



New York State Department of Health Office of Quality and Patient Safety Office-Based Surgery Program

Electronic Adverse Event Report (AER) User Guide

Version 5.0 January 2020

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Introduction

The New York State Department of Health's (NYSDOH) Office-Based Surgery (OBS) Program is dedicated to promoting and improving patient safety and quality health services for all patients undergoing procedures performed in an accredited OBS setting in New York State.

In accordance with New York State Public Health Law Section 230-d, all physicians, physician assistants (PA), specialist assistants (SA) and podiatrists must report specific adverse events occurring in relation to the performance of OBS to the Office of Quality and Patient Safety (OQPS) of the NYSDOH. Such reportable adverse events shall be reported to OQPS within three business days of the occurrence of the event; suspected transmission of bloodborne pathogens must be reported within three days of becoming aware of a suspected transmission.

OQPS has developed an electronic adverse event reporting (AER) tool that is designed to assist OBS practices in reporting adverse events and submitting medical records more efficiently as required by Public Health Law § 230-d.

Failure to report adverse event information falls within the definition of professional misconduct identified in Section 6530(48) of NYS Education Law.

- A. Adverse Events that must be reported according to Public Health Law (PHL) § 230-d
- 1. Patient death within thirty (30) days: a patient death within 30 days of undergoing OBS;
- 2. Unplanned transfer: to a hospital; or an emergency department visit within seventy-two (72) hours of office-based surgery for reasons related to the office-based surgery encounter;
- 3. Unscheduled hospital admission or assignment to observation services: within seventy-two (72) hours of the office based surgery, for longer than twenty-four (24) hours,
- 4. Any other serious or life-threatening events: those events identified by DOH & defined as Serious Reportable Events by the National Quality Forum
 - Examples of serious or other life-threatening events:
 - o Incorrect surgery or invasive procedure performed on a patient.
 - o Surgery or invasive procedure performed on the incorrect site or incorrect person.

- o Unplanned return to the OR after discharge from an OBS office for a procedure related to the OBS procedure.
- 5. Any Suspected Health Care Transmission of a Bloodborne Pathogen (BBP): a suspected transmission of a bloodborne pathogen (BBP) from a healthcare practitioner to a patient or between patients originating in an OBS practice as a result of improper infection control practices. BBP include but are not limited to: Hepatitis B virus, Hepatitis C virus and Human Immunodeficiency Virus.

B. Who Must Report Adverse Events:

- ALL Licensed physicians, PA's, SA's and podiatrists directly or indirectly involved in the OBS procedure must file an adverse event report. Mandated reporters involved in the OBS procedure, which typically includes the proceduralist and the sedation/anesthesia providers, may file a single report or each licensee may file separate reports.
- It is the personal responsibility of each mandated reporter to ensure that an adverse event report has been reported.
- ANY physician, PA and/or SA, or podiatrist in a hospital or other setting who believes or becomes aware of a patient complaint, complication, condition, emergency department visit, hospital admission or death that occurred status post an OBS procedure.

C. Adverse Event Reporting:

- OBS Physicians, PA's, SA's, or podiatrists should provide all information requested on the form.
- Non-OBS reporters should provide all available information to them when submitting a report.
- All licensed physicians, PA's and/or SA's, or podiatrist directly involved in the OBS procedure should be advised that an AER has been submitted.

D. Electronic Adverse Event Report Form Submission:

The Adverse Event Reporting system is a secure web-based application.

The secure URL to access the AER is: https://obsaer.health.ny.gov/
An account is not required to access the AER
A Password is not required to access the AER.

This web-based AER works with Internet Explorer 11+, Chrome, Safari, & Firefox. Please use the latest version for the best experience.

When opening the webpage, you will immediately be brought to the AER form.

There is no ability to save a partially completed AER form. You must complete the AER form in its entirety in order to submit the form to the NYSDOH.

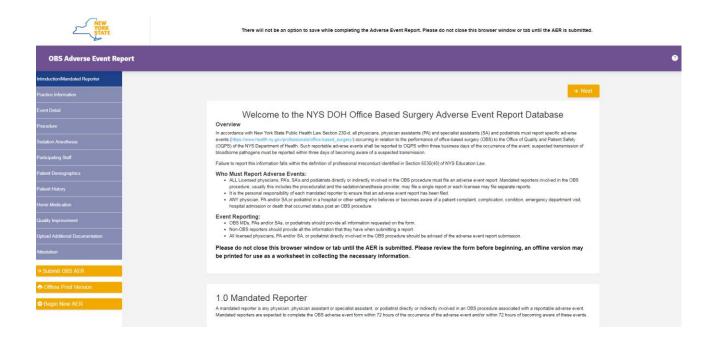
You may contact us for assistance at:

(518) 408-1219 or at obs@health.ny.gov

NYS Department of Health Attn: Office Based Surgery Office of Quality and Patient Safety Empire State Plaza Corning Tower, Room 1938 Albany, NY 12237

I. Accessing the electronic AER form

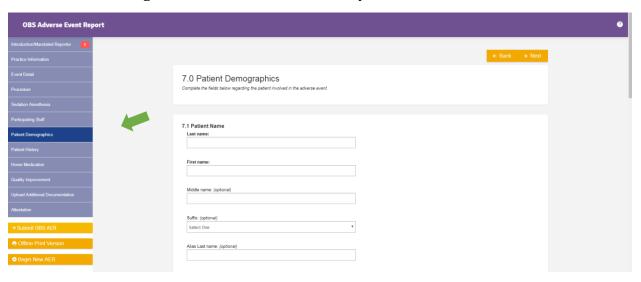
- 1. To access the electronic AER form, navigate to https://obsaer.health.ny.gov/
- 2. You will be taken to the first page of the form.



II. Navigating through the form

A. Using the Navigation Pane

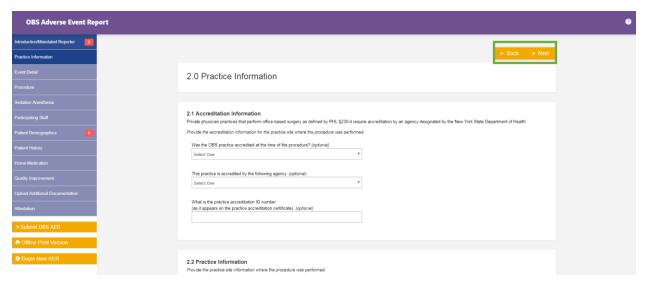
- 1. The AER form has 12 sections:
 - i. Introduction/Mandated Reporter
 - ii. Practice Information
 - iii. Event Detail
 - iv. Procedure
 - v. Sedation Anesthesia
 - vi. Participating Staff
 - vii. Patient Demographics
 - viii. Patient History
 - ix. Home Medication
 - x. Quality Improvement
 - xi. Upload Additional Documentation
 - xii. Attestation
- 2. To navigate to any section at any time while viewing the form, click on the navigation pane on the left. Clicking on the section links will take you to that section in the form.



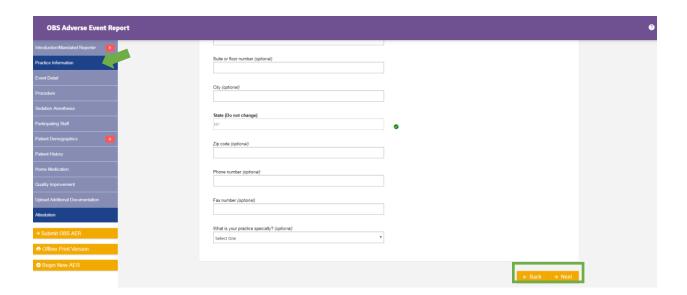
3. The section you are currently viewing will always be highlighted via the navigation pane on the left.

B. Using the Next and Back buttons

1. On each page of the form, there will be a **Back** and **Next** button. These buttons are located at the upper right-hand and bottom right-hand corners.



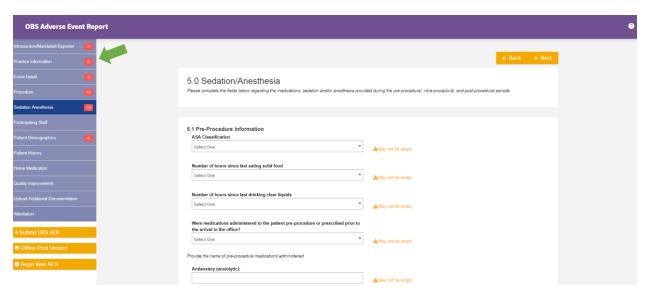
2. Clicking on either button will take you to the section preceding (**Back** button) or after (**Next** button) the section you are currently viewing. You can also see which section you are currently viewing by looking at the navigation pane on the left-hand side.



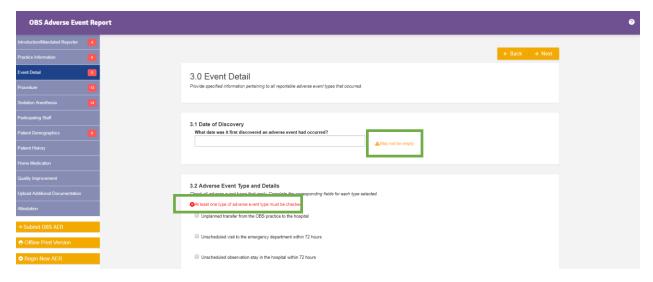
III. Filling out the AER form

A. Required sections and questions on the form

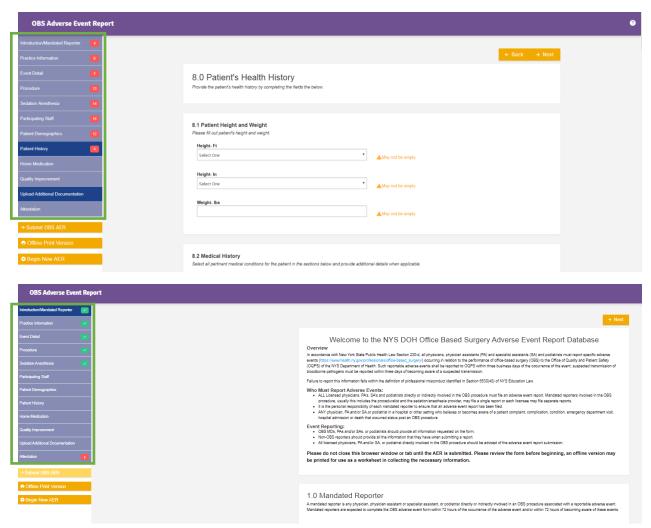
1. In each section, there are questions that are required and must be answered. Upon beginning each section, the navigation pane will display the number of required fields for the section in a red box.



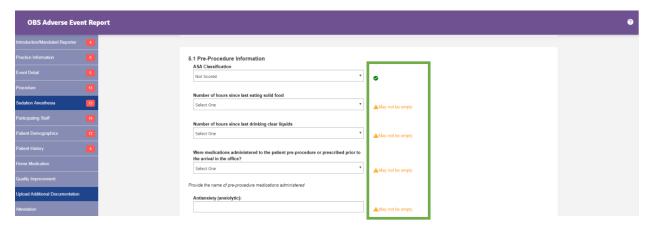
2. Required questions are identified in bold font. As you click on and/or leave fields empty, validation and/or error messages display to the right of the question in orange or red font.



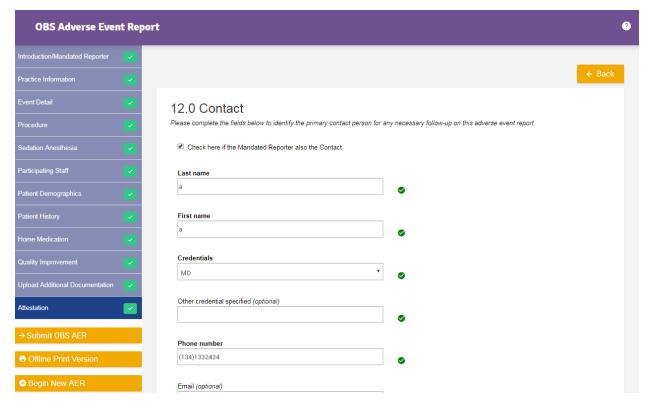
3. Depending on the answers provided on the form, certain questions may become required or not required in real-time. The navigation pane will dynamically update with a red box, showing you the sections that have required questions that need to be answered and the number of those required fields. A green box with a check mark will display once all required questions in that section are answered.



4. As you are filling out each section, depending on the answers provided, required questions and/or fields will dynamically update their answer field or instructions. Also, when meeting the field requirements by answering the question correctly a green check mark will display next to that field.

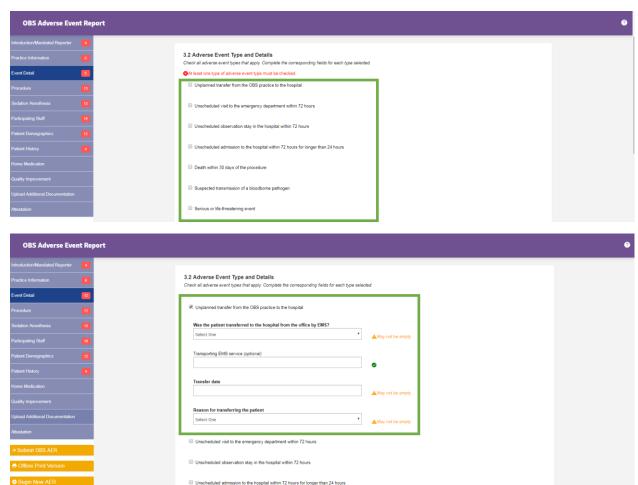


5. Also, upon meeting all field requirements for each section by answering the questions correctly a green box with a check mark will display in the navigation pane.



B. Additional questions displaying

1. Depending on the answers provided on the form, additional questions that need to be answered may dynamically display.



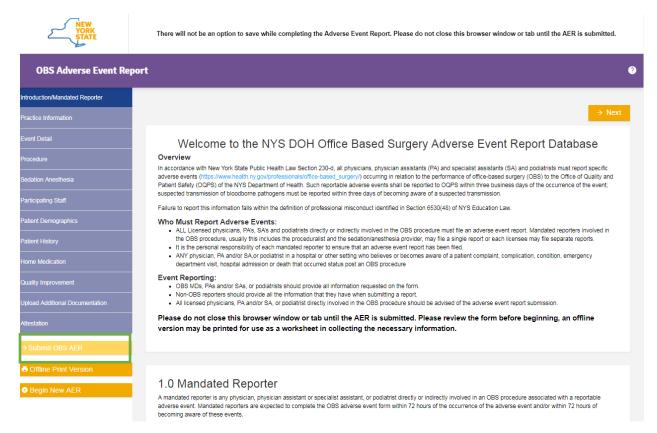
IV. Saving the AER form

A. AER forms that are in progress

- 1. *AER forms in progress* **cannot be saved**. As you are filling out the form, **do not** reload the webpage. Questions or fields that are answered will retain their answers as you page through the form's sections by using the **Next** or **Back** buttons or the navigation pane on the left.
- 2. If you reload the webpage, questions or fields you have previously answered will lose their values. The entire AER form will be put back into its default, blank state.

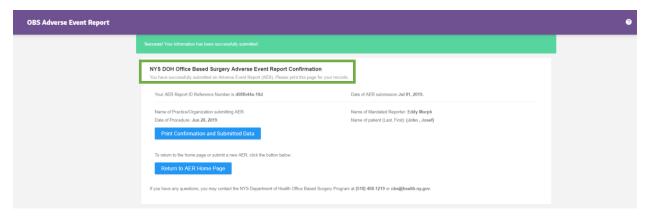
B. Saving and Submitting the form

1. Once <u>all</u> required questions have been answered, the user will be able to click the **Submit OBS AER** button on the navigation pane on the left.

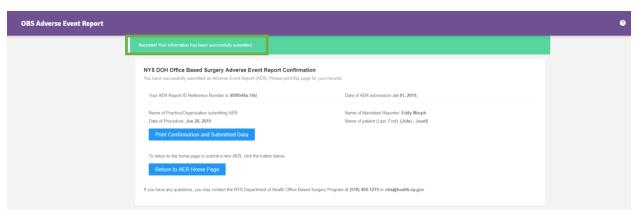


2. Click on the **Submit OBS AER** button to submit the AER form. You can click on this button from any section once it is activated as indicated by the button changing to a darker orange color.

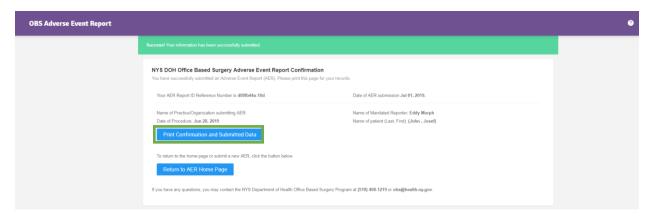
3. After clicking on the **Submit OBS AER** button, you will be redirected to a confirmation page with information about the form you just submitted.



4. A copy of the AER submitted will also display under the header **the following information was just submitted** further down on the page.



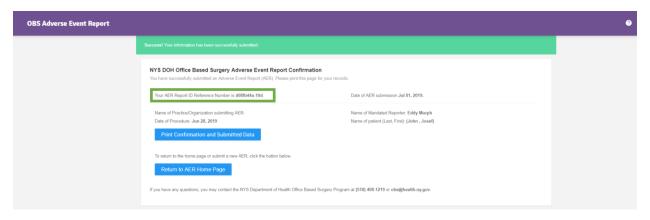
5. To keep a copy of this page for your records, click on the **Print Confirmation and Submitted Data** button.



6. You can print to PDF and/or save a paper copy of both the confirmation and the AER form that was just submitted.

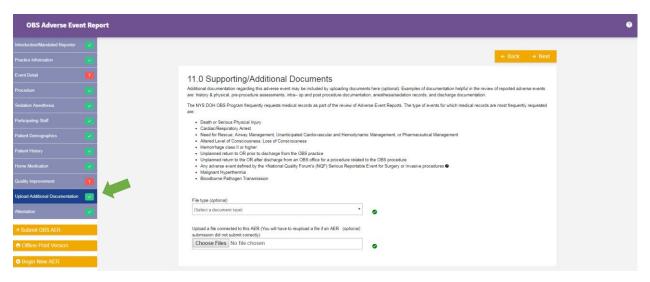


7. The **AER Report ID Reference Number** is needed when submitting a subsequent AER form to update a previously reported adverse event.

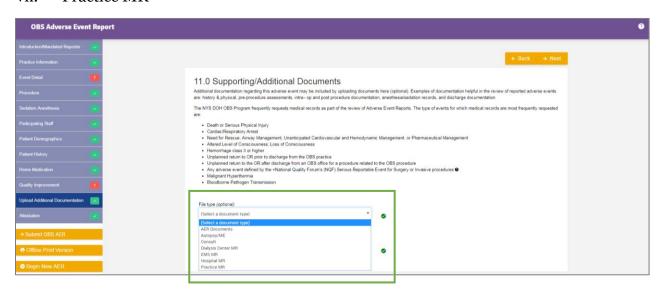


V. Uploading documents with the AER form

1. In the **Upload Additional Documentation** Section, multiple documents can be saved and submitted with the AER.

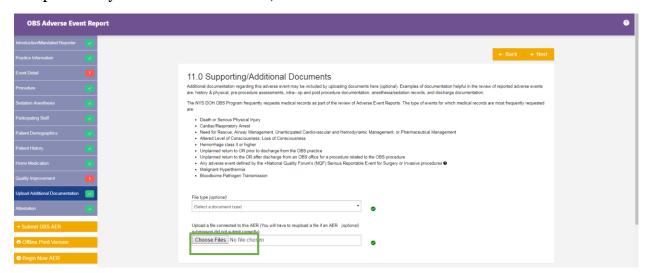


- 2. To upload a document, first choose the file type for the documents you are uploading. When uploading multiple files, the files must be of the same type. There are seven document types:
 - i. AER Documents
 - ii. Autopsy/ME
 - iii. Consult
 - iv. Dialysis Center MR
 - v. EMS MR
 - vi. Hospital MR
 - vii. Practice MR

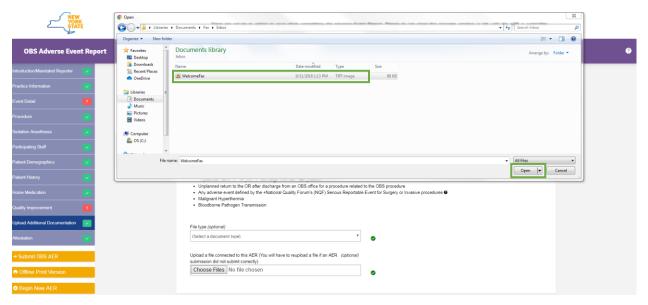


A. Uploading one file with the form

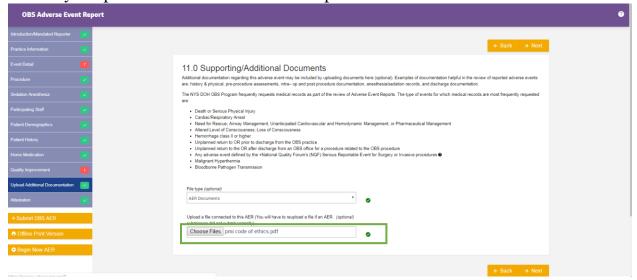
1. To upload only one file with the AER, click on the **Choose Files** button.



2. And, select the file you want to upload and click the **Open** button.

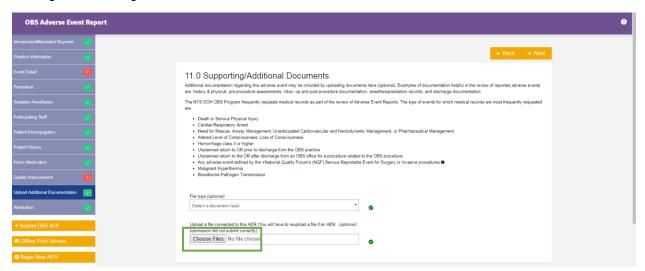


3. The file you uploaded will be shown on the Upload screen.

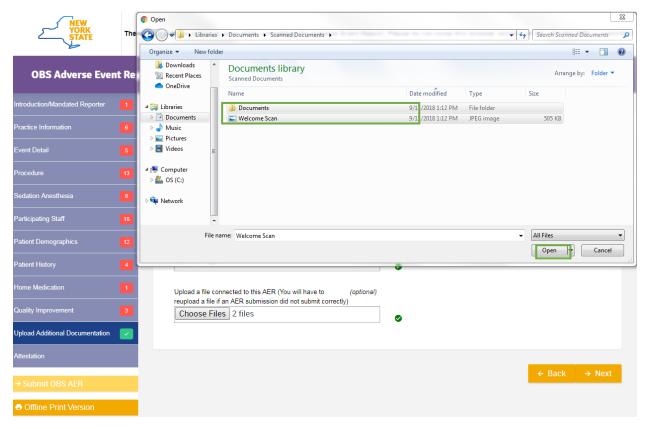


B. Uploading multiple files with the form

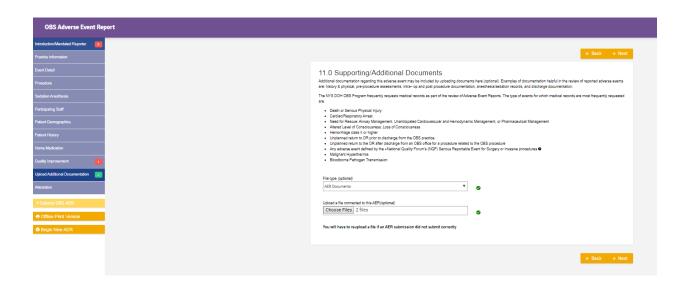
1. To upload multiple files to the AER, click on the **Choose Files** button.



2. Hold down the **CTRL** keyboard key while simultaneously selecting multiple files in the Explorer window. Once all files are selected, click on the **Open** button.

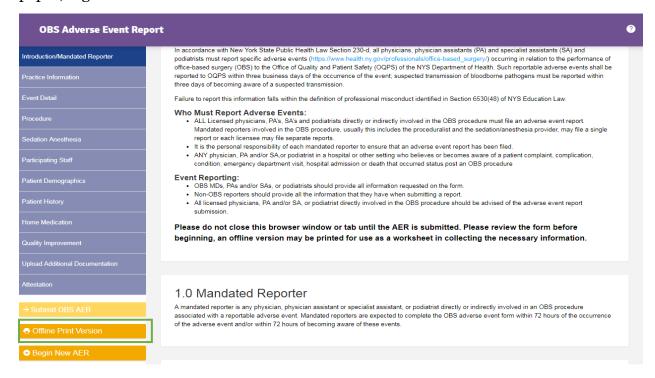


3. The Upload screen will indicate how many files have been attached to the form. Both files will be classified as the one file type selected on the screen.

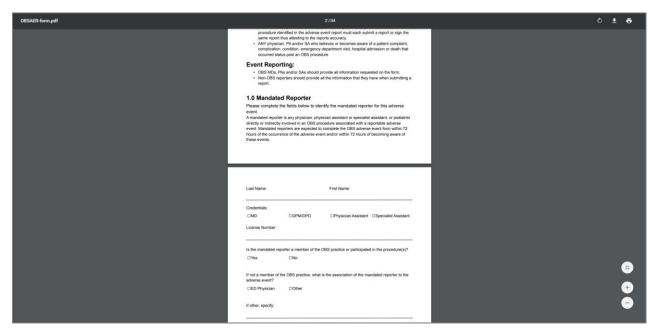


VI. Printing a blank AER form to paper

1. To print the AER form to paper, click on the **Offline Print Version** button on the left navigation pane. **Offline Print Version** will only display a blank AER form for printing to paper, regardless of whether the electronic AER is filled out in the browser window.



2. Clicking on this button will open a new browser window or tab displaying the AER form in a format suitable to be printed onto paper.



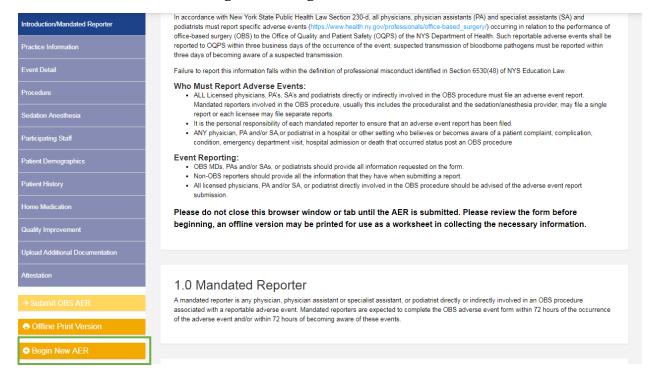
3. **Print** from your browser to print the AER form to paper.



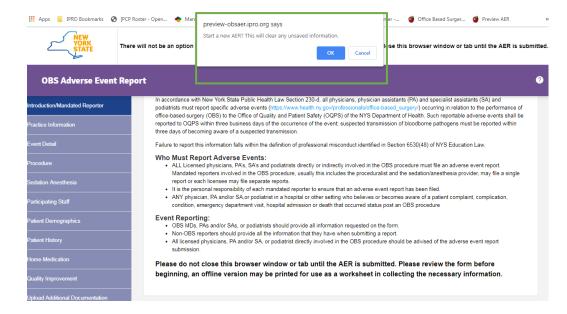
VII. Accessing a new AER form

A. Accessing a new AER form from anywhere on the form

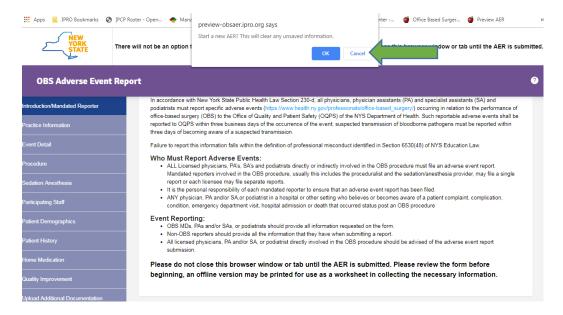
1. To open a new and blank AER form from wherever you are on the site, click on the **Begin New AER** button on the left navigation pane. This may be useful in situations of entering incorrect information for which starting the AER again is desired.



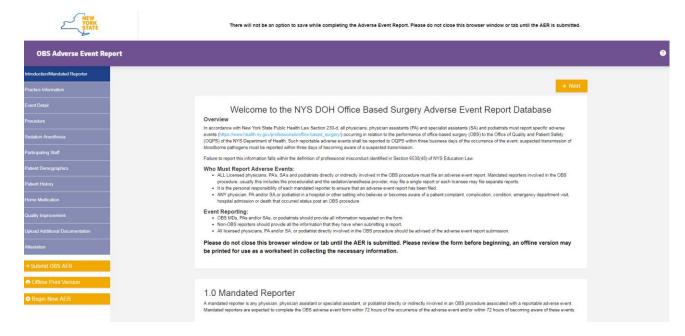
2. After clicking the button, a warning will display as a reminder that any unsubmitted information will be cleared from the form.



3. Click the **Cancel** button to keep any unsubmitted data and to continue filling out the AER form as is.

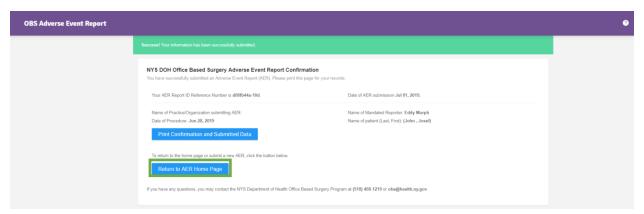


4. Click the **OK** button to access a new, blank AER form that can be started from scratch.



B. Accessing a new AER form from the Confirmation page

1. To access a new, blank AER form after submitting an AER and printing or saving a PDF of the confirmation page, click on the **Return to AER Home Page** button located on the Confirmation page.



2. You will be taken to the start of a new and blank AER form.

