pop-up window displays with the following options:

   - Open this assessment in read only mode
   - Create a correction record
   - Create an inactivation record
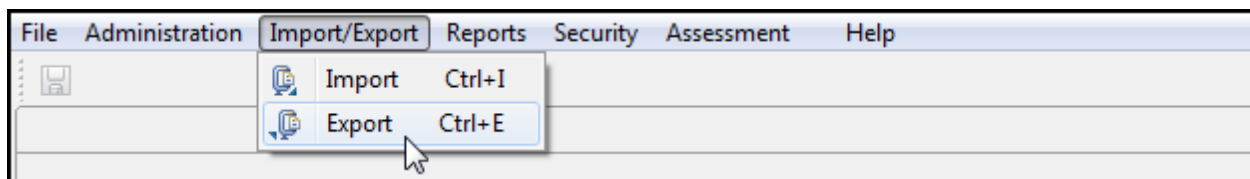   - Reset Status and Edit
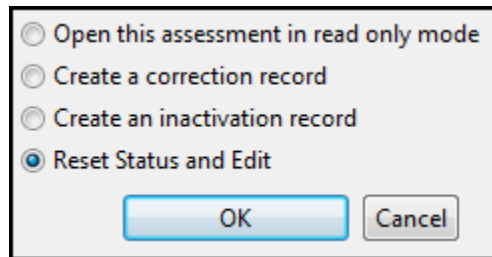
3. Select the 'Reset Status and Edit' radio button.
4. Select 'OK'.
5. The 'Assessment' screen will open setting the assessment status to IN_USE.
6. Close the assessment.
7. Follow the instructions to Delete an Assessment to complete the removal of the assessment record.

EXPORT

The 'Export Assessments' screen allows the user to export records for subsequent submission to the appropriate national data repository.
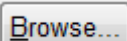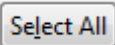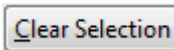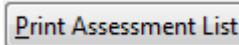
Complete the following steps to export an assessment:

1. Select 'Export' from the Import/Export drop-down on the Menu Bar.

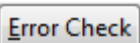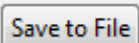The 'Export Assessments' screen displays.

2. The export process will depend upon which export type is chosen. Select one of the following export types from the drop-down at the upper left corner of the 'Export Assessments' screen:

- New Export (Assessments marked as "Export Ready")
- Previous Export (Assessments marked as "Export Ready" or "Exported")

The process for each export type is defined below.

NEW EXPORT

(ASSESSMENTS MARKED AS "EXPORT READY")

Complete the following steps when selecting New Export:

1. Click the 'Browse' Browse... button to select the Export Path. This is the location where the exported files will be saved.

2. Enter a unique file name into the field labeled Export Name. The Export Name will serve as a reference to the user when submitting the file to the appropriate national data repository. An example of what a user may choose to enter here would be the date the export file is created.

3. Enter the Export Description. This is an optional field which may be used to document additional details regarding the export file.

4. Select the assessments to be included in the export file by placing a checkmark into the boxes next to the desired assessment records. A minimum of one selection is required.

- The 'Select All' Select All button will select all assessments displayed in the list to be included in the export file.

- The 'Clear Selection' Clear Selection button will unselect all assessments previously selected.

5. If desired, select the 'Print Assessment List' Print Assessment List button to print a list of all assessments selected to be included in the export file. **Please note:** This report does not have a preview option and will be sent directly to the printer of the user's choice.

6. If desired, select the 'Error Check' Error Check button to validate all assessments selected for export. Warnings and/or Error results will display in a new screen.

7. Select the 'Save to File' Save to File button to save the error report.

8. Select the 'Close' X icon in the upper right corner to close the error report.

9. Select the 'Export' Export button to complete the export process.

The 'Export Complete' pop-up window displays, notifying the user that the export process is complete. The number of assessments which have been exported and the location of the exported files display within this pop-up window.
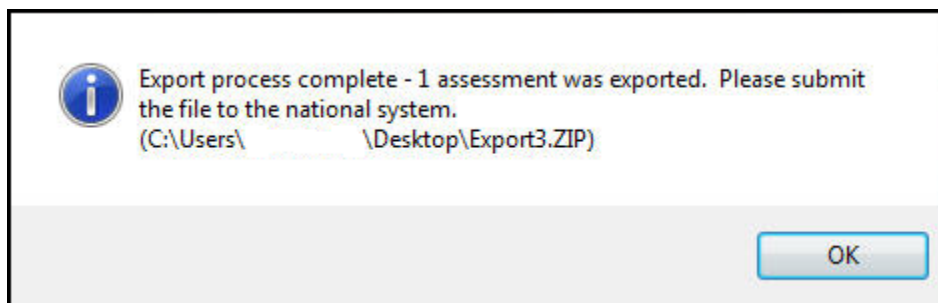
PREVIOUS EXPORT

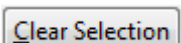### (ASSESSMENTS MARKED AS "EXPORT READY OR "EXPORTED")
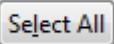
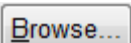Complete the following steps when selecting Previous Export:

1. Begin by highlighting a previously exported file from the list in the Previous Exports section located in the center of the 'Export Assessments' screen.
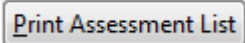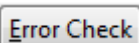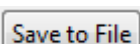

A list of assessments included in the previous exports will be displayed in the section titled 'Previously Exported Assessments', located at the bottom of the 'Export Assessments' screen.

2. Select the assessments to be included in the export file by placing a checkmark into the boxes next to the desired assessment records. While all assessments included in the previous export will be displayed, ONLY assessments with a status of "Export Ready" or "Exported" may be selected for inclusion in a new export file. A minimum of one selection is required.

- The 'Select All' Select All button will select all assessments displayed in the list to be included in the export file.

- The 'Clear Selection' Clear Selection button will unselect all assessments previously selected.

3. Click the 'Browse' Browse... button to select the Export Path. This is the location where the exported files will be saved.

4. Enter a unique file name into the field labeled Export Name. The Export Name will serve as a reference to the user when submitting the file to the appropriate national data repository. An example of what a user may choose to enter here would be the date the export file is created.

Please Note: By default, the original Export Path and Export Name will be displayed. It is recommended to use the same Export Path for each export file; however, the Export Name should be unique for each export file created. Failure to create a new Export Name may result in the following decision message: "The file you are attempting to export already exists, overwrite file?"

- Selecting 'Yes' will replace the original export file saved.

- Selecting 'No' will return the user to the 'Export Assessments' screen so they may select a new Export Name.

5. Enter the Export Description. This is an optional field which may be used to document additional details regarding the export file.

6. If desired, select the 'Print Assessment List' Print Assessment List button to print a list of all assessments selected to be included in the export file. **Please note:** This report does **not** have a preview option and will be sent directly to the printer of the user's choice.

7. If desired, select the 'Error Check' Error Check button to validate all assessments selected for export. Warnings and/or Error results will display in a new screen.

    a) Select the 'Save to File' Save to File button to save the error report.

    b) Select the 'Close' X icon in the upper right corner to close the error report.

8. Select the 'Export' Export button to complete the export process.

The 'Export Complete' pop-up window displays, notifying the user that the export process is complete. The number of assessments which have been exported, and the location of the exported files displays within this pop-up window.

IMPORT

The 'Import Assessments' screen allows users to determine how data is imported into jHAVEN.

Complete the following steps to import an assessment:

1. Select 'Import' from the Import/Export drop-down on the toolbar.
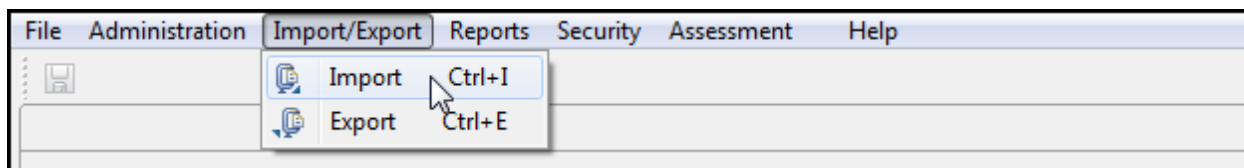
The 'Import Assessments' screen displays.

2. Click the 'Browse' Browse... button to navigate to the location of the files to be imported.

Please Note: There may be an increased wait time when importing a large number of assessment records due to database encryption.

3. Set the desired preferences. You may select preferences individually or click the 'Select All Options' Select All Options button to check or uncheck all checkboxes.

PREFERENCES

PATIENT DATA OPTIONS CHECKBOX

Selecting this checkbox turns off the warning message displayed when a new patient is imported: "Do not give warning when new patient is added during import."

MISCELLANEOUS DATA OPTIONS CHECKBOXES

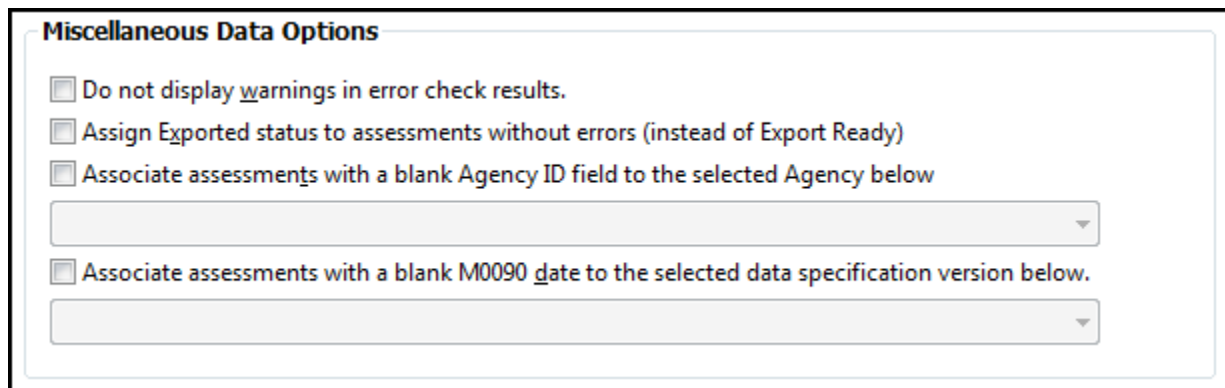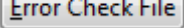- "Do not display warnings in error check results." Selecting this checkbox removes warning messages from the error check results report that displays after importing data. ONLY fatal errors are included in the report.
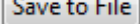
Please note: Assessments which contain fatal errors in accordance with the OASIS Data Specifications will NOT be imported into jHAVEN.

- "Assign Exported status to assessments without errors (instead of Export Ready)." Selecting this checkbox sets the status of imported assessments to 'Exported'. It is recommended to select this option if all records have been previously accepted by the ASAP System.

- "Associate assessments with a blank Agency ID field to the selected Agency below." Selecting this checkbox links import records which are missing an agency ID to the selected agency.

- "Associate assessments with a blank M0090 date to the selected data specification below." Selecting this checkbox links import records which are missing an M0090 date to the selected data specification version.


1. Select the 'Error Check File' [Error Check File] button to validate all assessments to be imported. Error results will display in a new screen.

    a) Select the 'Save to File' [Save to File] button to save the error report (.txt).

    b) Click the 'Close' [X] icon in the top right corner to close the report.

2. Click the 'Import' [Import] button to import the selected assessment records into jHAVEN.

    If the import file chosen contains assessment records for patients who have not previously been entered into jHAVEN, a 'New Patient' message will be displayed: "A new patient is being added to (Agency – FAC ID). Continue with the import of (Patient Name - SSN)?"

    - Click 'Yes' to continue.
    - Click 'No' or 'Cancel' to stop the import process.

    Please Note: This message will NOT be shown if the Patient Data Options checkbox has been selected.

    The 'Import Complete' message displays along with a Status Report for all assessments included in the import:
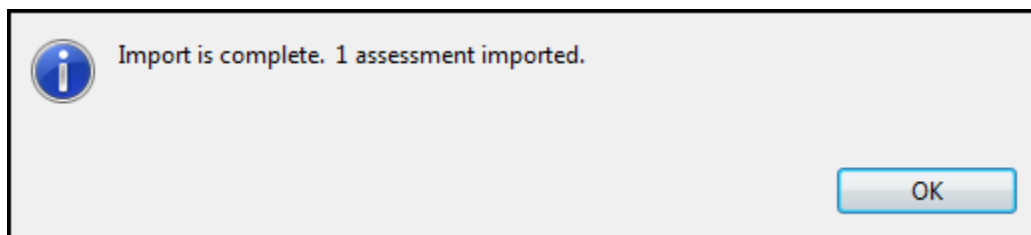
If none of the selected files are successfully imported, the 'Import Failed' message displays along with a Status Report:

3. Click the 'OK' [OK] button on the 'Import Complete' pop-up window to view the Status Report.
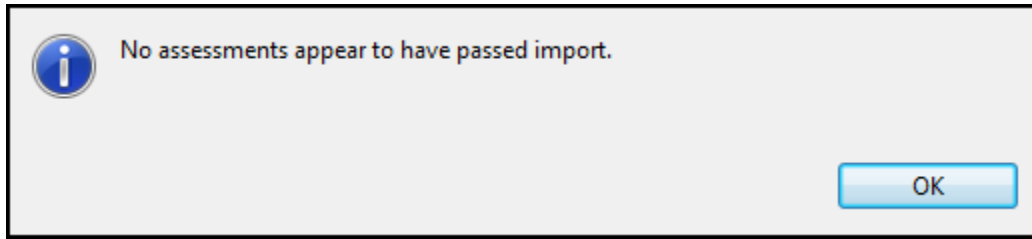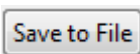
4. Click the 'Save to File' [Save to File] button on the bottom of the Status Report to save a copy.

Please note: This is the ONLY opportunity the user will have to view OR save the Import Status Report. It is strongly recommended to save or print this report for future reference.

Click 'Close' [x] in the top right corner to close the Status Report.

REPORTS

jHAVEN reports allow users to preview and print assessment information as well as detail and summary information for both agencies and patients.

The following reports are available within the jHAVEN application:

- Print Assessment Report
- Assessment Error Report
- Event Tracking
- Assessment Data Entry – By Status
- Assessment Data Entry – By Branch
- Data Comparison

PRINT ASSESSMENT REPORT

The 'Print Assessment Report' provides a listing of all data which has been entered into the assessment record. Generate the Print Assessment Report using one the following methods:

- Click the 'Print Assessment Report' icon on the Toolbar.
- Utilize the short-cut Ctrl+A.
- Select 'Print Assessment Report' from the File drop-down on the Menu Bar.

1. To print the report, click the 'Print' icon on the Report Viewer screen.

2. To save the report, click the 'Save' icon on the Report Viewer screen.

3. To export the report, click the arrow next to the 'Save' icon.

    The following export type values display:

    - Export as PDF
    - Export as RTF
    - Export as Jasper Reports
    - Export as HTML

- Export as Single Sheet XLS
- Export as Multi Sheet XLS
- Export as CSV
- Export as XML
- Export as XML with Images

4. Select an export type.

5. Select the location in which you wish to save the report. The following page shows an example of a Print Assessment Report in PDF format:

jHAVEN - Home Health Patient Tracking Sheet

Agency ID: 123456789
Agency Name: Agency
Agency State: IA
Last Name: Test
Assessment Date: 10/25/2017

Run Date: 10/27/2017
Requested by: SysAdmin
Last Entry Date: 10/27/2017
Data Entry Time: 01:46:42
Data Entry User: SysAdmin

Header Records

Reason for Assessment: 1 - Start of care-further visits planned
Effective Date: 01/01/2017
Patient Name: Test, Patient
SSN: 999-12-3456
Correction Number: 00

ASSESSMENT DETERMINATION	
SPEC Estimated Completion Date	01/01/2017 - 12/31/2017
M0100 This Assessment is Currently Being Completed for the Following Reason	1 - Start of care - further visits planned

PATIENT TRACKING SHEET	
M0010 CCN	999123
M0014 Branch State	
M0016 Branch ID Number	N
M0018 National Provider Identifier (NPI) for the attending physician who has signed the plan of care	
M0030 Start of Care Date	10/10/2017
M0032_NA No Resumption of Care Date	NA - Not Applicable
M0040_F First Name	Patient
M0040_L Last Name	Test
M0050 Patient State of Residence	SC South Carolina
M0060 Patient ZIP Code	50311
M0063 Medicare Number	999123456A
M0064 Social Security Number	999-12-3456
M0065 Medicaid Number	
M0065_NA No Medicaid Number	NA - No Medicaid
M0066 Birth Date	10/10/1910
M0069 Gender	1 - Male
M0140 Race/Ethnicity	1 - American Indian or Alaska Native
M0150 Current Payment Sources for Home Care	1 - Medicare (traditional fee-for-service)

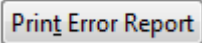| CLINICAL RECORD ITEMS	
M0080 Discipline of Person Completing Assessment	1-RN

ASSESSMENT ERROR REPORT

The Assessment Error Report provides a printable listing of all edits received once an assessment has been saved and validated against the OASIS Data Submission Specifications.

Complete the following steps to obtain the Assessment Error Report.

1. After selecting 'Save and Validate' ![icon] use one of the following methods:

   - Click the 'Print Error Report' Print Error Report button located at the bottom of the 'Edits' section.

   - Click the 'Print Assessment Error Report' ![icon] icon on the Toolbar.

   - Utilize the short-cut Ctrl+P.

   - Select 'Print Assessment Error Report' from the File drop-down on the Menu Bar.
   The Assessment Error Report is displayed.

2. To print the report, click the 'Print' ![icon] icon on the Report Viewer screen.

3. To save the report, click the 'Save' ![icon] icon on the Report Viewer screen.

4. To export the report, click the arrow next to the 'Save' icon.
   The following export type values display:

   - Export as PDF

   - Export as RTF

   - Export as Jasper Reports

   - Export as HTML

   - Export as Single Sheet XLS

   - Export as Multi Sheet XLS

   - Export as CSV

   - Export as XML

   - Export as XML with Images

5. Select an export type.

6. Select the location in which you wish to save the report. The following page shows an example of an Assessment Error Report in PDF format:

Assessment Error Report

Assessment Type: 1 - Start of care-further visits planned

Assessment Date: 10/25/2017

Last Name: Test

Effective Date: 10/10/2017

| Question	Severity	Error Number	Error Message
M0030_START _CARE_DT	Warning	-3300	Difference between M0030_START_CARE_DT(10/10/2017) and M0090_INFO_COMPLETED_DT(10/27/2017) should be no more than 5 days (17)
M1018_PRIOR_ NOCHG_14D	Error	-4980	If M1000_DC_NONE_14_DA=[1] and M1017_CHGREG_ICD_NA=[1], then M1018_PRIOR_NOCHG_14D must equal [1].
M1021_PRIMA RY_DIAG_ICD	Error	-4900	Character 1 of the ICD code must not equal [V,W,X,Y,v,w,x,y].
M1021_PRIMA RY_DIAG_ICD	Error	-4885	The ICD-10 code must be eight characters in length.
M0030	Warning	61099	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M0090	Warning	61017	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M1018	Error	61033	If M1000 has NA selected and M1017_NA has NA selected, then M1018 must have NA selected.
M0030	Warning	61099	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M0090	Warning	61017	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M1018	Error	61033	If M1000 has NA selected and M1017_NA has NA selected, then M1018 must have NA selected.
M0030	Warning	61099	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M0090	Warning	61017	Date Assessment Completed (M0090) minus Start of Care Date (M0030) should be greater than or equal to zero and less than or equal to 5 days.
M1018	Error	61033	If M1000 has NA selected and M1017_NA has NA selected, then M1018 must have NA selected.

[-] = Not Assessed, [^] = Skipped

EVENT TRACKING

The Event Tracking report may be used to monitor activity such as additions, deletions and/or modifications which are made to data within the Agency, User, Patient or Assessment screens.
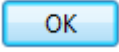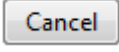
Complete the following steps to run the Event Tracking report:

1. Select 'Event Tracking' from the Reports drop-down on the Menu Bar.
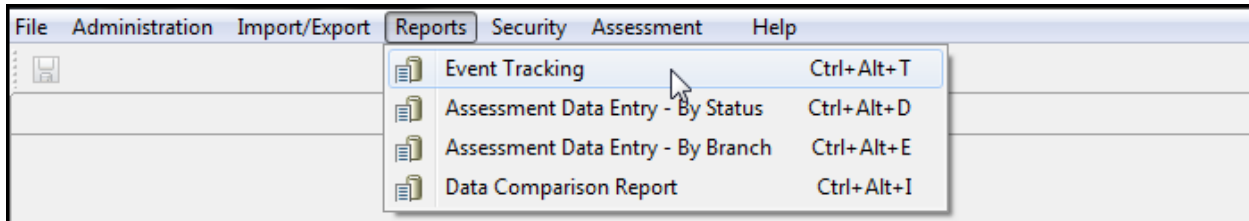
   The 'Event Tracking' criteria selection window displays.

2. Complete the required fields. Required fields display on the screen in bold type with an asterisk.

3. Select the 'OK' [OK] button to generate the report. Selecting 'Cancel' [Cancel] will close the 'Event Tracking' criteria selection window.

4. To print the report, click the 'Print' icon on the Report Viewer screen.

5. To save the report, click the 'Save' icon on the Report Viewer screen.

6. To export the report, click the arrow next to the 'Save' icon.
   The following export type values display:

   - Export as PDF
   - Export as RTF
   - Export as Jasper Reports
   - Export as HTML
   - Export as Single Sheet XLS
   - Export as Multi Sheet XLS
   - Export as CSV
   - Export as XML
   - Export as XML with Images

7. Select an export type.

8. Select the location in which you wish to save the report. Below are examples of two Event Tracking reports in PDF format. **Note:** The event type selected will be displayed within the report title.

jHAVEN - Home Assessment Validation and Entry System
Patient Event Tracking
01/01/2017 thru 10/27/2017
Requested by: SysAdmin
Event: Patient

Event Type	User ID	Event Date	Last Name	First Name	SSN	Birth Date	Hide Patient
Add	SysAdmin	10/25/2017 12:25 PM	Test	Patient	999-12-3456	10/10/1910	0
Add	SysAdmin	10/25/2017 12:26 PM	Test Two	Patient	999-78-9456	01/01/1918	0

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jHAVEN - Home Assessment Validation and Entry System

Assessment Event Tracking

01/01/2017 thru 10/27/2017

Requested by: SysAdmin

Event: Assessment Data

Event Type	User ID	Event Date	Last Name	First Name	SSN	Reason For Assessment	Effective Date
Add	SysAdmin	10/25/2017 2:30 PM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/26/2017 1:40 PM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/26/2017 2:12 PM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/26/2017 2:51 PM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:36 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:37 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:38 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:38 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:38 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:39 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:39 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:39 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:40 AM	Test	Patient	999-12-3456	Start of care	10/10/2017
Modify	SysAdmin	10/27/2017 11:41 AM	Test	Patient	999-12-3456	Start of care	10/10/2017

FOR OFFICIAL USE ONLY - PRIVACY ACT INFORMATION CONTAINED HEREIN.
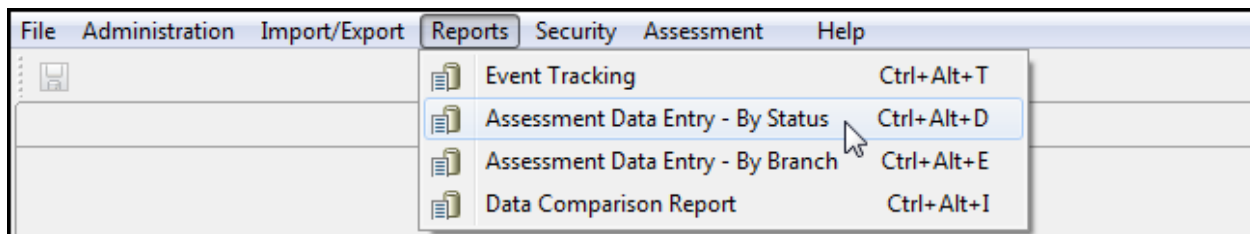
ASSESSMENT DATA ENTRY – BY STATUS

The Assessment Data Entry – By Status report provides a listing of all assessment records for the chosen status. The following statuses are available in jHAVEN:

- New
- In Use
- Data Entry
- Complete
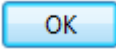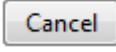- Export Ready
- Exported
- Outdated

Complete the following steps to run the Assessment Data Entry – By Status report:

1. Select 'Assessment Data Entry – By Status' from the Reports drop-down on the Menu Bar.

   The 'Assessment Data Entry – By Status' criteria selection window displays.

2. Complete the required fields. Required fields display on the screen in bold type with an asterisk. To select two or more statuses, hold the Ctrl OR the Shift button on your keyboard while you select or scroll through the list.

3. Select the 'OK' OK button to generate the report. Selecting 'Cancel' Cancel will close the 'Assessment Data Entry – By Status' criteria selection window.

   The Report Viewer screen opens, displaying the generated report.

4. To print the report, click the 'Print' icon on the Report Viewer screen.

5. To save the report, click the 'Save' icon on the Report Viewer screen.

6. To export the report, click the arrow next to the 'Save' ⌷▾ icon. The following export type values display:

- Export as PDF

- Export as RTF

- Export as Jasper Reports

- Export as HTML

- Export as Single Sheet XLS

- Export as Multi Sheet XLS

- Export as CSV

- Export as XML

- Export as XML with Images

7. Select an export type.

8. Select the location in which you wish to save the report. Below is an example of Assessment Data Entry – By Status report in PDF format. **Note:** The status selected will be displayed within the report header:

jHAVEN - Home Assessment Validation and Entry System

Assessment Status Tracking

Agency - 123456789

01/01/2017 thru 10/27/2017

Status: DATA_ENTRY

Requested by: SysAdmin

| Patient Name	SSN	Gender	Birth Date	Reason For Assessment	Status	Effective Date	User ID
Test, Patient	999-12-3456	Male	10/10/1910	1 - Start of care	DATA_ENTRY	10/10/2017	SysAdmin

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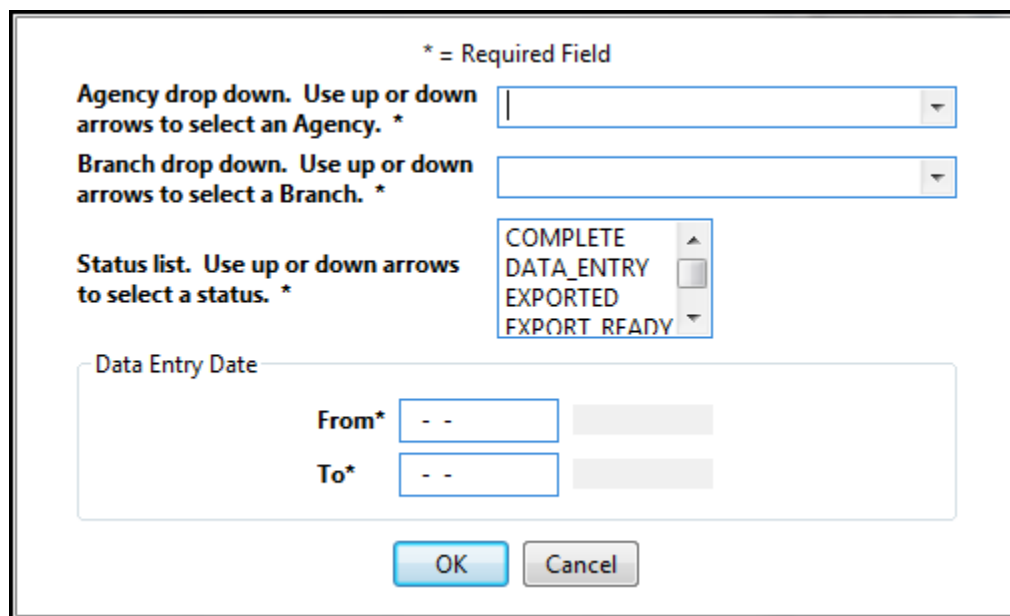
ASSESSMENT DATA ENTRY – BY BRANCH

The Assessment Data Entry – By Branch report provides a listing of all assessment records for the chosen status and branch.
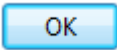
Complete the following steps to run the Assessment Data Entry – By Branch report:

1. Select 'Assessment Data Entry – By Branch' from the Reports drop-down on the Menu Bar.
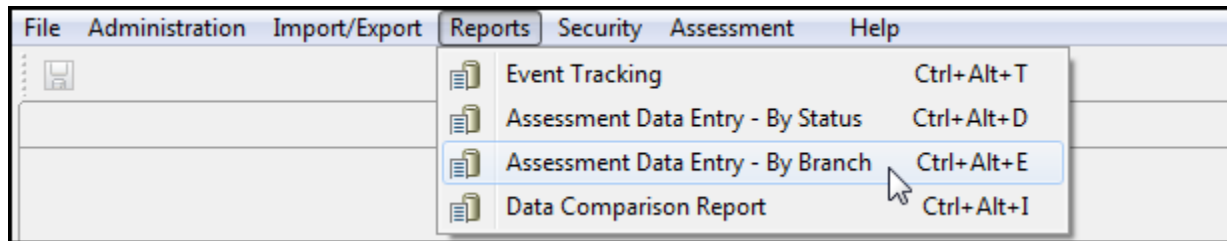
The 'Assessment Data Entry – By Status' criteria selection window displays.

2. Complete the required fields. Required fields display on the screen in bold type with an asterisk. To select two or more statuses, hold the Ctrl OR the Shift button on your keyboard while you select or scroll through the list.

3. Select the 'OK' [OK] button to generate the report. Selecting 'Cancel' [Cancel] will close the 'Assessment Data Entry – By Branch' criteria selection window.

   The Report Viewer screen opens, displaying the generated report.

4. To print the report, click the 'Print' icon on the Report Viewer screen.

5. To save the report, click the 'Save' icon on the Report Viewer screen.

6. To export the report, click the arrow next to the 'Save' icon. The following export type values display:

   - Export as PDF
   - Export as RTF
   - Export as Jasper Reports
   - Export as HTML
   - Export as Single Sheet XLS

- Export as Multi Sheet XLS
- Export as CSV
- Export as XML
- Export as XML with Images

7. Select an export type.
8. Select the location in which you wish to save the report. Below is an example of an Assessment Data Entry – By Branch report in PDF format. Note, the Branch ID as well as the status selected are displayed in the report header.

jHAVEN - Home Assessment Validation and Entry System

Assessment Status Tracking - By Branch

Agency - 123456789

78Q9123456

01/01/2017 thru 10/27/2017

Status: DATA_ENTRY

Requested by: SysAdmin

| Patient Name	SSN	Gender	Birth Date	Reason For Assessment	Status	Effective Date	User ID	Branch ID
Test Two, Patient	999-78-9456	Male	01/01/1918	1 - Start of care	DATA_ENTRY	10/27/2017	SysAdmin	78Q9123456 - AL

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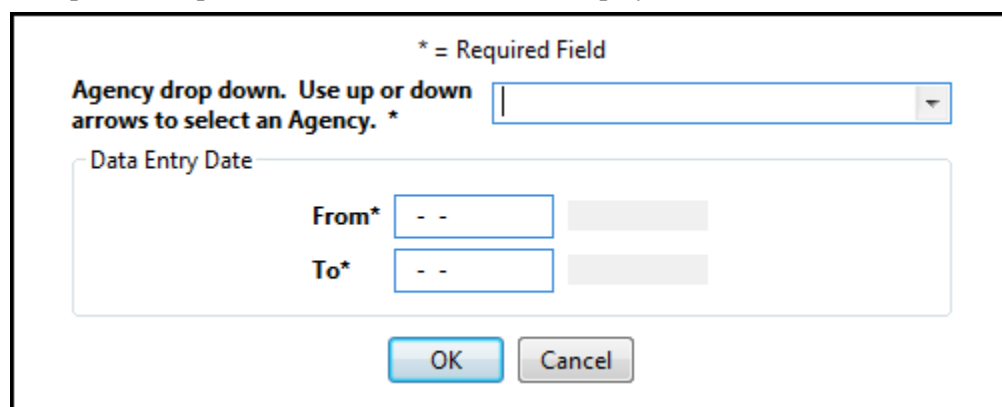
DATA COMPARISON REPORT

The Data Comparison Report will compare agency and patient data within assessment records to data stored within the agency and patient administration screens. It will display the fields where data in the assessment no longer matches what is in the administration records.
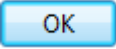
Complete the following steps to pull a Data Comparison Report:

1. Select 'Data Comparison Report' from the Reports drop-down on the Menu Bar.
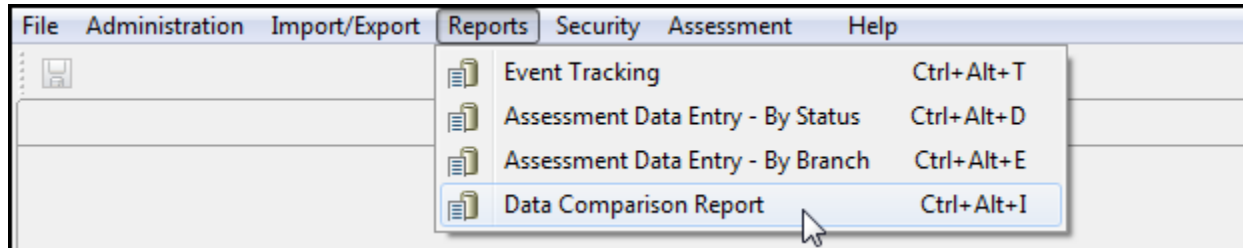
The 'Data Comparison Report' criteria selection window displays.

2. Complete the required fields. Required fields display on the screen in bold type with an asterisk.

3. Select the 'OK' [OK] button to generate the report. Selecting 'Cancel' [Cancel] will close the 'Data Comparison Report' criteria selection window.

4. To print the report, click the 'Print' 🖶 icon on the Report Viewer screen.

5. To save the report, click the 'Save' 💾 icon on the Report Viewer screen.

6. To export the report, click the arrow next to the 'Save' [💾 ▾] icon. The following export type values display:

    *   Export as PDF
    *   Export as RTF
    *   Export as Jasper Reports
    *   Export as HTML
    *   Export as Single Sheet XLS
    *   Export as Multi Sheet XLS
    *   Export as CSV
    *   Export as XML
    *   Export as XML with Images

7. Select an export type.

8. Select the location in which you wish to save the report. Below is an example of a Data Comparison report. Note all data displayed is for test purposes only.

jHAVEN - Home Assessment Validation and Entry System

Data Comparison
### Agency - IA0123456789
01/01/2017 thru 10/27/2017
Requested by: SysAdmin

Patient Name	SSN	Reason For Assessment	Status	After Assessment Update	Effective Date
Test One, Patient	999-12-3456	1 - Start of care	DATA_ENTRY	PATIENT: Patient Last Name (M0040): Test will change to Test One Patient State of Residence (M0050): SC South Carolina will change to IA Iowa AGENCY: CMS Certification Number: 999123 will change to 999999 Agency ID: 123456789 will change to IA0123456789 Agency Zip: 50311 will change to 50266	10/10/2017
Test Two, Patient	999-78-9456	1 - Start of care	DATA_ENTRY	AGENCY: CMS Certification Number: 999123 will change to 999999 Agency ID: 123456789 will change to IA0123456789 Agency Zip: 50311 will change to 50266	10/27/2017

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CLOSE THE APPLICATION

To close the jHAVEN application select 'Exit' from the File drop-down on the Menu Bar. jHAVEN may also be closed by selecting the close icon in the upper right corner of the screen.
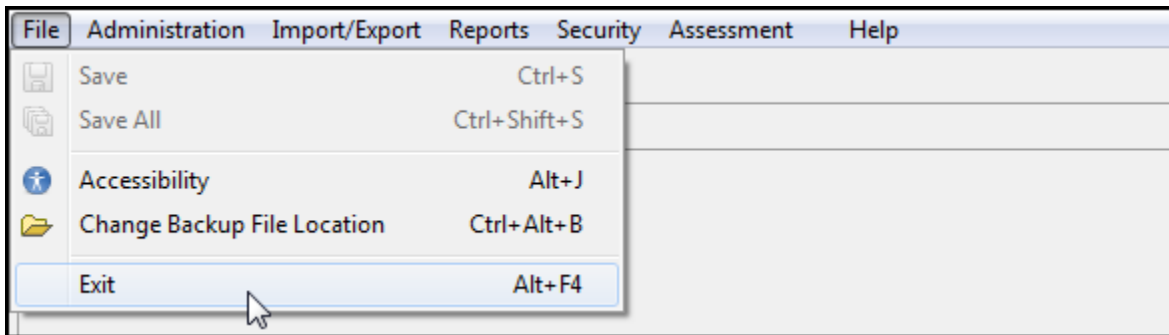

LOGOUT

To log out and return to the jHAVEN 'Login' screen, select 'Logout' from the Security drop-down on the Menu Bar.
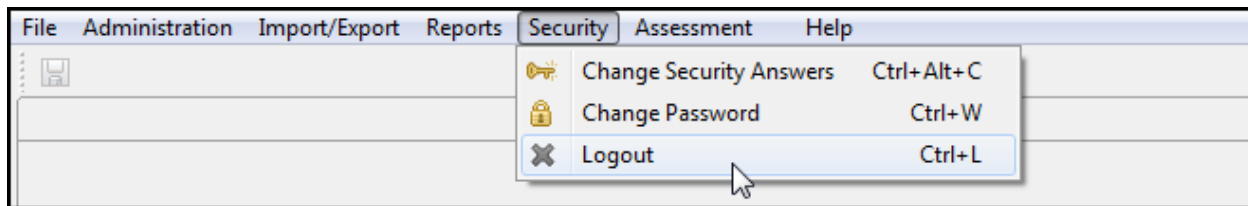
SESSION TIME OUT

To enhance the security of data stored within the jHAVEN application, the system will issue a timeout warning if there has been no activity by the user for ten (10) minutes. The following decision message will be displayed: "Do you wish to cancel the session time out?"
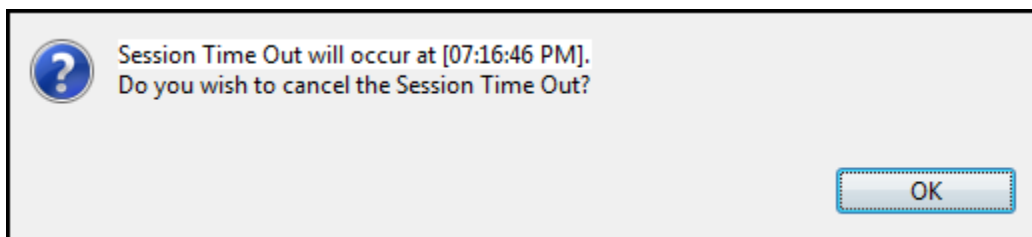
To continue with the session click 'OK'. If the user does not cancel the session time out by selecting 'OK' prior to 15 minutes of inactivity, jHAVEN will close the active screens and return the user to the 'Login' screen. If assessment data has been entered but not saved when a time out occurs, the application will perform an auto-save of the assessment data.

DATA BACKUP

It is strongly recommended that users backup the database each time new data is entered. In the event of data loss, database backup files may be used to restore the jHAVEN application to a previous date and time.

When closing an active session of jHAVEN, the user will receive the following decision message, along with a listing of the current backup location: "Would you like to backup the database?"
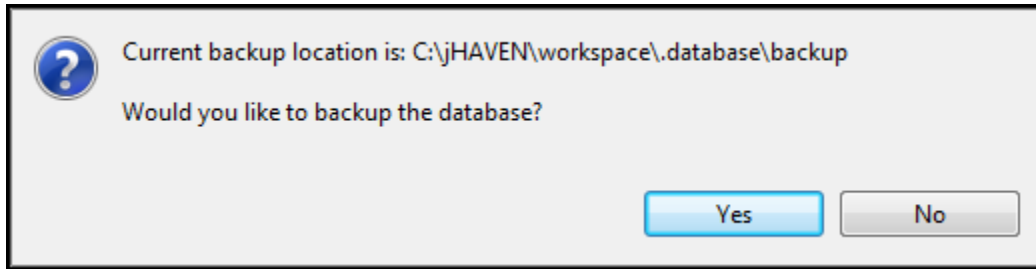
- Select 'Yes' to backup the database and close jHAVEN.
- Select 'No' to decline the database backup and close the jHAVEN application.

If a backup has not occurred in the last seven (7) days, jHAVEN will automatically backup the database when the application is closed.

CHANGING THE BACKUP FILE LOCATION

There is a default folder titled 'backup' located in the directory where the jHAVEN application is installed. Database backup files will automatically be stored in the default location until changed by a System Administrator.

Complete the following steps to change the location where the database backup files will be stored:

1. Select 'Change Backup File Location' from the File drop-down on the Menu Bar.
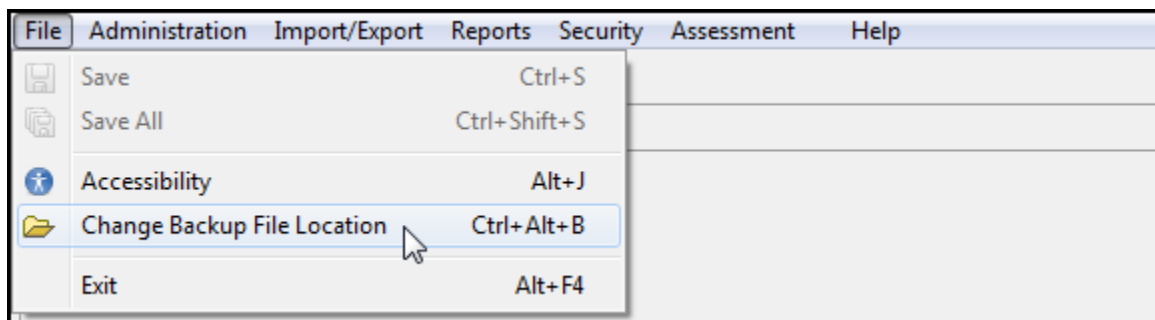
The 'Change Backup File Location' pop-up window displays with the current backup location highlighted.
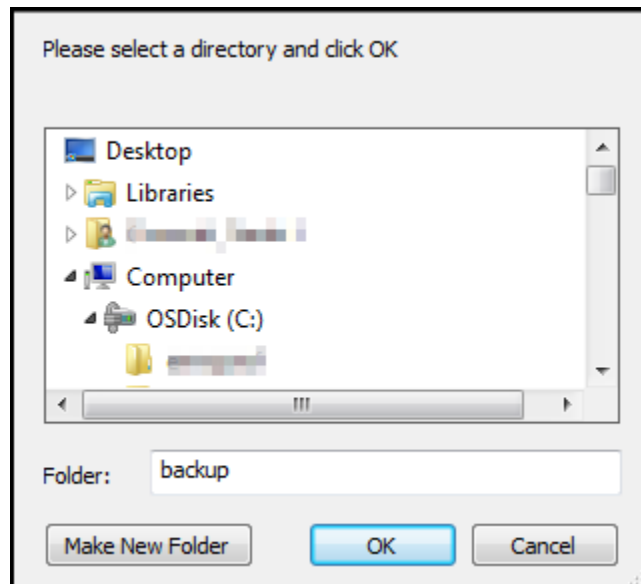
2. Select the desired backup location.

3. Select 'OK' to set the location and close the pop-up window.

4. Selecting 'Cancel' will close the pop-up window without changing the location of the backup files.

DATA RESTORE

In the event of data loss, a prior database backup file may be used to restore the jHAVEN application to a previous date and time. A database restore requires the assistance of the QIES Help Desk. Please note: A backup file of the same version as the installed application is required to successfully restore a database.

GET HELP

ITEM SET

The OASIS Guidance Manual provides users with assistance completing OASIS assessments. Chapter three is organized to provide item-by-item guidance to the OASIS. The OASIS Guidance Manual may be found in the following location: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQIOASISUserManual.html

ICD CODING

For questions relating to ICD-9 coding please visit the following CMS webpage: https://www.cms.gov/Medicare/Coding/ICD9ProviderDiagnosticCodes/codes.html

For questions relating to ICD-10 coding please visit the following CMS webpage: https://www.cms.gov/Medicare/Coding/ICD10/index.html
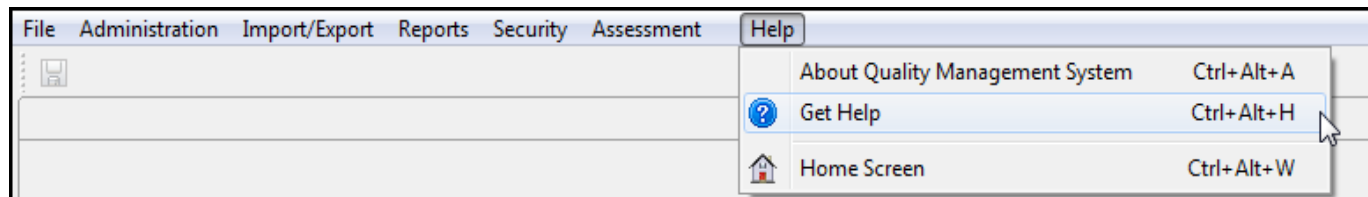
JHAVEN HELP MENU

Direct links to the CMS webpages above are also available via the jHAVEN Menu Bar.

Complete the following steps to access links to help documentation:

1. Select 'Get Help' from the Help drop-down on the Menu Bar.

The jHAVEN 'Get Help' screen will be displayed, including direct links to the CMS webpage where the Clinical Guidance Manual and/or ICD coding assistance may be found.

Please utilize the OASIS Guidance Manual for assistance completing OASIS assessments. Chapter three has been organized to provide item-by-item guidance to the OASIS. The OASIS Guidance Manual may be found in the following location:

http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQIOASISUserManual.html

For questions relating to ICD-9 coding please visit the following CMS webpage:

http://www.cms.gov/Medicare/Coding/ICD9ProviderDiagnosticCodes/codes.html

For questions relating to ICD-10 coding please visit the following CMS webpage:

http://www.cms.gov/Medicare/Coding/ICD10/index.html

OK

QIES HELP DESK

For technical support and assistance please contact the QIES Help Desk.

Hours: Monday - Friday 7AM – 7PM CST

Phone: 877-201-4721

Email: help@qtso.com

Website: https://qtso.cms.gov/