Chapter 8: Resolving Record Errors

When a record enters the workflow, an automated task checks the record for errors based on SEER and local edits. When the edits are configured in the system, a severity level is assigned to each edit (see *Chapter 7: Edit Errors).* The severity levels for the local edits are registry-defined; however, certain guidelines should be followed. "Critical" should be assigned to edit errors that must be resolved in order for the system to store the data, that is, errors that indicate a violation of database constraints. Since records are stored in a text format, these constraints only apply to patient set data. For this reason, you should not encounter critical errors in record data fields. "High" should be assigned to edit errors that must be resolved prior to screening the record for reportability. These would include errors related to data fields that are required to determine reportability; and errors that, according to registry policy, must be resolved as quickly as possible. For example, errors related to data fields required for rapid case ascertainment initiatives should be given a severity level of high.

A record with a high or critical error is forwarded to a Resolve Record Errors task for review. Although this task provides full editing functionality, you should limit your attention to errors with high or critical severity levels. The purpose of this task is to move the record forward in the workflow through the screening and matching processes. Other editing tasks should be performed when the data are consolidated into a patient set (see *Chapter 14: Resolving Patient Set Errors*).

In this chapter, you'll learn about

- Opening a Resolve Record Errors Task
- Understanding the Record Editor
- Correcting Errors in a Record
- Editing a Data Field
- Saving Changes to a Record
- Undoing Changes
- Rerouting a Resolve Record Errors Task
- Requesting Follow-back Information

Opening a Resolve Record Errors Task

Requires system permission: *rec_edit*

Resolve Record Errors tasks enable you to resolve edits that must be resolved at an early stage in the workflow, prior to screening. This involves resolving edits with a high or critical severity level.

To open a Resolve Record Errors task:

1. Click a **Resolve Record Errors** link in the worklist summary on the home page. To open a task assigned to you, click the link listed in **My Tasks**. To open an unassigned task, click the link listed in the **Unassigned Tasks**.

2. To search for the task in your tasks and unassigned tasks:

   a. Enter your user name in the **User(s)** filter.

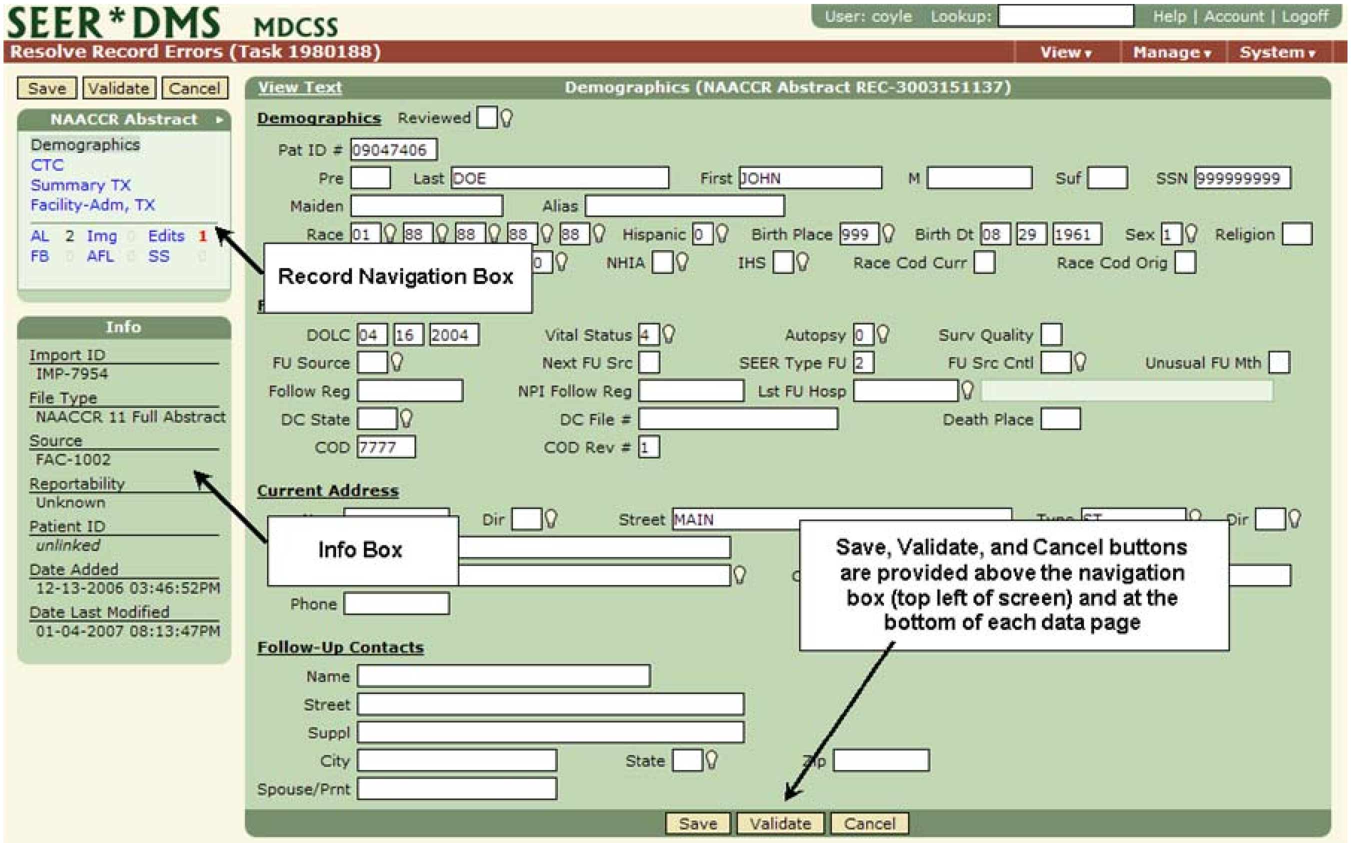
   b. Check the **Show Unassigned** box.

3. To search by other criteria, enter values into the filter controls (see *Chapter 4: Using the Worklist* for more information). If you made changes to the filter settings, click **Apply**.

4. Click the task **ID** to open the Resolve Record Errors task.

Understanding the Record Editor

When you open a Resolve Record Errors task, the record will be displayed in an editor similar to the one shown below. The format of the data pages and fields vary by record type and registry.



Record Navigation Box

You can use the links in the navigation box to:

- View each page of record data. The number of pages varies by record type.
- Review the records's **Audit Log (AL)**. Each change made to a record data field is documented in the audit log. The information in the audit log includes the user or process which modified the data, comments related to the change, the date and time of modification, and the original and modified value of each data field that was changed. For more information about audit logs, please refer to *Chapter 2: Records and Patient Sets*.
- Submit a request to the reporting facility for **Follow-back (FB)** information related to the record data. Please refer to the *Requesting Follow-back Information* section of this chapter.
- View, add, or delete **Image Files (IMG)** containing data related to the record. These images may contain the original data submitted to the registry.
- Review the status and outcome of each **Abstract Facility Lead (AFL)** associated with the record. Refer to *Chapter 21: Managing Abstracting Assignments* for more information.
- View and/or resolve the **Edits** triggered by data fields in the record, as described in the *Correcting Errors in a Record* section of this chapter.
- View any Special Studies to which this record is assigned. Add or remove the record from a special study.   Refer to *Chapter 28: Special Studies* for more information.

Record Menu

In the navigation box, the arrow next to the record type provides access to the record menu. Click the arrow to open the menu, as shown below.

The record menu allows you to:

- **Add Follow-back** – Submit a request to the reporting facility for more information related to the record (see the *Requesting Follow-back Information* section of this chapter).
- **Print** – Create a printable version of the record data in a PDF file.
- **Undo Changes** – Reload the last version of the record that was saved; this "un-does" or reverses changes that you have made but have not saved (see the *Undoing Changes* section of this chapter).
- **Reportability** – View the reportability status. The reportability status will always be unknown during a Resolve Record Errors task; it will be screened for reportability in a subsequent step in the workflow (see *Chapter 9: Screening for Reportability*).
- **Delete** – Delete the record from the database. This is a true and permanent delete; the record is physically removed from the database. This menu item is only active if your account has the *system_administration* permission; and the menu item is disabled if the record is linked to a patient set or is involved in a worklist task. To delete a record in a Resolve Record Errors task, you must first terminate the task.

Info Box

The Info Box is shown whenever an unlinked record is displayed in the editor. The following items are included:

- **Import ID** – A unique identifier associated with records imported in the same set of files or entered in the same data entry session. Click the Information Icon next to the ID for details including the name of the file containing the original source data for this record (if multiple files were included in the import, this record's file will be shown in bold).
- **File Type** – If this file was loaded from a file, the file type will be displayed. *N/A* indicates that the record was either entered in a data entry session or migrated into SEER*DMS when the system was first deployed. Click the Information Icon to determine the Media Type (Files, Migrated Data, or Data Entry).
- **Source** – The ID of the record's source or reporting facility. For some record types, this field is the facility specified when the file was imported and cannot be changed. For other record types, the facility is an editable field on the record (Rpt Hosp).
- **Reportability** – The reportability value set during a manual or automatic screening task. Records are not screened for eligibility until severe and critical errors are resolved, therefore this value will always be unknown in Resolve Record Errors tasks.
- **Patient ID** – The ID of the consolidated Patient Set. Since the record has not yet been linked to a Patient Set, "unlinked" will be shown in this field during Resolve Record Errors tasks.

- **Date Added** – Time stamp indicating the time that this record was loaded into SEER*DMS. This field shows the date and time of the import, data entry session, or migration.
- **Date Last Modified** – Time stamp indicating the last time this record was saved by a user or modified by an automatic system task.

Text Viewer

Click **View Text** to open a popup window that displays all the text fields in the record. The Text Viewer provides a convenient method for viewing all the text fields at once, and enables you to view a data page and the supporting text fields at the same time. You may need to resize your browser window to edit a field on a data page while displaying the Text Viewer.

Data Header

The Data Header contains a read-only display of patient and tumor fields which may assist in correcting severe or critical errors. If an edit is required in one of these fields, click the link for the appropriate data page and edit the field in the Body of that page. The header is only shown when multiple pages are used to display the record and you are not viewing the first page.

Body

The body of the record editor displays the content for the currently selected page. The layout of the fields in the body of the page varies by record type. The NAACCR record type is consistent in all registry configurations, other record types vary. A variety of controls are used on the data pages to edit specific fields; the process is described in *Correcting Errors in a Record*.

Save, Validate, Cancel

The Save, Validate, and Cancel buttons enable you to:

- **Save** – Save intermittent changes or to save changes when exiting. The Review Changes page will be displayed. Your changes will not be saved in the database until you review and confirm the modified data fields. For specific instructions, please refer to the *Saving Changes to a Record* section of this chapter.
- **Validate** – Execute polishers and the SEER and registry-defined edits. The edits are executed when you first open the record in the editor. After making changes to data fields, click Validate to see if your changes have resolved errors or generated additional errors.
- **Cancel** – Exit the editor without saving any unsaved changes. Changes that you saved during the editing session will be retained.

In order to reduce the need to scroll, the Save, Validate, and Cancel buttons are displayed in two places in the record editor. The buttons are available at the bottom of each data page and above the navigation box on the left side of the editor. Although the buttons are displayed as part of each data page, they affect all pages. When you click Save or Validate, the data on all pages will be saved or validated. Click Cancel to exit the editor without saving changes made on any page.

Correcting Errors in a Record

Requires system permission: *rec_edit*

The purpose of a Resolve Record Errors task is to resolve edits that prevent the record from moving through the screening process in the workflow. Edit errors with a severity level of critical and high must be resolved prior to screening the record for reportability. Edit errors of lesser severity may also be indicated. You are encouraged to only correct the critical and high errors. All other editing tasks should be performed when the data are consolidated into a patient set. In general, the majority of changes should be made to patient set data fields and as few changes as possible should be made to data fields in the source records.

Review each error prior to making changes to a data field. To evaluate and correct the problem, you must determine if a single field is causing the error or if an inter-field edit has identified a conflict between multiple fields.

To review and correct the errors in a record:

1. Follow the instructions in the *Opening a Resolve Record Errors Task* section of this chapter.

2. Click the **Edits** link in the record navigation box.

3. Review and resolve all edits that fail. A Resolve Record Errors task will only involve edits that prevent the record from moving forward in the workflow and edits designated by registry management as requiring immediate attention. Edits with a severity level of critical or high must be resolved in order to move the record forward in the workflow. The following symbols are displayed next to the error in the **S (Severity)** column:

   Critical – exclamation point is used to alert you to critical errors

   High – directional symbols indicate the relative severity level of the other levels, the up arrow is used for a high severity level

   Moderate – flat indicates a moderate severity level

   Low – a down arrow indicates a low severity level

   *Tip: If you hold your mouse over any symbol in SEER*DMS, the symbol's meaning will be displayed.*

4. Review the following data listed for each error:

   a. **Rule Set** – SEER, SEER Extended, and registry-defined sets of edit rules are implemented in SEER*DMS. In addition, SEER*DMS applies system edits (SEER*DMS and SEER*DMS Registry rule sets in SEER*DMS) which enforce database constraints. SEER Extended are edits developed and implemented by the SEER Program but not incorporated in the standard SEER Edits. The extended edits may include fields that are not required to be transmitted to SEER.

   b. **Error ID** – Edit name or identifier.

   c. **Error Message** – A brief description of the edit error.

   d. **Action** – This column contains an **Info** link that enables you to view documentation for the edit. The documentation includes the edit logic, data fields, and revision history.

5. The **Page** column provides a link to a data page containing at least one of the data fields causing the error. Click the link in the **Page** column to find and edit the fields. All fields validated by an edit may not be shown on the same page, use the links in the Record Navigation box to go to other data pages.

6. Review the fields with an error severity level of high or critical. As described in *Chapter 7: Edit Errors*, these errors will be highlighted in dark red. Hold your mouse over the field's value to view a listing of the edit errors associated with the field. If additional information is required as you make your determination:

   a. Use the **View Text** link to open a popup window displaying the supporting text.

   b. If the original data was provided in image files, use the **Img** link to confirm codes and review the text provided in the image.

   c. Use the links in the Record Navigation Box to review fields on other data pages.

7. If you are able to resolve the error:

   a. Depending on the field, you may either enter a value directly into the data field or use a lookup control to select the value. See *Editing a Data Field* for a more detailed description of methods for modifying fields in the record editor.

   b. The color of the edited field will change when you move to another field (see *Chapter 7: Edit Errors* for a description of the color codes used in the editor).

   c. Click **Validate** to run the edits and to determine if your change has corrected the error. If the color of the field still indicates an error, hold your mouse over the field to review the error message.

8. If you are *unable* to resolve the error, follow the standard operating procedures defined by your registry's management. For example:

   a. For some edits, like edits related to physicians, the proper course of action may be to add a follow-back need about the data item and set the record's review flag to Reviewed (the review flag is usually on the top of the first page in the editor). Confer with your manager to determine your registry's policy related to setting the review flag.

   b. If information from the reporting facility is required to resolve an error, follow the instructions provided in the *Requesting Follow-back Information* in this chapter.

   c. If you encounter a problem that you can not resolve, follow the instructions provided in *Rerouting a Resolve Record Errors Task*.

9. If you have made a number of changes, you should save your work periodically. You must save your changes when completing a task. When you are ready to save your changes to the record, follow the instructions in *Saving Changes to a Record*.

Editing a Data Field

Requires system permission: *rec_edit*

The keyboard functions that can be used to modify fields in the editor are listed below. Once you modify a field, it will be highlighted based on the color code described in *Chapter 7: Edit Errors.*

Use your mouse to go directly to a field or use the following keystrokes:	
Tab	Go to the next field
Shift + Tab	Go to the previous field

To edit a data field, type the value into the text box or use these controls:	
Click	Open a lookup table to select a value from the field's valid values. You may also define new values for some lookups (e.g., physicians).
Ctrl + C	Copy to clipboard
Ctrl + V	Paste from clipboard to cursor location
Ctrl + X	Cut – deletes highlighted text and copies it to the clipboard
Ctrl + A	Select all text (highlight without using the mouse)
Home and End	Go to beginning or end of current field

Saving Changes to a Record

Requires system permission: *rec_edit*

Two primary steps are required to save changes in the SEER*DMS editor. Clicking the Save button on the data pages or in the left navigation box will open a page to Review Changes. The changes are not actually saved until you review and confirm your changes.

Review the following methods for saving changes and for exiting the task. When saving any changes, you should enter any relevant comments regarding changes made during the task. The comment box at the top can be used to add general comments pertaining to the task. Comment fields next to the revised data elements can be used to add specificity. The general and data field comments will be stored and displayed in the record's audit log.

To save a record and continue editing:

1. Click **Save**.
2. Enter comments to document your changes.
3. Click the **Save** button at the bottom of the Review Changes page.

If you have not resolved all errors with a severity level of high or critical, but you would like to complete the task at a later time:

1. Click **Save**.
2. Enter comments to document your changes.
3. Click **Save & Exit**. The Resolve Records Task will remain in your worklist.

If you have resolved all errors with a severity level of high or critical:

1. Click **Save**.
2. Enter comments to document your changes.
3. Typically, you should check the **Forward to next workflow task on Save & Exit** box and allow the record to proceed to screening. In a Resolve Record Errors task, this should only be unchecked when you are waiting for follow-back information that you would like to obtain prior to screening the record.
4. Click **Save & Exit**.

Undoing Changes

Requires system permission: *rec_edit*

You may use the Undo Changes menu item to undo all *unsaved* changes, that is, to reload the data from the database. Any changes that you made and saved will not be reversed. However, all changes are documented in the Audit Log. If you need to reverse a saved change, manually edit the field and enter the original value as noted in the Audit Log.

To undo changes:

1. Click the menu indicator next to the record type. The record menu will be displayed.
2. Select **Undo Changes**.

3. Click **OK** to confirm.

Rerouting a Resolve Record Errors Task

Requires system permission: *rec_edit* and *worklist_task_reassignment*

If you are unable to resolve the errors with a severity level of high or critical, release the task from your account as dictated by the policies defined by your registry. You may be instructed to forward the task to your manager or to a coworker with a particular expertise. Or you may be instructed to release the task, that is, designate the task as unassigned so that other users can open the task.

To reroute or release an open Resolve Record Errors task:

1. To assign the selected task(s) to a user, select **Task > Reroute**.

   a. Set the **Action** to *Reroute to user*, and select a user name from the pull-down list. The list will only include users who have the system permissions required to open all of the selected tasks.

   b. Enter text into the **Comment** box. This text will be included in the e-mail notification sent to the user receiving the task.

2. To designate the task(s) as unassigned, select **Task > Release**.

To use the worklist to reroute or release a Resolve Record Errors task assigned to you:

1. Click the **Resolve Record Errors** link in the list of **My Tasks** on the home page.

2. Use the worklist filters to search for the task, if necessary. Enter search text in the **Information** filter as appropriate for your needs. The following information is listed in this field for Resolve Record Errors tasks:

   a. Record Type.

   b. Patient Name.

   c. Rule IDs for edits that resulted in errors.

3. Click **Apply**.

4. Check the box next to the task to be rerouted. Click **Modify**.

   a. To assign a task to another user:

      i. Set **Action** to *Reroute to user.*

      ii. Select from the **to user** list (only users with *rec_edit* permission will be listed).

      iii. Enter text into the Comment field. This text will be included in an e-mail message sent to the user to whom the task is assigned.

   b. To release a task to the unassigned Worklist, set **Action** to *Release*.

5. Click **OK**.

Requesting Follow-back Information

Requires system permission: *rec_edit* and *fb_initiate*

In SEER*DMS, a request for follow-back information is referred to as a “follow-back need”. If you determine that additional information must be obtained from the reporting facility, you should submit a follow-back need for the record. Your request will be maintained with the record, allowing all users to review pending follow-back issues when reviewing the record data. After submitting the follow-back need, you may continue editing or save the record in a Resolve Record Errors task that can be continued at a later time. Methods for saving the record and exiting the task are described in the *Saving Changes to a Record* section of this chapter.

You will receive an e-mail notification when a response to your request is processed and the follow-back need is closed. You or another staff member may update data fields based on the new information. As determined by registry policy, one staff member may be responsible for processing all follow-back responses, or the information may be given directly to the staff members who entered the follow-back needs.

SEER*DMS enables users to access patient data via two routes: 1) the data can be modified while completing a worklist task, or 2) the record or patient set may be edited directly, outside the context of a task. If you suspended a task pending the receipt of follow-back information, you must re-open and complete the task to allow the record to move forward in the workflow. You must either make changes to data fields based on the new information or verify that the appropriate changes were made. If you completed the task but need to update the record with the new information, use the Patient Lookup to search for the record. Instructions for submitting follow-back requests and processing the responses are provided in *Chapter 22: Follow-back*.