

REPORTS, QUERIES, TEMPLATES, DASHBOARD STATS AND OTHER OUTPUT THAT MAY BE CONSIDERED “REPORTS”

Question: Appendix D – For pricing and scope purposes, can you provide the number of reports that will be required to be created by the vendor for the project. Please provide a list of all report names and samples if possible.

Answer: These answers depend on what is meant by the term “reports.” Since this question references Appendix D, it appears that it is not referring to the term “reports” as DPR uses it; none of the samples in Appendix D are considered “reports.” However, we are aware that the term “reports” can be used in many ways, and we addressed this in the requirements in Appendix B.

Numerous requirements describe specific reports of a recurrent or routine nature that DPR desires the vendor to produce, while others describe the query capability needed for ad hoc reports of various kinds. Others describe the “templates” that DPR currently uses. Although DPR does not consider templates to be reports per se, we are aware that they may be viewed as such and the requirements for output needed to replace the templates are explained. Still other requirements describe internal dashboards, which are also not considered reports but which incorporate a reporting-like function. In this response, we provide information on all of these types of “reports.” See #229 – #249 and #257 – #263.

Although a few of the available “off-the-shelf” reports in its current system are useful, DPR relies on SQL and Access queries against its databases for most of its current reports. This means that the ability to query for any but the simplest data is largely limited to the DPR Operations staff, hampering other units’ access to data they could use to manage their workloads (e.g., #34, #59). For this reason, to the extent possible, DPR desires to reduce the reliance on SQL and Access queries by incorporating a robust reporting and query capability in the new system (e.g., #50). This is a recurrent theme throughout the requirements.

Some type of data retrieval, whether a report or other form of output, is a requirement for all services in the new system – whether a new service that DPR does not currently have or a replacement for a service in its existing system. As one example among many, the *new* CE approval service includes a requirement that staff will be able to generate a report on approved CE to replace the current manually-maintained lists that are published on the DPR website (#167). Additionally, many of these data-retrieval requirements fill gaps where DPR’s current system does not create data needed and, therefore, no report of any kind is possible. One example is the absence of data on agency-users who complete actions in the system (#79).

It should be noted that some of the reports and other outputs that DPR currently creates via SQL or L2K queries and some of the templates DPR units now use result from business processes or “workarounds” built to compensate for shortfalls or issues in its current system. We fully anticipate that some of these current outputs and templates may eventually become unnecessary as the new system is phased in and DPR is able to streamline its business processes as a result (Appendix C). Such process improvement may eliminate some reports the Operations staff currently creates for other DPR units via SQL query simply because the units will be able to access the data on their dashboards or generate the reports themselves on demand. Similarly, some of the reports that the Operations staff generates via SQL or Access query to send to other agencies or organizations may eventually become exports or extracts that the new system automatically creates and delivers (#225, #226). ***See also Imports_Exports_Extracts.***

For all these reasons, it is not possible to provide a simple count of reports and listing of their titles. Similarly, due to the number of reports, queries, templates, stats and other outputs as well as the size of some of the reports, it is impractical to provide samples of every current report. Moreover, we cannot provide samples because all current reports include non-public data that cannot be disclosed. However, we provide descriptions of a representative sampling of the reports.

Routine and/or Recurrent Reports

These are the routine and/or recurrent “reports” that DPR currently produce. (Although DPR refers to these as “reports,” others may term them extracts, queries, etc.) The corresponding requirement # in Appendix B is shown for each.

REPORT	DESCRIPTION	HOW OFTEN	CREATION METHOD	DELIVERY METHOD	SEE #
ARELLO®	Real estate license data	monthly	SOL query	WINSXP to their sftp	225-226
American Medical Association	Physician license data	monthly	SQL query	AMA website upload	225-226

REPORT	DESCRIPTION	HOW OFTEN	CREATION METHOD	DELIVERY METHOD	SEE #
Federation of State Medical Boards	License data on physicians and physician assistants	monthly	SQL query	WINS SCP to their sftp	225-226
VeriDoc	Physician license data for verification system	daily	Access query	WINS SCP to their sftp	225-226
Office of Narcotics and Dangerous Drugs	Data on newly-licensed pharmacies	monthly	Access query	email	225-226
Delaware Justice Information System (DELJIS) Data Exchange	Healthcare practitioner required to provide criminal background check for rapback purposes	as needed	SQL query	email	225-226
DELJIS Add/Remove	New and terminated healthcare practitioner licenses	monthly	Access query	email	225-226
Division of Family Services, Department of Services for Children, Youth and their Families (DSCYF)	Data on all professional licensees for comparison to the child abuse database	weekly	Access query	email	225-226
Appraisal Subcommittee (ASC)	Real estate appraiser license data for the federal oversight agency for this profession	biweekly	Access query	ASC website upload	225-226
Department of Health and Human Services (DHHS) Collaborative Fusion	License data for use in connection with state emergency registry of volunteers and healthcare personnel in Delaware (SERVDE system)	daily	Access query	WINS SCP to sftp	225-226
Gaming Event	Upcoming Gaming events to be monitored by DPR inspectors	monthly	SQL query	email	197
Division of Medicaid & Medical Assistance (MMISF)	Healthcare practitioner license data in connection with Medicaid providers	monthly	Access query	WINS SCP to DMMA's contractor sftp	225-226
Investigative Activities	DPR Investigative Unit activities related to complaints to enable unit to track work	weekly	SQL query	email	189, 249, 256
Prescription Monitoring Program	License data on controlled substance registrants to ensure compliance with mandatory registration, etc.	as requested	SQL query	email	231, 244
Budget Report	License and disciplinary statistics	annual	SQL query	email	231-233
Joint Sunset Committee Report (Delaware legislature)	Data on licenses under jurisdiction of boards selected for Sunset review	annual	SQL query	email	231-233
BMLD Prescriptive Authority	APRNs newly approved for prescriptive authority	monthly	SQL query	email	231, 235, 244

REPORT	DESCRIPTION	HOW OFTEN	CREATION METHOD	DELIVERY METHOD	SEE #
Board of Nursing	Nursing license counts including count by license type, count of newly licensed APRNs broken down by with/without prescriptive authority, and count of new prescriptive authority approvals.	monthly	SQL query	email	231, 235, 244
Nursing Address Changes	data on nurses who report address change to online demographic service where action related to compact state move is needed (moves other than DE to DE)	daily	SQL query	email	32, 231, 237
Rosters	public license data per http://dpr.delaware.gov/agency/roster_request_insts.shtml	as received	Access unless special data requested, then SQL	email	220, 231

Examples: The following are descriptions of a representative sampling of recurrent/routine reports listed above:

- Investigative Activities – This weekly report is an .xlsx file consisting of five worksheets as follows:

- o COMPLETED – The last report had 5 rows. Columns are:

Complaint #	Investigator	Date Assigned	Date Investigation Concluded	Current Status
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- o ASSIGNED – The last report had 9 rows. Columns are:

Investigator	Complaint #	Date Received	Date Assigned	Current Status
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- o PENDING – The last report had 178 rows. Columns are:

Complaint #	Date Received	Date Assigned	Initial Investigator	Current Status	Date Investigation Concluded	Concluding Investigator
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- o UNASSIGNED – The last report had 124 rows. Columns are:

Complaint #	Date Received	Current Status
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- o CONCLUDED YTD – The last report had 831 rows. Columns are:

Complaint #	Investigator	Date Assigned	Investigation Concluded	Current Status
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- Department of Health and Human Services (DHHS) Collaborative Fusion – This daily report is a .csv file consisting of the following data from the licensure database. Additional joins in the script bring back the data in English. The last report had 216,404 rows.

- o Full_name
- o License_no
- o Sec_lic_status
- o Issue_date
- o Expiration_date
- o Profession_name
- o License_type
- o Addr_city
- o Addr_state
- o Addr_zipcode
- o Country
- o Addr_phone
- o Addr_email

- DELJIS Add/Remove Report – This monthly report consists of two .txt files (one ADD and one REMOVE) created by comparing the previous month’s baseline database to the current month’s baseline database and deriving 1) records that were on last month’s that are not on this month’s (REMOVE) and records that were not on last month’s that are on this month’s (ADD). Each file consists of the following data. The volume of records on each report varies significantly. For example, in months when no healthcare profession licenses terminated, the REMOVE report will be zero; in months when one or more large healthcare profession reaches the end of its late period, the number of licenses on the REMOVE report will be large.
 - Person_id
 - Last_name
 - First_name
 - Middle+name
 - Date_of_birth
 - Social Security Number
 - Gender
 - License_number
 - Sec_lic_status
 - Expiration_date
- American Medical Association Physician Report – This monthly report is a .xlsx file that consists of four worksheets as follows:
 - PHYSICIANS – The last report had 5,393 rows. Columns are:

First Name	Middle Name	Last Name	Suffix	Full Name	Sort Name	DOB	Mailing Address Line 1	Mailing Address Line 2	Mailing Address Line 3	City	State	Zip	Country
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Phone	License Type	License No	Status	Issue Date	Date Last Renewal	Expiration Date
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- ACGME – The last report had 836 rows. Columns are the same as above.
- SPECIALTIES – The last report had 11,265 rows. Columns are:

First Name	Middle Name	Last Name	Suffix	License Type	License No	Self-Reported Specialty
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- CODES – This worksheet is a key. It gives the English equivalent of the values for the license type codes and specialty codes in the foregoing worksheets. The columns are:

Item Type	Code	Text
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Ad Hoc Reports

Requirements, such as #229 - #235, #248, and #257, call for robust ability to query the database in order to generate ad hoc reports. These ad hoc reports result from data requests from other DPR units, other Delaware agencies, external associations or organizations, media, individuals and so on. They may recur occasionally but, unlike the reports in the table above, they are neither scheduled nor routine. They often require custom SQL scripting. We estimate that the DPR Operations staff produces about 100 such reports per year. Examples of ad hoc reports include:

- Emails of specified types of healthcare professionals for Division of Public Health to send notifications regarding flu vaccines
- Disciplinary data on physicians for media FOIA request
- Pharmacists who are approved to administer injections for Executive Director of Pharmacy
- Mailing list of physicians with cancer-related specialties (e.g., oncology, pediatric oncology) for Delaware Cancer Registry

Outputs Used in Processing

Many forms of outputs that DPR uses in its business processes are displayed in Appendix C. These are produced either via an off-the-shelf L2K query or via SQL query. It is not possible to predict which of these reports will continue to be needed as DPR phases in the new system and re-evaluates and adjusts its business processes accordingly.

Representative examples include the following:

- In the run-up to a profession’s renewal, DPR Operations staff runs many SQL and L2K queries to identify issues that must be resolved before making the renewal applications available online to licensees. Some query results are shared with the Service Team responsible for resolving the issues (e.g., uncleared CE audits, unpaid overdue fines). The Operations staff uses the results of other queries to resolve other kinds of issues (e.g., inappropriate statuses or expiration dates, missing or non-active prerequisite licenses). See Renewal Process 1, page 108.

- During the daily credit card reconciliation process, the DPR Operations and financial staffs run L2K reports to retrieve and check payment data against reports from the payment processor. Other reports are needed in order to enter financial data in other systems. See Payment Intake and Accounting processes, pages 101-102.
- Following the nightly automated expiration/termination processes, an output confirms that the processes ran successfully and summarizes the licenses that were expired/terminated (#96, #98). See Renewal Process 3, page 110.

Replacement for Templates

Requirements #73 - #75 explain that the new system must provide a mechanism that will enable DPR to create customized notifications (e.g., form letters) or other documents (e.g., license certificates). In its current system, DPR relies on a wide array of Word templates that merge data from the L2K database into the template via .ini files. Templates play an integral and critical role in virtually all of DPR's business processes. Although others may refer to them as reports or output, DPR will continue to refer to them as templates to avoid confusion with other kinds of reports. Conversion of the current templates to whatever report or other output will replace them in the new system will be the responsibility of the selected vendor.

The replacement for "templates" must provide all the functionality available in DPR's current templates. They must:

- provide an equivalent to the extensive If/Then/Else code which cause current templates to merge variable text from the database depending on criteria (e.g., enable system to differentiate when to print 'multi-state' vs. 'DE only' on an RN/LPN license, when to print vs. not print a prescriptive authority number on an APRN license, when to print a location address in addition to a mailing address on a document)
- provide an equivalent to the Fill-in code which enable current templates to prompt agency-user to enter text not found in the current L2K database (e.g., date and time of hearing, name of attorney)
- enable agency-user to select and merge pre-defined texts into a base format
- enable calculation of amounts (e.g., balance due for invoice)
- enable agency-user to edit/correct notification after merge
- facilitate DPR's frequent need to create new templates or revise existing ones
- enable agency-users to merge data from individual records or from multiple records in batches

For samples of coding in templates, see pages 126 ff.

Over 1100 templates reside on DPR's files-and-printing server. However, this number represents some redundancy, as explained below, which may not be necessary in the new system.

- Each profession (e.g., Nursing, Medical, Accountancy) possesses its own set of licensure-related templates in its own folder on DPR's files-and-printing server. Licensure-related means that the Service Teams and Operations staff use them in the licensing processes such as credentialing, issuance, and renewal (Appendix C).
 - A few licensure-related templates are generic – that is, the content and coding would work for any profession – but the generic templates are duplicated in each profession's folder so that agency-users do not "run into" each other when trying to merge the same template in different professions and are not required to remember which of the hundreds of available templates are (or are not) generic. Note that DPR's current generic templates may have slight differences between professions (e.g., the name of the Board/Commission is hardcoded in the header and close) but the differences are not substantive and could be resolved.
 - Most licensure-related templates are customized to the profession. This customization involves substantive differences in content between professions (e.g., if/then/else code is based on the license types in the profession). Even templates with the same name in each profession's folder may be highly customized to the profession. For example, the coding on the templates that produces a license document differs for the Nursing and Medical professions even though the template in each profession's folder has the same name – license.dot.
 - Certain templates for license certificates are designed to merge data in the correct locations on pre-printed license paper.
- Certain DPR units or projects have their own set of templates that are not profession-dependent; they are coded to work in any profession.
 - The Investigative Unit has a set of generic templates (e.g., Complainant.dotx), but each investigator also possesses his/her own folder and set of templates which are identical except for the signature. See #188 and #194 - #196.

- The Administrative Hearing Unit also possesses its own templates related to the hearing processes (e.g., Hearing Notice.dotx).
- The Operations staff uses certain templates related to online processes (e.g., Online Renewal Notice.dotx).
- The Prescription Monitoring Program and Tamper-Resistant Prescriptions projects have a set of customized templates.
- Many templates have both “email versions” and “paper versions.” The former are formatted with a header and close suitable to email delivery (i.e., that the email recipient’s settings will not scramble), use hyperlinks and do not refer to enclosures. The latter are formatted so that the address lines will fit in the window of a window envelope, have a conventional letterhead, include navigation directions (rather than links) and may refer to enclosures.
- When a profession has both “person” and “facility” license types, some of the profession’s templates have “person” and “facility” versions to accommodate language, merge codes and other content that may differ based on whether the licensee is a person or a facility (e.g., business, organization).
- Examples of generic templates that can be used in any profession are
 - Application Receipt
 - Rejected Application
 - Generic Verification
 - Complainant
 - Respondent
 - Hearing Notice
 - Hearing Cancellation
 - Underpayment Invoice
 - Fine Invoice
 - Final Denial (Person and Facility versions)
- Examples of profession-customized (that have the same name but different coding) templates are
 - License
 - License Issuance (Email and Paper versions)
 - Facility Lic Issuance (Email and Paper versions)
 - Online Renewal Notification (Email and Paper versions)
 - Inactive Approval
 - Expiration Notice (Person and Facility versions)
 - Audit Letter
- A few examples of profession-specific templates (that exist only in one profession) are:
 - Controlled Substances – Pharmacy Needs Delaware CSR
 - Electrical – Proof of Insurance
 - Geology – Geology Exam Results
 - Physical Therapy – Approval-FSBPT (Email and Paper versions)
 - Physical Therapy – NPTE Appeal Denial
 - Nursing – Compact State Move - 90 DAYS (Email and Paper versions)
 - Nursing – Prescriptive Authority (Email and Paper versions)\
 - Charitable Gaming – Bingo Event License
 - Real Estate – Office Type Change
 - Cosmetology – Apprentice Termination Letter

Dashboard “Reports”

Requirements #19, #20, #23, #34 and #250 - #256 explain that the new system must provide dashboards that will include, among other tools, division-level, unit-level and employee-level assignments, statistics and metrics to enable DPR to better manage its operations at each level. From the DPR staff perspective, these elements of their new dashboards can be viewed as ongoing, real-time reports that are accessible at any time.

- The division-level statistics will provide context against which each unit and employee can measure their own contributions.
- The employee-level dashboard should be flexible enough to accommodate customized individualized statistics and to change those statistics as needed.

DPR has nothing comparable to these reports in its current system and cannot provide samples.