

## Reviewing your CARES Account in preparation for the National Report.

To Review your account, go to your dashboard. On this dashboard you will find some of the most important information associated with your agency. Your dashboard should look like the one pictured below. Your dashboard will include first responders, if there are errors there, these most likely are old and can be ignored, therefore “First Responder” errors are not included in this guide. If you need assistance with those, please reach out directly to the Pennsylvania CARES Coordinator for 1:1 assistance.

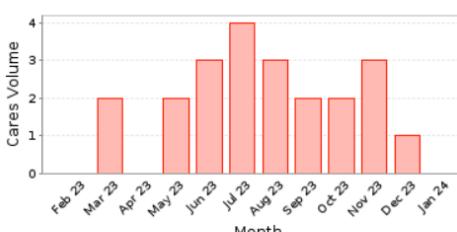
Home Setup ▾ eCares ▾ Reports ▾ Log Out ✉️ 🌐

**myDashboard** [Dashboard Builder]

**myDashboard Main** CAD - EMS CAD - First Resp Demographics

**Agency Productivity**

**Cares Volume By Month**



Month	Cares Volume
Feb 23	~2
Mar 23	~2
Apr 23	~2
May 23	~3
Jun 23	~3
Jul 23	~4
Aug 23	~3
Sep 23	~2
Oct 23	~2
Nov 23	~3
Dec 23	~1
Jan 24	~0

**Data Collection**

**Incomplete Forms By Hospital**

Hospital	Total Forms
Demo PA Hospital	10
Demo Regional PA Hospital	2

**Incomplete Forms By Hospital (Transfer)**

Hospital	Total Forms
Demo Regional PA Hospital	1

**Hospital Unable to Locate Patient**

Hospital	Total Patients
Demo PA Hospital	1

**Data Collection**

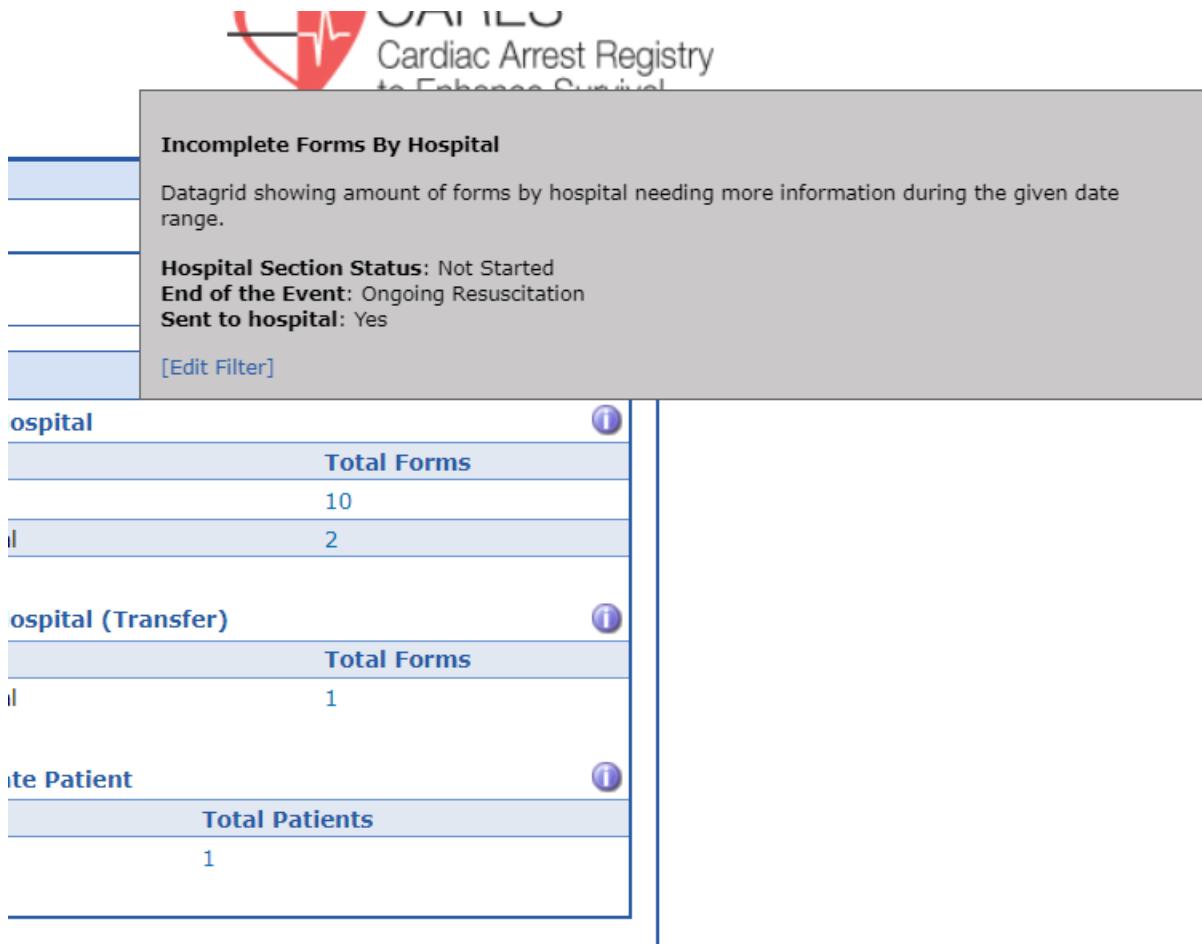
**Audit-Data Entry Errors**

Month	Total Forms
October 2022	0
November 2022	0
December 2022	0
January 2023	0
February 2023	0
March 2023	0
April 2023	0
May 2023	0
June 2023	1
July 2023	0
August 2023	0
September 2023	1
October 2023	1
November 2023	2
December 2023	0
January 2024	0

Please pay close attention to the current filters you may have on your dashboard. The information “i” next to the title name of each section is where you can change these filters.

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Hover over the “i” with your cursor and a gray box will pop-up, click “[Edit Filter]”



**Incomplete Forms By Hospital**

Datagrid showing amount of forms by hospital needing more information during the given date range.

**Hospital Section Status:** Not Started  
**End of the Event:** Ongoing Resuscitation  
**Sent to hospital:** Yes

[\[Edit Filter\]](#)

Hospital	Total Forms
Hospital	10
Hospital (Transfer)	2
Site Patient	1

After clicking this you will be directed to a new page where you can change these filters. Keep in mind that we are working with LAST YEAR'S DATA getting ready for National Report, so you may want to keep these settings as "LAST YEAR" temporarily until the National Report is complete in April. (Or your agency has finalized last year's data)

[Edit myDashboard Item: Incomplete Forms By Hospital](#)

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**Filter**

Date of Arrest: <input type="button" value="All"/> From: <input type="text"/> Through: <input type="text"/> <input type="button"/>	Incident State: <input type="text" value="PA"/> Call Sent to Hospital: <input checked="" type="radio" value="Yes"/> Yes <input type="radio" value="No"/> No	Hospital Section Status: <input type="radio" value="Complete"/> Complete <input type="radio" value="Complete - Transferred"/> Complete - Transferred <input type="radio" value="Not Started"/> Not Started <input checked="" type="radio" value="Started/Incomplete"/> Started/Incomplete	End of the Event: <input type="radio" value="Effort Ceased Due to DNR"/> Effort Ceased Due to DNR <input type="radio" value="Ongoing Resuscitation in ED"/> Ongoing Resuscitation in ED <input type="radio" value="Pronounced in the ED"/> Pronounced in the ED <input type="radio" value="Pronounced in the Field"/> Pronounced in the Field
<input type="button" value="Save Filter"/>			

## Reviewing your CARES Account in preparation for the National Report.

Return to your dashboard:

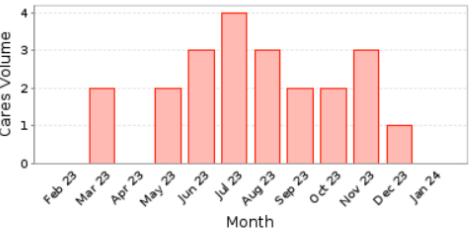
Home | Setup ▾ | eCares ▾ | Reports ▾ | Log Out |  

**myDashboard** [Dashboard Builder]

**myDashboard Main** CAD - EMS CAD - First Resp Demographics

**Agency Productivity**

**Cares Volume By Month**



Month	Cares Volume
Feb 23	2
Mar 23	2
Apr 23	2
May 23	2
Jun 23	3
Jul 23	4
Aug 23	3
Sep 23	2
Oct 23	2
Nov 23	3
Dec 23	1
Jan 24	1

**Data Collection**

**Incomplete Forms By Hospital**

Hospital	Total Forms
Demo PA Hospital	10
Demo Regional PA Hospital	2

**Incomplete Forms By Hospital (Transfer)**

Hospital	Total Forms
Demo Regional PA Hospital	1

**Hospital Unable to Locate Patient**

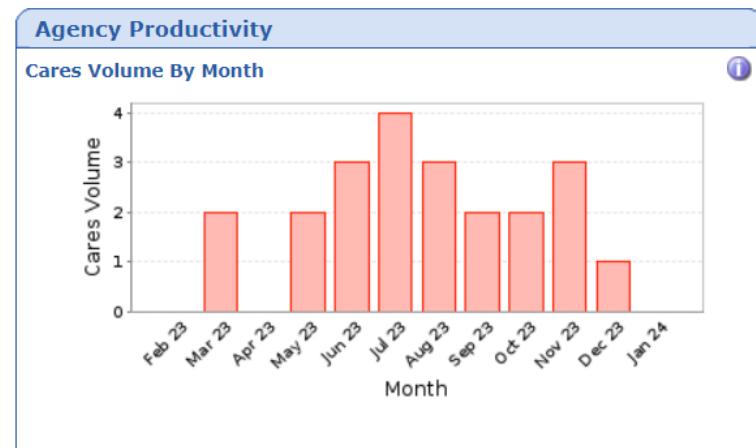
Hospital	Total Patients
Demo PA Hospital	1

**Data Collection**

**Audit-Data Entry Errors**

Month	Total Forms
October 2022	0
November 2022	0
December 2022	0
January 2023	0
February 2023	0
March 2023	0
April 2023	0
May 2023	0
June 2023	1
July 2023	0
August 2023	0
September 2023	1
October 2023	1
November 2023	2
December 2023	0
January 2024	0

Review your “Agency Productivity” chart to quickly identify missing data.





## Reviewing your CARES Account in preparation for the National Report.

Utilize the “Data Collection: Audit-Data Entry Errors” module to quickly identify any data entry errors. In the example below next to “June 2023” there is a number “1”. If this number is clicked on, the CARES system will direct you to that one case that has errors for that month. Continuing with the example below, if this was my agency, I would quickly know that I have 5 cases that need reviewed for errors. These errors MUST be corrected by the EMS Agency and could prevent your agency from being eligible for the National Report.

Data Collection	
Audit-Data Entry Errors	
Month	Total Forms
October 2022	0
November 2022	0
December 2022	0
January 2023	0
February 2023	0
March 2023	0
April 2023	0
May 2023	0
June 2023	1
July 2023	0
August 2023	0
September 2023	1
October 2023	1
November 2023	2
December 2023	0
January 2024	0

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Once you have located the errored form as described above, and selected it, you will be taken to that form. At the top of this form, it will list the “Error Description”. This tells you in what number box the error is located, and why it is erroring. The system will also highlight in red the boxes that need addressed.

Home | Setup ▾ | eCares ▾ | Reports ▾ | Log Out | [?](#)

Error Description	
#1 - Incident Address is a required field.	
#2 - Incident City is a required field.	
#3 - Incident State is a required field.	
#4 - Incident Zip Code is a required field.	
#5 - Incident County is a required field.	
#6 - First Name was blank, setting First Name to "John".	
#7 - Last Name was blank, setting Last Name to "Doe".	
#8 - Patient age (or date of birth) is a required field. Please estimate if unknown.	
#9 - Date of Birth is a required field.	
#10 - Gender is a required field.	
#11 - Race/Ethnicity is a required field.	
#16 - Fire/First Responder is a required field. If a First Responder was not dispatched, please select the checkbox under #16. Patient transported to ED, but no hospital selected.	
#17 - Destination Hospital is a required field.	
#18 - Location Type is a required field.	
#19 - Arrest Witness Status is a required field.	
#20 - Presumed Cardiac Arrest Etiology is a required field.	
#21 - Resuscitation Attempted by 911 Responder is a required field.	
#22 - Who Initiated CPR is a required field unless Resuscitation was not attempted.	
#25 - Was an AED applied prior to EMS arrival is a required field.	
#26 - Who First Applied the AED is a required field.	
#27 - Who First Defibrillated the Patient is a required field.	
#29 - First Arrest Rhythm of Patient is a required field.	
#30 - Sustained ROSC is a required field.	
#31 - Was hypothermia care provided in the field is a required field.	

**Delete** [CARES Data Dictionary](#)

Part A : Demographic Information				
1 - Street Address (Where Arrest Occurred)				
2 - City	3 - State	4 - Zip Code	5 - County	
6 - First Name	7 - Last Name			
John	Doe			
8 - Age	9 - Date of Birth	10 - Gender	11 - Race/Ethnicity	
<input type="radio"/> Days <input type="radio"/> Months <input checked="" type="radio"/> Years	DOB Unknown	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Female-to-Male, Transgender Male <input type="radio"/> Male-to-Female, Transgender Female <input type="radio"/> Non-Binary	<input type="checkbox"/> American-Indian/Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black/African-American <input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Unknown
12 - Medical history				
<input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> Cancer <input type="checkbox"/> Diabetes <input type="checkbox"/> Heart Disease <input type="checkbox"/> Hyperlipidemia <input type="checkbox"/> Hypertension <input type="checkbox"/> Renal Disease <input type="checkbox"/> Respiratory Disease <input type="checkbox"/> Stroke <input type="checkbox"/> Other				

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At the bottom of the form, you will find a section for “hospital comments” and “general comments”, you are more than welcome to utilize this and I would encourage you to do so. Most of the hospitals will list comments that may need to be addressed. I sometimes will also note comments when things need to be addressed. I also record any changes I have made to the record in this section.

<b>Hospital Comments</b>		
<b>Response and Treatment Times</b>		
60 - Time call received at dispatch center      hh : mm : ss 61 - Time First Responder dispatched      hh : mm : ss 62 - Time First Responder en route      hh : mm : ss 63 - Time First Responder arrived at scene      hh : mm : ss 64 - Time Ambulance dispatched      hh : mm : ss 65 - Time Ambulance en route      hh : mm : ss 66 - Time Ambulance arrived at scene      hh : mm : ss 67 - Time EMS arrived at patient side      hh : mm : ss 68 - Time Ambulance left scene      hh : mm : ss 69 - Time Ambulance arrived at ED      hh : mm : ss		
<b>General Comments</b>		

**Save**

**Delete**

**PLEASE NOTE: EMS agencies will only be included in the National Report if:**

- Last Year's data is complete and clean/audited.
- They have at least one year of complete data
- Their lost-to-follow up rate is less than 1%

## Reviewing your CARES Account in preparation for the National Report.

Returning to your agency's dashboard, you should review "Data Collection: Incomplete forms by Hospitals/(Transfer)/Hospital Unable to locate". In the example below I can see that Demo PA hospital has 10 outstanding cases. These must be addressed to be eligible for the National Report. If a hospital needs to be contacted, please reach out to me, and allow me to communicate with the Hospitals. I understand that many of us interact with each other daily, but please do not berate a Hospital Employee because they are not providing data, they may not be the responsible party, and adding additional people to the mix only complicates things. *If you, as the EMS agency needs to communicate with the hospital pertaining to CARES, or CARES follow-up data, please reach out to me FIRST, I will then provide one on one guidance on how the communications will be handled.*

My best suggestion with this section is to review these incomplete hospital cases. Sometimes these are waiting for additional information such as an inability to find

patient because of a potentially wrong birthday. The hospital may put in those comments to confirm a birthday or a name. If you do not do this, they may be unable to get the follow-up data required, putting your agency at risk for exclusion from the National Report.

Specific to "Hospital unable to Locate Patient" this indicates that a hospital is unable to find the follow-up information required. Please review any cases falling in this section as often there may be demographic errors that you as the EMS agency could assist in correcting.

*Additionally, you may want to take the opportunity to review the rest of your account generally. Review things such as who the Primary/Secondary/Medical Director are listed as. Review who in your agency holds a CARES account and if any passwords are expired. Consider reviewing the hospitals and first responders associated with your agency and contact me directly with any issues or changes required.*

Data Collection	
<b>Incomplete Forms By Hospital</b>	
Hospital	Total Forms
Demo PA Hospital	10
Demo Regional PA Hospital	2
<b>Incomplete Forms By Hospital (Transfer)</b>	
Hospital	Total Forms
Demo Regional PA Hospital	1
<b>Hospital Unable to Locate Patient</b>	
Hospital	Total Patients
Demo PA Hospital	1