

Vermont Oxford Network

VON Web Services

Administrator's Guide

Version 2.0
June 15, 2008

Introduction

The VON Web Services Administrator's role is to control access to the Vermont Oxford Network Web Services so that only authorized users may have access to the components of the VON Member's Area. As Administrator, you will be able to add new users, edit user data and deactivate users using the tools available to Administrators. This guide is designed to help you perform these tasks quickly and easily. If you have any questions, please contact the VON Web Services Coordinator, Nancy Cloutier (nancy@vtoxford.org), or your VON Account Manager.

Gaining Access

When your center signs the agreement which describes the conditions for access to the VON Web Services, you will be given administrative rights for your center. You will receive an email message which includes a link to the Member's Area location and your login name (your email address is your login) and your unique password. An example of the email message is shown in Figure 1 below.

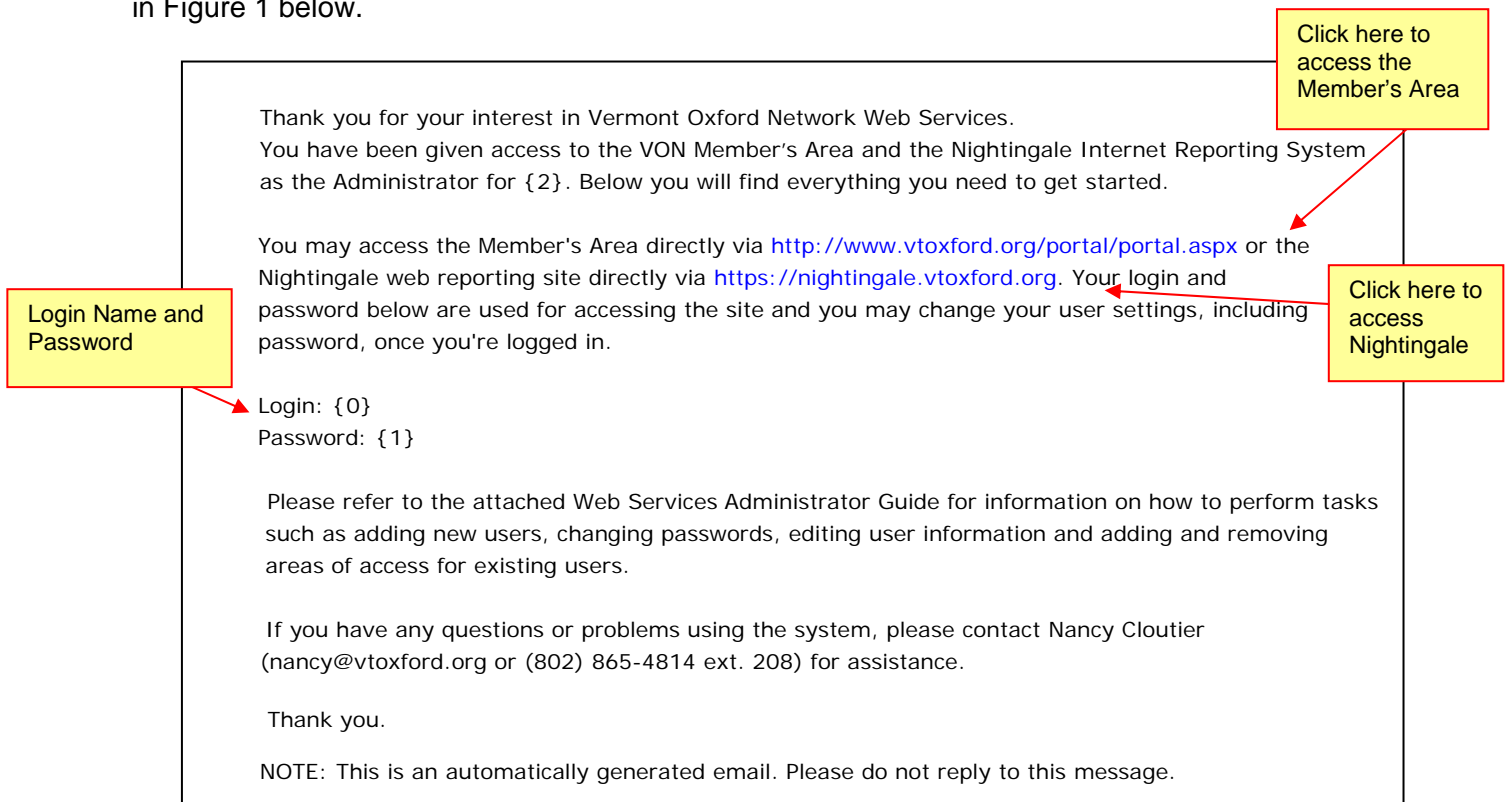


Figure 1

When you login to the system the first time, you will be presented with an electronic version of the User Agreement for Administrators, acceptance of which allows you access to the Member's Area. A copy of the User Agreement is included as Appendix 1 below. Please read the User Agreement carefully. The Member accepts responsibility that Administrators will only allow access to the VON Member Web Services to personnel who are employed by the Member hospital and who will use the information for improving or tracking neonatal care. The Member accepts responsibility that Administrators will promptly remove Users from access to the VON Member Web Services if they are no longer employed by the Member hospital or no longer have need for access to the system.

After you have logged into the VON Member's Area and accepted the User Agreement, you will see the home page. The home page for the Member's Area is shown in Figure 2. As Administrator, your menu links will include Admin Tools in the upper right of the screen. The

Admin Tools link will allow you to modify your access to optional web services, add new users, edit user data including passwords, remove users and grant user access to the optional web services tools of the Nightingale Internet Reporting System and the Improvement Tools. Depending on the nature of authorization granted by your center, you may also have the ability to restrict use to specific IP addresses.

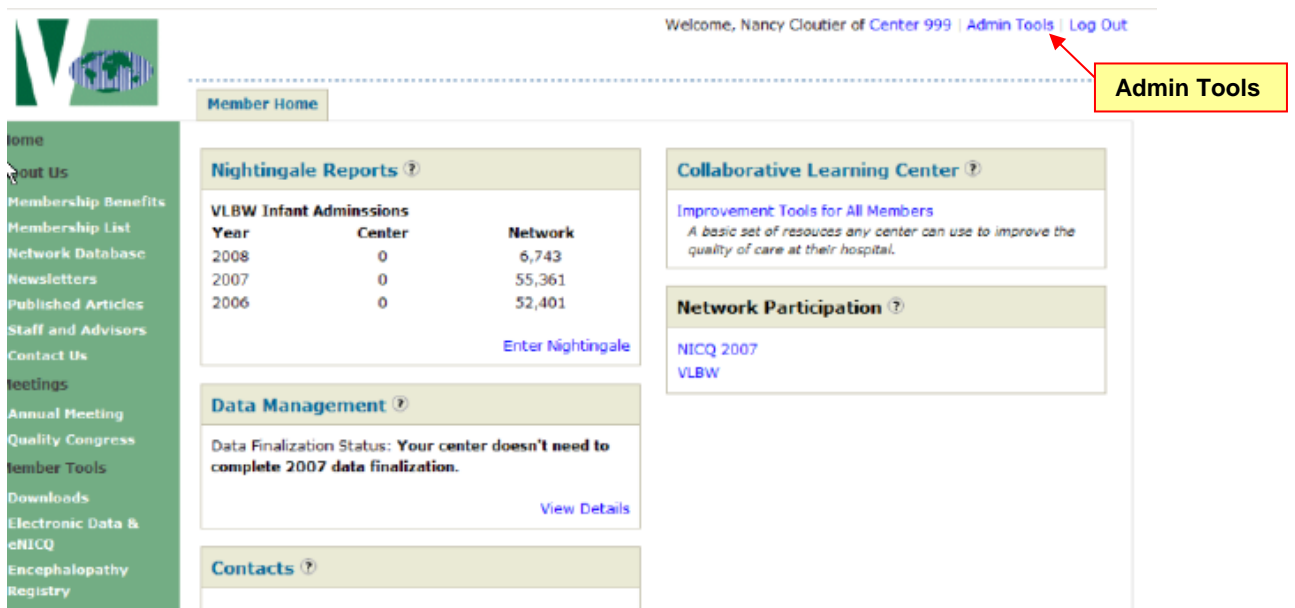


Figure 2

The User Administration Screen

When you click on the Admin Tools link from a screen in the VON Member’s Area, the User Administration screen will appear (Figure 3). From this screen you will be able to modify your access to optional web services, add users, edit user email addresses (login names) and passwords, and grant or deny access to Nightingale and/or VON improvement tools. Nightingale is the VON Internet reporting system. Improvement tools include documents for assisting in quality improvement efforts. Hospitals participating in VON QI collaboratives will have a more extensive set of Improvement Tools.

User Administration

- Add users by using the drop down box near the top of the page.
- Edit a user's personal settings by clicking on their name.
- Grant a user access to the areas shown above by clicking the checkbox near their name.

To add a new user, click the Add User dropdown

Nightingale (optional)

Basic User (all users)

Improvement Tools (optional only for members centers participating in the NICQ and iNICQ collaboratives.)

User	Activated (access to Member's Area)	Nightingale	Improvement Tools for iNICQ/NICQ Participants
Sara Bellum	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jim Dandy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scott Free	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anna Graham	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bea Green	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mike Robe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billy Ruben	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Previous Next

Figure 3

Adding New Users

In the User Administration screen, all existing users who are currently authorized to access the Member's Area at your center will appear on the User Administration screen in blue. When you add a new user, the Basic User check box will automatically be checked. You may authorize users to access Nightingale and/or the Improvement tools – access is not automatic for these tools.

If the name of the person you are adding appears in the Add User dropdown box (Figure 3), click on his or her name in the dropdown box. The abbreviated Add User screen will be displayed (Figure 4). Enter the user's email address and click the check boxes of the optional web services tool(s) to which the user is to have access, if applicable. When you click the Save & Notify User button, an email will automatically be sent to the user's email address, and the email will include the user's password as well as login instructions. The first time a user logs in, he or she will be requested to accept the User Agreement (Appendix 2). Users are able to change their own passwords after logging in.

The screenshot shows the 'Add User' form with the following fields and options:

- Name: Ima Newby ?
- Email: [Empty text box]
- Activate User?
- Optional Web Services:
 - Nightingale:
 - Improvement Tools for iNICQ/NICQ Participants:

At the bottom are two buttons: 'Cancel' and 'Save & Notify User'. A yellow callout box on the right contains the text: 'Enter the user's email address, select optional web services if applicable and click the Save & Notify User button.' Red arrows point from this box to the Email field, the Nightingale checkbox, the Improvement Tools checkbox, and the 'Save & Notify User' button.

Figure 4

If the Add User dropdown box (Figure 3) does not include the person you are adding, navigate to the bottom of the Add User dropdown box and click on the “**Add New User**” selection. The complete Add User screen will be displayed (Figure 5). Enter the user's first and last name, degree, email address, and select the optional web services to which the user is to have access, if applicable. When you click the Save & Notify User button, an email will automatically be sent to the user's email address, and the email will include the user's password as well as login instructions. The first time a user logs in, he or she will be requested to accept the User Agreement (Appendix 2). Users are able to change their own passwords after logging in.

Add User

First Name:
 Last Name:
 Degree: (RN, MD, PhD)
 Email:
 Password: Automatically Generated
 Activate User?
Optional Web Services
 Nightingale:
 Improvement Tools for iNICQ/NICQ Participants:

Enter the user's name, degree and email address,. Select optional web services if applicable and click the Save & Notify User button.

Figure 5

Changing Email Addresses and Passwords

As Administrator, you will be able to change your password or user passwords and user email addresses. Users will also be able to change their own password and email address but will not be able to edit data for other users. See Figure 6.

To modify user data, click on the user's name link on the User Administration screen. To change email addresses, click on the email field and enter the new email address. You will be prompted to re-enter the email address a second time. Click on Save and Notify User to send the change via email to the user. Since the user's login name is his or her email address, this change should be made only when the user's email address changes.

Edit User

Name: Wanda Newpword, RN ?
 Email:
 Password: [Change Password](#)
 Activate User?
Optional Web Services
 Nightingale:
 Improvement Tools for iNICQ/NICQ Participants:

Change email address here

Link to change password

Figure 6

To change a password and open the Change Password screen (Figure 7), click on the Change Password link on the Edit User screen. To guard against unauthorized access, "strong"

passwords are required to enhance the security of the system. This means that passwords must meet specific criteria:

- At least 8 characters in length.
- At least two of the characters must be alphabetic (A-Z, a-z).
- At least one character must be numeric or a special character.

You may type new passwords which meet the password criteria or have the system automatically generate a new password for the user. If you want the system to automatically generate a new password, click on the Generate New Password button at the bottom of the Change Password screen (Figure 7). This will cause the system to send an email to the user's email address with a system-generated strong password. Each password generated by the system will be unique.

Change Password

Your password must match the following criteria:

- At least 8 characters long.
- At least 2 characters must be alphabetic (Aa, Bb, Cc...)
- At least 1 character must be numeric (1, 2, 3...) and/or one of these special characters (!, @, \$, %, *, +, -, =, :, ;, ?, ~, ^, `)

We advise the use of a phrase at least 10 characters including numbers and/or special characters.

Password:

Reenter Password:

Save & Notify User

Or

Automatically generate a compliant password that will be emailed to the user.

Generate New Password

To create a password of your choice enter the new password twice, then click Save & Notify User.

To automatically generate a new password and send to the user, click here.

Figure 7

If you modify any data in the Edit User screen (Figure 6) or the Change Password screen (Figure 7), clicking the Save and Notify User will cause an email to be sent to the user with the changes noted. When you change a password, you will see a verification screen that the user has been notified (Figure 8).

Confirmation that password was changed

Change Password

The password has been updated successfully and sent to the user.

Figure 8

Adding and Removing Optional Web Services

To add or remove Optional Web Services for an existing user, simply check or uncheck the box for each of the Services for one or more users on the User Administration screen (Figure 9). If access to all Optional Web Services has been removed, the user will still have Basic User access to the Member's Area. See below for deactivating access to all VON Web Services.

User Administration

- Add users by using the drop down box near the top of the page.
- Edit a user's personal settings by clicking on their name.
- Grant a user access to the areas shown above by clicking the checkbox near their name.

Active Users

Add User:

User	Activated (access to Member's Area)	Nightingale	Improvement Tools for iNICQ/NICQ Participants
Sara Bellum	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jim Dandy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scott Free	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anna Graham	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bea Green	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mike Robe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billy Ruben	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Previous Next

To add or remove a User's access to Optional Web Services, click on the check box. If checked, the User has access.

Figure 9

Deactivating Web Services Access

If you need to remove (de-activate) a user, simply click on the user's name on the **User Administration** screen (Figure 9), and uncheck the check box labeled "Activate User" on the **Edit User** screen (Figure 6) to remove the check. Once you have removed a user, he or she will no longer have access to any VON Web Services. His or her name will no longer appear on the list of active users but will appear on the Add User drop down list (Figure 3). Only Administrators may activate or de-activate users. When a user is de-activated, an email is sent to the user's email address notifying him or her of the de-activation.

To avoid breaches in confidentiality, it is important to remove (de-activate) users as soon as possible after they should no longer have access. Since access to your center's data should only be granted to healthcare professionals affiliated with your center, the list of users should be reviewed on a regular basis. Users who are no longer employed by or affiliated with your center should be removed immediately.

If you need to re-activate the user at a later time, you will be able to do so without re-entering information. Simply select the user from the Add User drop down list in Figure 3. Then click on the Activate User check box when the Add User screen appears.

IP Address Restrictions

When your center signed the Web Services Addendum, the center was given three choices of access control:

1. Allow access for all users from any computer by all users, without any IP address restriction, or
2. Restrict access for all users to certain Internet Protocol (IP) addresses only, meaning that only computers at specific locations will be able to access the system, or
3. Allow the center Web Services Administrator(s) to decide whether to limit access to specific IP addresses. Note that with option 3, the Administrator(s) can restrict access for some users and withhold the IP restriction for other users.

If your center chose options 2 or 3, the VON Web Services Administrator has already coordinated with your Web Services Administrator to identify the IP addresses which may be used. Only computers with the designated range of IP addresses may be used to gain access. If a user attempts to access the VON Web Services from a computer with an IP address which is not in the authorized IP address range, the user will not be able to login and will receive an error message. Only Administrators may set IP address restrictions if given this authority by the center.

If your centers Web Services Agreement authorizes, you will be able to decide whether users may only access the VON Web Services from specific computers. In Figure 10 below, note the check box labeled “Restricted to IP Range”. This check box will only be visible if your center allows the Administrator(s) to choose whether to restrict access to users, as indicated in the Web Services Addendum to your center’s Membership Agreement.

Edit User

Name: Mike Kenny, MS ?

Email:

Password: [Change Password](#)

Activate User?

Restricted to IP Range?

Optional Web Services

Nightingale:

Improvement Tools for iNICQ/NICQ Participants:

Figure 10

That concludes this introduction to the VON Web Services Administrator’s Guide. If you have any questions or suggestions, please don’t hesitate to contact your Account Manager or the VON Web Services Coordinator, Nancy Cloutier (nancy@vtoxford.org).

User Agreement (Administrators)

Access to and use of the Restricted Access Sections of the Site are conditioned upon acceptance of all of the terms and conditions of this Agreement.

You represent and warrant that you (a) are affiliated with a Member Hospital of the Vermont Oxford Network; (b) have been designated as an authorized Center Administrator for Users of the Site by personnel at the Member Center; and (c) are accessing the Restricted Access Sections of the Site solely for the purposes specified below. You agree to take all efforts reasonably necessary to protect the privileged and confidential nature of the proceedings that occur on the Site and will not disclose or use any findings, evaluations, analyses, statements, opinions, or recommendations made or exchanged in the Site (or any records thereof) for any purpose not specifically related to improving the quality of care rendered to Members' patients.

The Restricted Access Sections of the Site exist for the purpose of improving the quality of care delivered to neonatal patients by the health care professionals of the members of Vermont Oxford Network, Inc. (the "Members"). The proceedings that take place in the Restricted Access Sections of the Site involve both the retrospective evaluation of health care that has been rendered by the health care professionals of the Members and the prospective analysis of ways in which the quality of care rendered in the present and future might be improved. Retrospective evaluations involve the review of care provided in the past to determine whether such care was medically necessary and indicated and/or whether such care was delivered in accordance with the accepted standards of the specialty or practice of the health care professional or institution rendering the care. Such evaluations may focus on the methods and techniques, the risks and benefits, and the reasonableness of the costs associated with the care provided.

The purpose of all proceedings that occur in the Restricted Access Sections of the Site is to improve the quality of care rendered to the patients of the Members by reducing morbidity, mortality or patient injury associated with the care provided and the underlying illnesses and conditions for which care is rendered. Such improvement may take the form of increased awareness of issues related to patient care, the development of new or different standards of care or heightened review of care via various quality control techniques.

In order for the Restricted Access Sections of the Site to serve the purposes delineated above, the proceedings which occur in the Restricted Access Sections must be frank and unfettered by concerns over improper dissemination and use of any findings, evaluations, analyses, statements, opinions or recommendations made or exchanged for purposes beyond and unrelated to those outlined above.

As Center Administrator you agree to authorize use of the Restricted Access Sections of the Site only to personnel who are employed by the Member hospital and who will use the information for improving or tracking neonatal care. The Member accepts responsibility that Administrators will promptly remove Users from access to the VON Member Web Services if they are no longer employed by the Member hospital or no longer have need for access to the system.

Unless replaced by a later agreement to which you and Vermont Oxford Network agree, this Sign-On Agreement shall continue in full force and effect. You acknowledge that, as a convenience to you, Vermont Oxford Network is not requiring you to read the terms set forth in this Sign-On Agreement each time you access the Site. Rather, by entering into this Sign-On Agreement once, you have agreed to be bound by the terms hereof on an ongoing basis.

User Agreement (Administrators), page 2

If you choose not to accept the foregoing terms and conditions governing the access and use of the Site, then you will not be given administrative privileges or have access to the Restricted Access Sections of the Site.

You agree that this Sign-On Agreement shall be valid and enforceable and that you shall not challenge its validity or enforceability due to the fact that it is an electronic (or "click-wrap") agreement rather than being a manually executed document.

NOTICE AND DISCLAIMER

Because the Members of the Vermont Oxford Network are located not only throughout the United States but throughout many countries (for example, in Canada, Europe, the Middle East, Asia, Japan, Australia, and New Zealand), there is uncertainty as to the ability of each Member to protect and preserve the confidentiality of any findings, evaluations, analyses, statements, opinions or recommendations that are made or exchanged through the Site. There is no legal precedent addressing issues involved in the confidentiality of cross-jurisdictional peer review or quality assurance processes such as that which occurs in the Restricted Access Sections of the Site. Accordingly, it is incumbent upon each Member to determine the extent to which the jurisdiction in which the Member is located will provide protection against the ability to subpoena or discover information or records related to any retrospective review or prospective analysis of health care conducted under the auspices of the Site.

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As a User of the Restricted Access Sections of the Site you agree to use the information provided only to improve the quality and safety of health care for neonatal patients who are treated at the Member Hospital or families of these patients.

Unless replaced by a later agreement to which you and Vermont Oxford Network agree, this Sign-On Agreement shall continue in full force and effect. You acknowledge that, as a convenience to you, Vermont Oxford Network is not requiring you to read the terms set forth in this Sign-On Agreement each time you access the Site. Rather, by entering into this Sign-On Agreement once, you have agreed to be bound by the terms hereof on an ongoing basis.

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Appendix C

Changes to Web Services Administrator Guide