ASHA’s National Outcomes Measurement System (NOMS)

Subscriber and Subscriber Proxy

User Guide

May 2024

ASHA’s National Outcomes Measurement System

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Organization Management

The NOMS subscriber dashboard serves as the go-to place for managing your organization for NOMS purposes. You can use the subscriber dashboard and the web tool to complete all tasks related to participating in NOMS, such as the following:

- ✓ Add and remove users
- ✓ Add and remove facilities
- ✓ Manage compliance issues
- ✓ Generate outcome reports
- ✓ View patient records
- ✓ Download your organization's data
- ✓ Upload patient data (if your organization is set up for this electronic data transmission option)

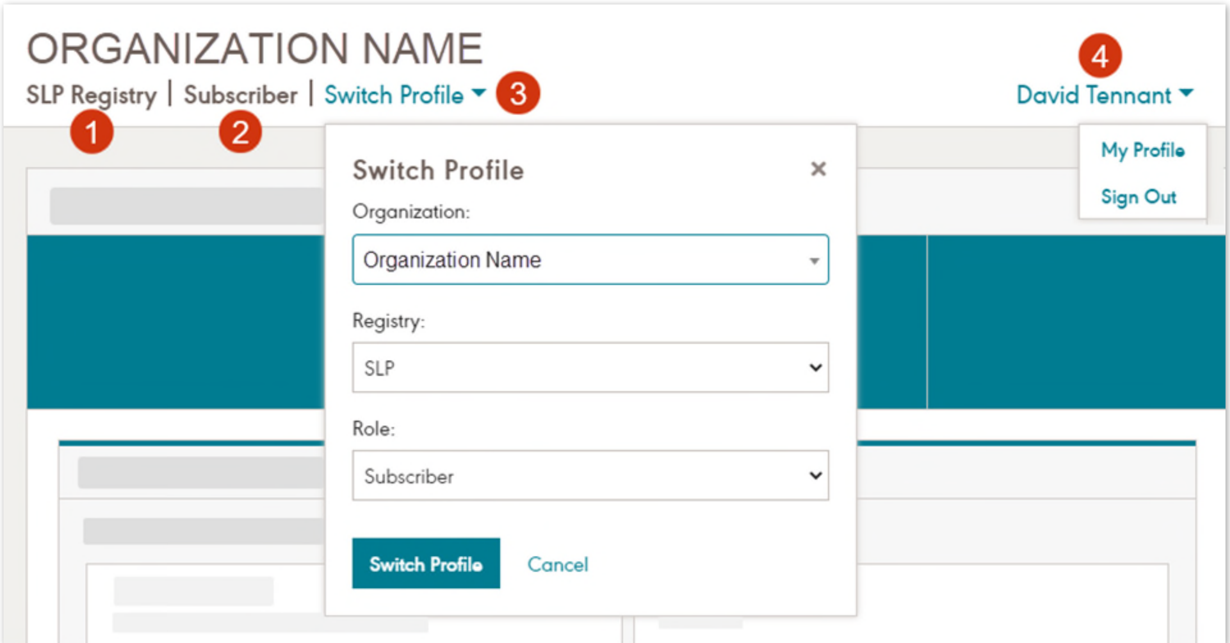
Login to NOMS

To access your subscriber dashboard and the NOMS data collection and reporting tool, go to https://nomsregistry.asha.org/login and login with your ASHA website credentials. If necessary, use the "Switch Profile" button to switch to your subscriber role in order to take the actions outlined in this user guide.

Navigation and Dashboard Overview

Use the top and side menu bars to navigate through the system. Please see the descriptions of the navigation features below.

Top Navigation Menu



1. This is the registry of the profile you have selected.

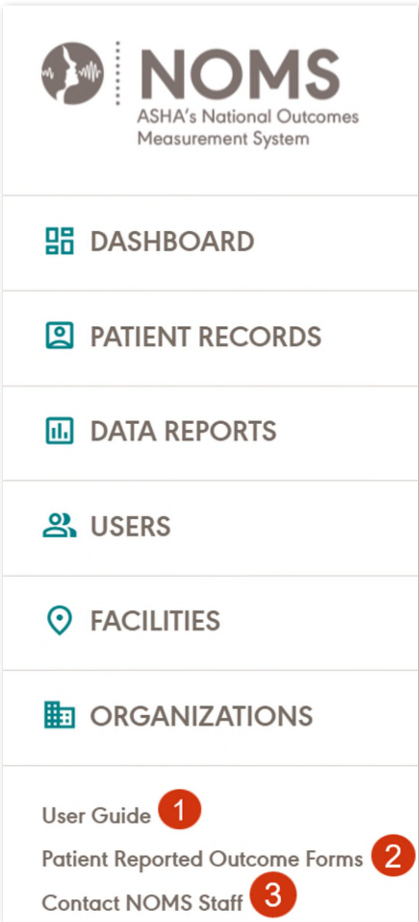
2. This is the role of the profile you have selected.

3. To switch your profile to another organization, registry, or role, click the **Switch Profile** button.

4. To view your profile or to sign out, click your name to expand the menu.

Side Navigation Menu

You will use the side menu to navigate through the NOMS system and to take actions necessary to manage your organization's NOMS registration.



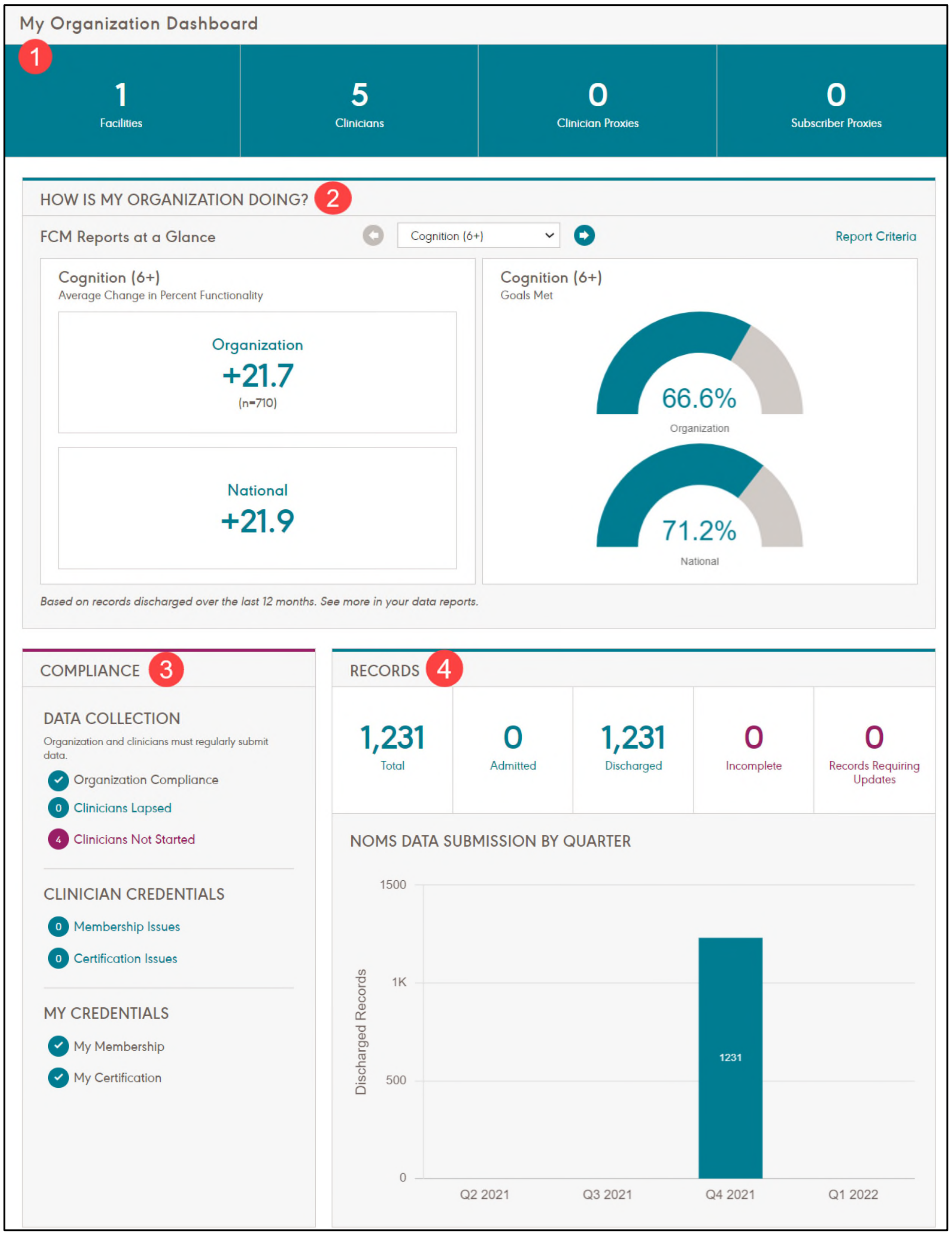
There are additional links at the bottom of the left menu that will be helpful as you get started with NOMS.

1. To access the Clinician, Subscriber, and Report User Guides, click the **User Guide** link.

2. To access a PDF copy of each patient-reported outcome form, click the **Patient Reported Outcome Forms** link.

3. To email NOMS staff, click the **Contact NOMS Staff** link.

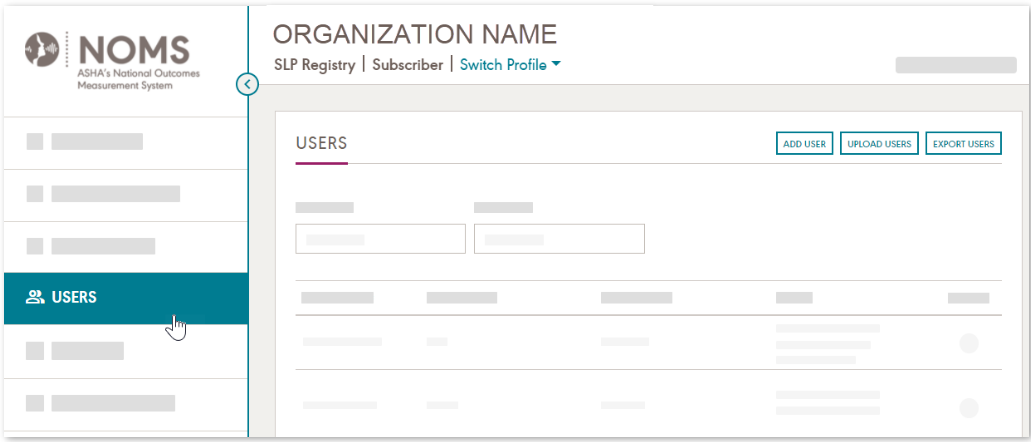
Subscriber Dashboard



1. The top of your dashboard provides an overview of your organization.
2. You can preview your organization's outcomes data from the dashboard.
3. The compliance section is where you will manage all compliance issues for your organization.
4. The records section gives an overview of all patient records that have been submitted for your organization. "Records Requiring Updates" are patients admitted for >1 year and not yet discharged.

Manage My NOMS Users and Roles

Only users who have been added to your list of NOMS users can login to the system and participate in NOMS for your organization. Users can take certain actions based on their assigned role(s).



User Role Options

When you add a user to NOMS, you must assign them at least one of the three possible roles. A user can be assigned multiple roles.

1) Subscriber

What is the purpose of this role?

The subscriber is the main point of contact for your organization. They are responsible for managing the implementation of and ongoing participation in NOMS. Each organization must designate one person to serve as the subscriber for the registry. Only NOMS staff can assign the subscriber role to a new user.

Who is eligible to be a subscriber?

For the Audiology Registry, the subscriber must be an ASHA Certified Member or pay the Audiology Subscription Fee.

For the SLP Registry, the subscriber must be an ASHA Certified Member.

What actions can a subscriber take?

- ✓ Add and remove users
- ✓ Add and remove facilities
- ✓ Manage compliance issues
- ✓ Generate reports
- ✓ View patient records
- ✓ Download organization patient data
- ✓ Upload patient data (if applicable)

2) Subscriber Proxy

What is the purpose of this role?

The subscriber proxy role allows SLPs and non-SLP staff members to assist with managing the organization's NOMS profile, and to allow non-SLP staff to access the NOMS data reporting tool. There is no limit to the number of subscriber proxies at an organization.

Who is eligible to be a subscriber proxy?

Anyone who works for your organization.

What actions can a subscriber proxy take?

- ✓ Add and remove users
- ✓ Add and remove facilities
- ✓ Manage compliance issues
- ✓ Generate reports
- ✓ View patient records
- ✓ Download organization patient data
- ✓ Upload patient data (if applicable)

3) Clinician

What is the purpose of this role?

A clinician can submit patient data to NOMS and generate outcomes reports.

Who is eligible to be a clinician?

To participate in the audiology Registry, an audiologist must be licensed to practice in the state, and be an ASHA Certified member or pay the Audiology Subscription Fee.

> Note: If you have Audiology graduate students, Audiology Assistants (AA) or Hearing Instrument Specialists (HIS) who work at your organization and will be assisting with NOMS data collection, they should be assigned the *Clinician Proxy* role (see next section). Only licensed audiologists should be assigned the *Clinician* role.

To participate in the SLP Registry, a speech-language pathologist (SLP) must be an ASHA Certified Member. Clinical fellows (CFs) are not eligible to be assigned the clinician role.

What actions can a clinician take?

- ✓ Submit patient data
- ✓ "Favorite" frequently used facilities
- ✓ View patient records
- ✓ Generate reports

4) Clinician Proxy

What is the purpose of this role?

A clinician proxy can assist clinicians with data entry. There is no limit to the number of clinician proxies at an organization.

Who is eligible to be a clinician proxy?

Anyone who works for your organization.

> Note for Audiology: If you have Audiology graduate students, Audiology Assistants (AA) or Hearing Instrument Specialists (HIS) who work at your organization and will be assisting with NOMS data collection, they should be assigned the *Clinician Proxy* role. Only licensed audiologists should be assigned the *Clinician* role.

What actions can a clinician proxy take?

- ✓ Assist clinicians with data entry
- ✓ "Favorite" clinicians for whom they frequently submit data
- ✓ View patient records

Add a New User

Follow these steps to add a new user to NOMS:

1. Obtain the user's 8-digit ASHA account number. If the user does not have an ASHA account number, they will need to register for an ASHA account number.
2. Login to NOMS, click **Users** on the left menu, and click the **Add User** button.

   > Tip: If you don't see **Users** on the left menu, use the "Switch Profile" button to switch to your subscriber role.

3. Enter the user's 8-digit ASHA account number and select the desired role(s). Make sure the correct name populates on the form and submit the form. As soon as a user has been added and has a status of "Active," they can login to NOMS and can begin data collection, if applicable.
   a. Some users may be added with a status of "Pending" if they are not ASHA certified. As soon as the user has been approved by a NOMS staff member, their status will change to "Active."
4. If your organization uses your electronic medical records (EMR) system to electronically transmit data to NOMS, you will need to make sure each clinician is set up for electronic data transmission. Depending on your setup, you should do one of the following:
   a. Provide the clinician's ASHA account ID to your IT staff.
   b. Provide the clinician's ASHA account ID to your EMR vendor.

   c. Add the clinician’s SMART on FHIR Practitioner ID to their NOMS user profile (for users of the Epic and Cerner FHIR apps).

   As soon as you have registered a clinician with NOMS and their ASHA account ID is set up for electronic transmission, patient records they submit will be automatically transmitted to ASHA via the method and schedule that was set up during the EMR integration process.

5. Provide the user with the NOMS website address (https://nomsregistry.asha.org/login) and notify them that they can now login to NOMS and, if applicable, begin participating in data collection using your organization’s designated data collection method.

> Note: If the user you have added is a clinician, instruct the clinician to read through the *Clinician User Guide*.
>
> To download a copy of the *Clinician User Guide*, the clinician can login to NOMS and click the **User Guide** link located at the bottom of the left navigation menu.

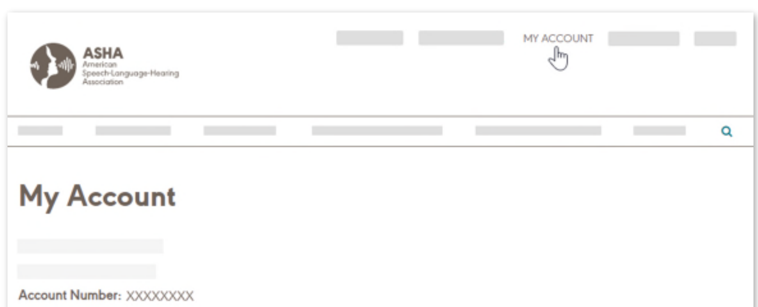
How to Register for an ASHA Account Number

If a user does not have an ASHA account number, they must first register for one using the steps below.

1. Go to https://nomsregistry.asha.org/login and click the **Create a new account** link located on the login page.
2. Select **I do not have an ASHA or NSSLHA Account Number** and enter your email address.
3. Follow the prompts to create an ASHA account.

How to Locate Your ASHA Account Number

Users can find their assigned ASHA account number by logging in to the ASHA website.

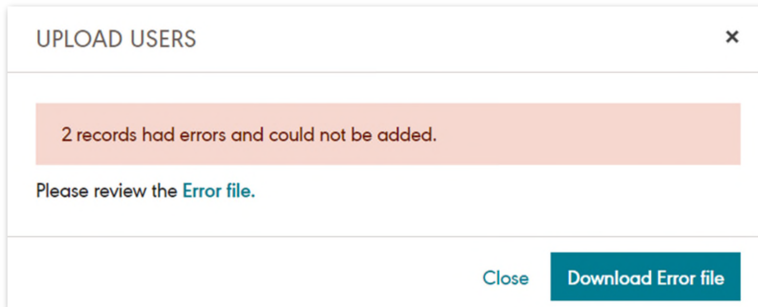


1. Go to www.asha.org.
2. Click **My Account** at the top right corner of the ASHA website, and complete the login process.
3. Look for your ASHA account number at the top of your “My Account” page.

Upload User Option

You can add multiple users at once using the upload user option.

1. Obtain the user upload CSV file template by emailing NOMS@asha.org.
2. Enter the required information into the template, and save it as a CSV file.
3. Click **Users** on the left menu.
4. Click the **Upload Users** button at the top right corner.
5. Use the **Browse** button to locate the file on your computer and click **Upload**.

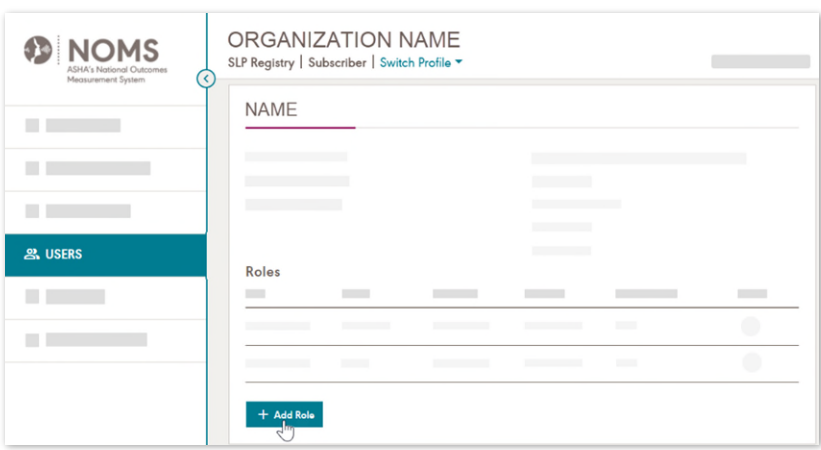


If there were any issues processing your file, the system will give you the option to download an error file that lists the issue(s).

Add a Role

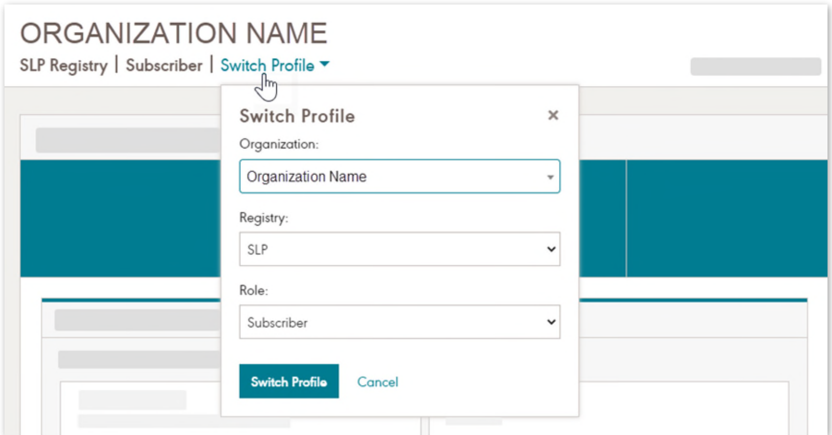
You can add a new role to an existing user from the user's profile.

1. Click **Users** on the left menu and locate the user in the list.
2. Click **View** under the 'Actions' column to navigate to the user's profile.
3. Click **Add Role**, and select the desired role(s).
4. Click **Add New**.



Switch Profile

Users can toggle between their assigned roles and organizations (if applicable) using the **Switch Profile** button. Only users who have been assigned multiple roles will see the **Switch Profile** button.



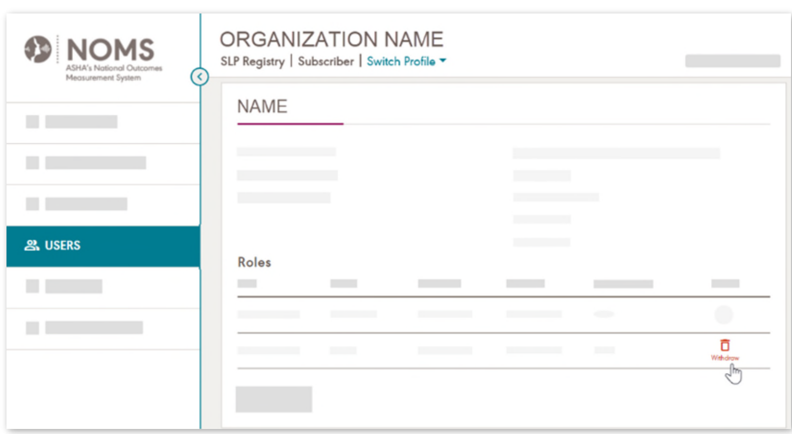
Assign a New Subscriber

If you would like to designate a new subscriber, please email NOMS@asha.org with the subscriber's name, ASHA account number, and preferred email address for NOMS communication. The new subscriber must meet the subscriber eligibility requirements.

Withdraw Users and Roles

You can remove a user or remove one of their assigned roles from their user profile page.

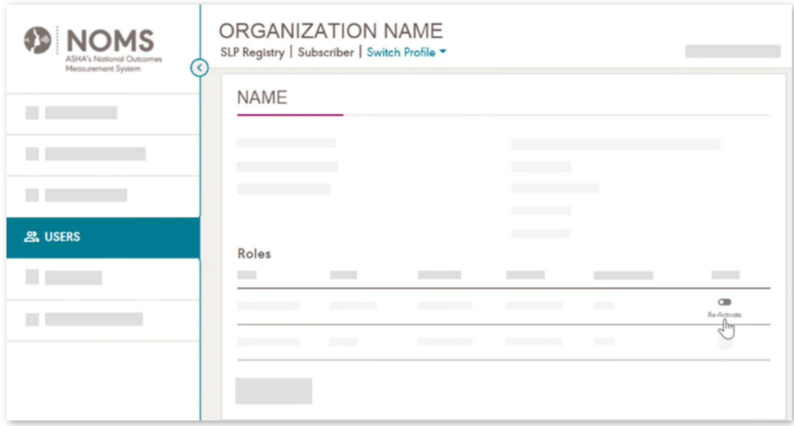
1. Click **Users** on the left menu.
2. Locate the user in the list, and click **View** under the 'Actions' column to go to their user profile**.**
3. Click **Withdraw** for the desired role(s). The user's status for that role will change to "Withdrawn" and they will no longer be able to access that role. If you withdraw all roles, the system will withdraw the user, and they will no longer be able to participate in NOMS.



Reactivate Users and Roles

To reactivate a user or role, you must navigate to their user profile page.

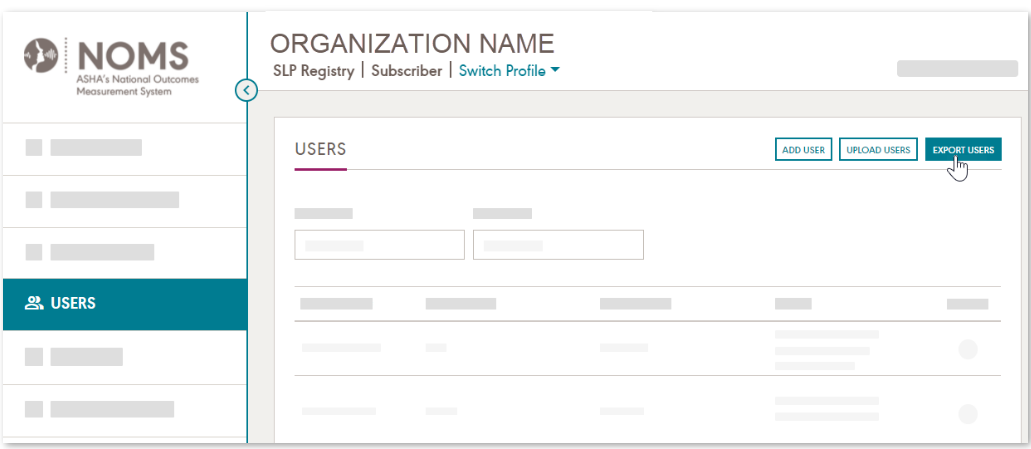
1. Click **Users** on the left menu.
2. Locate the user in the list, and click **View** under the 'Actions' column to go to their user profile.
   Click **Re-Activate** for the desired role(s). As soon as the role is reactivated, the user can login to NOMS and access that role.



Export User List

You can export the full list of users for your organization from the user listing page.

1. Click **Users** on the left menu.
2. Click **Export Users** at the top right corner.
3. The system will download a CSV file to your computer that includes all users and other important information such as their ASHA account number, assigned roles, and the status for each role.



Manage My NOMS Facilities

Each organization must register at least one facility for NOMS data collection. If you are registered as a "System" organization (i.e., a multi-facility organization), you can register all facilities that are interested in participating in NOMS. You are not required to add all facilities at your organization.

If your organization uses the NOMS web tool to submit data, a facility becomes available for data collection as soon as you add it, and it has a status of "Active." All clinicians (and clinician proxies) at your organization can use the web tool to submit data for any active facility at your organization.

If your organization uses your EMR system to electronically transmit data to NOMS, you will need to make sure each facility is set up for electronic data transmission. Depending on your setup, you should do one of the following.

a. Provide the facility's assigned NOMS Facility ID to your IT staff.
b. Provide the facility's assigned NOMS Facility ID to your EMR vendor.
c. Add the facility's SMART on FHIR Location ID to the NOMS facility profile (for users of the Epic and Cerner FHIR apps).

Once the facility ID has been set up with your EMR, NOMS patient data submitted by clinicians at your organization should transmit automatically via the method and schedule that was set up during the EMR integration process.

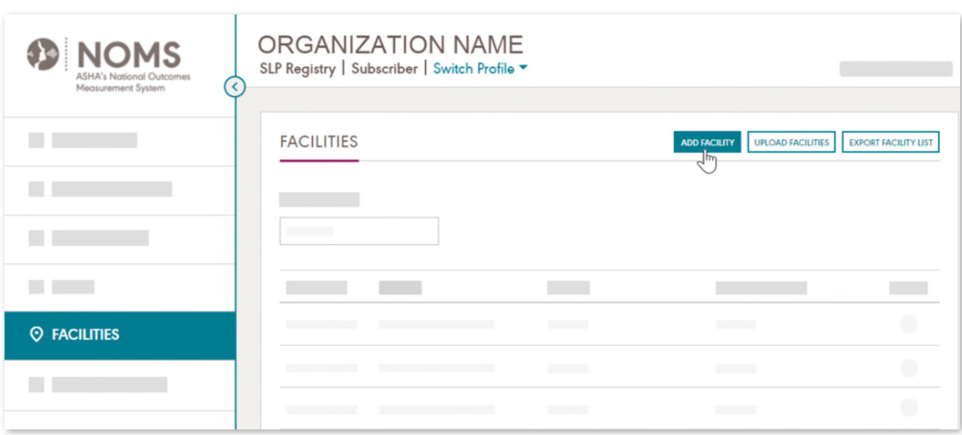
Add a Facility

To add a facility:

1. Click **Facilities** on the left menu.

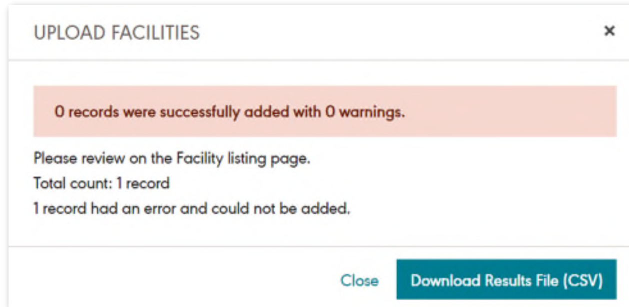
   > Tip: If you don't see **Facilities** on the left menu, use the "Switch Profile" button to switch to your subscriber role.

2. Click **Add Facility** at the top right corner.
3. Enter all the required information, and submit the form.



Upload Facility Option

You can add multiple facilities at once using the upload facility option.



1. Obtain a facility upload file template by emailing NOMS@asha.org.
2. Enter the required information into the template and save it as a CSV file.
3. Click **Facilities** on the left menu.
4. Click **Upload Facilities** at the top right corner.
5. Use the **Browse** button to locate the file and click **Upload.**

If the system encounters any issues processing your file, it will give you the option to download an error file that lists the issue(s).

Pending Facilities

Some facilities may be added with a status of “Pending” if the system identifies it as a possible duplicate profile. Pending facilities will be reviewed by NOMS staff and activated within 2 business days. If there are any questions regarding the facility, a NOMS staff member will contact you.

Edit a Facility Profile

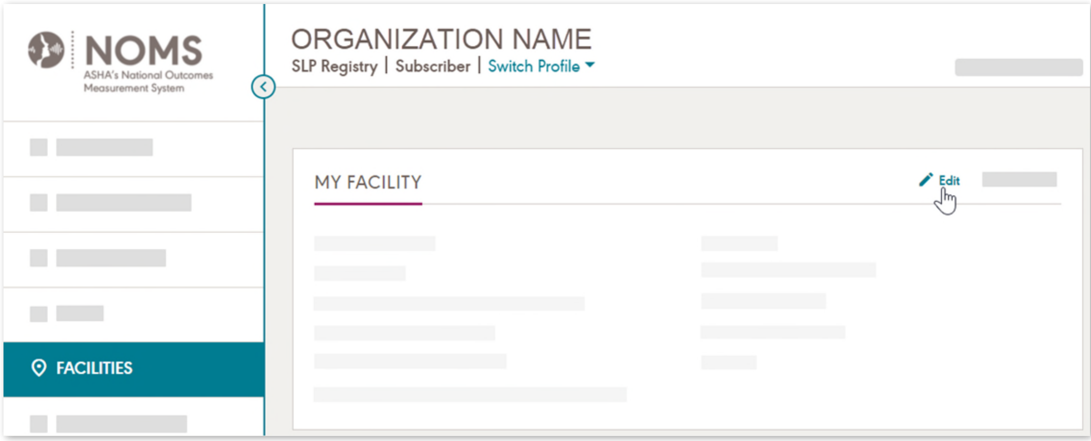
You can edit some of the information on the facility’s profile. To make any changes, follow the steps below.

1. Click **Facilities** on the left menu.
2. Locate the facility in the list, and click the **Facility ID** to navigate to the facility’s profile.
3. Click **Edit** at the top right corner.

You can edit the following fields:

- Facility name
- Address
- Phone number
- Data collection method*

**Only organizations that collect data via “Web” and “EMR” can edit the facility’s data collection method.*

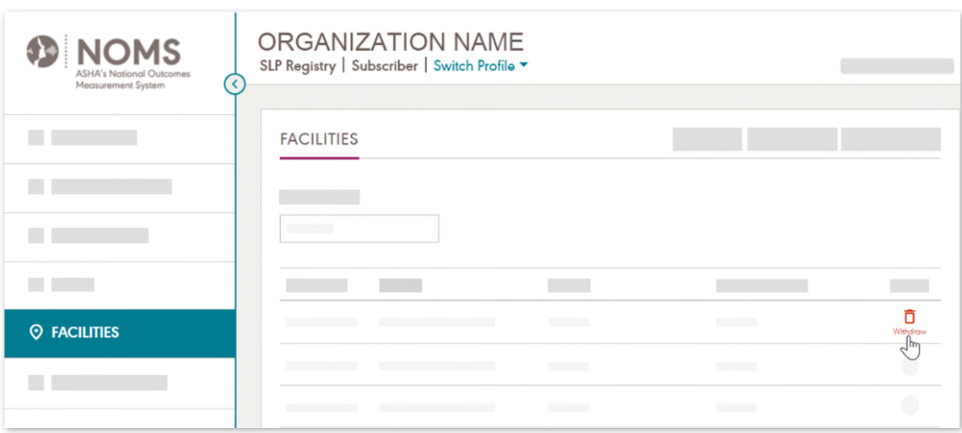


Remove a Facility

If a facility is no longer part of your organization, you should remove it from your list. To remove a facility:

1. Click **Facilities** on the left menu.
2. Locate the facility in the list, and click **Withdraw** under the "Actions" column.

The facility's status will change to "Withdrawn," and it will no longer be available for data collection; however, eligible data from this facility will continue to be available for inclusion in data reports.



You will be notified if you try to remove a facility that has open records (i.e., records with a status of "Incomplete Admission" or "Incomplete Discharge"). You can view these records by navigating to the **Patient Records** list. If you remove a facility with open records, the open records will be deleted.

Re-activate a Withdrawn Facility

To re-activate a facility:

1. Click **Facilities** on the left menu.
2. Locate the facility in the list, and click **Re-Activate** under the "Actions" column.

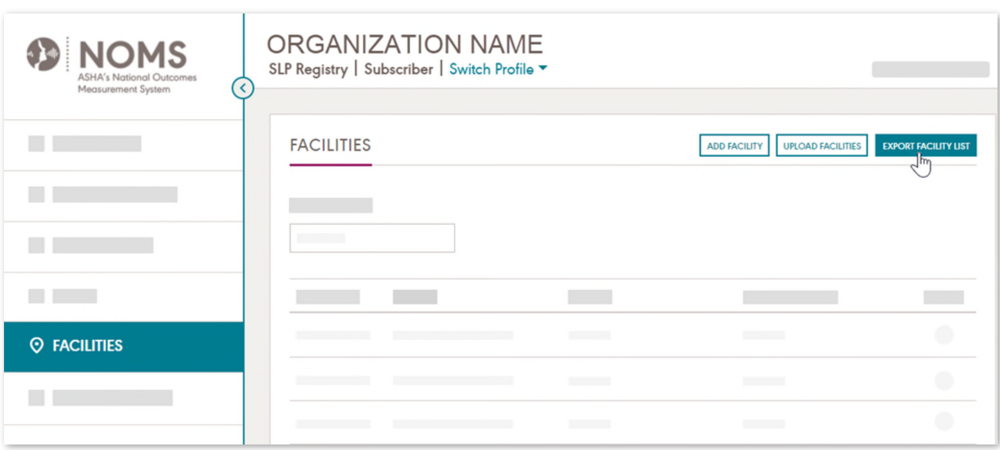
The facility's status will change to "Active," and it will be immediately available for data collection.

Export Facility List

You can export the full list of facilities registered with your organization from the facility listing page.

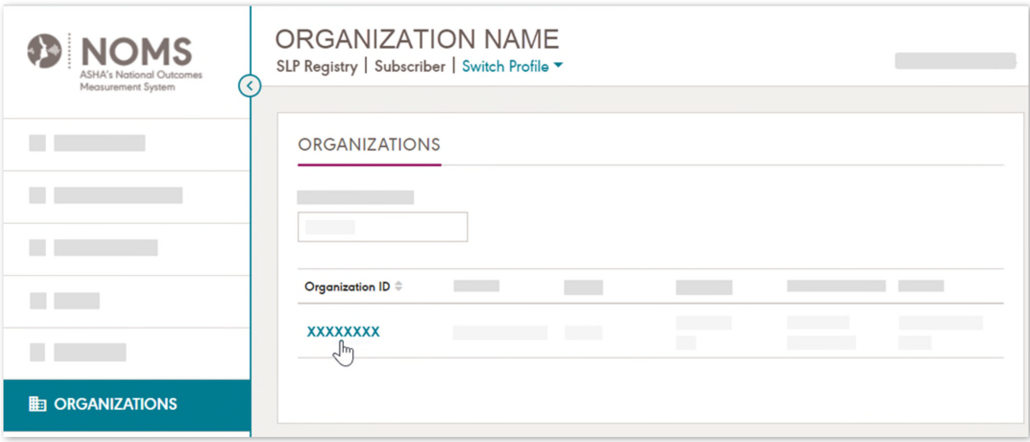
1. Click **Facilities** on the left menu.
2. Click **Export Facility List** at the top right corner.

The system will download a CSV file to your computer that includes all facilities, their NOMS facility ID, and the facility's status.



Manage My Organization

You can manage your organization from the organization profile page. To access the organization profile page, click **Organizations** on the left menu and click the **Organization ID**.

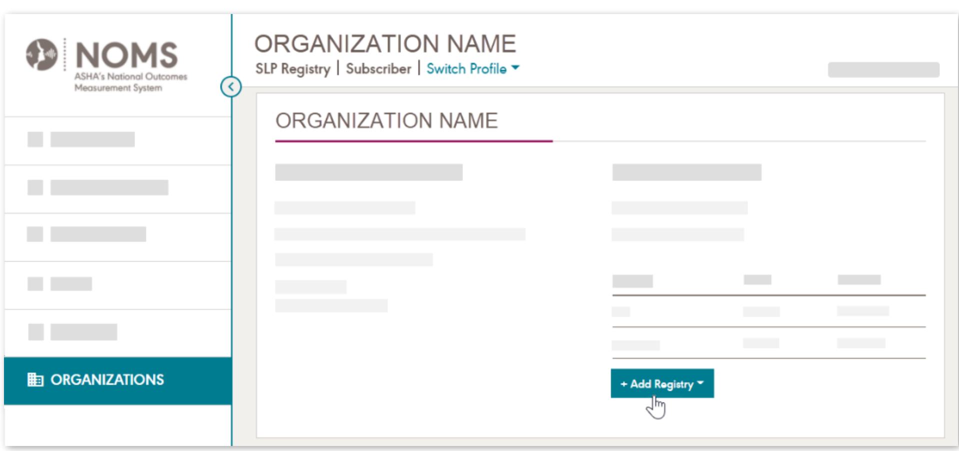


Tip: If you don't see **Organizations** on the left menu, use the "Switch Profile" button to switch to your subscriber role.

Add a Registry

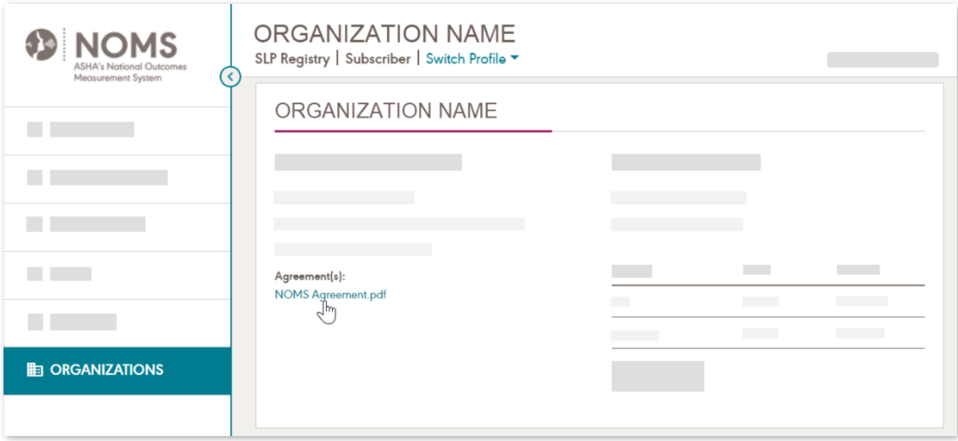
You can add a new registry to your organization by emailing NOMS@asha.org or by following the steps below.

1. Navigate to the organization profile page and click the **Add Registry** button.
2. Select the desired data collection method for the new registry and submit the form. You will be set up as the subscriber for the new registry.
    a. If you would like to assign the subscriber role for the new registry to someone else, email NOMS@asha.org.



View My Organization's Executed NOMS Agreement(s)

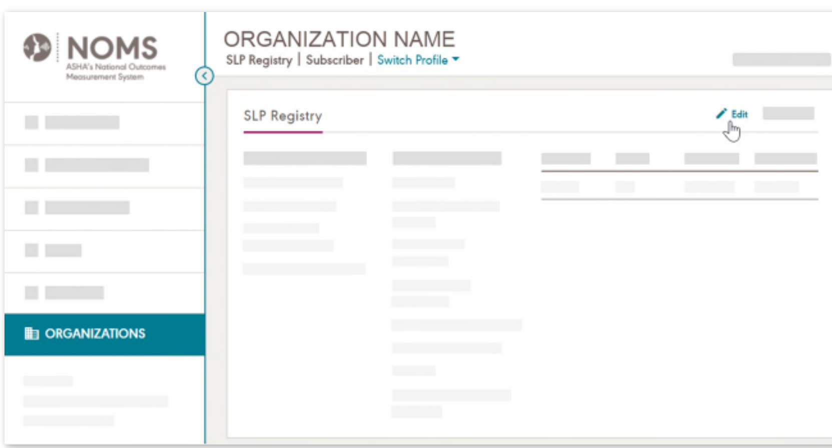
You can access a copy of your organization's executed NOMS agreement(s) at any time from your organization profile. Click the PDF name under the **Agreement(s)** section to download a copy of the file.



Update My NOMS Subscriber Email

The NOMS system occasionally sends emails to the subscriber. To update the email address on file:

1. Navigate to the organization profile page and scroll down to the desired registry.
2. Click **Edit**. The only field available for editing is the subscriber email field.
3. Enter the new email and click **Save**.

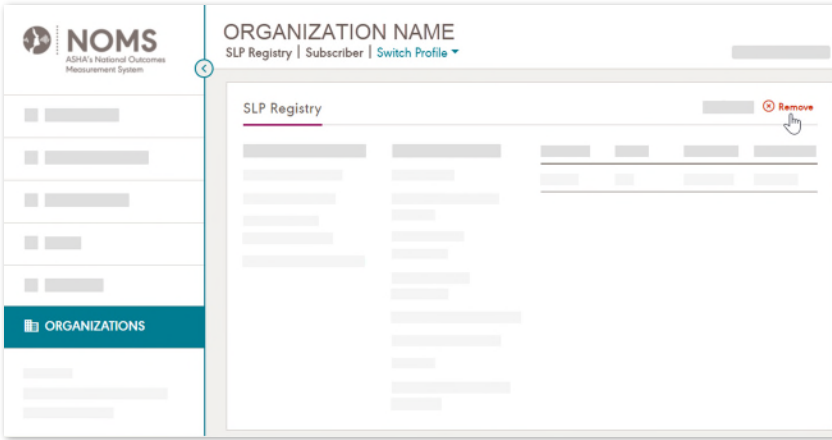


Withdraw My Organization

There are three ways to withdraw your organization from NOMS. Upon withdrawal, the system will delete all open patient records (i.e., patient records with a status of "Incomplete Admission" or "Incomplete Discharge"), and all users at your organization will lose access to the NOMS data collection and reporting tool.

1) Remove the registry from the organization profile page

1. Navigate to the organization profile page and scroll down to the desired registry.
2. Click **Remove**.



2) Remove all facilities.

If you remove the last facility at your organization, your organization will be withdrawn from NOMS.

3) Email NOMS.

Email NOMS@asha.org with your request to withdraw your organization.

NOMS Data Collection

For more details about NOMS data collection, please review the *NOMS Clinician User Guide* for the registry or registries in which your organization participates. Each clinician should review the registry-specific *Clinician User Guide* before beginning NOMS data collection.

Who Can Participate in NOMS Data Collection?

Only clinicians who meet the registry-specific requirements are eligible to participate in NOMS data collection.

Users who have been assigned the clinician proxy role can enter patient data on behalf of any clinician at their organization.

How Are Data Submitted?

Each organization indicates their preferred data collection method upon registration. The options for NOMS data collection are:

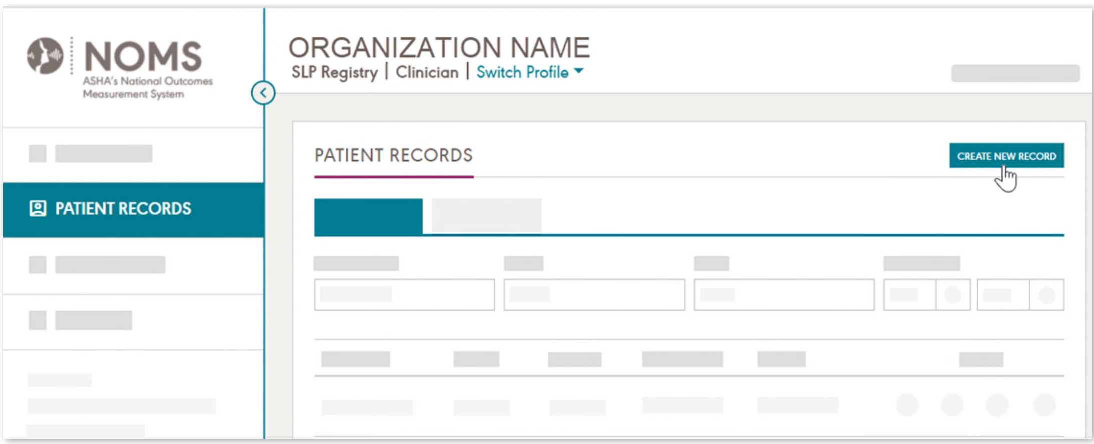
1) Web
2) EMR

Web

If your organization selects "Web" as its data collection method, all active clinicians and clinician proxies can login to the NOMS online tool to enter data.

To enter a patient into the NOMS system:

1. Login to NOMS and click **Patient Records** on the left menu.
2. Click the **Create New Record** button located at the top right corner of the page.



Tip: If you don't see the **Create New Record** button, use the "Switch Profile" button to switch to your clinician role. If you don't see the "Switch Profile" button, you need to assign the clinician role to yourself.

EMR

There are a few options for setting up electronic data transmission via your electronic documentation system or EMR. If your organization selects "EMR" as its data collection method, you will work with us to set up electronic data collection using one of the following options:

- JSON via a web services API
- CSV via manual upload
- CSV via sFTP
- SMART on FHIR App (for Cerner and Epic customers only)

Details about these options can be found on our website. If you have any questions, please email NOMS@asha.org.

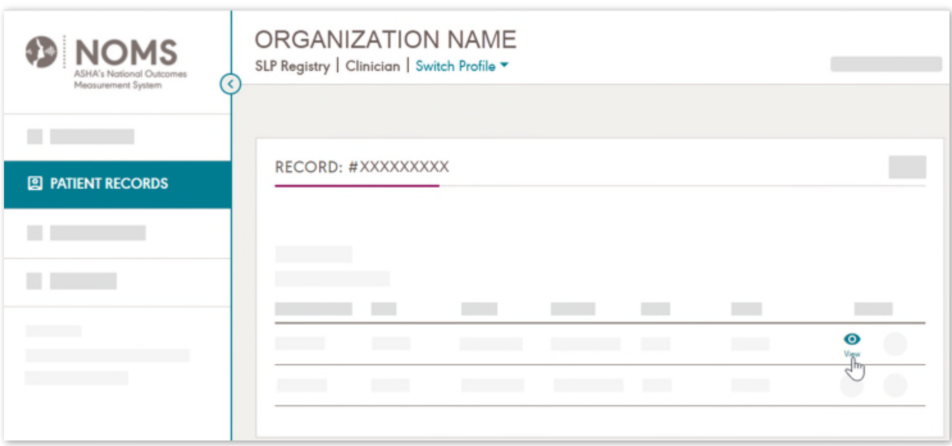
NOMS Patient Records

Regardless of your organization's data collection method, subscribers and subscriber proxies can login to the NOMS web tool to view patient records, export your organization's data, delete open patient records, and generate outcomes reports.

View Patient Record Details

Subscribers and subscriber proxies can view the details of a submitted form, including the calculated Functional Communication Measure (FCM) and/or patient-reported outcome (PRO) scores, by navigating to the patient record details page.

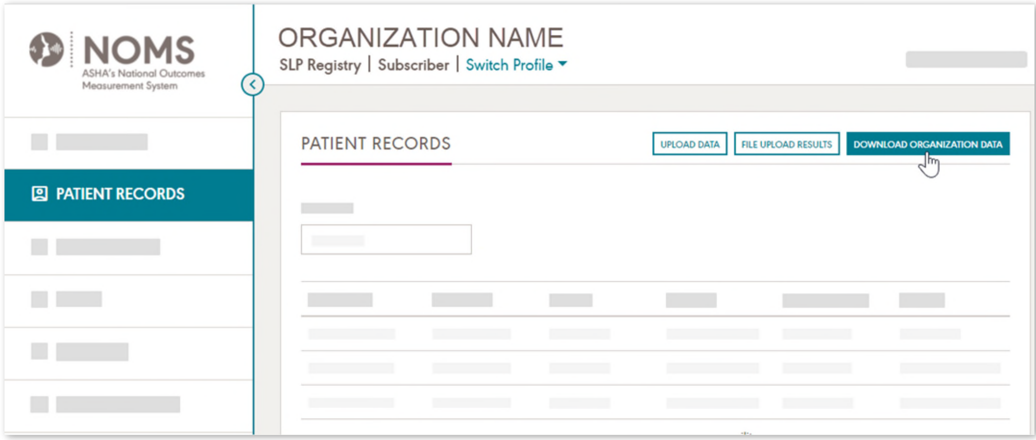
1. Click **Patient Records** on the left menu and locate the desired record in the list.
2. Click on the **Record ID** for the desired patient record. You will be taken to the **Patient Record Details** page.
3. Click on **View** under the "Actions" Column. Scroll down to the end of the page to view the calculated FCM and PRO scores.



Download Organization Data

Subscribers and subscriber proxies can download a CSV file that contains all discharged patient records that have been submitted by the clinicians at your organization.

1. Navigate to the **Patient Records** page.
2. Click the **Download Organization Data** button. A CSV file will download to your computer.



Tip: If you don't see the **Download Organization Data** button, use the "Switch Profile" button to switch to your subscriber role.

Edit or Delete a Form

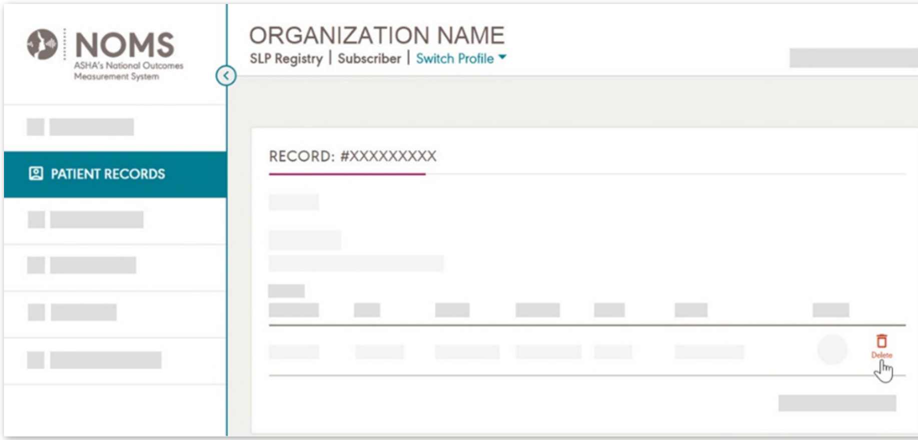
To Edit a Record

In your subscriber or subscriber proxy role, you cannot submit requests to edit patient records. Only clinician and clinician proxy roles can submit this type of request. Therefore, as a subscriber, you will need to switch to your clinician or clinician proxy profile, if applicable, to submit an edit request. See clinician user guide for specific steps.

To Delete a Record

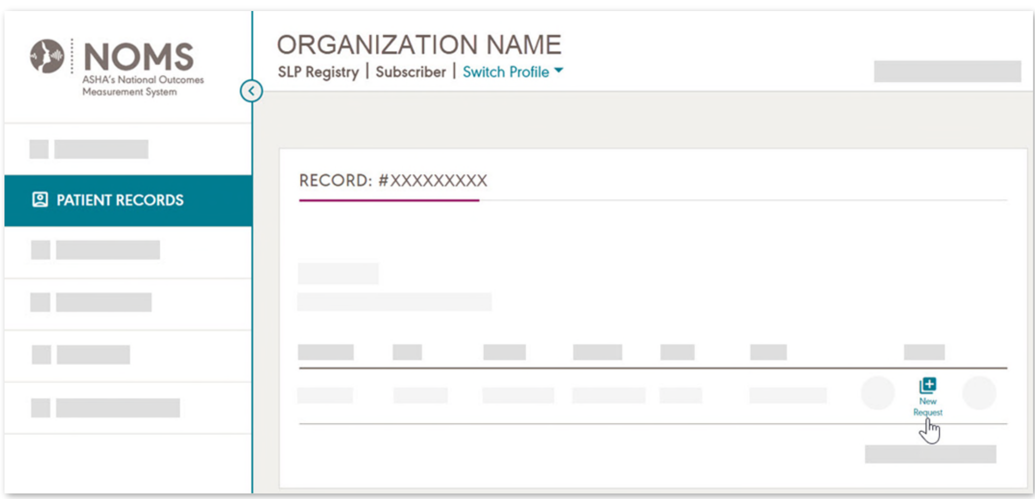
You can delete forms with a status of **Incomplete Admission** or **Incomplete Discharge** on your own**.** To do this:

1. Click **Patient Records** on the left menu.
2. Click on the **Record ID** for the desired patient record. You will be taken to the Patient Record Details page.
3. Click the **Delete** button for the desired incomplete form.



To delete a form that has been submitted (i.e., has a status of **Admitted** or **Discharged**) you must submit a request. To do this:

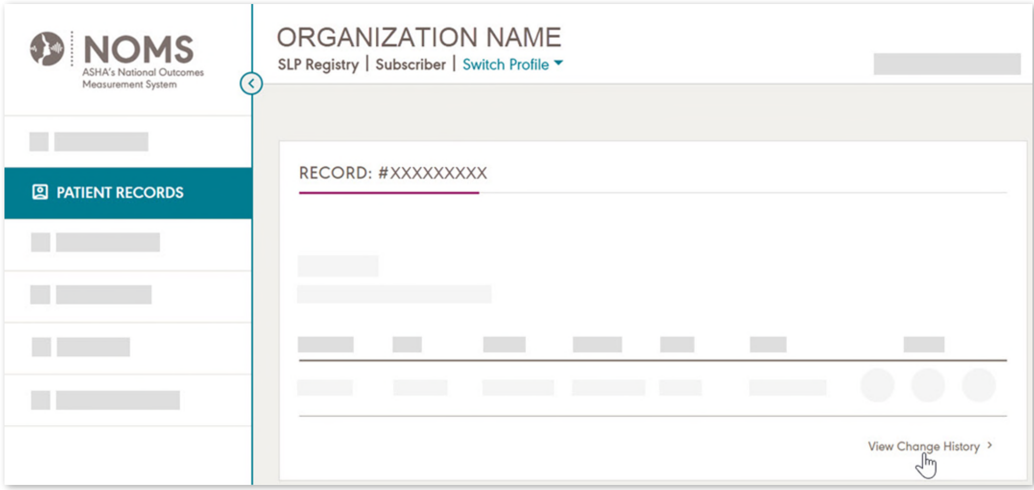
1. Click **Patient Records** on the left menu.
2. Click on the **Record ID** for the desired patient record. You will be taken to the Patient Record Details page.
3. Click the **New Request** button for the desired form.
4. Fill out the Record Change Request form and click **Submit Change Request**. You will receive a confirmation email once the form(s) have been deleted.



View Change History

Subscribers and subscriber proxies can view the history of change requests that have been submitted for a patient's record. To do this:

1. Click **Patient Records** on the left menu.
2. Click on the **Record ID** for the desired patient record. You will be taken to the Patient Record Details page.
3. Click on **View Change History**



Compliance

The NOMS system tracks compliance automatically and will send email notifications to the subscriber and individual clinicians when necessary. In addition, you can use the **Compliance** section of your dashboard to monitor any compliance issues.

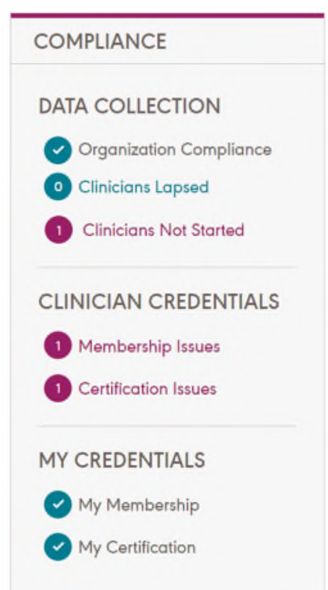
Organization Data Collection Compliance

Organizations that participate in NOMS are required to submit data on a regular basis. The exact requirements depend on your organization's designated data collection method.

Web-Based Data Collection Requirements

If your organization uses the NOMS web tool to submit patient data, the following rules apply:

- You must begin data collection within 90 days of your approval date.
- Once you start data collection, you must continue to submit data on a regular basis (i.e., at least one patient record submitted every 90 days).



If your organization does not begin data collection within 60 days of your approval date, OR if there is a lapse of data submissions greater than 60 days, then the subscriber will receive a warning email.

Your organization must resolve the compliance issue within 30 days from the first warning or your organization's status will change to "Non-compliant."

“Non-compliant” organizations may be withdrawn from NOMS. Upon withdrawal, all users at the organization will lose access to the NOMS data collection and reporting tool.

Electronic Data Collection Requirements

If your organization uses your EMR to transmit data electronically, the following rules apply:

- You must begin data collection within 180 days of the date you received the file specifications.
- Once you start data collection, you must continue to submit data on a regular basis (i.e., at least one patient record transmitted every 90 days).

If your organization does not begin data collection after 120 days, then the subscriber will receive a warning email. Your organization must resolve the compliance issue within 60 days from the first warning or your organization’s status will change to “Non-compliant.”

If there is a lapse of data submissions longer than 60 days, the subscriber will receive a warning email. Your organization must resolve the compliance issue within 30 days from the first warning or your organization’s status will change to “Non-compliant.”

“Non-compliant” organizations may be withdrawn from NOMS. Upon withdrawal, all users at the organization will lose access to the NOMS data collection and reporting tool. In addition, all EMR access will be revoked, and data transmissions will no longer be permitted.

User Compliance

Clinician Data Collection Compliance

If a clinician has a lapse in data submissions greater than 90 days or the user does not begin submitting data within the required timeframe (90 days for web and 180 days for EMR), NOMS will notify the clinician via their clinician dashboard and the subscriber via their subscriber dashboard. The subscriber can follow up with individual clinicians regarding their participation in data collection. The system will not automatically withdraw a clinician from NOMS due to a lack of data submissions.

Clinician and Subscriber Certification, Membership, and Payment Compliance

NOMS monitors the credentials of every active clinician and subscriber to make sure they are compliant with all certification, membership, and payment requirements*. See the user role section for more information on the clinician and subscriber eligibility requirements. If a user’s certification and/or membership statuses become ineligible or they have a lapse in payment*, the system will email the clinician and their subscriber.

The noncompliant user has 90 days to resolve the compliance issue. Questions regarding a clinician or subscriber’s ASHA membership or ASHA certification should be directed to the ASHA Action Center.

If the compliance issue is not resolved in 90 days, then the user will be automatically withdrawn from NOMS and will no longer be able to participate in NOMS.

If the user resolves their certification and/or membership issue after they have been withdrawn from NOMS, then they should contact their subscriber to be reactivated in NOMS.

*Payment is only required for nonmembers who wish to participate in the NOMS Audiology Registry.