



## National Healthcare Safety Network (NHSN) Reporting Continuity Tip Sheet

To ensure continuity of NHSN reporting, we encourage facilities to follow these tips. Reach out to Telligen QI Connect™ ([nursinghome@telligen.com](mailto:nursinghome@telligen.com)) if you need any NHSN assistance.

### Create a snapshot of your facility's NHSN Reporting Roles Process

- ✓ Fill out the [NHSN Reporting Roles form](#) to have snapshot of your facility's NHSN processes
  - Document current roles, processes, and a backup plan for transitions
- ✓ Bring your NHSN Reporting Roles form to your [QAA/QAPI](#) meetings to routinely ensure all information is current

### Ensure two or more people have access to NHSN at all times

- ✓ NHSN Administrator (can be anyone at the facility)
- ✓ NHSN Users (at least one, but multiple is recommended) – assign as many people as you want to have rights to use NHSN (see resource below on how to add users)

### Confirm all users for NHSN are educated and equipped with resources

- ✓ Ensure each person who has a role in NHSN is educated and well-equipped with resources to help support one another (see resources below)
- ✓ Ensure the person taking over the NHSN role is educated with NHSN resources

### Communicate with external person(s)

- ✓ If an external person (e.g., regional or corporate leader) enters the data for the facility:
  - Have a meeting with the external person to discuss process
  - Check in periodically to discuss data and entry
  - It is recommended that all nursing homes also have assigned users at the nursing home

### Collect and track NHSN data consistently

- ✓ Have a consistent process for tracking data and an accessible location for more than one person to access
- ✓ Ensure all users understand this process



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## Check publicly posted CMS NHSN data weekly

- ✓ Nursing home leadership is encouraged to check publicly posted CMS NHSN data ([data.cms.gov](https://data.cms.gov)) each week to confirm entry, identify errors or accuracy and take action to make corrections if needed

## Establish a warm hand-off

- ✓ If there is planned turnover, establish a warm hand-off for all NHSN duties. Note: Sudden staff turnover may happen – it is advised you plan ahead!
  - Current NHSN Facility Administrator logs in and goes to Facility > Facility Info. Scroll to the bottom of the page and in the far right of the Contact Information, click on the Reassign button. Click on the user you want to reassign (the new NHSN Admin) and click on Reassign. Refresh to make sure the new assignment appears.
  - If NHSN Facility Administrator (NHSN Admin) leaves suddenly (unplanned), then you should immediately complete the Change of NHSN Facility Administrator form. This can take up to five business days to complete the change, so if this is your only option, do right away. When you complete the form, be sure to enter your Facility CCN (CMS certification number) so that NHSN can quickly and accurately access the correct facility in their system. Under Current Admin, put the information for the previous NHSN admin (person who left). For New Admin, put the new administrator's information. If the new NHSN Admin is someone who currently has NHSN, make sure you know what email address they use to log in before completing the form. A few days after submitting the form, an email from NHSN will be sent when the change has been completed.
  - Schedule a meeting with person who is leaving their role and the person taking over the role to discuss the NHSN process and questions.
  - Ensure the person taking over the NHSN role is educated with NHSN resources.
  - Update the [NHSN Reporting Roles form](#) details to identify new role changes; enter new date.

## Resources:

- [CMS COVID-19 NHSN Reporting Requirements for Nursing Homes \(cdc.gov\)](#)
  - Pathway [QSO-20-29-NH \(cms.gov\)](#)
  - Vaccine [QSO-21-19-NH \(cms.gov\)](#)
- [NHSN SAMS Access Security Upgrade \(level 1 to level 3\)](#)
- [How to Change Your Email Address in SAMS and NHSN](#)
- [LTC NHSN – How to Add a New User \(short video tutorial\)](#)
- [Change NHSN Facility Administrator | NHSN | CDC](#)
- [COVID-19 Module | LTCF | NHSN | CDC](#) (trainings, Tables of Instructions)
- [Weekly HCP & Resident COVID-19 Vaccination](#) (trainings, Tables of Instructions)