FLORIDA DEPARTMENT OF
HEALTH

FLORIDA'S

PREHOSTITAL
EMERGENCY MEDICAL SERVICES
TRACKING & REPORTING SYSTEM

Key User Technical Reference

1 INTRODUCTION

The Key User Manual is provided as a supplemental guide for those designated key users of the EMSTARS system. It provides specific information relative to the roles, responsibilities and procedures for use and support for EMSTARS participating agencies.

2 USER SUPPORT

2.1 ORIENTATION & TRAINING

Given the number of end users across the state, the EMSTARS Program has employed a "train the trainer" approach for continuing education and training within the EMSTARS program. Additional, one-on-one support with Data Unit staff is available to Key Users throughout transition activities.

Local agency Key Users are responsible for providing initial system orientation to their new users. They should explain the basics of the system, logging in, how to access reports, and how to use the Help Center resources.

2.2 TIER 1 SUPPORT

Tier 1 (or first level) technical support is the responsibility of Key Users. Simplicity in system design, and use of the online help products by all persons with authorized access to EMSTARS, makes supporting agency staff a fairly easy task for experienced Key Users. If an end user has a problem with or questions about the system, they should contact their Key Users for assistance. Examples of Tier 1 support may include password resets for user accounts, forgotten agency passwords, wondering how to "do something" or "go somewhere"; help with running or exporting reports, etc.

Some issues may not be able to be solved by the Key Users and they may be elevated to the EMSTARS System Administrator. More complex issues, such as data integrity, up loads, validation, permission problems, etc. require interaction with Data Unit staff providing Tier 2 support. This level of support is only provided to agency Key Users, even though the original question may have been asked by other agency staff. It is vital that experience and understanding resides, and grows, within the Key User role, so they may pass the knowledge along to all persons with authorized access to EMSTARS within the agency.

If questions arise regarding specifics on the difference between Tier 1 & 2 support, Key Users may send questions / examples to the System Administrator for clarification at any time. The System Administrator role is intended to provide close support and guidance to all Key User staff across the state.
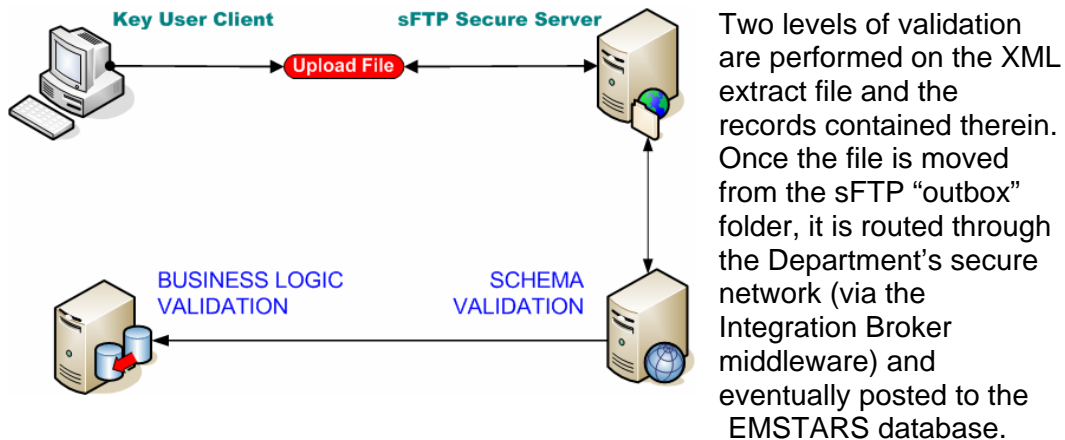
3 SYSTEM SUPPORT

The Data Unit provides staff support as the EMSTARS System Administrator. This person provides support for all system related activities for registered users throughout the state.

As discussed in section 2.2.2 User Support, agency Key Users are responsible for providing Tier 1 technical support to their end users. Tier 2 support is provided by the System Administrator and may be requested by the Key User. Requests from other end users will be redirected to the agency's designated Key user(s). Technical problem solving is greatly enhanced by the interaction between the knowledgeable Key User staff and the System Administrator.

The System Administrator is available to complete system work during normal business hours. This includes account management, Tier 2 technical support, etc. No after hours support is provided. While we recognize that EMS is a 24x7 operation, we do not feel after hours support is required on a regular basis. It is the Data Unit's goal to reduce the need for live support through simplicity in design and the online help products.

4 VALIDATION PROCESS

Two levels of validation are performed on the XML extract file and the records contained therein. Once the file is moved from the sFTP "outbox" folder, it is routed through the Department's secure network (via the Integration Broker middleware) and eventually posted to the EMSTARS database.

Prior to arrival at the database, the file is validated against the EMSTARS XML schema for structure, data types and minimum and maximum constraints. Any file that does not conform is kicked out and the System Administrator is notified via email. The System Administrator notifies the agency's Key User regarding the failure and the nature of the problem.

Most validation failures at schema level will often require involvement from the software vendor to resolve or prevent the issue.

The second level of validation occurs when the extract file arrives at the EMSTARS database. Each record is checked for conformance to the data

validation rules defined in the data dictionary. Upon posting to the production database, fields within individual records that do not conform to the validation rules are flagged as invalid. Note: All fields, including Protected Health Information (PHI) are checked for conformance to the data validation rules.

The Data Unit monitors both the number of records, and the number of individual fields, that are flagged as invalid. Providers with invalid record or field counts that exceed the acceptable threshold will be asked for a consultation.

4.2 SUMMARY NOTIFICATION

Upon successfully posting uploaded records to the EMSTARS database, Key Users receive a Summary Notification via system-generated email. This notification occurs each time an extract is placed in the sFTP "outbox" and successfully moved to the EMSTARS database. If a Key User transfers a file and does not receive a notification within 24 hours, they should contact the System Administrator because there is a problem.

```
File Submission Information:
============================
Agency Number: 1234
Batch ID: abcd-52a76-20070831
File Name: Test20070905.xml
Date Upload Submitted: 09/05/2007
Date Upload Completed: 09/05/2007
Contains Demographic Information: No
Contains Event Information: Yes
Total Number of Event Records: 189
Total Number of Event Records With Flagged Fields: 0
```

Notification occurs for each transfer, regardless of the number of records contained in the extract. It is required to submit extracts monthly, however, an agency can submit more often but it is not recommended to submit less than an agency's weekly incidents in any extract.

5 USING THE EMSTARS WEB APPLICATION

Instructions and assistance with using the EMSTARS Web Application is provided in a tutorial, CBT available on the EMSTARS website under HELP.

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