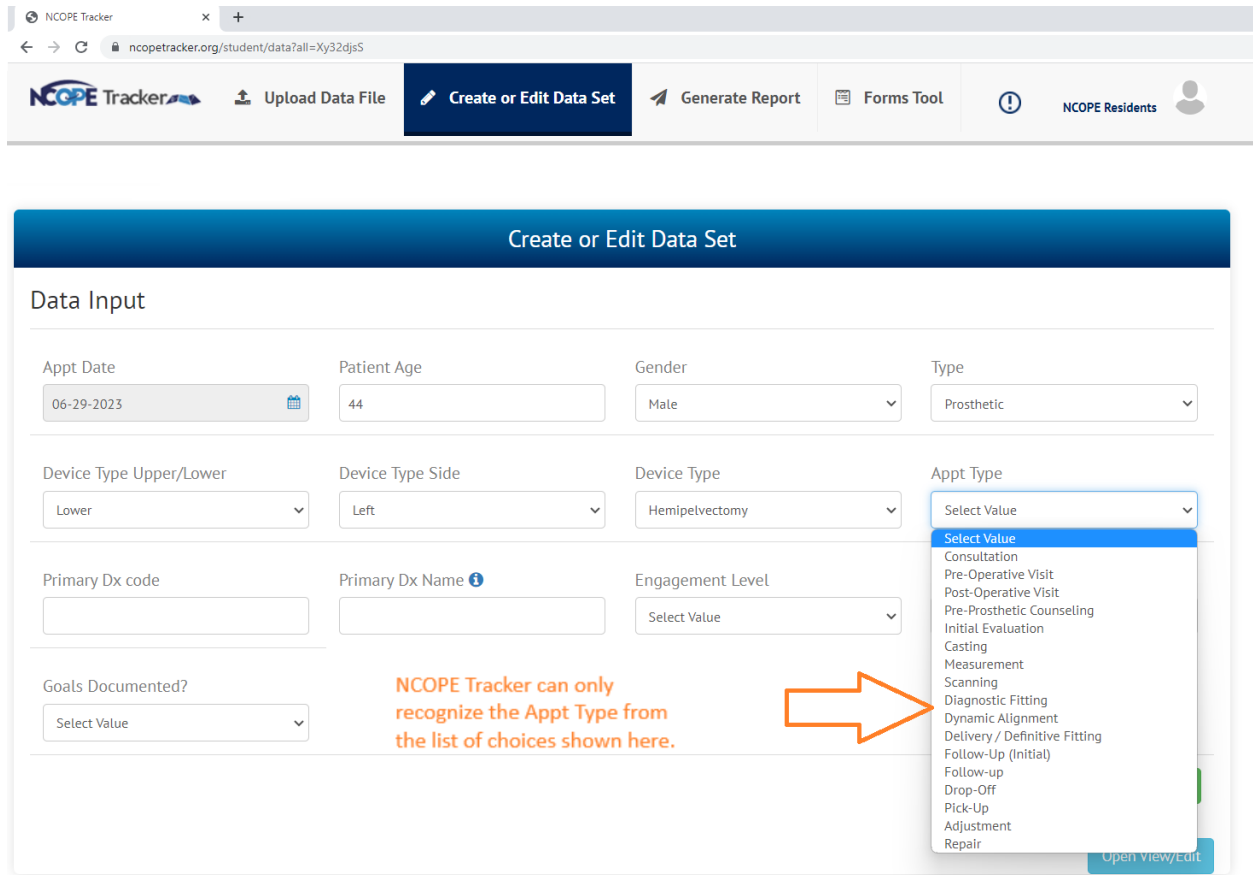


# How to Fix “Missing Data” Within NCOPE Tracker

## *An Overview for Hanger Clinic Residents*

**Issue:** While NCOPE Tracker does support the use of EMR sourced export data for case encounters, it cannot process values within the import file that do not match up with values defined within the system.

**Example:** NCOPE Tracker has a standardized set of appointment types available when a resident manually creates a new patient encounter. These options are listed in a dropdown menu as shown below:



The screenshot shows the 'Create or Edit Data Set' interface in NCOPE Tracker. The form is titled 'Data Input' and contains several fields:

- Appt Date: 06-29-2023
- Patient Age: 44
- Gender: Male
- Type: Prosthetic
- Device Type Upper/Lower: Lower
- Device Type Side: Left
- Device Type: Hemipelvectomy
- Appt Type: Select Value (dropdown menu is open)
- Primary Dx code: [empty]
- Primary Dx Name: [empty]
- Engagement Level: Select Value
- Goals Documented?: Select Value

An orange arrow points to the 'Appt Type' dropdown menu, which is open and shows a list of appointment types. A text box next to the arrow states: "NCOPE Tracker can only recognize the Appt Type from the list of choices shown here."

**Export Problem:** The NextGEN EMR platform used by Hanger allows persons creating an appointment to enter any value they would like including a value that does exist in NCOPE Tracker such as “Consultation” or a value that does not exist in NCOPE Tracker such as “LL Prosthetic Visit” which does not match up to any of the values listed for the Appt Type field.

**Handling Out of Range Values:** NCOPE Tracker will accept the Excel file exported with NextGen data if it includes out of range values such as the Appt Type “LL Prosthetic Visit” as this can be corrected once the data is uploaded into NCOPE Tracker. We strongly discourage residents from heavily editing the Excel file used for data upload as this will often result in the file being unusable or create artifacts in the resident data that will break the reporting functionality. **It is acceptable to manipulate the file using the tutorial/ techniques defined by the Hanger Clinic NRP staff and NextGEN software team.**

**Finding Cases With Missing Data:** Missing data can be found either by clicking the red number next to “Number of Encounters Missing Data:” on the resident dashboard OR by selecting the Create or Edit Data Set menu and then choosing “Open View/Edit” at the bottom righthand side of the screen and then filtering for “Missing Data”

*Option 1 – Final Cases With Missing Data Using the Resident Dashboard*

Resident Dashboard

Welcome

Program Information:

Type: Orthotics      Track: Clinical      Residency Site: Hanger Clinic

Status: **Overdue**      Start Date: 06-27-2022      End Date: 06-27-2023

Assigned Mentor:      Most Recent Mentor Login: 05/18/2023 1:29 pm

Clinical Data Entry:

Total Encounters: 958      Total Days Patient Were Seen: 250      Average Encounters Per Day: 3.83

Number Of Encounters Missing Data: **206**      Most Recent Case Entry Appt Date: 06/27/2023

*Option 2 – Find Cases With Missing Data Using Create or Edit Data Set*

Create or Edit Data Set

Data Input

Appt Date: 06-29-2023      Patient Age:      Gender: Select Value      Type: Select Value

Device Type Upper/Lower: Select Value      Device Type Side: Select Value      Device Type: Select Value      Appt Type: Select Value

Primary Dx code:      Primary Dx Name:      Engagement Level: Select Value      Outcome Measures Performed?: Select Value

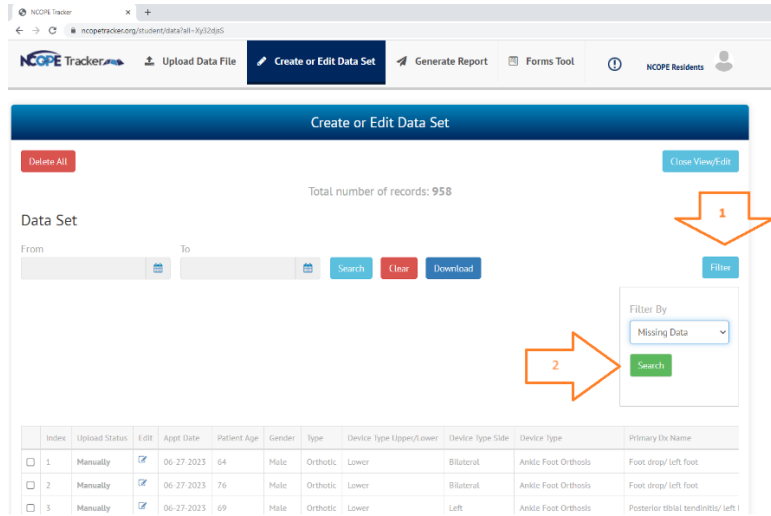
Goals Documented?: Select Value

Save

Click this button to view all case data and the screen needed to filter/edit cases with missing data.

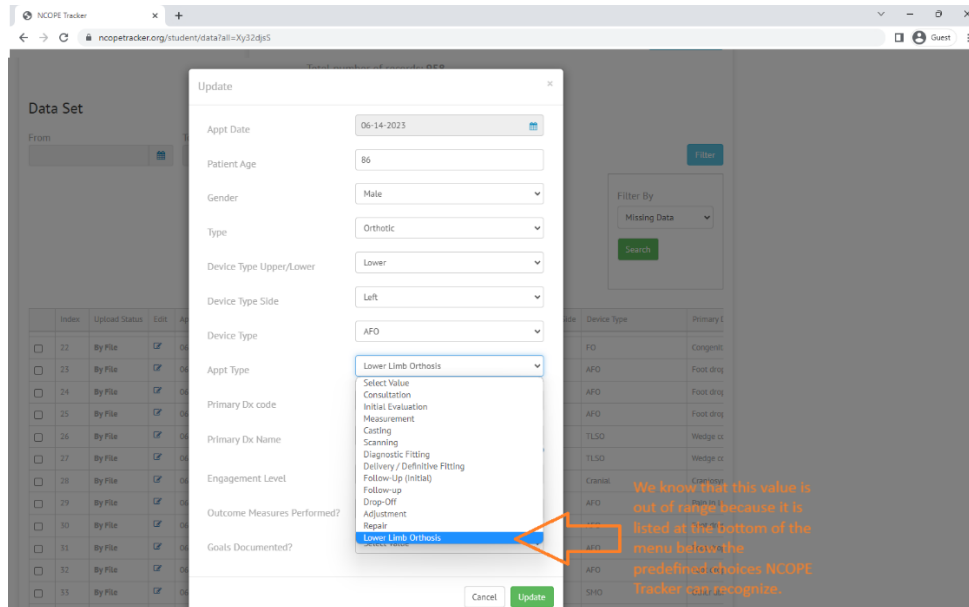
Open View/Edit

*Option 2 – Find Cases With Missing Data Using Create or Edit Data Set (Cont.)*



**Identifying Out of Range Values for a Specific Case:** To edit a specific case, select the pencil icon located in the “Edit” column shown above. The pencil will be blue if the case was never edited manually OR red if it was previously edited within NCOPE Tracker. Out of range values are either reported as a blank or “null” value OR they will appear as a selection at the bottom of a pull down menu. Please note that having data entered in all required fields does not mean that the specific case entry is truly “complete” since NCOPE Tracker requires values be equal to predefined values in the system. For example, the case below does have values entered in all the fields, but the Appt Type field contains an out of range value. This is confirmed by clicking on the item and identifying the value is listed at the bottom of the menu below the options that NCOPE Tracker can recognize/accept as shown below:

*Scenario 1 – All Fields Have Data, But the Case is Identified as “Missing Data”*



*Scenario 2 – A required field is empty because the imported data was either blank or contained out of range data*

The screenshot shows the 'Update' dialog box in the NCOPE Tracker application. The dialog contains the following fields:

- Appt Date: 06-22-2023
- Patient Age: 67
- Gender: Female
- Type: Orthotic
- Device Type Upper/Lower: Lower
- Device Type Side: Right
- Device Type: AFO
- Appt Type: Initial Evaluation
- Primary Dx code: Q66.51
- Primary Dx Name: Congenital pes planus, right foot
- Engagement Level: Select Value
- Outcome Measures Performed?: Select Value
- Goals Documented?: Select Value

An orange arrow points to the 'Engagement Level' dropdown menu, which is currently set to 'Select Value'. A text box next to the arrow states: "This field is required, but no data is entered. The resident must define their engagement level for all case encounters."

Once the resident edits the field using the pull down menu, entering a whole number for age (if blank), or a valid ICD-10 code, they need to click "Update" at the bottom righthand side of the Update window to save the changes. Once successfully done, the number of missing cases will decrease by 1 if they refilter the data to show the current state of the case state.