Memo

To: PA Trauma Program Managers and Medical Directors, Performance Improvement
Coordinators, Trauma Registrars

From: Juliet Altenburg, PTSF Executive Director

cc: PTSF Board of Directors

Date: June 3, 2021

Re: Update on ESO support / TR100 requirements waived for 2021

ESO Support: This memo is an update to the previous PTSF memo sent on April 23, 2021, which served to inform trauma centers that PTSF was working diligently to reinforce with ESO the critical nature of quickly diagnosing and resolving issues involving corrupt and missing files within the V5 Outcomes software that hospitals were experiencing.

During the past month ESO has put into place multiple actions to resolve issues and attempt to prevent them. Attached is a memo from ESO that serves to outline those actions and their ongoing plans.

ESO leadership has agreed to give an overview of their actions at a special webinar on Thursday June 10th at noon. Please register at:
https://zoom.us/webinar/register/WN_glsijXgQQzS4ScMNsmMSjQ

After registering, you will receive a confirmation email containing information about joining the webinar. This will be a time to not only hear about ESO's actions but ask questions.

We also ask that all customer service concerns brought to the attention of ESO also be communicated directly to Lyndsey Diehl, PTSF Director of Trauma Data Quality at ldiehl@ptsf.org. These reports will keep us informed regarding new and ongoing issues.

Board Decision to Waive TO-100 Requirements for 2021: Due to the challenges trauma centers are experiencing caused by missing and corrupt files within the V5 Outcomes software, the Board Executive Committee approved that timeliness requirements for submission of death

cases to the Outcomes Central Site (Policy TO-100 - https://bit.ly/34Gts5N) will be waived for 2021.

Thank you for your attention and patience during an especially challenging time that is creating hardships for your Performance Improvement program. PTSF remains dedicated to advocating on your behalf with ESO to provide timely resolution of the issues you are experiencing.

June 2, 2021

Pennsylvania Trauma Systems Foundation
PA Trauma Centers

Dear PA Trauma Center Staff:

On behalf of ESO Solutions, Inc., I am writing to you to share information regarding the service and support that ESO provides to both PTSF, and the PA trauma centers. We understand the importance of our partnership with you in advancing the quality of trauma care for injured patients in the state of Pennsylvania. We take that role very seriously and are dedicated to working with you to achieve success. We are confident that we can support you in your current software solutions as well as grow and partner with you as we move into the future.

The purpose of this letter is to provide specific detail on adjustments we have made to our Customer Support model as well as follow-up information on a recent data corruption issue some centers have experienced in the V5 Outcomes Registry.

ESO Customer Support Model for PA Trauma Centers

ESO is fully dedicated to being your partner and we take our role in supporting you very seriously. We have some exciting changes to share regarding the ESO Support process for PA trauma centers.

ESO's support staff is equipped to handle a wide variety of support requests and follow Standard Operating Procedures (SOPs) for escalating support incidents to appropriate technical staff, including development staff. ESO follows a multi-disciplinary approach between Support, Product and Development resources to review open issues and work for timely resolution.

Why is a change being made?
We have adjusted our Technical Support model so requests for assistance from both PTSF and PA trauma centers receive the highest priority attention from the ESO support team. This will result in you seeing increased response and resolution time to issues reported.

What does this mean for you?
A new support email address has been created for use by PA trauma centers.
The new email address is support.ptsf@eso.com. This address will be used in place of the support.di@eso.com email. The new address will enable requests to receive priority review by support team members.

NOTE: For high priority items we recommend that customers call into our Support line at 866-766-9471 (select option 3) to be connected with a registry technical support representative. If you are not directly connected to a representative, please leave a voicemail and we will call you back within one hour.

When does this take effect?
Immediately! You can start sending inquiries to support.ptsf@eso.com today!

What if I forget and send my inquiry to support.di@eso.com?

It is okay, ESO still has you covered. The ESO Support team is trained to be on the lookout for inquiries from PA trauma centers.

What does high priority attention and review mean?

Inquiries submitted to the support.ptsf@eso.com email will be routed directly to a PTSF-focused Support team. This will ensure that communications from PTSF and PA trauma centers to Support are prioritized at the highest priority and allow for the centralization of all emails related to PA within the overall Support queue.

Inquiries submitted to the support.ptsf@eso.com email address will first be acknowledged via an automated email response to advise of the case number assigned to the inquiry.
ESO Support has appointed Tony Stout to manage and oversee the PTSF Support Queue. Between Tony and his backups (Jim Bowling, Joseph Wynder) he will ensure that inbound inquiries (cases) are claimed, replied to, and followed up on with status updates until completion.

What Support Service Levels can I expect from ESO?

ESO shall exercise commercially reasonable efforts to correct any error reported by you in accordance with the priority level reasonably assigned to such Error by ESO.

- o Severity 1 Error: ESO shall (i) commence Error Correction promptly; (ii) provide an Initial Response within four hours; (iii) initiate Management Escalation promptly; and (iv) provide Customer with a Status Update within four hours if ESO cannot resolve the Error within four hours.
    - ▪ "Severity 1 Error" means an Error which renders the Software completely inoperative (*e.g.*, a User cannot access the Software due to unscheduled downtime or an Outage).
- o Severity 2 Error: ESO shall (i) commence Error Correction promptly; (ii) provide an Initial Response within eight hours; (iii) initiate Management Escalation within 48 hours if unresolved; and (iv) provide Customer with a Status Update within forty-eight hours if ESO cannot resolve the Error within forty-eight hours.
    - ▪ "Severity 2 Error" means an Error in which Software is still operable; however, one or more significant features or functionality are unavailable (*e.g.*, a User cannot access a core component of the Software).
- o Severity 3 Error: ESO shall (i) commence Error Correction promptly; (ii) provide an Initial Response within three business days; and (iii) provide Customer with a Status Update within seven calendar days if ESO cannot resolve the Error within seven calendar days.
    - ▪ "Severity 3 Error" means any other error that does not prevent a User from accessing a significant feature of the Software (*e.g.*, User is experiencing latency in reports).
- o Severity 4 Error: ESO shall (i) provide an Initial Response within seven calendar days.
    - ▪ "Severity 4 Error" means any error related to Documentation or a Customer Enhancement request.

PA V5 Data Corruption Issue

What is the issue?
In early March 2021, an issue in the PA V5 Outcomes registry was identified where a record that was previously entered could not be re-opened for editing. An error message indicating that the record is unable to be edited would appear.

To date, 19 PA trauma centers have reported experiencing this issue while working in the PA V5 Outcomes Registry software. The ESO Support team has been working diligently with each of the impacted trauma centers to resolve the issue.

Why is it occurring?
After the first report of the issue, the ESO Support team escalated the item to the ESO Development team. Our development team investigated the issue and determined that some data is corrupted within the xml structure for the impacted records. This data corruption is not typical and can occur either when special characters are used in a text field within the registry or when multiple sources attempt to access the same record at the same time.

What do I do if my trauma center experiences the issue?
If you receive an "unable to edit" error message when trying to open a record, please immediately contact the ESO Support team by calling into our Support line at 866-766-9471 (select option 3) or by emailing our Support team at Support.ptsf@eso.com.

How will the issue be resolved?
The ESO Support team will first use a tool to scan the PA V5 Outcomes database to identify the impacted records.

Next, the ESO Support team will identify the records that can be recovered and the records where the data inside the record cannot be fully recovered. A list of the corrupt records by trauma number with recovery status can be provided.

For the records that can be recovered the Support team will fix the corrupt data inside the xml structure. Unfortunately, if a record cannot be recovered, the data is lost, and the data will need to be re-entered.

Finally, the ESO Support team will install a version of the Advantage Server Service and configure it to work with the PA V5 Outcomes Registry software. This service eliminates the ability for multiple hits on the database for the same record at the same time and prevents future record data corruption.

When will the issue be resolved?
After reporting the issue, the ESO Support team will contact you to schedule time to work together on the steps outlined above. The time required to resolve the issue will vary depending on the size of your database and the number of records impacted. The Support Technician can provide you an approximate time to resolution after they have performed an initial triage of the issue.

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Austin, Texas 78758

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F: 512 687 5190
eso.com

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My trauma center has not seen this issue, what does that mean for me?
If you are one of the 33 PA trauma centers that have not experienced the issue described above, be on the lookout for a member of the ESO Support team to contact you via email. ESO Support will proactively schedule time with you to scan your database to determine if your system contains any corrupt records and if needed, perform the resolution steps listed above. In addition, to prevent the issue, the ESO Support Technician will install the Advantage Server Service and configure it to work with the PA V5 Outcomes Registry software.

We know this issue is frustrating, and we appreciate and thank you for your patience. If you have any questions or concerns, please contact ESO at support.ptsf@eso.com

We appreciate the opportunity to be your partner and work with you to improve the quality of care for the injured patient. We feel that the approach outlined in this letter will meet your needs to support the software in place as it works to support PTSF's mission.

Thank you for your consideration,

Allen Johnson
Chief Product Officer
ESO Solutions, Inc.

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