Ambulatory Surgical Center Quality Reporting Program

The Express Train To Success: The Reporting of ASC-8

Presentation Transcript

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October 25, 2017
2:00 PM

Dianne Glymph:	Hello, and welcome to the Ambulatory Surgical Center Quality Reporting Program webinar. Thank you for joining us today. My name is Dianne Glymph, and I'm a project coordinator for the ASCQR Program.

If you haven't yet downloaded today's handouts, you can get them from our website at qualityreportingcenter.com. Just click on today's event, and you should be able to download the handouts. They are also attached to the invite you received for this webinar.

Today's speaker is Karen VanBourgondien, an Education Coordinator with the ASCQR Program. Before we discuss our program announcements and I turn things over to Karen, we also have a guest today, Anna Hill.

Anna is with Mathematica, the contractor that assists in supporting the colonoscopy measure, ASC-12. As a subject matter expert, she'll be sharing some information regarding the reports available to you for this measure. You'll notice on the following few slides that she has that the measure is identified as both OP-32 and ASC-12. The reason is that the colonoscopy measure is reported under this program as well as the Hospital Outpatient Quality Reporting Program. For the Hospital OQR program it's known as OP-32. Essentially, it's the same measure; the name is just different as it relates to the different programs. Just letting you know so as to avoid any confusion.

So, let me turn things over to Anna for her announcements. Anna?

Anna Hill: Thank you very much. I'm going to provide an overview of reports received in the fall of 2017 for the colonoscopy measure which is reported as OP-32 for the Hospital Outpatient Quality Reporting Program and ASC-12 for the Ambulatory Surgical Center Quality Reporting Program.

This fall, facilities received two reports containing performance information for the colonoscopy measure. They received a Claims-Detail Report, which was distributed in September, and a Facility-Specific Report, which was distributed in October.

The figure at the bottom of this slide depicts the timeline information related to the release of information for the colonoscopy measure this fall. The purpose of this figure is to describe, at a high-level, the number and types of reports facilities received in Fall 2017, as facilities will be receiving numerous reports in close succession, containing different types of information. We will go into more detail on the key differences of the reports momentarily but would like to highlight that the CDRs and FSRs apply to different performance periods as described in the figure. Additionally, CMS intends to distribute a second CDR for the 2017 performance period this December.

This table displays the differences in the performance periods between the September CDRs and the October FSRs. The October FSR includes your facility's performance information from calendar year 2016, which will be publicly reported this December and used for payment determination in calendar year 2018.

The September CDR includes your facility's cases from the first five months of 2017, which will be included in the measure results that will be publicly reported in December 2018 and used for payment determination in calendar year 2019. Note that the cases in the 2017 CDR will eventually be included in the calculations used for December 2018 public reporting, but the CDRs themselves are distributed confidentially to facilities.

This table summarizes the different content provided in the FSRs and CDRs: Both reports include patient-level data, or included and excluded colonoscopy measure cases, but only the FSR includes measure performance information. The FSR includes: state and national measure results, facility-level distributions of measure risk factors, and the facility-level measure rate and performance category. For more information about the colonoscopy measure, please see the colonoscopy reports page on QualityNet. Facilities may also submit questions and comments via the QualityNet Question and Answer tool.

That's all I have for today. Thank you very much for your time. I'm going to turn the presentation back over to the presenter.

Dianne Glymph: Thank you, Anna. We really appreciate your coming here today to share that with us. Before we move on, let me just mention an upcoming event that we know you'll be interested in.

In November, or perhaps early December, CMS will join us for a discussion of the Final Rule. The exact date for this presentation will be determined by the date the Final Rule is posted, but keep an eye out for the ListServe that will announce the exact date of this presentation. This webinar will be a great way to keep you informed about the finalized changes for this program. And, as always, notifications of additional educational webinars will be sent via ListServe.

Before we get started and I hand things over to Karen, let me just point out a few reminders here. The first one is, and I don't think we can say it enough, please keep your passwords for both QualityNet and NHSN current and active. See, these are two separate systems, and each account has to be kept active to be able to access the system. The easiest way to do this is to log in every 90 days or so. This consistent log-in will prevent password problems and will keep your account from being locked. If you don't log in within 365 days, your account will be deactivated, and you'll have to go through the whole application process again.

We very much recommend that you have two active Security Administrators for QualityNet. As you know, we just passed the deadline submission for the measures entered through QualityNet in August, and I cannot tell you how many facilities found themselves in trouble because they had only one Security Administrator, and that person was not available. Please be proactive and prevent this issue.

Also, please make sure you're signed up for the ListServe. This is an automated email service, free of charge. Important information about the program, including educational opportunities we mentioned before, will be sent directly to you with the email you sign up with. You can sign up from the home page of QualityNet. It takes less than five minutes to do so.

The learning objectives for this program are listed here on this slide. This program is being recorded. A transcript of today's presentation, including the

questions and answers received in the chat box, and the audio portion of today's program will be posted at www.qualityreportingcenter.com at a later date.

During the presentation, as stated earlier, if you have a question, please put that question in the chat box located on the left side of your screen. One of our subject matter experts will respond. By having live chat, we hope to accommodate your questions in a timely manner and provide real-time feedback. Now, let me turn things over to our speaker, Karen. Karen?

Karen VanBourgondien: Thank you Dianne. Hello everyone. Thanks for joining us today.

Before we get started, I do want to take a moment and thank NHSN. They did assist in the preparation of this presentation. They are also here today to respond directly to your questions in the chat box. We do appreciate their time and their willingness to assist you all in your reporting for the flu vaccination measure.

Of course, the submission of the ASC-8 measure is what we will be discussing today. We're going to talk about how to enter this data, and we're going to go over the common problems, issues, and barriers when reporting this measure. As the Support Contractor for this program, we get a lot of calls regarding the submission of this measure, and we have, sort of, compiled the most frequent issues here in the presentation with the hope that we clarify these things and provide you with some guidance so that you can submit this information timely and efficiently.

We are going to go through a bit of review. For those of you that are new, it will be very informative. For those of you that have submitted previously, it will be a good review session. Then we will break down things into these common issues and address them individually. NHSN has provided detailed presentations in the past, so if you are brand new and need further clarification, these presentations can be found on our website, qualityreportingcenter.com, under the Archived Events tab for this program. There are also videos and resources available to you on the NHSN/CDC website that cover various aspects regarding this measure.

ASC-8 is reported using an online tool via the National Healthcare Safety Network, or NHSN, which is part of the Centers for Disease Control and Prevention, the CDC. This measure is not reported through QualityNet. The

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NHSN platform is unrelated to QualityNet, and, in fact, the two platforms do not speak to one another.

In order to be able to enter the ASC-8 measure data for your facility, you will have to go through a separate registration process with NHSN. Becoming an authorized user with the NHSN is a multi-step process, and we encourage you to begin well in advance of the submission deadline if you are a new user so that you do not miss the submission deadline while waiting for your credentials.

The data collection period for this measure mirrors the flu season, October 1 through March 31. The submission period for this measure is also different for the measures submitted through QualityNet. For this measure, the data can be reported anytime between October 1, 2017 and May 15, 2018. So, this being October now, we are just starting on this new data collection period.

There is an important update for NHSN users about the Agreement to Participate and Consent Form. Beginning in December, NHSN users will be notified about an update to these forms that requires action on your part. NHSN will contact your ASC's Facility Administrator and Primary Contact by email to alert them to the new form. The NHSN website will also contain announcements about the form. The updated form will be available in December.

All facilities entering data in NHSN must ensure that their Primary Contact accepts the updated form—it's also called the Reconsent Form—and this needs to be updated by February 24, 2018. NHSN is making it easy to indicate your ASC's consent by accepting electronic signatures. Please note that if your facility's Reconsent Form isn't updated by that date, your ASC may not be able to access NHSN.

NHSN will be posting Frequently Asked Questions about this form later this year, or you can contact them directly at the email address you see here with the subject line, "NHSN Reconsent." Please contact them directly if you have any questions about this form.

Okay. So, we have some background and review information taken care of, but before we talk about the actual entering of data, we'll need to make sure you have your entire trip planned, so we will talk about some prep work to be done before you are ready even to enter data. Some of you listening may have

already accomplished this part, but hang in there—there will be more ahead for you in terms of overcoming some of these common little trouble spots.

We are here to help you. If you ever need assistance, please call our help desk. We will be happy to walk you through this process or help you with any issues to help troubleshoot problems that you have. We can even do screen share, which is particularly helpful for people who are entering data for the first time and do not know their way around the train station yet. So again, if you need help, please give us a call.

The prep work seen here on this slide needs to be completed prior to submitting data. These steps are outlined in the NHSN Facility Enrollment & Set-Up Checklist provided by the NHSN. This is also easily accessible on their website. Again, we're not going into details about this entire process here today, as we are focusing on common hurdles. However, I do want to make a couple of points here.

After you complete all the training, register with NHSN, register with SAMS and you get your SAMS grid card, you are **not** done. You still have some things to do. You will access NHSN Enrollment if your facility is not yet enrolled. But wait! There's more.

Now, we have had multiple people call the day before the submission deadline; they have their grid card but have not done these other steps. It becomes very stressful for that person because they cannot find their way into the site to enter their information, and they do not have the ability to enter the data. I cannot tell you how many people think they're done after they've registered and received their grid card. They're not done yet. So, let's look in a little more detail at making sure you have completed all the steps in the process.

At this stage we are assuming that you have already completed the registration process, which includes going to the NHSN website, agreeing to the rules of behavior, completing the Registration Form—this is done by the Facility Administrator for NHSN—and you've gone through the SAMS registration process. Again, for this presentation today, we're not going to discuss that part of the process. We are assuming you have already completed that part, and now you're ready to enroll your facility for the first time.

You'll access the NHSN website. Using your SAMS grid card, you will click on Login under the SAMS grid card section, boxed here in red. By the way, the section to the far left that says SAMS Credentials—that is where you would go

in the process of obtaining your SAMS grid card, so that would be the initial SAMS card activation. But right now, we're going to click on that Login in the red box.

Once you enter your credentials, you will come to this page, and you'll notice at the top it says SAMS. You are in the Secure Access Management Services, SAMS. Now you have to go into the NHSN platform. So, it's sort of like you're going through two doorways. You can think of it like when you're going through the first door (the SAMS door), you're in the pre-op area, and when you go through the second door (the NHSN platform), you're inside the OR.

So, right here we are past the first door; we're in the pre-op area. And now we're going to go to the second door to get to NHSN. And since you are enrolling your facility, you will click on NHSN Enrollment. You will then come to this page, and intuition will tell you to select Enroll a Facility because that's what you're trying to do. So, we're going to click on that icon.

This disclaimer box will appear. It is telling you they recommend you printing off the forms. The reason for this is you cannot have a partial completion. So, let's say, for example, you don't know the answer to something or you have to leave to take care of a patient, whatever the situation, you would not be able to save what you've done. It's your choice, of course, but it may save you a little time in the end to just print the forms out in the event that you do have to stop and step away.

So, here if you hit Cancel, it will direct you to the forms for you to print out. If you hit OK, the system will take you directly to the electronic version of the forms. But for our purposes today, we are going to choose Cancel. So, then you will be directed to the Facility Enrollment Forms page. For ASCs, you will choose the **blue** Facility Contact Information, and that is under the Healthcare Personnel Safety Component. That is there next to the red arrow. This is the top portion of the first page of the printed version, and I just want to point out a few things here.

While completing your facility enrollment forms, please keep in mind that the person you list as the NHSN Facility Administrator should be the same person who has completed the previous enrollment steps, which includes SAMS registration. Also, under Facility Type, as seen here, you will enter AMB-SURG-outpatient Surgery Facility. You will enroll in the Healthcare Personnel Safety Component.

These are specified in that NHSN Enrollment Checklist, and that would be—you would find that under step-4. If you chose not to print out the forms and went straight to the electronic version, this would be your view. It is the same questions; it's just laid out a little bit differently. I do want to draw your attention to this; please make sure you fill in your CCN and effective date. We are going to talk about that in a minute in a little bit more detail, so hold that thought.

But let's just imagine for right now that we have completed the forms. The Facility Administrator will then receive an NHSN email with the subject line "NHSN Facility Enrollment Submitted," which includes a link to your Agreement To Participate and Consent forms. These forms are facility-specific. You must print out the consent form. Now, you only have 30 days to open the link and print the form out, so please don't delay.

The Agreement to Participate and Consent forms include: NHSN purposes, eligibility, data collection and reporting requirements, assurance of confidentiality. These forms must be signed by that contact person. Two to three business days after NHSN receives the signed forms, NHSN will activate your facility. The Facility Administrator will then receive an email of the facility's activation. You will be ready to log in and enter data if you choose. You can see here now the importance of not waiting until the day before submission to enroll your facility. So, let me pause here for a second and say something. Please do not have just one person in your facility with access to NHSN. And now we're going to talk about the last two steps in your NHSN checklist: adding new users and checking your CCN.

Okay, so your facility's enrolled. Now you need to add your users. I do not think we can say this enough, please have more than one person with access to this platform. If somebody goes on vacation, takes ill, leaves the facility, retires, wins the lottery, whatever you do not want to be stuck two weeks before the submission deadline and not have anybody whatsoever available to enter data. Believe me, I cannot tell you how often we hear this. Please do not let this be you. We will talk about this again later in the presentation from a little bit different perspective.

Before we get into adding users, let me just talk a little bit about the Facility Administrator and user roles. The Facility Administrator is the person who enrolled the facility in NHSN and is the only person who can activate additional components for a facility. The Facility Administrator also has add/delete/edit rights to facility data, users, and users' access, has authority to

nominate/join groups for data sharing, and is the only person who can reassign the role of Facility Administrator to another user, which we will discuss in detail a little bit later on. There can only be one Facility Administrator per facility.

Okay, so there is also the role of a user. These users are determined by the Facility Administrator, and the Facility Administrator determines the rights that a user will have, which may or may not include administrative rights. This, again, is up to the Facility Administrator. Users can view data, enter, and analyze data. Basically, you are letting NHSN know who will be reporting data and what their rights or roles are. I will walk you through how to add and reassign users a little bit later in the presentation.

Now, I mentioned this prior. Please make sure your CCN is in the system. An accurate CCN is required for those facilities participating in CMS' quality reporting programs, as this is the identification that will be used to submit data to CMS on your behalf. If you do not have your CCN or the correct CCN, CMS will not be aware that this data has been reported by your facility. We do not want you failing this part of the program requirements because you didn't check or didn't enter your CCN.

Now, we do have a lookup tool on our website if you do not know or you need to verify your facility's CCN, you can access this tool. Now, I have placed the direct link here, but to access this tool without that direct link you can go to our website, qualityreportingcenter.com. Hover your cursor over ASC and a menu will then open to the right and you will just click on Lookup Tool.

You will just simply enter your facility's NPI in the box here and then click Search. The next page will display your facility information, contact person, your NPI and your CCN. Please call our help desk if you need assistance or if your CCN is not validating in this tool.

All righty then. So, you are registered, you are enrolled, you have users, and you have triple-checked your CCN. You are ready to enter your data. You will go to the login page again. Remember this? So, we will go ahead and log in again, just as we did before

Ah, looks like we might need to change our password. Well, we put this page here intentionally. NHSN, like most systems, require you to log in every so often. If you do not login for an extended period of time, your account may be deactivated, and you will have to go through the entire process again to regain

your access. Do not let this be you. You do not want to find yourself in the uncomfortable position of going to enter your data the week before the deadline and you find that you do not have a current account. This also reminds us of why we need more than one person who can enter data for your facility.

So, back to the password. Fill out the information, paying attention to the password character specifications and then just click Submit. You will then get this page indicating success in changing your password and you will just click OK. It will then take you back to the login, and you will enter your SAMS grid card credentials. So, here we are again, back at the SAMS threshold, the first door. We're going to go through to the second door into NHSN, but this time we are going to be choosing the option NHSN Reporting.

Next, the NHSN landing page will display. The component will be Healthcare Personnel Safety. For ASCs this will be your only option. Other facilities, like hospitals, they do have other selections, but for you, your only option in this drop-down is the Healthcare Personnel Safety.

Choose your facility from the drop-down. Now, if you are a single entity, you will only have one option here. However, if you are a corporation that owns multiple ASCs and you report data for them, then this drop-down box—you will have those options, and you will choose the one that you want to report data for.

So, now you are on the NHSN Healthcare Personnel Safety Component Home Page. When entering your data for ASC-8, you must add a Reporting Plan. Every year when you report data, you will add this reporting plan. And I know, you know, when you only do this once a year, it's really easy to forget that part, and many people do, so really that's why we are covering this aspect.

So, to add your Reporting Plan, you are going to go to the navigation bar to the left, and you're going to put your cursor over Reporting Plan, and you're going to click on Add. This will be the next page to display.

You will need to click on the drop-down arrows in the first section of the mandatory fields. Again, for the Facility ID, you may only have one facility to enter data for; you may have more, it just depends on your situation. But you will select your facility. With the month, you will choose a month that is within the reporting period, then you will select the year. And here we are choosing

2018 for the year as this is what you will choose for the current flu season we are in right now.

You will then go to the bottom and under Healthcare Personnel Vaccination Module you will check the box Influenza Vaccination Summary. That's that very last box that you see here. Then you're going to click Save. You will get this disclaimer box saying no data found. Well, yes that's correct; it isn't found because you have not entered it yet. That's what we're here doing. So, don't panic. It's supposed to be there. It's okay. Just simply click on that OK box in blue. You will then be directed to the home page again, and now you're going to add a flu summary so that you can actually enter your data. So, you will again go to that navigation bar on your left, but this time you're going to hover your cursor over Flu Summary and then you're going to click Add.

Now you're going to add your information into the flu summary, but first, at the top, you have to fill in your mandatory fields. So, again, you're going to choose your facility. And if you're a vendor reporting for more than one facility, then you will have more than one option.

Okay, Vaccination Type will be Influenza. Vaccination Subtype is Seasonal. Now those two options—those are on the default setting so you won't actually have to choose anything. They will default to those. However, for the flu season, you will select the season you are currently reporting for. So now we are in the 2017/2018 flu season, that's the first option here, so we're going to choose that option. Please make sure you select the correct flu season. We have had people select the incorrect flu season believing their data was appropriately submitted. So, then you will go below and enter your data in the grid shown here. So, you'll enter your data, making sure that all of your information adds up and then you're going to click Save.

Oops, but wait. What if we made a mistake? What if the numbers do not add up? You can see here on this slide that the numbers in the first row don't add up. Also, please remember that the categories marked with the red asterisk are required fields. So, if you do make a mistake, no worries, the system will let you know when you have made an error and you will get this box, seen here on this slide, letting you know that you did make a mistake. Just hit OK and fix your error. Once you are happy with the data and everything is correct, click that Save button. You will be prompted to take a survey. If you click OK, it will direct you to the voluntary survey. If you click Cancel, it will bypass the survey.

So now you have successfully completed your flu summary, and you can see that with the green banner at the top that indicates that. We so recommend you print off a copy for your records. So, you're going to go to that Print Form icon that you can see here at the top right side circled in red. This version of your flu summary will appear, and you'll just simply click on the printer icon, print this out and keep it for your records. Great job; you have successfully reported your information.

Remember earlier in the presentation I told you we would talk about adding users? Well, let's go through that process. Once you have successfully logged into NHSN, you will go back to that navigation bar on the left. You will hover your cursor over Users and select Add. You will then be directed here where you will fill out the information, paying close attention to the mandatory fields with the red stars. For each new user, you will need to assign a User ID (any combination of letters or numbers you choose, up to 32 characters) and provide a first and last name, phone number, and email.

By the way, each user will need to complete training and obtain their own SAMS User ID and grid card. But for demonstration purposes here today, we only filled in the mandatory fields with our fictitious new user. So, when you have added the necessary information, you're going to click Save.

After a user has been added, you can assign rights within the NHSN system. Users can be assigned varying levels of rights. We briefly touched on this earlier in the presentation. Again, we highly recommend that ASCs have at least two additional users in case of staff absence or turnover. This is an enormous issue. It is just a really bad day when you realize the deadline is tomorrow and there's absolutely no one available to enter data. Believe me, again, this does happen. So, we do commend you for being here, and we really, really want you to avoid that particular pitfall.

When a user has been added and the rights have been assigned, this new user will receive an email. It will let this person know that they have been added as a user for the facility named in the email. Keep in mind—this new user has to agree to follow the rules of behavior, and there is a link in the email specific to the person where they will give this permission. The email link shown here with the red arrow is that link, specific to our fictitious Ms. Mary Poppins, the new user.

So, if you were to click on that link this is what you would see, read, and agree to. When you are done, you just click Agree. After agreeing to the NHSN rules

of behavior, the new user will receive an automated email to register with SAMS. After registering with SAMS, the new user receives instructions to create a SAMS account and complete an identity verification process.

Okay, so I have mentioned several times here that personnel fluctuations can present big problems. It comes in all shapes and sizes, so in this last section we're going to talk about what to do when the NHSN Facility Administrator is either going to leave or is already gone.

If the previous NHSN Facility Administrator is currently available at your facility but knows he or she will not be in the future, take steps to have this role transferred to another team member while that person is still available. For this replacement person to have immediate access as the newly assigned Facility Administrator, they must have an active SAMS grid card, be authorized as a user for the facility in the NHSN system with the same email address that is associated with their SAMS account.

Both the original Facility Administrator being replaced and the new Facility Administrator will receive an email notification once the reassignment is complete. So, let's walk through this in the system so you can kind of get the hang of it.

So, we're are going to go back to the home page, with the navigation bar on the left, and we are going to hover over Facility, and we are going to click on Add/Edit Component. You will scroll down this page until you get to the Contact Information section. There may be more users than what is noted in this Contact Information section. Since we're talking about transferring roles at the moment, we're going to select Reassign on the far right and that's under the Action column. This window will display, letting you know the options you have to reassign the Facility Administrator role. We're going to reassign this role to Mary Poppins. You didn't see her on the previous slide under Contact Information as she didn't have a primary contact role.

So, we're going to reassign the rights to the highlighted name here, and then we're going to click Reassign. This box will appear, showing your contact has been successfully reassigned, so just click OK. And now below, you can see that Mary is now the new Facility Administrator.

The person who just assumed the new responsibility of Facility Administrator, in this case Mary, will receive an email letting them know the following: the name of the facility, the contact type, which is basically the role, the new

contact, in this case Mary, the previous contact, this is the old Facility Administrator, which in this particular scenario is Donald. When you already have someone there and active, this is really simple; it really takes a few minutes. So, let's just talk about what about when things are not so easy.

If the previous NHSN Facility Administrator is no longer available at your facility, you must have an executive-level officer, which is medical director, clinical manager, area manager, or administrator, at your ASC formally request a change in the Facility Administrator role. This request must be written on ASC letterhead and signed by the executive for that facility.

This letter should include the following for the person being designated: Name, Email, Facility name, Five-digit NHSN Facility ID, if you know it, Facility's address and Phone number. You would then submit this information to NHSN via fax. That fax number is seen on this slide: 404-929-0131.

Once the NHSN receives the letter, the role of Facility Administrator will be assigned to that designated person, which will activate a notification email to apply for a SAMS grid card if that person does not already have one. You can also find written instructions on this process on our website.

To get to these written instructions, you can use the direct link here on the top of the slide and just scroll down the page a little bit and click on NHSN: Preparing for Data Submission. This document will provide instructions for adding a new user, Facility Administrator transfer role to a new user, and adding a new Facility Administrator when the old one is not available, which is the scenario we just talked about a moment ago, and this is a very common issue, which is why we're going over that today. So, if at all possible, try to transfer these roles while the Facility Administrator is still within the organization; it makes it just a lot easier for you.

So, we've come to the end here, and we hope this has been of some help to you. When entering your ASC-8 information, you will always begin with adding a reporting plan. Please make sure that you enter the correct and current flu season. Remember to verify your CCN and your effective date as well.

Always make sure your password is current, and by all means, submit early. You can avoid a lot of headaches and potential issues by just submitting early. Do not wait until the week of submission because if you do run into problems, you may not have given yourself enough time to work things out. Please give us a call if you need any assistance.

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Remember, the next submission period for all of your web-based measures, ASC-8 and everything that you are going to submit into QualityNet will be due on May 15 this next time. Please don't forget that.

Again, by all means, if you ever need any help, call us. I mentioned earlier that we can do screen share if you are having any difficulty and you just cannot get through this. We can do this and other things to help you get through this submission, so call us, please. That is what we're there for. We can help you.

You can also enter a question through the Q&A tool in QualityNet. And NHSN is available through their email that I have placed on the slide here. So, I think that's all I have for you today. I hope it's been helpful, and I'm going to turn things back over to Dianne.

Dianne Glymph: Thank you, Karen. We appreciate all that information to help everyone submit their data to NHSN. And again, thank you to NHSN for your support and for assisting us today in answering all the great questions we received in the chat box. And remember that transcripts and a recording of this presentation will be available soon on qualityreportingcenter.com. That's all the time we have today. We appreciate your giving your valuable time to join us.