

## Data Bank Enhancements Improve Report Quality

The Data Bank plans to improve report quality with a set of upcoming enhancements. Specifically, on August 27, 2012, the Data Bank will add new report maintenance functions and a Compliance Portal that will automate the compliance work flow. These enhancements will make it easier for reporters to submit information, view compliance status, and interact with the Data Bank. The enhancements also aim to reduce the number of reports that may be duplicates and the number that contain expired actions, such as reinstatements, probations or suspensions, by prompting reporters to submit follow-up actions. With these new features, the quality of data will improve within the Data Bank and will more accurately reflect practitioners' report histories.



The enhancements will:

- **Proactively identify and help prevent duplicate report submissions.**
- **Identify inaccurate and potentially missing report actions**, such as a practitioner's reinstatement following a probation period.
- **Launch an online Compliance Portal** available for organizations that are under compliance review.

A more detailed description of each enhancement follows:

**Prevention of Duplicate Reports** – The new report enhancements will make it less likely for Data Bank reporters to submit duplicate reports. When a reporter starts to submit a report, the system will prompt the reporter to enter the subject's name. All existing reports on that subject submitted by the reporting entity will be displayed, allowing the reporter to see if the report is already in the system. If a duplicate report is submitted anyway, the Data Bank will highlight the apparent duplicate report and ask the reporter to confirm the submission.

**Report Maintenance Enhancements** – The streamlined and automated report maintenance process will help reporters identify inaccurate or missing reports, as well as potential duplicates. The following features of the new [Report Maintenance](#) page will assist reporters in reviewing and resolving issues for each report type:

1. Notification via [email](#) of a possible issue.
2. Description of the potential issue in an [Issue Summary](#) at the top of each report.
3. Display of a [summary](#) of all related reports to give reporters a better picture of the matter(s) in question.
4. Highlighting of potential issues.
5. Options for resolving the issue online.
6. Online reminders to reporters to address the issue as long as it remains unresolved.

Each organization is responsible for resolving its own report maintenance issues. This could entail correcting a report to fix inaccuracies such as insufficient narrative descriptions, voiding a report to eliminate a duplicate report submission, or submitting an Initial or Revision-to-Action Report to remedy missing actions. Report maintenance information also will be downloadable to Microsoft Excel (XLS) or Comma Separated Values (CSV) files for easy tracking or follow-up.

### **Additional Report Maintenance Resources**

If your organization receives notification of a report issue, a Report Maintenance guide will be available to you as a reference tool that explains in detail the new workflows and assists you through steps to resolve the problem. Also, your monthly summary email will begin showing the number of report issues resolved through the Report Maintenance function and the number of report issues still needing attention.

### **Online Compliance Portal**

The introduction of the Compliance Portal will improve the current compliance review work flow and allow organizations to have one place on the Data Bank website to monitor their compliance activities. The Compliance Portal will:

- Alert organizations to unresolved actions.
- Enable organizations to communicate via secure messaging with their Data Bank compliance officers.
- Allow organizations to respond to issues and track compliance progress online.

These upcoming Compliance Portal enhancements automate a manual process that previously required each reporting organization to contact its Data Bank compliance officer directly to resolve issues identified during the compliance review. For more information on the compliance process, read the article "[Hospital Reporting – The Next Compliance Effort.](#)"

The Data Bank is working continually to improve the system. Let us know if you have suggestions by contacting the [Customer Service Center](#).

## Hospital Reporting – The Next Compliance Effort

In 2010, the Data Bank began working with State Licensing Boards across the United States to launch the [Never Reported Professions Compliance Effort](#), designed to improve the reporting completeness of



professions for which no reports had been submitted to the Data Bank. The Data Bank also began the [Adverse Licensure Action Comparison Project](#), examining publicly available data on the 12 most queried professions, which together comprise more than 80 percent of all queries. This effort began with nurses, pharmacists, physician assistants, podiatrists, psychologists, and social workers, and it was expanded to include physicians, dentists, chiropractors, optometrists, and physical therapists. The 12th group, behavioral health specialists (e.g., professional counselors and marriage and family therapists), was included in the July

1, 2012, [compliance posting](#) on our website. As a result of both efforts, we have a compliance rate of more than 90 percent from all State Boards reviewed.

These successful undertakings formed the basis for the next phase of our compliance initiative – the Hospital Compliance Effort. The Data Bank is undertaking this effort by working collaboratively with hospital representatives and stakeholders to learn more about their policies, practices, and experiences. These discussions will help the Data Bank determine what tools, resources, and information hospitals need to improve their compliance with reporting requirements, and they will provide a framework for a subsequent compliance review strategy with hospitals. We will keep you abreast of the information we obtain through this continuing effort.

## On the Horizon: ITP Users and Software Developers, We Want to Hear from You!

ITP (Interface Control Document Transfer Program) is being phased out, and users eventually will need to switch to the Querying and Reporting XML Service (QRXS) as the next-generation Data Bank batch interface. Accordingly, ITP reporters, quierers, and software vendors should plan now to migrate to QRXS. To make the transition easier, the Data Bank will continue to support ITP and is open to your input about barriers you may have to adopting QRXS. The Data Bank can provide additional training or enhancements to ease the migration, if requested.

The logo features the words "On the Horizon" in a white serif font. "On the" is smaller and positioned above "Horizon". The text is set against a blue, semi-circular background that resembles a horizon line over a sky.

Like ITP, QRXS is an application programming interface for storing and managing practitioner data within your own information or credentialing systems, or for use if you submit a large number of queries to the Data Bank. QRXS makes it easy to integrate Data Bank information into your established information systems. Unlike ITP, QRXS incorporates a Quality Assurance (QA) environment for developing and testing software and a web service interface for easier integration and communication. For more information on ITP and QRXS, please visit our [About Software](#) page on the Data Bank's website.

If you need assistance during your transition or have feedback about how we can make the transition easier for you and your organization, please call the Data Bank Customer Service Center at 800-767-6732, or contact us by [email](#).