FLORIDA'S

PREHOSPITAL
EMERGENCY MEDICAL SERVICES
TRACKING & REPORTING SYSTEM

Key User Technical Reference

The EMSTARS Key User Technical Reference

1 INTRODUCTION

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

2 USER SUPPORT

2.1   ORIENTATION & TRAINING

Given the number of end users across the state, the EMSTARS/biospatial Program has employed a "train the trainer" approach for continuing education and training within the EMSTARS/biospatial program. Additional, one-on-one support with the EMSTARS Team 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 the use of the online help products by all persons with authorized access to EMSTARS/biospatial, make 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/biospatial System Administrator. More complex issues, such as data integrity, uploads, validation, permission problems, etc. require interaction with the EMSTARS Team 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 person with running or exporting reports, etc.

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 EMSTARS Team provides staff support as the EMSTARS/biospatial System Administrator. This person provides support for all system related activities for registered users throughout the state.

As discussed un 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 EMSTARS Team's goal to reduce the need for live support through simplicity in design and the online help products.

4 VALIDATION
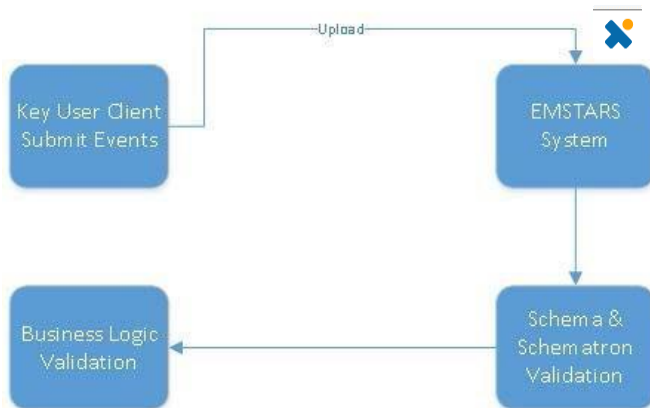
Prior to arrival at the database your file is validated in 2 ways:

1)   The file is validated against the NEMSIS XML schema definition for structure, data type and minimum and maximum constraints. Any file that does not conform will be kicked out.

2)   The file is validated for business rules via SCHEMATRON for National and the State of Florida's business Rules. The record will be kicked out, if it does not confirm.

It is the key user responsibility to make sure the files and the records are validated.   To find your errors go to the EMSTARS/biospatial system. Go to tab "Submitter Dashboard" find your file by inputting your filters to the left then click Apply at the bottom of the filter page. Look for the "Submitted Record Table" find your record and click on the plus sign.

Please try to fix all errors by yourself. If you are unable to do so, please contact the System Administrator.   Once the error(s) are fixed, please resubmit the file. Once the file is uploaded to the EMSTARS/biospatial system it is eventually posted to the EMSTARS database.

Most validation failures at the schema and/or schematron levels will often require involvement from the software vendor to resolve the issue.

The EMTARS Team will monitor 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/biospatial database, Key Users will receive a Summary Notification via system-generated e-mail.

Your e-mail will look similar to this:

The events XML file (file name) that you submitted has been processed with the following results:
Records Processed: 1971
Warnings: 13
Errors: 0

Any records with critical errors were not entered or updated in the system. If you have files with critical errors, please review the upload history and resubmit the records.

Records with critical errors are missing at least one mandatory element in the XML file. Ensure the file has correct data according to the Data Dictionary specifications before resubmitting.

Click the following link to review your upload history: https://app.biospatial.io/dashboard/submitter

Notification occurs for each transfer, regardless of the number of records contained in the extract. It is recommended that each agency submit EMS events upon closing, however, an agency can submit extracts monthly.

5 USING THE EMSTARS/biospatial WEB APPLICATION

For "Basic User Training Materials" log into EMSTARS/biospatial - Move cursor over your name in the upper right hand corner. Click on "Support" - Then click on "Training Videos and Documents.

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