RESOURCE GUIDE

Navigating the Account Center

Purpose

The purpose of this guideline is to outline the process for existing centers participating in one of the ACS Trauma Quality Programs to log in to the Account Center and review and update their facility profile.

Process

1. From the Trauma Quality Programs Participant Hub, click “Account Center.” If you are a new user at an existing facility, please contact the Primary Contact for your facility (most often the Trauma Program Manager) to request that you be added to your facility's contact list.
2. This will bring you to the login screen. If you are a current TQIP Participant, please enter the username and password you usually use to access TQIP Educational offerings. If you do not participate in TQIP or do not know your username or password, please click on the “Forgot your username or password?” link and follow the instructions in the Retrieving Your Username and Password Resource Guide.
3. Once you have logged in, you will see a collapsed menu of all sections of the Account Center.

Click on each menu item to expand. If this is your first time visiting the Account Center, you will have to review each section and save the data in those tabs, otherwise the system will consider those sections incomplete.

Hospital address information should be entered in the “Facility Information” section. The Federal Employer Identification Number field asks for your facility’s unique 9-digit number assigned by the Internal Revenue Service (IRS) to all businesses operating in the United States. The Tax ID Number if Outside USA field should be completed by international facilities only, and asks for their facility’s national identification number.
The data on this portal should match what was on the NTDB Datacenter. Please note that some fields previously collected on the NTDB Datacenter are no longer being collected here and we have added a few more fields to allow us to best administer the TQPs.

- Adult/Peds “Staffed” and “Average Census” fields will not be pre-populated, as these fields were not previously collected on the NTDB Datacenter
- Hospital Payer Mix fields will not be pre-populated, as these fields were not previously collected on the NTDB Datacenter

In order to submit your facility’s information, you must click the “Save” button in each section. The “Submit” button at the bottom of the screen will only appear when all required fields are completed and saved.
4. The Contacts tab is where you will find all the users we currently have associated with your facility. Roles in the Account Center may be different than your job title, but they drive the permissions of each user in the system. The table included in this section provides information about the permissions associated with different roles, both on the Account Center and on the Data Center.

If you are a Data Primary Contact at your facility, you will be able to add, edit, and delete users and their roles. Please confirm the list of Current Contacts is correct, and make any additions, edits, or deletions as necessary.
The “Contacts Pending Review” section shows which contacts are pending approval by ACS Staff. Immediately after a new contact is added, they will appear in this section for review by ACS Trauma Staff. Once a contact is approved, they will receive an email instructing them on how to retrieve their log-in credentials for the Account Center.

5. The last several tabs on the portal guide you to various actions, such as requesting a site visit or requesting to join another Trauma Quality Program. Additional information, such as viewing your facility’s program enrollment or accessing various resources, is also available.
6. The “Program Enrollment” section displays the information relevant to your facility’s participation in the Trauma Quality Programs. If your facility participates in a TQIP Collaborative, the name of that TQIP Collaborative will appear here as well.

7. If you wish to join another Trauma Quality Program, users with the roles of Data Primary Contact, Pediatric Data Primary Contact, or Site Visit Primary Contact may indicate which program they would like to join using the “Join Another Trauma Quality Program” section. For example, if a facility is already enrolled in Adult Level I & II TQIP and wishes to become an ACS Verified Trauma Center, they may request to change to the Adult Level I & II Quality Program and initiate the enrollment process by selecting that program in the dropdown.
8. If you are a facility who is newly pursuing ACS Verification, or are an ACS Verified center who is due for a Reverification visit, you can now request a site visit through the Account Center. Only those with the role of Data Primary Contact, Pediatric Data Primary Contact, or Site Visit Primary Contact will be able to access the “Request a Site Visit” section. Centers must submit the completed site visit application 13–14 months in advance of their preferred visit timeframe. In some cases, additional information may be needed, which our staff will reach out to you for.

[screenshot continued below]
Once you have submitted a Site Visit Application through the Account Center, all users at your facility will be able to see a history of site visit requests previously submitted this way:
9. Once you have completed and reviewed all necessary sections of the Account Center, you will be able to submit the form. By clicking “Submit,” the user authorizes that the facility information provided is accurate.

Remember, the submit button will not appear until all required fields are complete and all sections have been saved.

10. A user may log back in to update and re-submit their facility information at any time.