

Board of Directors and PTSF Office Update

August 2022

The following communication highlights news from the PTSF office and recent approvals from the PTSF Board of Directors meeting on July 18th and 19th, 2022. If you have questions related to the content of this update, please contact [Juliet Altenburg](#), MSN, RN—Executive Director.

TRAUMA CENTER UPDATE

Congratulations to Geisinger Wyoming Valley Medical Center, Wilkes Barre, PA on being approved as a Level I Trauma Center effective July 20, 2022! Head to the PTSF Website to get the latest PTSF press releases on changes to the trauma center landscape in PA at <https://www.ptsf.org/current-status-of-accredited-trauma-centers-in-pennsylvania-3/>

PTSF STAFF UPDATE



PTSF now has a new Accreditation Coordinator by the name of Courtney Moraites! Her role is to be of support to PTSF staff and hospitals related to logistics involving the accreditation process. Courtney's professional history includes providing consultative services for the Landscape Architectural Accreditation Board and serving as a senior accreditation coordinator for the Accrediting Commission of Career Schools and Colleges. Courtney received her Bachelor's degree in Communication/Business from Carlow University in Pittsburgh, Pennsylvania. She received both a graduate certificate in Association Management and a master's degree in Public Administration from George Mason University's Schar School of Public Policy in Arlington, Virginia. Courtney is a welcome addition to our team!

TECHNOLOGY & TRAUMA REGISTRY UPDATES

[Lyndsey Diehl](#), RHIA, CHDA, CSTR, Director of Trauma Registry

Resources Posted to PTSF Web Portal

The homepage of the [PTSF Web Portal](#) has been updated with new resources!

1. Policy TO-100 and Taxonomy Educational Webinar (mp4 and pdf)
2. PA V5 Interface Best Practices
3. PA CV4 TQIP File Generation Process

PTSF staff will now be updating the homepage of the Web Portal regularly to keep you informed of all important information and provide you with educational resources related to the registry software.

2022 ESO Mid-Year Patch

PTSF anticipates that ESO will begin distribution of the 2022 Mid-Year Patch via email by August 15, 2022. The Mid-Year Patch contains updates to Collector (Cv4), v5 Outcomes, and the ITDX Module. Further details and instructions will be provided within the distribution email.

PTSF highly recommends reviewing the TO-100 and Taxonomy educational webinar posted on the PTSF Web Portal homepage prior to installing the Mid-Year Patch! This session will provide valuable information related to new functionality within v5 Outcomes.

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Updated 2022 PTOS Manual

The 2022 PTOS Manual was updated with various clarifications and is posted to the Resources area of the Trauma Registry section of the PTSF website. Additionally, the following 2022 resources were also updated and posted to the website:

- PTOS/Collector Change Document

Please refer to the PTOS/Collector Change Document for further details regarding the specific changes that have been made within the PTOS Manual.

2023 NTDS Data Dictionary

On August 2, 2022, the American College of Surgeons (ACS) released the 2023 NTDS Data Dictionary and 2023 Change Log. These resources can be accessed here: <https://www.facs.org/quality-programs/trauma/quality/national-trauma-data-bank/national-trauma-data-standard/data-dictionary/>.

The PTSF Registry Committee will review all 2023 NTDS changes and recommend changes for the 2023 PTOS dataset. All changes to PTOS for 2023 will be communicated at the PTSF Fall Conference in October, and the 2023 PTOS Manual can be expected in mid-December 2022.

ESO Customer Support Reminders

ESO Support is available **7 a.m.-7 p.m. CT, Monday-Friday**. For high priority items please call into ESO's Support line at **866-766- 9471 (select option 3)** to connect with a registry technical support representative. If you are not directly connected to a representative, please leave a voicemail and ESO Support will call you back **within one hour**. For lower priority items, place a support ticket by emailing ESO Support at support.ptsf@eso.com. Your issue will be triaged by ESO Support using the following guidelines:

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).

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).

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).

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.

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PTSF staff continues to advocate on behalf of PA Trauma centers when issues regarding ESO customer support arise. Please continue to copy Lyndsey (ldiehl@ptsf.org) on support tickets submitted to ESO Support and provide the assigned case #. This will provide PTSF with the information needed to discuss any concerns with ESO staff.

Quarterly Reports

PTSF staff has continually been working through various technical issues to process quarterly reports for accredited trauma centers. We thank you for your patience and understanding as PTSF staff works as quickly as possible to release Q1 2022 reports. Please note that due to the extensiveness of the technical issues being experienced, there will be a delay in the release of quarterly reports for the remainder of 2022.

Injury Coding Reminders

- Note that soft tissue swelling/edema, hemoperitoneum, subcutaneous emphysema, and hemorrhagic shock are NOT codable injuries.
- All injuries listed must have an associated body part included to generate an accurate code. This includes external abrasions and contusions. If you are in the practice of entering “abrasions” or “contusions” in lieu of listing multiple injuries, enter one body part.

COMMITTEE UPDATES

TRAUMA REGISTRY COMMITTEE

Board Committee Chair: Deborah Chappel, MSN, RN, CCRN-K

PTSF Staff Liaison: [Gabrielle Wenger](#) RHIT, CPC, CAISS, CSTR & [Lyndsey Diehl](#), RHIA, CHDA, CSTR

The Trauma Registry Committee and PTSF Board of Directors approved the following changes to PTOS/Collector. This clarification is effective immediately and reflected within the updated PTOS Manual that has been posted to the PTSF website.

A.02 Coronary Artery Disease - Documentation of Atherosclerotic Heart Disease should be reported as A.02 Coronary Artery Disease.

During the 2022 Fall Conference, a detailed review of all changes to PTOS/Collector for 2023 admissions will be presented.

The next Trauma Registry Committee meeting will be held August 23, 2022. Please send any requests for discussion to Lyndsey Diehl.

OUTCOMES COMMITTEE

Board Committee Chair: Denise Torres, MD

Committee Vice-Chair: Jill Volgraf, MSN, RN

PTSF Staff Liaisons:

- [Rebecca Geyer](#), MSN, RN, TCRN, Director of Performance Improvement
- [Gabrielle Wenger](#), RHIT, CPC, CAISS, CSTR, Trauma Registry Auditor

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The Outcomes Committee had previously provided an educational webinar on updates to Policy TO-100 and Taxonomy (recorded on June 28). This webinar reviews changes to the PaV5 software that will be coming with your mid-year patch. PTSF highly recommends viewing the recording of this educational webinar posted on the PTSF Web Portal homepage prior to installing the Mid-Year Patch! This session will provide valuable information related to new functionality within v5 Outcomes.

Additionally, the Outcomes Committee and the PTSF Board of Directors approved additions to the Acceptability definitions. Although the actual definitions have not changed, they have been reformatted and now have the addition of examples to help supplement the original definitions. The Outcomes Manual has also been revised and is available on the PTSF website [here](#). The definitions are as follows:

Acceptable:

- Care provided as per the trauma center patient management guideline
E.g., PMG: Patient care followed trauma center's rib fracture management guideline.
- or**
- Care provided as per standard of care
E.g., Standard of care: if a peer group of providers were in this situation, the majority would have made the same decision.

Acceptable with Reservations:

- A variance from trauma center patient management guidelines that does not negatively impact patient care or outcome.
E.g., Rib Fx PMG specified for an Incentive spirometer to be completed for a rib fractured patient, and it was not done. Did not negatively impact patient care or outcome.
- or**
- Variance from standard of care (or where standard of care has not been established for this condition) that does not negatively impact patient care or outcome.
E.g., Standard of care: if a peer group of providers were in this situation, there would have been significant division between the care provided. Approx half would have done one thing, and the other half would have done something else.

Unacceptable:

- A variance from trauma center patient management guidelines that negatively impacts patient care or outcome.
E.g., Rib Fx PMG specified for a follow-up CXR to be completed for a rib fractured patient, and it was not done, and the patient developed hypoxic respiratory failure.
- or**
- A variance from a standard of care that negatively impacts patient care or outcome.
E.g., Standard of care: if a peer group of providers were in this situation, rarely would one have made the same decision.

The next Outcomes Committee meeting will be held September 1, 2022. Please send any requests for discussion or clarification to Rebecca Geyer.

EDUCATION

PTSF ANNUAL FALL CONFERENCE: OCTOBER 6 AND 7, 2022

Registration is now LIVE for the PTSF annual conference which is taking place IN PERSON at the Sheraton Harrisburg-Hershey Hotel, Harrisburg, Pennsylvania. We look forward to coming together after two years of virtual conferences during the height of the COVID-19 pandemic. Register at: <https://ptsf.knowledgeconnex.com>

STATE, NATIONAL, AND INTERNATIONAL CONFERENCES/MEETINGS

Save the Date . . . for upcoming events. Remember to check these organization's websites—dates are subject to change based on the latest COVID-19 guidance. A complete [listing](#) [2022 and future dates] of local, state, national, and international meetings is posted to the website and updated monthly.

September 17-21, 2022 – [Governors Highway Safety Association \(GHSA\) Annual Meeting](#)

September 21-24, 2022 – [81st Annual Meeting of AAST & Clinical Congress for Acute Care Surgery](#)

September 30-October 3, 2022 – [Emergency Nurses Association \(ENA\) Annual Conference](#)

October 1-4, 2022 – [American College of Emergency Physicians \(ACEP\) Scientific Assembly](#)

October 6-7, 2022 – Pennsylvania Trauma Systems Foundation (PTSF) Annual Conference

October 9-12, 2022 – [AHIMA Conference, Columbus, Ohio](#)

October 11-14, 2022 -- [Association for the Advancement of Automotive Medicine \(AAAM\) Annual Scientific Conference](#)

October 12-15, 2022 – [Orthopedic Trauma Association \(OTA\) Annual Meeting](#)

October 16-20, 2022 – [American College of Surgeons \(ACS\) Clinical Congress](#)

November 2-5, 2022 – <https://pediatrictraumasociety.org/meeting/>

December 11-13, 2022 – [American College of Surgeons \(ACS\) Trauma Quality Improvement Program \(TQIP\) Conference](#)

PTSF DIRECTORY

PTSF maintains directories for both Accredited Trauma Centers and hospitals pursuing accreditation. Directories are distributed twice each year in January and July to all trauma programs. It is important that contact information be reviewed carefully to assure the most accurate and up-to-date email groups are maintained within the PTSF office. Please submit any changes for your hospital's directory page as soon as they occur to Dor Adams at dadams@ptsf.org.

PTSF COMMUNICATIONS FROM HOSPITALS

We encourage that all communications be **emailed** to the appropriate staff person at the PTSF office in lieu of paper mail to expedite communications and avoid delays with the postal service. Exceptions include trauma center payments which can be mailed to the address noted below.

PTSF Mailing Address

Pennsylvania Trauma Systems Foundation
275 Cumberland Parkway, #234
Mechanicsburg, PA 17055