

Vermont Oxford Network – Member Portal Documentation

# Global Health Data Management User's Guide

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# Global Health Data Management User's Guide

## Contents

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Introduction .....	2
Related Links and Resources .....	2
System Requirements .....	3
Data Privacy .....	3
Contacting Vermont Oxford Network Support .....	3
Logging into Data Management.....	4
Welcome Tab .....	5
Finalization Checklist Tab.....	5
Step 1 - Survey .....	6
Step 2 – Record Count.....	7
Step 3 – Errors, Blanks, and Unknowns .....	9
Step 4 – Finalization Confirmation.....	12
Summaries Tab.....	14
Print and Download CSV Buttons.....	15
Overview .....	16
Record Status Summary .....	17
Error & Blank Summary.....	18
Unknown Items Report .....	18
Help Tab .....	19
Center Contacts Tab.....	20

# Global Health Data Management User's Guide

## Introduction

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Vermont Oxford Network (VON) collects data on patients from our member neonatal intensive care units around the world to provide gold standard quality improvement. It's from the data submitted to us that we are able to generate the tables and charts, create an annual report, and give statistics to back our educational programs, so it is important that the data be complete and accurate. Patient Data is submitted to VON with the VON Connect Global Health Data Application. For more on installing and using the application please see the [VON Connect Global Health Data Application Users's Guide](#).

The Data Management section of our [Member Portal](#) allows centers to review their data, confirm file submissions were successful, and to check summaries to make sure each record submitted is complete without errors or blanks. In the future there will also be complete steps to finalize your data annually.

It's recommended that you review the [Manual of Operations](#) which includes the data definitions, data forms, instructions for data submission, and information on using reports for quality improvement.

All of the manuals and help articles for the VON Global Health program can be found in the [Global Neonatal Database section](#) of our Knowledge Base.

## What's New

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In January 2024 we added steps for finalizing your NICU's patient data for the year. You must have submitted patient data to VON using the [VON Connect Global Health Application](#) to complete the annual finalization.

In September 2024 the Survey was added to the Finalization Checklist.

## Related Links and Resources

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We provide resources which may be helpful with this guide. After the data is submitted to VON you can create tables and charts of the data using Global Health Reports in Portal on our website. The direct link to Global Health Reports is <https://reports.vtoxford.org/charts/home>.

A guide on using Global Health Reports can be downloaded at <https://vtoxford.zendesk.com/hc/en-us/articles/11756588045331-Reports-User-Guide>.

## System Requirements

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Data Management will work on all current versions of the most popular browsers on PCs, Macs, and mobile devices. This includes Edge, Chrome, Firefox, and Safari.

## Data Privacy

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Vermont Oxford Network (VON) strictly maintains the confidentiality and security of the data in its databases. Center data on VON systems are available only to individuals authorized by the center. Personally identifiable information (PII) including patient names, medical record numbers, and other patient data items are stored in your local VON Connect application on your mobile device and are submitted to Vermont Oxford Network when you sync your application data with VON's servers, though since none is submitted to VON there will not be any PII found in Global Health Data Management.

If you are unsure about the sufficiency of your information security safeguards, please consult your IT department or a qualified information security professional for assistance.

## Contacting Vermont Oxford Network Support

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If you have any questions or require any assistance with the installation or use of the software, you can contact the VON Support Department by emailing [support@vtoxford.org](mailto:support@vtoxford.org). Our business hours are 9:00 am – 5:00 pm Eastern Standard Time in the United States (UTC-5:00). You can also reach us on the WhatsApp application at +1 (802) 488-8050.

We have a robust and searchable knowledge base which contains articles many issues which have been reported to VON Support as well as other help articles. It can be accessed at <https://vtoxford.zendesk.com/hc/en-us>.

# Logging into Data Management

To access Data Management, a VON Services Administrator from your center will need to create an account for you in the Member Portal, and give you the Data Viewer permission. The instructions for this are found in the [VON Services Administrator's Guide](#).

After you have been given the Data Viewer permission, log into the [Member Portal](#) on the VON website. Once logged in, open the Data menu, and select Data Management.

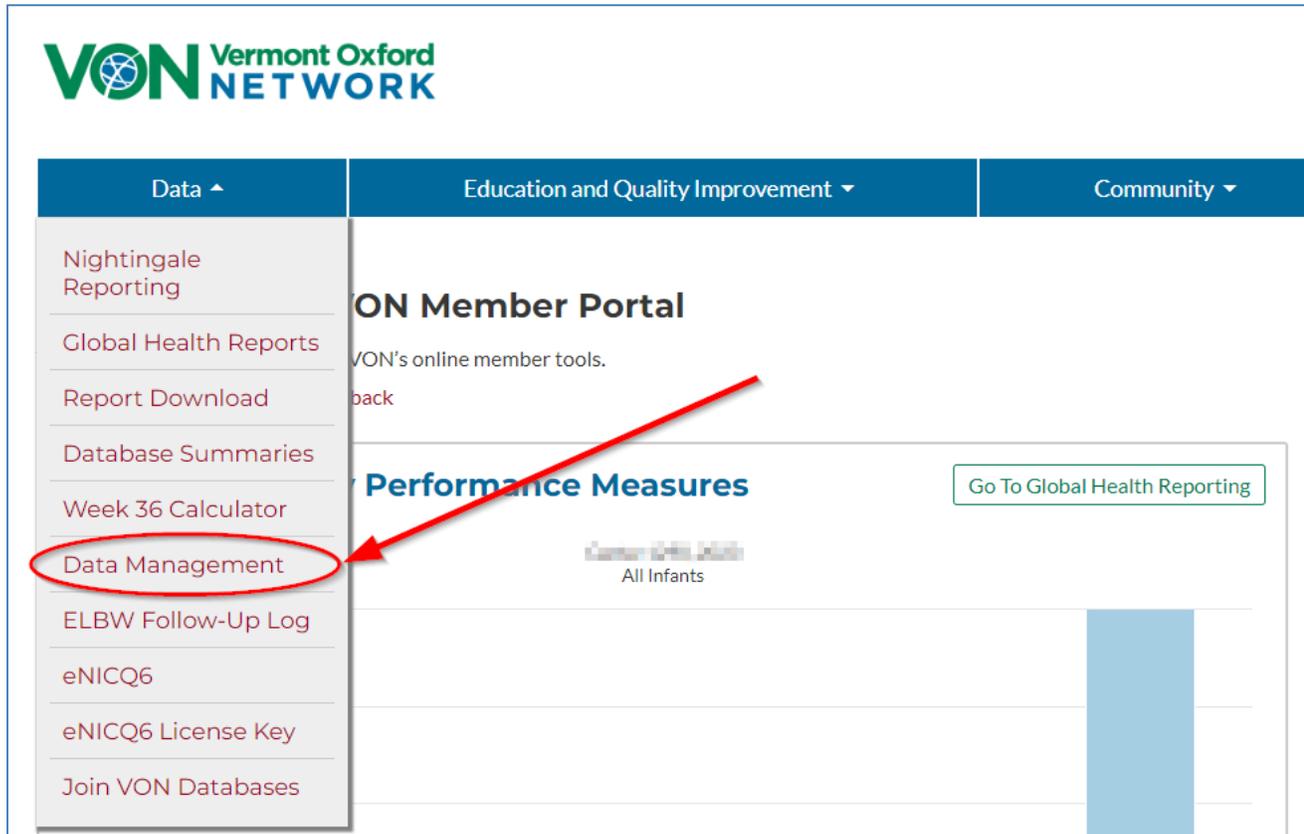


Figure 1: Navigating to Data Management

**The Data Viewer permission** does not give users access to everything in Data Management. There are some items in Data Management which must be completed by a user with advanced permissions, such as a Data Contact, Alternate Data Contact, Report Contact, and Alternate Report Contact. These roles are granted to users by an Account Manager at VON, and will require change forms to be completed and returned to your Account Manager for those roles to be filled or updated.

# Welcome Tab

When you navigate to Data Management you will be greeted with the Welcome tab which has some brief instructions on how to use Data Management. On the left side of the page are the tabs to the other sections.

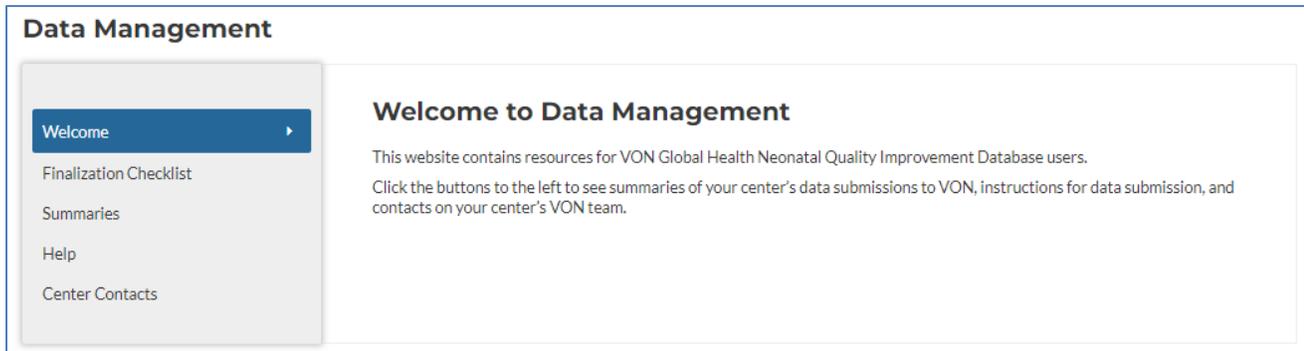


Figure 2: Welcome Tab

# Finalization Checklist Tab

The Finalization Checklist is a step by step process on how to finalize the previous year's data after all the complete data is submitted to VON. Report Contacts and Data Contacts can complete all the steps for finalization.



Figure 3 - Finalization Checklist

As you perform each step they will display as COMPLETED on the checklist.

### Finalization Checklist - 2023

VON Finalization is the yearly accounting of infants.  
Please make sure records for all infants are entered by **February 1st, 2024**.  
Follow this checklist to complete finalization for Discharge year 2023.

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- Step 1 - Survey - Due February 1, 2024

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- Step 2 - Record Count - **COMPLETED** ✓

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- Step 3 - Errors, Blanks, and Unknowns - Due February 1, 2024

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- Step 4 - Finalization Confirmation - Due February 1, 2024

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Figure 4 - Finalization Checklist with Step 2 completed

## Step 1 - Survey

At the beginning of each year, the Membership Survey must also be completed based on your center characteristics for the previous year. Some of the information it asks for are how many newborn beds in your NICU, number of admissions to your NICU, whether there is an obstetrical service, what your staffing is like, and what services your NICU provides. These questions can change year to year.

### Step 1 - Survey - OVERDUE

The 2023 MEMBERSHIP SURVEY is due no later than February 1, 2024. The Survey looks back over your 2023 data collection year, identifying your center's characteristics such as newborn beds and admissions, obstetrical services, follow-up clinic, staffing, services, and family-centered care.

Last year's Membership Survey can be found in the **Report Download** section of the VON Global Health Reports Website.

[Launch Survey](#)

Figure 5 – Survey

To begin click the **Launch Survey** button. This will bring you to the Membership survey page in the Member Portal.

Welcome, Joe Grabon  
Select Center/Group  
Portal Home | Log out

Data Education and Quality Improvement Community Help Center

## Welcome to the VON Member Survey

Flavor text here should the content owner want it.  
[Learn What's New](#) | [Give us feedback](#)

### 2024 Membership Survey

Survey Year: 2024

Does your NICU have national or hospital-based guidelines on the following topics that staff members are trained on and use as standard of care? If yes, please answer "Used consistently." If guidelines are available, but use is limited due to lack of training, updating, supplies, staffing or other reasons, please answer "Limited use." If guidelines are not available at your hospital, please answer "No."

#### NICU Guidelines

Type of hospital:

- Government (public) hospital
- Non-government, not for profit (ex. NGO, faith based, private not for profit)
- Private, for profit
- Other

Select the classification:

- Primary (District) Hospital
- Secondary (Referral or General) Hospital
- Tertiary

Affiliated with university (academic hospital):

- Yes  No

Setting:

- Rural (population < 5,000)
- Peri-Urban (population 5,000 - 49,999)
- Urban (population > 49,999)

Number of referring health centers:

- < 5
- 5-10

Top Print Save Submit

Figure 6 - Survey Page

A **Survey Year** dropdown menu allows you to view surveys from any year your center has been a data submitting VON member. When the current survey year is selected you will still have a column to fill in the current information and a column of how your center answered in the previous year's survey.

At the top of the page is the **Show Details** button. If you click this button it will expand and display a list of fields which need attention and why. You can click **Hide Details** to hide this again.



Figure 7 - Show Details expanded

On the bottom of the screen are a few buttons which will always display. They will float as you scroll down the Member Survey to always be accessible. In the bottom left are the **Top** and **Print** buttons.

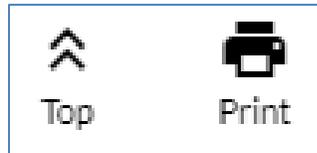


Figure 8 - Top and Print buttons

The **Top** button makes it easier for you to return to the Show Details button or anything else you may want to get to at the top of the page.

On the bottom right of the floating bar are the **Save** and the **Submit** buttons.



Figure 9 - Save and Submit buttons

The Submit button will be grayed out until the survey has been completed with no errors. The Save button will be clickable anytime you have updated the survey with acceptable data. If you do enter a value into a field that the survey does not accept the field will become outlined in red and will provide a reason why it is an error.

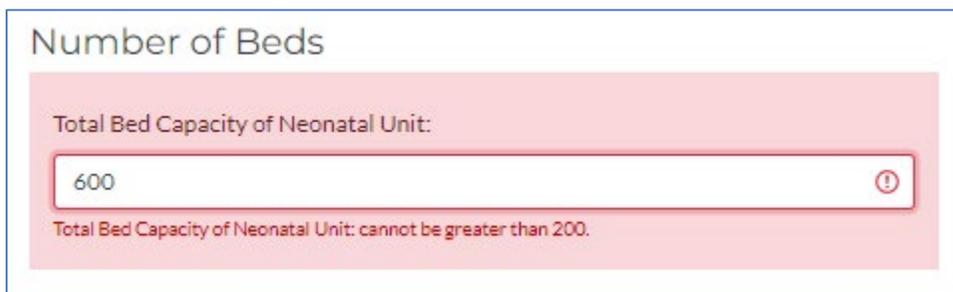
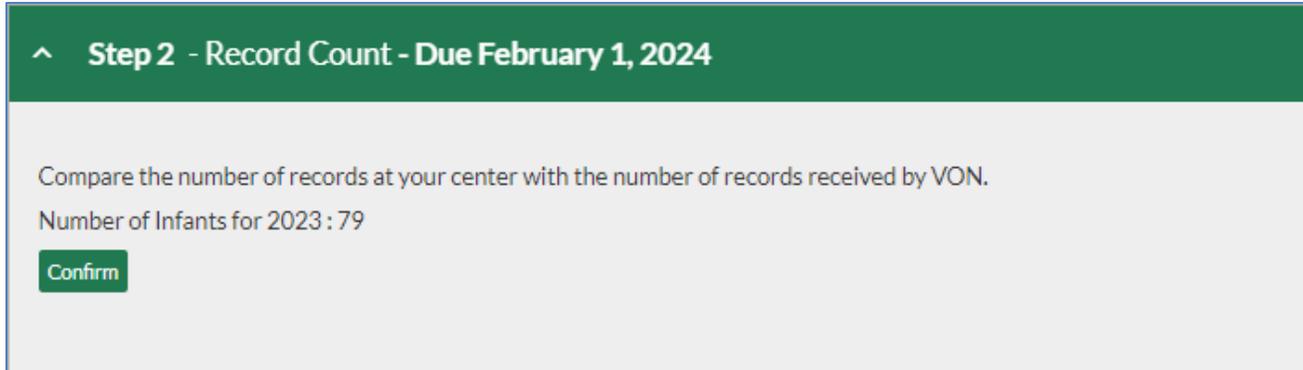


Figure 10 - Example of an error in the survey

## Step 2 – Record Count

The record count is where you confirm the number of infants submitted to VON are the correct total of patients for that year. If the number is incorrect users may need to perform another sync of the application. You can also reach out to your VON Account Manager or VON Support if you have any questions.



^ Step 2 - Record Count - Due February 1, 2024

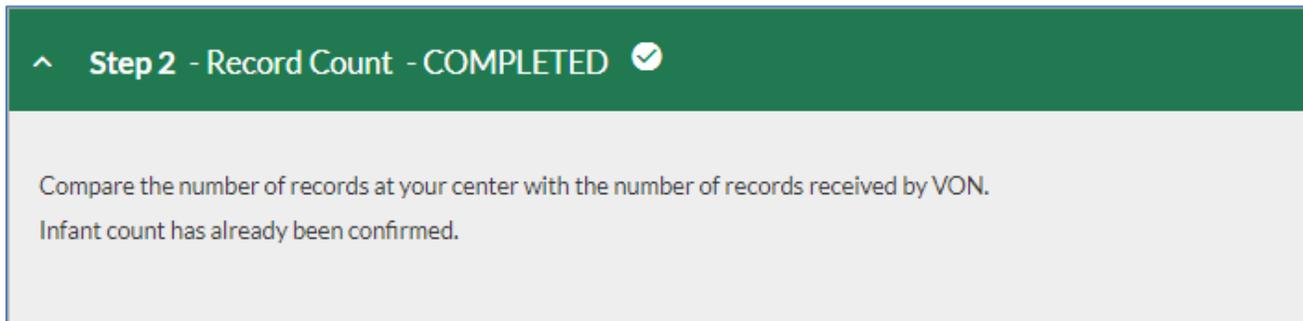
Compare the number of records at your center with the number of records received by VON.

Number of Infants for 2023 : 79

Confirm

Figure 11 - Record Count

If the number of patients is correct click the **Confirm** button. The step will show as completed and the message “Infant count has already been confirmed” will appear.



^ Step 2 - Record Count - COMPLETED ✓

Compare the number of records at your center with the number of records received by VON.

Infant count has already been confirmed.

Figure 12 - Record Count confirmed

## Step 3 – Errors, Blanks, and Unknowns

In this step you will need to review the records with errors or blank fields, and data items where over 20% of the records were answered with “Unknown”.

^ Step 3 - Errors, Blanks, and Unknowns - Due February 1, 2024

When you see two green checks, move to Step 4.

Fix records in an E or I status

Every record must be in a complete status.

3606 Data Items need your attention

[View Errors and Incomplete Summary](#)

Verify Unknown Items

If shown below, confirm all Unknown data is unknown and unobtainable.

1 Data Items need your attention

[View Unknown Items Summary](#)

Figure 13 - Errors, Blanks, and Unknowns

You can view the errors and blank fields by clicking the **View Errors and Incomplete Summary** button. You cannot fix errors or enter missing information on this summary. Any errors or blanks will need to be corrected in the VON Connect Global Health App and submitted to VON by performing a new sync. Please contact your VON account manager or VON Support if you have any questions.

To review the data items which have been answered with unknown 20% of the time or more click the **View Unknown Items Summary** button. This will open a new window showing which data items were answered unknown 20% of the time or more.

Unknown data items are acceptable only when the data are unknown and unobtainable. Every reasonable attempt to obtain this data should be made. Prior to Data Finalization, your center's Report Contact will be asked to verify any item where 20% or more of the responses for that item is recorded as unknown.

### Unknown Items Summary

Births During 2022  
Center 4269

Show Infant ID(s):  View Unknown Items by Infant ID:

Item Name	Item Description	Number Applicable	Number Unknown	Percent Unknown
	Mechanical Ventilation	1	1	100.00%
	Maternal Gravida	2	1	50.00%

<< < > >> Page 1 of 1 | Go to page:  Show 10 ▾

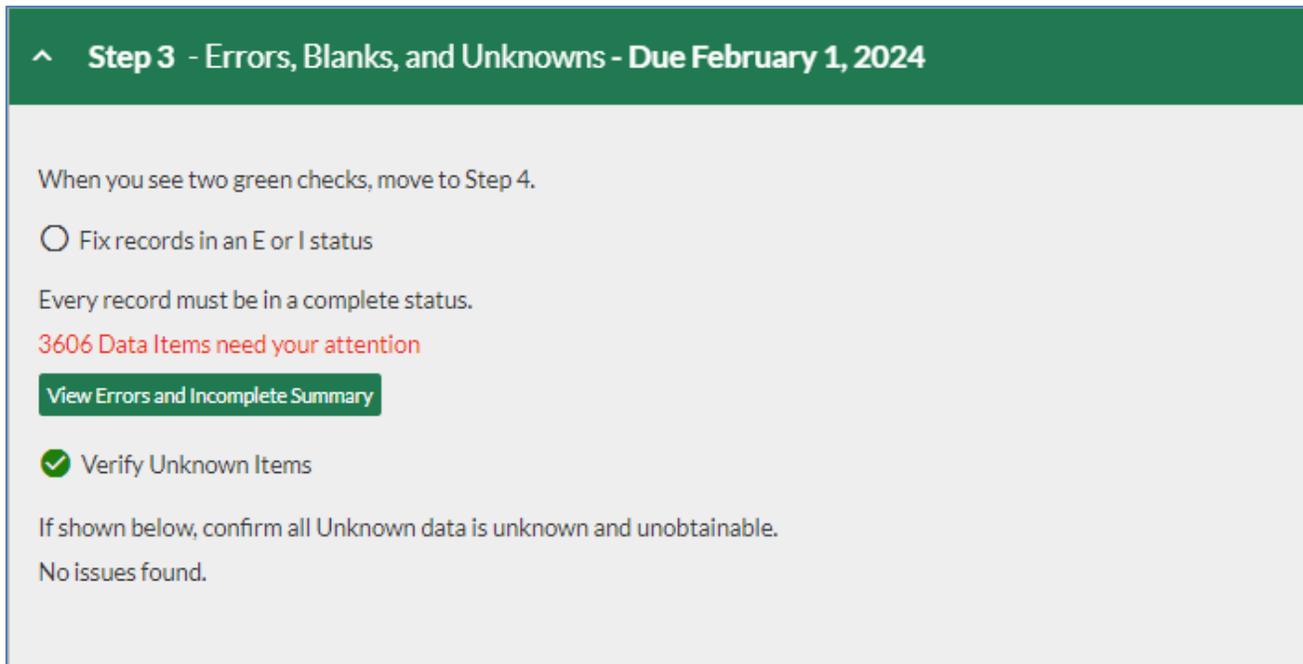
Verify that all the above items are Unknown and Unknowable

Figure 14 - Unknown Items Summary

If these were correctly answered “unknown” select **Verify that all the above items are Unknown and Unknowable** by clicking in the box, and then close this window.

If you are able to submit the missing data to VON please enter it into the application and perform another sync to submit the data to VON.

After the errors, blanks, and unknown items have been reviewed and corrected it will have a green circle with a checkmark to the left.



^ **Step 3 - Errors, Blanks, and Unknowns - Due February 1, 2024**

When you see two green checks, move to Step 4.

Fix records in an E or I status

Every record must be in a complete status.

3606 Data Items need your attention

[View Errors and Incomplete Summary](#)

Verify Unknown Items

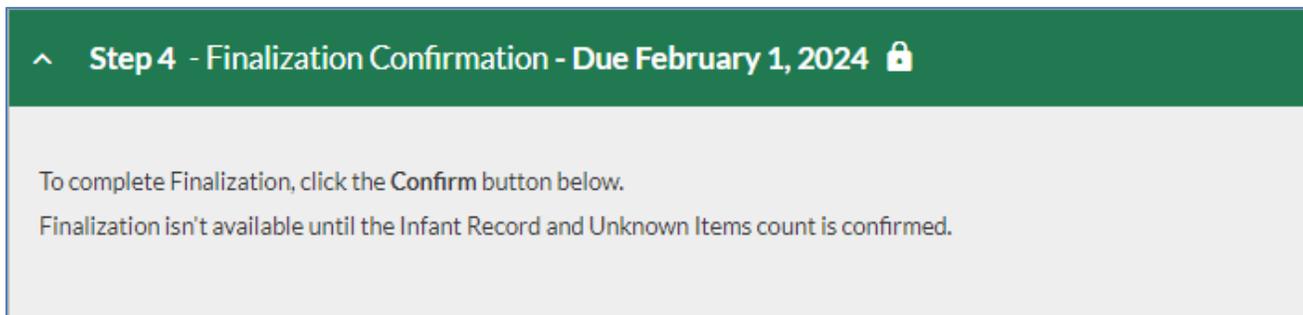
If shown below, confirm all Unknown data is unknown and unobtainable.

No issues found.

Figure 15 - Unknown Items verified but there are still records with Errors and Incomplete

## Step 4 – Finalization Confirmation

The last step of the finalization is to confirm all the data submitted to VON for the discharge year is accurate and complete.



^ **Step 4 - Finalization Confirmation - Due February 1, 2024** 

To complete Finalization, click the **Confirm** button below.

Finalization isn't available until the Infant Record and Unknown Items count is confirmed.

Figure 16 - Finalization Confirmation locked

Until all the previous steps have been completed the **Finalization Confirmation** will be locked. After all the previous steps have been completed and all your data submitted to VON for that discharge year has been confirmed to be correct you will need to confirm the finalization.

When the previous steps are completed you will see a **Confirm** button. If the data for the discharge year you are finalizing is correct and complete, click the Confirm button.

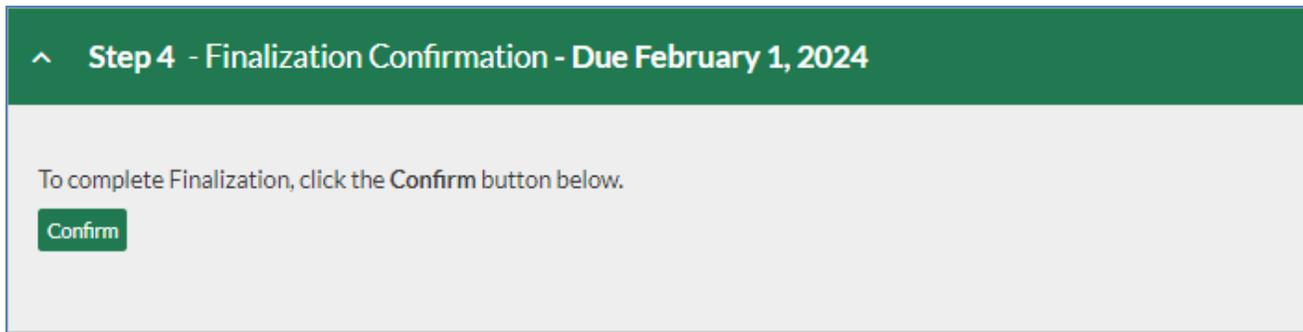


Figure 17 - Finalization unlocked and ready to confirm

Once the Confirm button has been clicked it will be replaced with a message saying “Finalization has already been confirmed.”

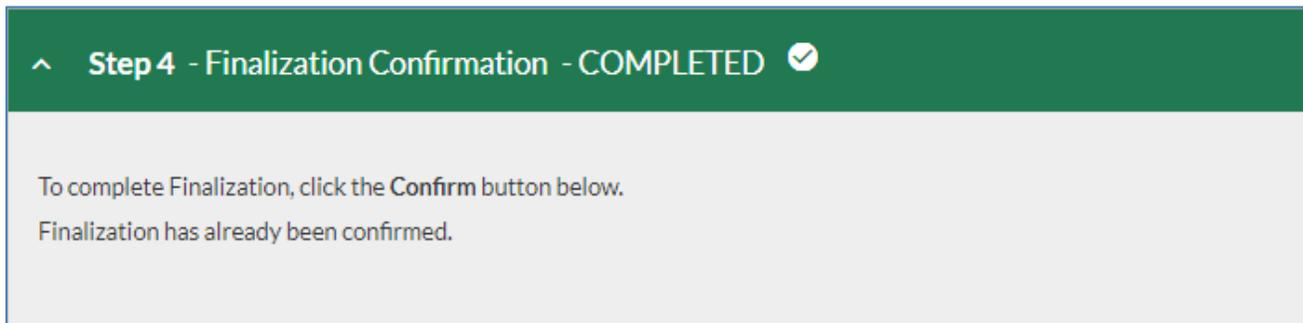


Figure 18 - Finalization Confirmation completed

# Summaries Tab

The **Summaries** tab is where you will find reports to review your data and issues with any patient records.

## Summaries

Click on a tab below to view the corresponding summary.

Overview **Record Status** Error & Blank Unknown Items



### Summary Overview

Discharges during 2022 - 2023  
Center 4003

Your latest file submission:

Process Date	Program	Version
8/29/2023, 8:28:45 PM	VON Connect	1.10.522

Data Summary

Discharge Year	First ID	Last ID	Number of Infants
2023	1	61	55
2022	0	0	0

Record Status Summary

Discharge Year	Complete	Incomplete	Records with Errors
2023	6	40	9
2022	0	0	0

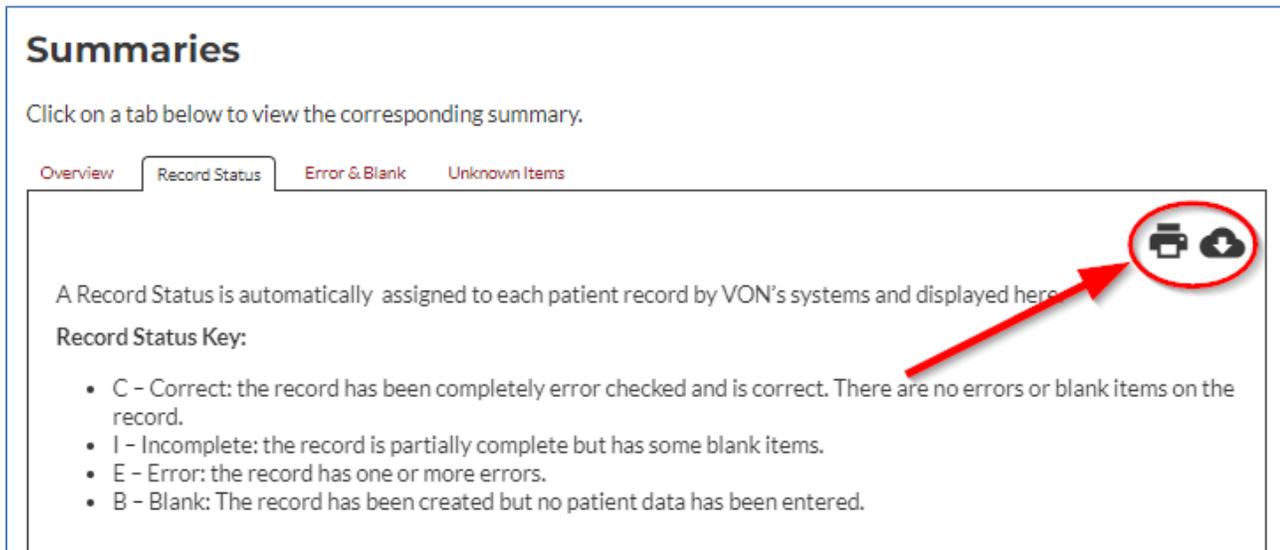
Submission Certification

Year	Date Certified
2023	8/30/2023
2022	8/30/2023

Figure 19: Summaries Tab

## Print and Download CSV Buttons

In the top right of each summary is a button to print the report you are viewing (we recommend switching to landscape view prior to printing). All summaries aside from the Overview have another button to the right of the Print button which will download the report as a CSV file.



The screenshot shows a web interface titled "Summaries". Below the title is a navigation bar with four tabs: "Overview", "Record Status", "Error & Blank", and "Unknown Items". The "Record Status" tab is currently selected. The main content area contains the text: "A Record Status is automatically assigned to each patient record by VON's systems and displayed here." Below this is a section titled "Record Status Key:" followed by a bulleted list: "C - Correct: the record has been completely error checked and is correct. There are no errors or blank items on the record.", "I - Incomplete: the record is partially complete but has some blank items.", "E - Error: the record has one or more errors.", and "B - Blank: The record has been created but no patient data has been entered." In the top right corner of the content area, there are two icons: a printer icon and a download icon. A red circle highlights these icons, and a red arrow points from the right side of the page towards them.

Figure 20 - Print and Download buttons

## Overview

The **Overview** will display when you first go to the Summaries tab.

**Summaries**

Click on a tab below to view the corresponding summary.

Overview Record Status Error & Blank Unknown Items

**Summary Overview**  
Discharges during 2022 - 2023  
Center 4003

Your latest file submission:

Process Date	Program	Version
8/29/2023, 8:28:45 PM	VON Connect	1.10.522

Data Summary

Discharge Year	First ID	Last ID	Number of Infants
2023	1	61	55
2022	0	0	0

Record Status Summary

Discharge Year	Complete	Incomplete	Records with Errors
2023	6	40	9
2022	0	0	0

Submission Certification

Year	Date Certified
2023	8/30/2023
2022	8/30/2023

Figure 21: Overview

In the Overview you will find your latest file submission information, Data Summary, Record Status Summary, and Submission Certification table.

**Your latest file submission** displays information about the last submission submitted to VON using the VON Connect application.

**Data Summary** shows the number of infant records submitted by your center during the current and previous year, the first and last Network ID numbers submitted in each year, and number of infants. When determining whether data for all eligible infants have been submitted to VON, verify the record totals for each year are reasonable and consistent with logs and other records maintained by your center.

**Record Status Summary** provides information on how many records fall into the different types of statuses.

The statuses are:

- **Complete** – these are records submitted to VON that have all the data. Usually there is nothing which needs to be done with these records.
- **Incomplete** – these are records missing data. You cannot finalize a year which has incomplete records.
- **Records with Errors** – these records may have complete data but there is an issue with the data entered which needs to be corrected. You cannot finalize a year when there are records with errors.

**Submission Certification** shows which years your center is certified to submit data to VON.

## Record Status Summary

The **Record Status Summary** tab allows you to view the status of each record submitted to VON for one or more years within the past four years. Each row of the summary shows the VON ID number, discharge year, and the overall status of the record. To view records that are not complete and correct, click on the check box labeled “Hide Complete Records”. This will limit the list to records that are incomplete or have errors.

The Start Year and End Year drop down menus at the top of the Data Form Status Summary page allow you to limit the list to be viewed to any discharge year(s) during the last two years.

An explanation of the record and form status codes is provided at the top of the Record Status Summary.

**C – Correct:** The record has been completely error checked and is correct. There are no errors or blank items on the record.

**I – Incomplete:** The record is partially complete but has some blanks that should be completed when data are available and prior to finalization.

**E – Error:** The record has one or more errors and requires correction.

**B – Blank:** The record has been created but no patient data has been entered.

## Error & Blank Summary

When data is submitted to VON, the infant records are processed using software that does extensive error checking to identify Data Items which are missing, out of range, inconsistent, or have an unusual value. The results of this process are reflected in the **Error & Blank Summary**, which documents all records that require correction or verification.

When submitted records are incomplete, have errors, or include data values that require attention, the Error & Blank Summary shows the VON ID number and discharge year, and the error message.

At the top of the Error & Blank Summary page there are drop-down boxes to select a range of years to be displayed. Records submitted during any of the past two years are displayed. There is also a check box to hide messages about items that are blank. You must unselect **Hide Blanks** to find which fields need data to change the record's status from incomplete or blank to complete.

## Unknown Items Report

When data items submitted by your center are coded as "Unknown," VON reports may be incomplete and the value of the reports for quality improvement is diminished. Items should be coded as unknown only when the data is unobtainable. When more than 20% of any item values are unknown for the previous discharge year, your center's **Report Contact** will be requested to verify that the data cannot be obtained.

For each item with unknown values, the **Unknown Items Summary** shows the item description, number of infant records that the item applies to (Number Applicable), number of records where the value of the item is unknown (Number Unknown), and the Percent Unknown. If the Percent Unknown is higher than 20% it will be in red to draw your attention to it.

At the top of the Unknown Items Summary you can select which discharge year you would like to view for the unknown items. There is also a check box to show VON ID number(s) for records that have an unknown value for the item. You can also click in the link "View Unknown Items by Infant ID" to reorganize the display by VON ID number.

# Help Tab

The Help Tab has links to guides and other helpful resources, an overview of the reports, contact information for VON's technical support department and your center's Account Manager with VON. There is also link to a Feedback Survey which you can use to submit suggestions on how we could improve Data Management.

Welcome, Joe Grabon  
Select Center/Group  
4003  
Portal Home | Log out

Data ▾ Education and Quality Improvement ▾ Community ▾ Help Center

## Data Management

Welcome  
Finalization Checklist  
Summaries  
**Help**  
Center Contacts

### Help

You can find detailed information about Global Health Reports, Global Health Data Definitions, the VON Connect Global Health Data Application, how to add users and give access, and how to reset passwords by clicking the links below.

- [Global Health Reports User Guide](#)
- [Global Health Data Definitions Guide](#)
- [Using the VON Connect Global Health Data Application](#)
- [Adding users and giving access to VON tools](#)
- [Resetting passwords](#)

### Overview of Global Health Dynamic Reports

Before you can view reports, a VON Services Administrator at your center must give you permission. See the Center Contacts to the left to identify your center's VON Services Administrator.

You can view your center's VON data reports in the VON Reports application at [this link](#).

**Comparison Data:** Charts created under this tab allow you to view your center's data alone or in comparison to one or two comparison groups.

**Time Series:** Charts created under this tab show your center's data over time.

**Note:** Each tabbed report type under Dynamic Reports will retain its own Measures and Filters setting independent of the other report tabs. Choices made for Measure or Filter will not carry over from tab to tab.

### Contact VON

If you encounter problems using the Global Health Reports system or other VON tools, please contact VON Technical Support at (802) 865-4814 x240, or [support@vtxford.org](mailto:support@vtxford.org), or WhatsApp number +1 (802) 488-8050.

If you have questions about your center's data or the Network data, please contact your VON Account Manager:

**VON Account Manager**  
Aaron Richards  
[arichards@vtxford.org](mailto:arichards@vtxford.org)  
(802)865-4814 x209

### Suggestions for improvement

We're striving to make Data Management as intuitive as possible. Please share any ideas you have for how we can improve in the form below.

[Feedback Survey](#)

Figure 22: Help Tab and Feedback Survey

# Center Contacts Tab

The Center Contacts tab is where one would find the names and contact information of their VON Account Manager, VON Services Administrators from their Center, as well as the Data Contact, Financial Contact, Neonatologist, Report Contact, and Team Leader. An explanation of each role can be found in the [Manual of Operations](#), in [this article from our knowledge base](#), or by clicking the link at the bottom of the Center Contacts page.

Many of these roles are granted through a contractual agreement with VON. When one of those contacts must be changed, paperwork will need to be filled out and sent to the Account Manager for your center. At the bottom of the Center Contacts tab is a link to download the Change Forms necessary to update these contacts.

The screenshot shows the VON Vermont Oxford Network interface. At the top right, it says "Welcome, Joe Grabon" and "Select Center/Group" with a dropdown menu showing "4003". Below this are navigation tabs: "Data", "Education and Quality Improvement", "Community", and "Help Center". The "Data Management" section is active, with a sidebar menu containing "Welcome", "Finalization Checklist", "Summaries", "Help", and "Center Contacts" (which is highlighted). The main content area is titled "Center Contacts" and lists the following roles and their status:

- VON Account Manager**: [Redacted]
- VON Services Administrator**: None Assigned
- Data Contact**: None Assigned
- Financial Contact**: None Assigned
- Neonatologist**: None Assigned
- Report Contact**: None Assigned
- Team Leader**: None Assigned

At the bottom of the list, there is a note: "Click [here](#) for descriptions of the roles above. To submit changes to the contacts above, click [here](#) for change forms."

Figure 23: Center Contacts