

TN

Department of
Health



Drug Overdose Reporting- Error Handling Guide

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SECTION I

1. Introduction

1.1. Background

In April of 2016, the State Legislature passed amendments to [Tennessee Code Annotated, Title 68, Chapter 11, Part 3](#). This amendment authorizes the Tennessee Department of Health (TDH) to obtain health records maintained by any facility licensed under this title. In 2019, Opioid Drug Overdose was added to the list of diseases, events, and conditions reportable to TDH by healthcare providers. Then in 2020, the reportable condition was expanded to include Opioids, Stimulants, Benzodiazepines, and Muscle Relaxants. The overall purpose of the Drug Overdose Reporting (DOR) project is to collect and summarize patient data concerning drug misuse, overdose, and death.

1.2. Purpose

The purpose of the DOR Error Resolution Manual is to provide hospital data submitters' assistance with DOR error (and warning) identification and resolution.

1.3. What are Errors and Warnings?

Every week when DOR data is submitted to TDH, each record is checked to ensure it is submitted with the highest data quality. When a record is submitted that does not meet the data quality standards set forth by TDH, it generates either an error or warning. Each record can generate one or multiple errors or warnings that will need to be corrected. If the record contains an error(s), the record can be corrected by the data submitter and re-submitted to TDH by the following week. If the record contains warnings, then the data submitter must get in contact with TDH. In the following sections, there will be clear instructions on how to identify errors and warnings, how to correct these errors and warnings, and how to re-submit them to TDH.

1.4. Identifying an Error with DOR Data

There are two methods for identifying errors and warnings: (a) using the **Weekly-DOR Summary Reports** that are automated and sent by email to the data submitter, and (b) the **Data Validation Detail File** that will be available in the SFTP- 'DOR/Out' folder each week after the DOR process has been run.

The **Weekly-DOR Summary Reports** provides a listing of your reporting facilities, the total number of records processed, and counts of patient records, zero submission records, error records, warnings, and successes by facility and submission period. The DOR- Summary Report also has an additional indicator, highlighting counts and facility names in different colors based on the results of the validation process (red for error and green for success). The Weekly-DOR Summary Report email also contains information on how to read and interpret the report.

Weekly-DOR Summary Report Email Text Example:

How to interpret the summary report

The first summary table will display the status of the records submitted by your facilities for the most recent submission period. The table for the most recent submission period will always be present regardless of errors.

If summary tables from previous submission periods are displayed this indicates that further action is necessary.

When using the summary report:

- Total Records are the total number of records submitted for each facility. This number should match the number of successful records in the column "Successes".
- A **RED** facility name with a **RED** number in the "Error" column indicates the number of records with errors. These records must be corrected and resubmitted to TDH.
- A **RED** facility name with no totals in the row indicates that no records were submitted for the facility. **NOTE:** If no patient data exists for the submission period, a zero submission record will need to be submitted to TDH.

How to review and correct errors

1. Review the [Data Validation Detail Report](#) available in REDCap.
2. Check the status of each record in "Error_Message" column.
 - a. If the status is "Success" the record was successfully stored in the TDH database.
 - b. If the status is not "Success" the record contained an error that must be corrected.
3. Using the Error Message, identify the field(s) that caused the error(s). Please refer to the "Drug Overdose Reporting Error Resolution Manual" for assistance or contact [TDH Informatics](#).
4. Upload the corrected record(s) to Drug Overdose Reporting in REDCap using the Data Import Tool.

Weekly- DOR Summary Report Example:

An example of a summary report with successes, errors, and missing data*:

Period: 2017-04-23 through 2017-04-29

Facility	Total Records	Patient Records	Zero Submission Records	Errors	Warnings	Successes
South Memorial Hospital 1	1	0	1	0	0	1
North Memorial Hospital 2	1	1	0	0	0	1
East Memorial Hospital 3	1	0	1	0	0	1
West Memorial Hospital 4	2	2	0	0	0	2
Central General Hospital 5	3	3	0	0	0	3
Northeast Medical Center 6						

Period: 2017-03-26 through 2017-04-01

Facility	Total Records	Patient Records	Zero Submission Records	Errors	Warnings	Successes
North Memorial Hospital 2	1	1	0	1	0	0

*Sometimes these reports are unable to place an error in the right email, therefore data may not be missing but the only data submitted resulted in an error that must be corrected. This can occur when errors involve facility identifiers or the submission period end and begin dates are submitted incorrectly.

The **Data Validation Detail File** will list all records processed in the given week with a message that indicates the outcome of the validation process. This status will be present in the "Error_Message" column, or column BH (field number 60). The message will either be "Success", error messages, or warning messages.

- i) If the message is "Success", then the record was successfully stored in the TDH Database, and no further actions are necessary.
- ii) If the message is not a "Success", then the record contained an error or warning that must be corrected.

When opening the Data Validation Detail File TDH recommends using Notepad or Notepad ++ (as opposed to Microsoft Excel). This is because Microsoft Excel will change the format of the columns within your file and this may cause issues when re-submitting records to TDH.

Data Validation Detail File Example:

Below is an example of a Data Validation Detail File. This file will be in the data submitters SFTP 'DOR/Out' -folder each week after the DOR validation process has run. The file will look identical to the file submitted to TDH. The only difference will exist in the column BH, "Error_Message" which will contain the status of each record.

Name	Size
..	
DataValidationDetailSummary_FakeHospital_01_2019-12-18.csv	11 KB

Error_Message Column Example:

BH	BI
error_message	dor_format_version
Success	3
Success	3
Invalid or Missing Diagnosis	3

1.5. Submitting a Corrected Record to TDH

Please follow the directions below to make a correction to a record and re-submit it to TDH:

- 1) When opening the Data Validation Detail File **TDH recommends using Notepad or Notepad ++** (as opposed to Microsoft Excel). This is because Microsoft Excel will change your file's formatting and may cause issues when re-submitting records to TDH.
- 2) Identify if an error, warning, or both occurred with the record you are intending to correct and re-submit.
 - a. If an error occurred, go to step 3.
 - b. If a warning occurred, please contact TDH for assistance.
 - c. If both a warning and error occurred, please contact TDH for assistance.
- 3) Use the Error Message from the Data Validation Detail file associated with the record (found in column BH of the file) to identify the data element that caused the record to fail. Then use either the error message itself, or this guide to identify how the record should be corrected.
- 4) If additional assistance is needed to make corrections to a record, please contact TDH at TDH.Informatics@tn.gov
- 5) When the data submitter knows how to correct the record, they can submit the correction in one of two ways:

Submit using the Data Validation Detail File

- 1) Ensure the record(s) has been corrected.
- 2) Save a local copy of the correction to your computer.
- 3) Ensure the column formatting has not been altered.
 - a. Please check to make sure all of your columns are expanded, this prevents column data from being truncated or converted to scientific notation.
- 4) Rename the file with the following naming convention
 - a. DOR_YourHospitalName01_2019-10-18-105000_correction.csv
 - b. DOR_Your HospitalName01_2019-10-18-105000_c.csv
- 5) Drop the .csv file into your SFTP 'DOR/In' folder.

Submit correction using your next DOR Weekly File

- 1) Ensure the record(s) has been corrected.
- 2) Save a local copy of the correction to your computer.
- 3) Copy the entire row from the Data Validation Detail File and paste it into the DOR Weekly file in your SFTP 'DOR/In' folder.
- 4) Ensure the column formatting is not altered.
 - a. Please check to make sure all of your columns are expanded, this prevents column data from being truncated or converted to scientific notation.
- 5) Save file and make sure it is placed in your SFTP 'DOR/In' folder by close of business on Tuesday of the week.

SECTION II

2.1. Error Messages and Their Solutions

- [Missing Record ID](#)
- [Invalid Zero Submission Record ID](#)
- [Invalid Patient Record ID](#)
- [Missing Trading Partner ID](#)
- [Invalid Facility Identifiers- Please contact TDH](#)
- [Missing Record Trigger Date](#)
- [Invalid Record Trigger Date and Submission Date Relationship](#)
- [Missing JARID](#)
- [Missing NPI](#)
- [Invalid or Missing Facility Name](#)
- [Invalid or Missing Facility Address Information](#)
- [Missing Visit ID](#)
- [Missing Patient Medical Record Number](#)
- [Warning Missing Given Name \(First Name\)](#)
- [Warning Missing Family Name \(Last Name\)](#)
- [Invalid Date of Birth](#)
- [Invalid Gender Code](#)
- [Invalid SSN Format](#)
- [Invalid Patient State Code](#)
- [Invalid Country Code](#)
- [Invalid or Missing Patient Ethnicity Code](#)
- [Invalid or Missing Race Code](#)
- [Invalid Encounter Visit Type](#)
- [Invalid or Missing Admission Date](#)
- [Invalid Admission Date and Discharge Date Relationship](#)
- [Invalid Point of Origin](#)
- [Invalid Point of Origin Newborn](#)
- [Invalid Discharge Date and Trigger Date Relationship](#)
- [Invalid Patient Discharge Status'](#)
- [Invalid or Missing Diagnosis Code\(s\)](#)
- [Invalid Diagnosis Code Positioning](#)
- [Duplicate Diagnosis Codes](#)
- [Invalid or Missing Record Type](#)
- [Invalid or Missing Submission Period Begin Date](#)
- [Invalid or Missing Submission Period End Date](#)
- [Invalid or Missing DOR Format Code](#)
- [Invalid Combination of Zero Submission and Patient Records](#)

Error: Missing Record ID

Description:

This error occurs when a record ID (field number 1) is not provided for a record.

Solution for this Error:

Please provide the proper record ID in the column record_id.

For Patient Records, the record ID is comprised of three variables: the Facility National Provider Identifier (NPI), the Visit ID, and the Record Type Code (RTC) ('I' for inpatient records or 'O' for outpatient records).

Example: NPI.VisitID.RTC = 123456789.10000005652.O

For Zero Submission Records, the record ID is comprised of three variables: the Joint Annual Report ID (JARID), the Submission Period End Date (in the format MM/DD/YYYY), and the Record Type Code (a 'Z').

Example: JARID.SubmissionPeriodEndDate.Z = 12345.05/12/2020.Z

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Zero Submission Record ID

Description:

This error occurs when a zero submission record is submitted in an invalid format.

Solution for this Error:

Please make sure this is a zero submission record and all the components of the zero submission record ID are included and formatted properly.

For Zero Submission Records, the record ID is comprised of three variables: the Joint Annual Report ID (JARID), the Submission Period End Date (in the format MM/DD/YYYY), and the Record Type Code (a 'Z').

Example: JARID.SubmissionPeriodEndDate.Z = 12345.05/12/2020.Z

- Make sure the JARID entered in the record ID matches the JARID in field number 4
- Make sure Submission Period End Date entered in the record ID matches the Submission Period End Date in field number 58
- Make sure the Submission Period End Date is in the format MM/DD/YYYY
- Make sure there are no extra spaces in the Submission Period End Date

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Patient Record ID

Description:

This error occurs when a patient record ID is submitted in an invalid format.

Solution for this Error:

Please make sure this is a patient record and all the components of the patient record ID are formatted properly.

For Patient Records, the record ID is comprised of three variables: the Facility National Provider Identifier (NPI), the Visit ID, and the Record Type Code (RTC) ('I' for inpatient records or 'O' for outpatient records).

Example: NPI.VisitID.RTC = 123456789.10000005652.O

- Make sure the Facility NPI entered in the record ID matches the Facility NPI in field number 5
- Make sure Visit ID entered in the record ID matches the Visit ID in field number 11
- Make sure the Record Type Code ('I' or 'O') entered in the record ID matches the Record Type Code in field number 56

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing Trading Partner ID

Description:

This error occurs when the Trading Partner ID is submitted incorrectly or is missing.

Solution for this Error:

Please make sure the proper Trading Partner ID is submitted with each record.

If you have questions about your Trading Partner ID, please contact TDH or reference your Trading Partner Agreement (TPA).

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Facility Identifiers

Description:

This error occurs when the facility identifiers provided in the record do not match what was agreed upon with TDH in the Trading Partner Agreement (TPA).

Solution for this Error:

Please reference your Trading Partner Agreement to check if the Facility Identifiers (Facility NPI, JARID, Trading Partner ID) agreed upon have been submitted. If these identifiers have changed, please contact TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing Record Trigger Date

Description:

This error occurs if a patient record is submitted without a Record Trigger Date.

Solution for this Error:

Please make sure a record trigger date is provided for all patient records.

For patient records, the record trigger date should be on the same day or after the patient's discharge date. Additionally, the record trigger date should be on or between the submission period begin and end date.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Record Trigger Date and Submission Date Relationship

Description:

This error occurs when the record trigger date submitted with the patient record is not on or between the submission period begin and end dates.

Solution for this Error:

Please make sure the record trigger date is on or after the submission period begin date. Please make sure the record trigger date is on or before the submission period end date.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing JARID

Description:

This error occurs when the Joint Annual Report ID (JARID) is missing from the record.

Solution for this Error:

Please provide the facility's Joint Annual Report ID (JARID) that was agreed upon in the Trading Partner Agreement (TPA). If this has changed, please contact TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing NPI

Description:

This error occurs when the Facility NPI (NPI) is missing from the record.

Solution for this Error:

Please provide the facility's NPI that was agreed upon in the Trading Partner Agreement (TPA). If this has changed, please contact TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Facility Name

Description:

This error occurs when the Facility Name submitted with the record is missing or does not match the agreed upon name from the TPA.

Solution for this Error:

Please provide the facility name that was agreed upon in the Trading Partner Agreement (TPA). If this has changed, please contact TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Facility Address Information

Description:

This error occurs when the facility address information submitted with the record is missing or does not match the agreed upon information from the TPA.

Solution for this Error:

Please provide the facility's address information that was agreed upon in the Trading Partner Agreement (TPA). If this has changed, please contact TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing Visit ID

Description:

This error occurs when the patient's Visit ID is missing from the record.

Solution for this Error:

Please provide the patient's visit ID in field number 11.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Missing Patient Medical Record Number

Description:

This error occurs when the patient's medical record number is missing from the record.

Solution for this Error:

Please provide the patient's medical record number in field number 12.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Warning: Missing Given Name (First Name)

Description:

This warning occurs when the patient's first name is not provided.

Solution for this Error:

Warnings cannot be handled directly by the data submitter, please contact TDH for assistance.

Warning: Missing Family Name (Last Name)

Description:

This warning occurs when the patient's last name is not provided.

Solution for this Error:

Warnings cannot be handled directly by the data submitter, please contact TDH for assistance.

Error: Invalid Date of Birth

Description:

This error occurs when the patient's date of birth occurs after the admission date or discharge date and therefore, is impossible.

Solution for this Error:

Please check and re-submit the actual patient's date of birth.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Gender Code

Description:

This error occurs when the patient's gender information is not a valid code in the gender value set.

Solution for this Error:

Please check the gender value set and re-submit the patient record with a valid value.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid SSN Format

Description:

This error occurs when the patient's social security number is received in a format that is not supported by TDH.

Please make sure that the patient social security number includes the dashes (example: 1234-56-7890). If the patient's SSN is partial or unknown, please leave the cell empty. Do not submit any variations of unknown (all 9's, 0's, 7's, or text indicating "Unavailable").

Solution for this Error:

Please submit the patient's social security number in the proper format.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Patient State Code

Description:

This error occurs when the patient's state code is not submitted in the proper two-digit format.

Solution for this Error:

Please submit the patient's state code in the proper two-digit format.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Country Code

Description:

This error occurs when the country code is not submitted in the proper two-digit format.

Solution for this Error:

Please submit the country code in the proper two-digit format.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Patient Ethnicity Code

Description:

This error occurs when the patient's ethnicity code is either missing or not a valid code in the ethnicity value set.

Solution for this Error:

Please submit a valid ethnicity code for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Race Code

Description:

This error occurs when the patient's race code is either missing or not a valid code in the race value set. Only field race code 1 is required.

Solution for this Error

Please submit a valid, non-duplicate race code for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Encounter Visit Type

Description:

This error occurs when the patient's encounter visit type code is not a valid code in the encounter visit type value set.

Solution for this Error:

Please submit a valid encounter visit type code for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Admission Date

Description:

This error occurs when the patient's admission date is either missing or not in the correct date-time format (MM/DD/YYYY HH:MM)

Solution for this Error:

Please submit the patient's admission date in the proper format.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Discharge Date

Description:

This error occurs when the patient's discharge date is either missing or not in the correct date-time format (MM/DD/YYYY HH:MM)

Solution for this Error:

Please submit the patient's discharge date in the proper format.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Admission Date and Discharge Date Relationship

Description:

This error occurs when the patient's admission date is later than the patient's discharge date.

Solution for this Error:

Please check and submit the patient's correct admission and discharge date.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Point of Origin

Description:

This error occurs when the patient's point of origin code is not a valid code in the point of origin value set.

Solution for this Error:

Please submit a valid point of origin code for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Point of Origin Newborn

Description:

This error occurs when the patient's point of origin newborn code is not a valid code in the point of origin newborn value set.

Additionally, if the point of origin newborn field is populated then the encounter visit type field must also be populated with the value '4' (Newborn).

Solution for this Error:

Please submit a valid point of origin newborn code for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Discharge Date and Trigger Date Relationship

Description:

This error occurs when the patient's trigger date is before the patient's discharge date. Since DOR only collects records after a patient discharges, the trigger date should be on or after the patients discharge date.

Solution for this Error:

Please submit a valid trigger date (that is on or after the discharge date) for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Patient Discharge Status'

Description:

This error occurs when the patient's discharge status' is either missing or not a value in the discharge status value set.

Solution for this Error:

Please submit a valid discharge status for the patient.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Diagnosis Code(s)

Description:

This error occurs when the patient's diagnosis code is either missing or not a valid code in the reportable diagnosis code value sets. Only the diagnosis 1 field is required and the diagnosis codes should be submitted with the decimal point.

Solution for this Error:

Please submit a valid diagnosis code for the patient. Ensure the diagnosis 1 field is populated with a valid diagnosis code (ICD-10 or SNOMED CT).

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Diagnosis Code Positioning

Description:

This error occurs when the patient's diagnosis code(s) are not in the front, most forward diagnosis columns. Please make sure there are no blank cells between the diagnosis codes.

Solution for this Error:

Please submit the patient's diagnosis code(s) in the correct positioning.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Duplicate Diagnosis Codes

Description:

This error occurs when the patient's diagnosis codes are duplicated in diagnosis fields 1-18.

Solution for this Error:

Please submit the record without any duplicate diagnosis codes.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Record Type

Description:

This error occurs when the patient's record type code is either missing or not a part of the given value set. The record type code should match the type of record being submitted ('I' for inpatient, 'O' for outpatient, or 'Z' for Zero Submission Record).

Solution for this Error:

Please submit a valid record type code for the patient record.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Submission Period Begin Date

Description:

This error occurs when the records submission period begin date is either missing or likely incorrect date.

The Submission Period Begin Date should be the Sunday of the submission period week and in the MM/DD/YYYY format.

Solution for this Error:

Please submit a valid submission period begin date for the record.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing Submission Period End Date

Description:

This error occurs when the record's submission period end date is either missing or likely incorrect date.

The Submission Period End Date should be the Saturday of the submission period week and in the MM/DD/YYYY format.

Solution for this Error:

Please submit a valid submission period end date for the record.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid or Missing DOR Format Code

Description:

This error occurs when the records DOR Format Code is either missing or not populated with the correct value ('3').

Solution for this Error:

Please submit the value '3' in the DOR Format Code field for all records.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.

Error: Invalid Combination of Zero Submission and Patient Records

Description:

This error occurs when both a zero submission record and patient records have been submitted for the same submission period for the same facility.

Solution for this Error:

Please review the submission period and determine if patient record or zero submission record should be submitted for this time period. Adjust the submission periods accordingly (or delete the zero submission record if needed) and re-submit to TDH.

Re-Submit the Correction to TDH:

Please use the [instructions](#) provided above to re-submit the corrected record to TDH.