



National Healthcare Safety Network (NHSN) Facility Administrator Role

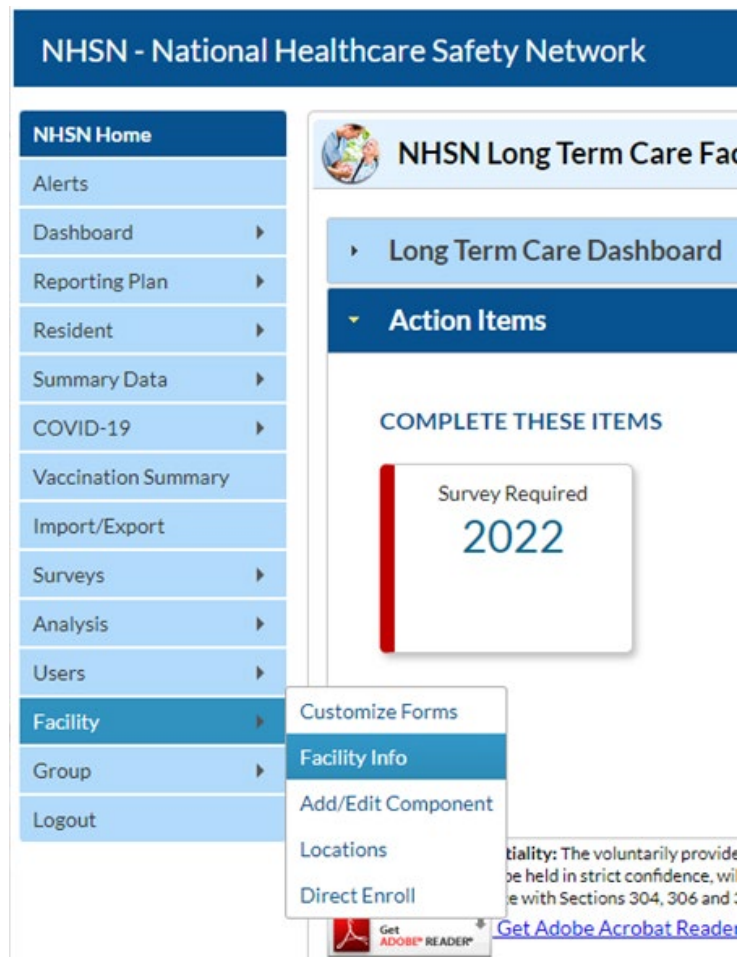
How to Change the NHSN Facility Administrator Role

The NHSN Facility Administrator (FacAdmin) is not necessarily the Nursing Home Administrator. The NHSN FacAdmin can be anyone with access to the facility, the primary reporter or someone with long-standing tenure at the facility. In some cases, this could also be someone at a regional/corporate level.

It is important to be proactive about the FacAdmin role. If you know the current administrator is leaving, they must reassign the role before departing the facility.

To do that, have the current FacAdmin complete the following steps:

Go to Facility > Facility Info





Scroll to the bottom of the **Facility Info** page to the **Contact Information** section.

IHS Facility: Yes No
Status: A - Active (Test)

Components Followed

Follow/ Followed	Component	Activated	Deactivated	Agreement Accepted	View Agreement
<input type="checkbox"/>	Biovigilance				
<input type="checkbox"/>	Dialysis				
<input checked="" type="checkbox"/>	Healthcare Personnel Safety	02/09/2023		Y	View Agreement
<input checked="" type="checkbox"/>	Long Term Care Facility	12/02/2015		Y	View Agreement
<input type="checkbox"/>	Medication Safety (pilot facilities only)				
<input type="checkbox"/>	Neonatal				
<input type="checkbox"/>	Outpatient Procedure				
<input type="checkbox"/>	Patient Safety				

Contact Information

	Contact Type	Contact Name	Phone No.+ext	Email	Action
Edit	Facility Administrator	Ives, Kristen	720-554-1695	KIVES@TELLIGEN.COM	Reassign
Edit	Healthcare Personnel Primary Contact	Ives, Kristen	720-554-1695	KIVES@TELLIGEN.COM	Reassign
Edit	Long Term Care Facility Primary Contact	Ives, Kristen	720-554-1695	KIVES@TELLIGEN.COM	Reassign

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Select the **Reassign** button in the rightmost column.

A **Users Reassign List** pop-up window will appear. Click on the new user you would like to designate Facility Administrator. The row will appear yellow. Select the blue **Reassign** button at the bottom of the window.

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Status: A - Active (Test)

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Users Reassign List

Name	Title	User ID	User Type	Active
Anderson, Gina		GA		Y
Bridwell, Lisa		LB2015		Y
Carter, Tamara		TCARTER		Y
Ives, Kristen		KIVES	OTH - Other	Y
LaFollette, Kate		KLAFOLLETTE		Y
Satterlee, Morgan		MSATTERLEE		Y
Tisl-Endres, Mary		MTENDRES		Y

[Add User](#) [Reassign](#) [Close](#)





The new Facility Administrator will immediately receive an email stating the role has been assigned to them.

If the current FacAdmin does not have other active users at the facility, the option to add a new user and then reassign exists. The newly added user would have to complete the process to get access, but the role will be assigned after access is granted.

Remember: Only the current Facility Administrator can reassign the Facility Administrator role.

If Assistance is Needed Reassigning the Role

If the person currently listed as the Facility Administrator has left and/or no one currently has administrative access to NHSN, a request can be submitted for assistance. *However, prior to making the request verify a current employee, a regional/corporate user or a user from a sister facility doesn't already have access. Changing roles in NHSN is easier to complete independently than waiting for the NHSN help desk to complete the change.*

Complete the [NHSN Facility Administrator Change Request Form](#) using the tips below:

- Enter either the NHSN Facility ID or the Facility CMS Certification Number (CCN) to eliminate potential ambiguity with facility names.
- In the **Current Admin** fields, use the information of the person who has left but is still listed as the FacAdmin. If you do not have this information and cannot access the **Facility Info** page, make your best guess.
- In the **New Admin** fields, use the information of the person who you want to be the new FacAdmin with the email address used for NHSN login.
- If the new FacAdmin already has NHSN access (to this facility or any other) then select yes for that question. If the new FacAdmin has never had NHSN access before, then select no.

After submitting the form, NHSN may require several days to make the requested change. The new Facility Administrator will receive an email upon completion. Please note, if the new FacAdmin is the only person with NHSN access, ensure additional users are added. The Telligen tutorial [LTC NHSN – How to Add a New User](#) outlines the process.