



Direct
Data
Submission



July 1, 2020

Dear Colleague:

The Joint Commission Department of Quality Measurement is pleased to begin your organization's onboarding process to The Joint Commission Direct Data Submission (DDS) Platform. The DDS Platform is used for submitting eCQM and chart-abstracted measure data used for accreditation purposes. **Hospitals should expect to receive the invitation to the DDS Platform in the next 5-10 business days, and if you do not receive an invitation by 7/15 please contact hcooryx@jointcommission.org.**

The Joint Commission has partnered with Apervita, a leading health insights company, to build a Platform for the direct submission of data to The Joint Commission. Apervita is an industry-scale Platform-as-a-Service (PaaS) that empowers health enterprises to build, deploy and exchange analytic and data applications easily, improve performance and provide better care.

Please note: The chart-abstracted module will be available in mid-August. However, we are onboarding hospitals during the month of July so that hospitals are ready to use the chart-abstracted module when it's available. Also note that the permission for "Chart-Abstracted Data Entry" is now available once you onboard and can be set via the "Invite and Manage Users" module for the respective users in the HCO Workspace.

To ensure successful onboarding, please review the following:

ACCESS TO THE PLATFORM:

You have been identified as the Designated Contact for your HCO. You will receive an email invitation from Apervita (accounts@apervita.com) to join the Direct Data Submission (DDS) Platform. Please verify that the **HCO ID** on the invitation matches your organization. If the **HCO ID** does not match, notify us via email at hcooryx@jointcommission.org and do not accept the invite. Example of invite email is below.

<HCO Name> has invited you to CY 2020 Direct Data Submission Platform

Hello Kevin,

You have been invited to CY 2020 Direct Data Submission Platform on behalf of <HCO ID> <HCO Name> developed by The Joint Commission and deployed on the Apervita platform.

[Join CY 2020 Direct Data Submission Platform](#)

Alternatively, you may join Test CY 2020 Direct Data Submission Platform v1 by pasting the following web address into your browser: <https://www.apervita.net/user/registration/confirm?invitationid=e23499ae-c97b-44b9-ac2c-3217de2cf8bf>

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If a different individual needs to be the Designated Contact, please contact the Joint Commission as soon as possible via hcooryx@jointcommission.org. In the email subject line, include: DDS Participant and your hospital's HCO ID.

It is important for your HCO to address the following items in order to access the Direct Data Submission Platform:

1. HCOs utilizing email filtering must whitelist specific domains and email addresses to ensure all communications concerning the DDS Platform are received by the Platform users. The list of domains and email addresses are:

- The Apervita Domain: @apervita.com
- The Apervita email address: accounts@apervita.com
- The Joint Commission Domain: @jointcommission.org
- The email address from which Direct Data Submission (DDS) Platform support communication is sent: jira@apervita.atlassian.net

Definition: A whitelist is a list of e-mail addresses or domain names from which an e-mail blocking program will allow messages to be received. E-mail blocking programs, also called spam filters, are intended to prevent most unsolicited e-mail messages (spam) from appearing in subscriber inboxes. If you are uncertain how your HCO handles whitelisting, please contact your internal information systems staff.

2. The invitation link to initially access the Direct Data Submission Platform expires in 15 calendar days. Once the invitation to the Platform has been accepted, the invitation link is no longer valid. HCOs should use and bookmark the following link to access the Direct Data Submission Platform:

<https://www.apervita.net/a/jointcommissionddsp>

3. HCOs need to ensure they use a supported **internet browser version** to be able to use the Direct Data Submission Platform.

Browser	Supported Version(s)
Internet Explorer	Version 11 (Supported on Windows 7, 8.1, and 10)
Microsoft Edge	41.16299.15.0 and above
Google Chrome	61.0.3163.100 (Official Build) and above
Firefox	52.0.2. and above
Safari (on Mac)	10.1.1 (12603.2.4) and above

Please note: If you are not using one of the supported browser/version on the computer(s) for use with the Joint Commission Direct Data Submission Platform, please work with your internal information systems staff to download or upgrade to one of the browser/version listed. If you elect not to use a supported browser/version, you may not be able to log into the Direct Data Submission Platform. Browsers should be configured to enable JavaScript.

PLATFORM EDUCATION:

The Joint Commission has created a series of self-directed webinars and short "How to" videos to ensure successful onboarding. Please review and share links with users invited to assist on the Platform:

Webinar/How to Video	Access Link
Webinar: June 9 th Pioneers in Quality Webinar	https://attendee.gotowebinar.com/recording/1627660246637187331
Overview: DDS Platform CY2020 Overview	https://attendee.gotowebinar.com/recording/9095575108175924482

How To: Invite and Manage Users	https://attendee.gotowebinar.com/recording/5293508979678641923
How To: eCQM Upload Data and Upload Summary	https://attendee.gotowebinar.com/recording/4376017103459325442
How To: eCQM Submit Data	https://attendee.gotowebinar.com/recording/2153629225817074947
How To: eCQM Data Accuracy and Source Viewer	https://attendee.gotowebinar.com/recording/3004614941832445186
How To: eCQM Multi-HCO Actions	https://attendee.gotowebinar.com/recording/5956697009782352387
How To: eCQM Quality Improvement	https://attendee.gotowebinar.com/recording/2998528045985126401
How To: eCQM Logic Explorer and Encounter Profiling	https://attendee.gotowebinar.com/recording/3988914244348815619
How To: Chart-abstracted Measures Submission	https://attendee.gotowebinar.com/recording/5938288987785182465

In addition, The Joint Commission is offering monthly Direct Data Submission "office hours". Office hours are a webinar-based format. The content of the webinar for office hours includes tips for successful use of the Platform and data submission. The webinar is staffed by The Joint Commission and Apervita staff to answer questions for HCOs. Attendees can ask questions via the "Ask a Question" feature.

Each month, Platform Users will receive an invitation to the "office hours." Office Hour

sessions will be recorded and available for viewing within the DDS Platform under "Need Help?/Learning and Resources/Office Hours Archive".

Date	Time	Registration Link
July 14, 2020	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321109&tp_key=b51381f1b8
August 18, 2020	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321178&tp_key=6da650cd19
September 8, 2020	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321295&tp_key=05325b712a
October 13, 2020	11:00 pm CT	https://goto.webcasts.com/starthere.jsp?ei=1321303&tp_key=249438e85c
November 10, 2020	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321306&tp_key=4e89e7e397
December 8, 2020	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321308&tp_key=f24ac74135
January 12, 2021	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321311&tp_key=e77855965a
February 9, 2021	11:00 am CT	https://goto.webcasts.com/starthere.jsp?ei=1321314&tp_key=566164c991

HELP OR PLATFORM ASSISTANCE:

From within the Direct Data Submission Platform, the help resources are available under the "Need Help?" button. Users can also "Create a Support Ticket" or "View All Support tickets" that have been created. Joint Commission and Apervita staff are prepared to respond to help with inquiries in a timely manner.

PLATFORM USER PERMISSIONS:

By default, the Designated Contact has all permissions assigned for their respective HCO. Once the Designated Contact is onboarded to the Platform, the contact can add others by inviting them to the Platform, as well as manage the users and their permissions.

Permissions: The three key permissions on the Platform include:

- Invite & Manage Users
- eCQM Upload & Submit Data
- Chart-abstracted Data Entry

Users will need to set the appropriate permission rights available for each of the permissions.

Note:

- Users on the Direct Data Submission Platform can have access to multiple HCO workspaces. These users will use each workspace based on the permissions assigned to them for that HCO.

The Designated Contact is for purposes of onboarding to the Direct Data Submission Platform and this **will not change/impact** the ORYX Contact on Joint Commission Connect.

REGISTRATION:

When users initially register on the Direct Data Submission Platform, they will encounter Two Factor Authentication. Two Factor Authentication is an extra layer of security that requires not only a password and username, but also a piece of information only they should know or have immediately at hand. The piece of information is a code that is sent to the registrant's cell phone. Once the code is received via text, it is entered into the appropriate field on the registration form. Registration can then proceed with the completion of key fields.

Upon the first login to the Platform, and periodically (every 90 days), the user is prompted to enter a new security code received via text, as part of the continued two factor authentication process.

PRIVACY AND SECURITY:

In working with Apervita, The Joint Commission has completed a rigorous evaluation process of the privacy and security components of the technology to ensure the Platform meets privacy and security standards. A high-level summary of the privacy and security of the Platform includes:

Apervita
Designed Ground-up for Healthcare to be Safe, Secure, & Private

US HIPAA / HITECH 5010 Compliant & Audited (Semel Consulting, June 2016)	private, secure servers in a private network
ISO/IEC 27001:2013 Certified (DNV GL Business Assurance, May 2017)	Full Data Encryption, in flight and at rest, using most recent encryption standards
SOC1, SOC2, SOC3, SSAE16 Compliant AWS IaaS (Ernst & Young, October 2016)	2-factor Authentication (native and third-party - Duo), Full Audit Trail
Penetration testing of Platform & Corporate Networks; Application Blackbox Assessment (Cisco/Neohapsis, March 2017)	Multi-site (at least three) replicated and resilient in independent Availability Zones
Security Architecture & Design Review (Six Nines, December 2016)	Intrusion Detection & Prevention

Chief Information Security Officer

Additional details regarding the compliance of the privacy and security standards is available in the Legal section of the DDS Platform.

The Designated Contact reads and agrees to the

- Business Associate Agreement (BAA) with Apervita and
- End User License Agreement (EULA) with the Joint Commission establishing the right to use the Platform.

As part of the privacy and security processes, during registration on the Direct Data Submission Platform, all Users read and agree to the Platform's Terms of Service (ToS). The ToS defines the rules which users must agree to abide by in order to use the Platform.

Apervita does **not** charge any fees to the HCOs for Direct Data Submission. Any payment obligation or billing statements in Apervita's Terms of Service do not apply to HCOs participating in the Joint Commission Direct Data Submission Platform.

In addition, it is important to note the Joint Commission Direct Data Submission Platform for data submission is considered a private marketplace with Apervita. Within the Apervita environment, any content on the Direct Data Submission Platform is published only to the Direct Data Submission Platform.

The Joint Commission maintains the content (i.e. rule engine, schematrons, measure specifications) published to the Direct Data Submission Platform for use by participating HCOs.

Once you have accessed the DDS Platform, we ask that all questions are submitted using the "Need Help?" button in the upper right-hand side of the Platform screen(s) to create a DDS Platform Support Ticket.

Should you have any further questions, please don't hesitate to contact us at hcooryx@jointcommission.org. In the email subject line, include: "DDS Participant" and your hospital's HCO ID#.

We look forward to working with you and your hospital to ensure the successful submission of your CY2020 data to The Joint Commission.