# New York State

# Electronic Certificate of Need

# Phase 2 Applicant Training

# NYSE-CON System Overview

## NYS Department of Health

# Chapter 1

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# How to Use this Manual

| | |
|---|---|
| **Description** | This reference manual will provide a guide through all of the functional aspects of NYSE-CON. It is designed to incorporate the nuances of the business process through guidelines and learning objectives and in conjunction with the NYSE-CON Workbook, purposeful exercises that include a sampling of key information. |
| **Training** | Trainees will be proficient users of NYSE-CON user interfaces. They will be able to access NYSE-CON, navigate NYSE-CON windows, and use the training reference document as a resource document. The training will be instructor-led with lecture, demonstration, hands-on and authentic practice exercises. |
| **Learning Objectives** | Learning objectives are the desired outcomes of training. Learning objectives covered in the chapters of this manual can be found in the appendix. |

- A performance objective is what a person will be able to DO after completing training.

  Example: "Trainee will be able to log on to NYSE-CON without error."

- Knowledge objective is what a person will KNOW after completing training.

  Example: "Trainee will be able to select when it is appropriate to "send a notification to the applicant."

- Action Steps – Define the activities to perform that will accomplish the learning objective.

- Alternate Steps – Define the activities to perform that would alter the main flow necessary to accomplish the learning objective.

- Optional Steps – Define the activities that are not required to accomplish the function described in the learning objective, but that are available to use on the pertinent page.

| | |
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| **Organization** | Arranged by chapter where each chapter is a course arranged by system functionality and contains the following sections in common: |

- Chapter Overview

- Field Definitions

- Learning Objectives

- Appendix

# System Overview

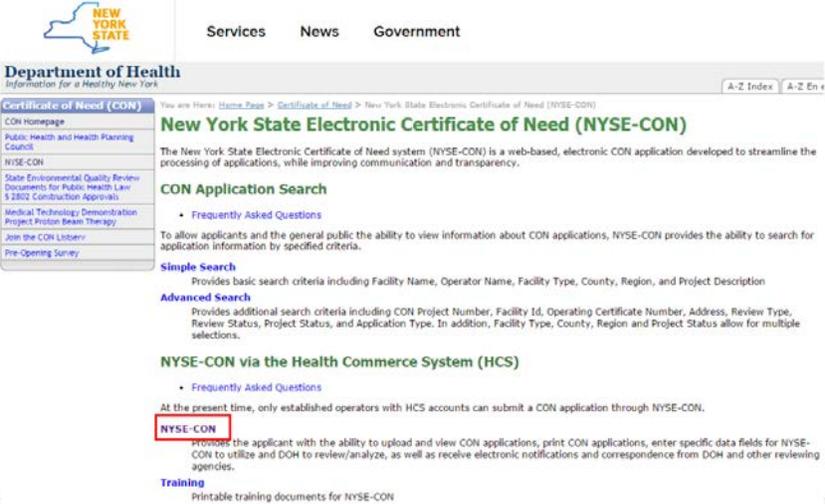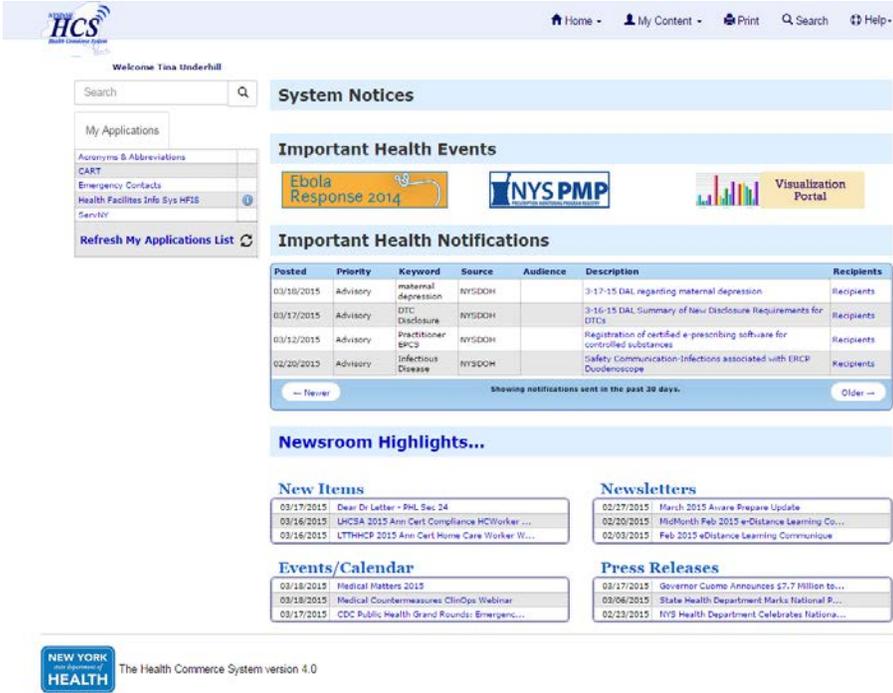## Chapter Overview

| | |
|---|---|
| **Contents** | In this chapter, you will learn how to: |

    1   Access NYSE-CON

    2   Use the Home Page

    3   Search for Information

    4   Modify the Display of Search Results

    5   Use Breadcrumb Links

| Learning Objective | Step | Action |
|---|---|---|
| **How to Access NYSE-CON from DOH Public web site** | | NYSE-CON is accessible from the DOH public web site. URL: http://www.health.ny.gov/facilities/cons/nysecon/ |
| | 1 | Select **NYSE-CON**  **Figure 1.1 NYSE-CON Access Page** |
| **How to Access NYSE-CON in the HCS Portal** | | NYSE-CON is also accessible from the DOH Health Commerce System (HCS) web page. Perform this procedure when you want to perform any work in the New York State Electronic Certificate of Need System.  URL: **https://commerce.health.state.ny.us** |
| | 2 | **Sign in to HCS** – Enter User ID and Password in the fields below: *Note: If you do not have an account, contact your Computer Security Coordinator to have one created for you.*  **Figure** 1.**2 HCS Login Page** |
| | 3 | Click the **Sign In** button. |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Access NYSE-CON in the HCS Portal** | 4 | The Health Commerce System portal opens (Figure 1.3)<br><br><br><br>**Figure 1.3 HCS portal** |
| | 5 | Is NYSE-CON listed in the "My Applications" Menu?<br><br>If Yes, proceed to step 11.<br>If No, proceed to step 6. |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Access NYSE-CON in the HCS Portal** | **6** | Click the "My Content" drop-down handle to display the "My Content" Menu and select "All Applications".<br><br><br><br>**Figure 1.4: My Content Menu** |
| | **7** | The Health Commerce System Applications page displays (Figure 1.5).<br><br><br>**Figure 1.5: HCS Applications Page** |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Access NYSE-CON in the HCS Portal** | 8 | Click on "N" in the Browse By header section.<br><br><br><br>Locate **NYS Electronic Certificate of Need** and click the "+" sign in the <u>Add/Remove</u> column to add the application (Figure 1.6).<br><br><br><br>**Figure 1.6: Adding an Application** |
| | 9 | The NYS Electronic Certificate of Need is added to the "My Applications" menu when the "-"sign is displayed (Figure 1.7).<br><br><br><br>**Figure 1.7: NYSE-CON Selection** |

| Learning Objective | Step | Action |
|---|---|---|
|  |  |  |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Access NYSE-CON in the HCS Portal** | **10** | Click the "My Content" drop-down handle to display the "My Content" Menu and select "My Applications". NYSE-CON has now been added to the "My Applications" Menu (Figure 1.8).<br><br><br><br>**Figure 1.8: NYSE-CON Selection** |
| **How to Update your contact information in the NYSE-CON in the HCS Portal** | **11** | Click the "My Content" drop-down handle to display the "My Content" Menu and select "Change my contact information" (Figure 1.9).<br><br><br><br>**Figure 1.9: My Content Menu** |

| Learning Objective | Step | Action |
|---|---|---|
| | 12 | The Person Update Tool page displays (Figure 1.10):<br><br>**Person Update Tool for Tina Underhill**<br><br>The information in this section comes from the user's account profile and can only be changed by CAMU - please call 866-529-1890<br>First Name : Tina    Middle Name :    Last Name : Underhill    HCS User ID : txu03<br>Primary Organization : NYSDOH ISHSG<br><br>**Important instructions for filling out this form:**<br>(1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.<br>(2) * Indicates required information.<br><br>**Business Contact Information**    Emergency Contact Information    Profession Information<br>Viewable by all users<br>Address 1 * ESP Corning Tower    Address 2 Room 1228<br>City * Albany    State * NY<br>Zip Code* 12237    Country* USA<br>Phone * 518-402-5234    Extension    Type* Please Pick ▼<br>Phone    Extension    Type* Please Pick ▼<br>Fax * 518-486-1632<br>Email * tina.underhill@its.ny.gov<br>     Submit   Reset<br><br>**Figure 1.10: Person Update Tool** |
| | 13 | Update the email address in the Email field on the "Business Contact Information" Tab. |
| | 14 | Click the **Submit** button. |
| | 15 | Click the Home drop-down handle and select "Home" <or> click the NYSDOH HCS icon: |

| NYSE-CON Main Window | NYSE-CON functions initiate from this window. All areas of the system are accessible at this point based on authorization. |
|---|---|



**Figure 1.11: Sample NYSE-CON Home Page**

| Home Page Guidelines | |
|---|---|
| **Field Name** | **Description** |
| Header Area | The Header Area will provide access to common application functions and features. This area consists of two sections: the Header Link Area and the navigation tabs. |
| Header Link Area | This area of the page contains:<br>• System title and Welcome to logged in User.<br>• Home link always returns to this page.<br>• Help link shows the NYSE-CON help topics.<br>• FAQ link opens the Frequently Asked Questions page.<br>• Training link opens the Self-paced training modules page. |
| Primary Navigation Tabs | The bottom of the Header Area will be referred to as the Primary Navigation Tabs.<br>It consists of 2 selectable tabs –each bring the user to a search page:<br>• Projects<br>• My Projects |
| Quick Links | The main body of the NYSE-CON Home Page includes a statement of the intended use of this application and quick links to each of the functional areas.  This will provide a second path for navigation from this page.<br><br>• Create New Submission<br>• Find a project<br>• Find your projects |

| Home Page Guidelines | |
|---|---|
| **Field Name** | **Description** |
| Footer Link Area | The page footer will display application specific, static information.<br><br>This information will consist of:<br>• Copyright information<br>• System information |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Use the Home Page** | 1 | *Header Display Area*<br><br>**The Application System Title:**<br><br>New York State<br>**NYSE-CON**<br>Electronic Certificate of Need<br><br>Welcome to the logged in user: Welcome Joe Smith |
| | 2 | *Header Links*<br><br>Home Page ⋅ Help ⋅ FAQ ⋅ Training<br><br>Click the **Home Page** link<br><br>Result: Displays the NYSE-CON Home Page (Figure 1.5) and any previously viewed data is cleared.<br><br>Click the **Help** link<br><br>Result: Displays a new window with the associated help topics.<br><br>Click the **FAQ** link<br><br>Result: Displays a new window with the Frequently Asked Questions.<br><br>Click the **Training** link<br><br>Result: Displays a new window with the Self-Paced Learning modules. |

| Learning Objective | Step | Action |
|---|---|---|
| | 3 | **Navigation Tab Area** <br><br> Click on **Projects** tab <br><br> Result: The Project Search page will appear <br> Click on **My Projects** tab <br><br> Result: The My Project Search page will appear <br><br> PROJECTS      MY PROJECTS <br><br> To Return to the Home Page, Click on **Home Page** link. <br><br> *****NOTE**: Information may be lost when clicking a different tab from the one that is displayed. |
| | 4 | **Quick Links Area** <br><br> Try These Quick Links To Get Started: <br><br> → Create New Submission <br> → Find a project <br> → Find your projects <br><br> Click on **Create New Submission** link <br><br> Result: The Create New Submission page will appear. <br> Click on **Find a project** <br> Result: The Project Search page will appear. <br> Click on **Find your projects** <br> Result: The My Project Search page will appear. |
| | 5 | **Footer** <br><br> Copyright information – Displays the copyright year and owner of the application. <br><br> System information – shows the build number of the system <br><br> © 2010 NYS Department of Health - Electronic Certificate of Need System    System Information |

| NYSE-CON Project Search | Project Search page displays the available search fields available to perform a search for a project. |
|---|---|
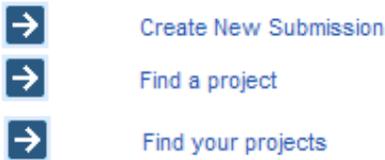


**Figure 1.12: Sample NYSE-CON Search Page**

## Search Guidelines

| Item | Description |
|---|---|
| Search Pages | From the search pages, information in the database can be queried and the results will be reported immediately on the screen. The page sections and functional flow common to all search pages will be addressed in this learning objective. |
| Search Fields | Information that is stored in the NYSE-CON database can be accessed via queries throughout the NYSE-CON application. This information is displayed in different ways depending on the type of information it is. The following are examples of the ways that information is accessible. |

    ➢   Text Entry Fields - used to enter free form character strings (shown below)



    ➢   Multi-select List Boxes - Items are listed in a box alphabetically. More than one item in the list may be selected/deselected (shown below)

| Search Guidelines | |
|---|---|
| **Item** | **Description** |
| Toolbars | Toolbar is available on all on all pages of the project area. Currently the only link available is the Create New Application link. Sample of a toolbar is My NYSE-CON Toolbar:<br><br>**My NYSE-CON Tool Bar**<br>Create New Submission |
| Buttons | Buttons<br><br>Buttons are used in the system to convey that an action is required by the system. The buttons are labeled describing the specific action that will occur. All buttons will contain pop-up text describing the action that will be taken for accessibility. Note that the window may have to be expanded to view all buttons.<br><br>Clear<br>Will clear any text boxes, checkboxes and selected item in lists.<br><br>Search<br>Will use the selected criteria to find information in the database and will navigate to a window that displays the results of that search.<br><br>Cancel<br>Will return to the previous page without having made any changes to the database since the most recent save. |
| Messages | NYSE-CON will display messages in RED in the same area on each screen to present warnings or errors that have occurred as a result of an action taken. Sample shown below occurs when you submit a Notice.<br><br>**PROJECTS**    **MY PROJECTS**<br>Project Search > Project Search Results<br>NYSE-CON and the New York State Department of Health have received your submission. A notification of receipt will be sent to the contact email address that you have provided. If the contact has not received the confirmation email within the next 24 hours please send an email to nysecon@health.state.ny.us to report the problem.<br><br>**General Information**<br>General | Application | Correspondence<br><br>Notice Number:    61<br>Facility Name:    Z Test Hospital<br>Project Description:    Enter a Description by the applicant |
| Selected Items | The selected items box will be available on each page in the system and is specific to the Search Result list selected to view. Items will be listed in Project Number order than by Facility name. The projects are identified with NOT for Notice and CON for Certificate of Need projects.<br><br>**Selected Projects**<br>NOT 1 – Oswego Hospital<br>NOT 10 – Z Test Hospital<br>NOT 11 – Z Test Hospital<br>CON 112322 – Z Test Hospital<br>CON 112323 – CHHA Test<br>CON 112324 – Z Test CHHA |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Search for Information** | **1** | Click on the following **Navigation Tab**:<br>➢ Projects<br>Result: The Project Search page will be displayed. |
| | **2** | Enter **Search Criteria**:<br>➢ In a Text Entry Field<br>➢ By clicking on one or more items in a Multi-Select Box. |
| | **3** | Click the **Clear** button<br>Result: Clears the search criteria entered above |
| | **4** | Re-enter search criteria as described in Step 2 above<br>Click the **Search** button<br>Result: Displays the results of the search based on the criteria selected. |

| **NYSE-CON Project Search Results Page** | Search Result page display a list of projects found after the requested search has been performed. |
|---|---|



**Figure 1.13: Sample NYSE-CON Search Results Page**

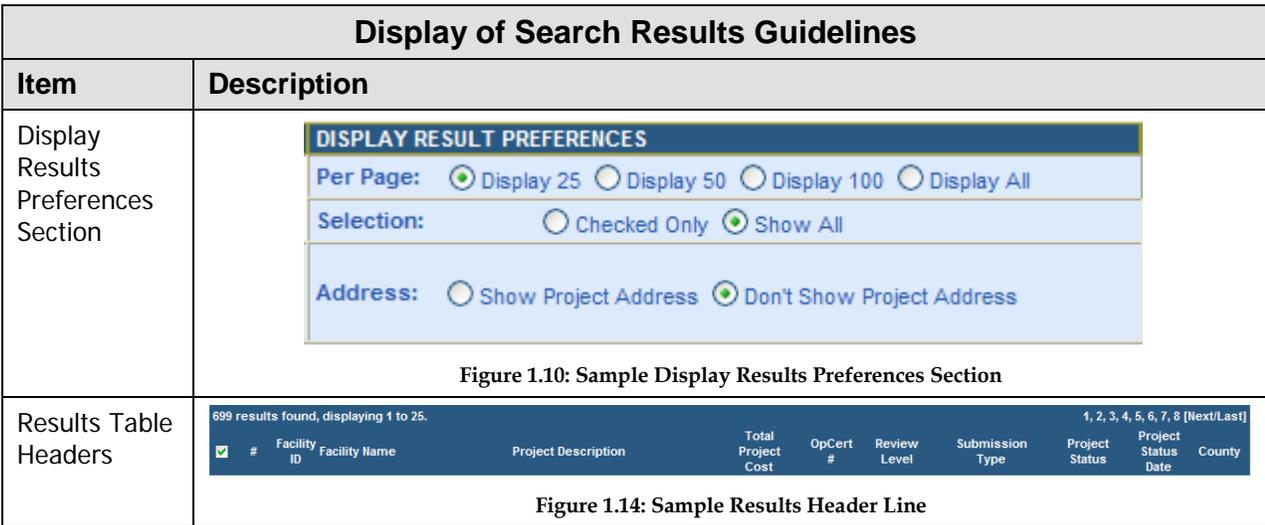## Display of Search Results Guidelines

| Item | Description |
|---|---|
| Display Results Preferences Section | <br>**Figure 1.10: Sample Display Results Preferences Section** |
| Results Table Headers | <br>**Figure 1.14: Sample Results Header Line** |

| Display of Search Results Guidelines | |
|---|---|
| **Item** | **Description** |
| Search Criteria | The list of submission types contained on Project Search screens contains types that were previously used for CON's in NYSE-CON. |
| | If no search criteria was entered or selected and a search is performed, then a user should expect the following:<br><br>1. All existing data will be displayed in the accompanying search results.<br><br>2. If the **View All Details of Search Criteria** were clicked on the search results screen, then no search criteria would be displayed because search criteria were not specified in the search. |
| Display of Data | If the amount of characters of a data element exceeds the allotted space, then the data element will wrap and the remaining characters will be displayed on the next page line. |
| Application Type | The existing projects that only have a purpose type were mapped to the Application types. |
| Review Level | The existing projects that only have a Process description were mapped to the current Review levels. |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Modify Display of Search Results** | | Using the sample results screen perform the following steps. |
| | 1 | **Display Result Preferences**<br><br>**Per Page**: Click on the Radio Button to define **how many results to display** in one window.<br><br>**Selection**: Click on Radio button to define if selection view should include **Checked items** only or **All**<br><br>**Address**: Click on Radio Button to elect to show the address in the results section. |
| | 2 | **Sorting Search Results**<br><br>Click on any column header to sort by that column.<br><br>For example:<br><br><br><br>Click on County to sort that column in alphabetical order.<br><br>Click on it again to sort in reverse alphabetical order.<br><br> |
| | 3 | Click checkbox for **Selection** in the header and all items in the results are selected. Uncheck the Selection check box and all items are deselected. |

| Common Area Guidelines | |
|---|---|
| **Item** | **Description** |
| Common Areas | The following images represent the common areas displayed for navigation through applicable pages of each tab:<br><br><br><br>**Figure 1.15: Sample Project Information**<br><br>*Note: Tabs are only displayed when appropriate for the user to view.* |

| Breadcrumbs Guidelines | |
|---|---|
| **Item** | **Description** |
| Breadcrumbs | Breadcrumbs will mark the path back to the original screen that started the current flow in the application. (Breadcrumbs are highlighted in the red the purpose of this example).<br><br>Reading from left to right; they are marked starting with the page that was viewed first, and then each subsequent page ending with the most recently viewed page. In the sample shown below:<br>The initial page is the Project Search page ><br>The previous page that called this one is the Project Search Results Page ><br>The General Information page is the current page. |
| Sample | <br><br>**Figure 1.16: Sample Breadcrumb** |

| Learning Objective | Step | Action |
|---|---|---|
| **How to Use Breadcrumbs** | 1 | Click on the Projects tab on the application Home page<br><br>Result: The Project Search page is displayed. |
| | 2 | From the Project Search page, enter desired search criteria and then click the search button.<br><br>Result: The Project Search Results page is displayed. |
| | 3 | From the facility search results page, click on **Project Search link** in the breadcrumb list.<br><br>Result: Returns to the Project Search page with the initial search criteria preserved. |

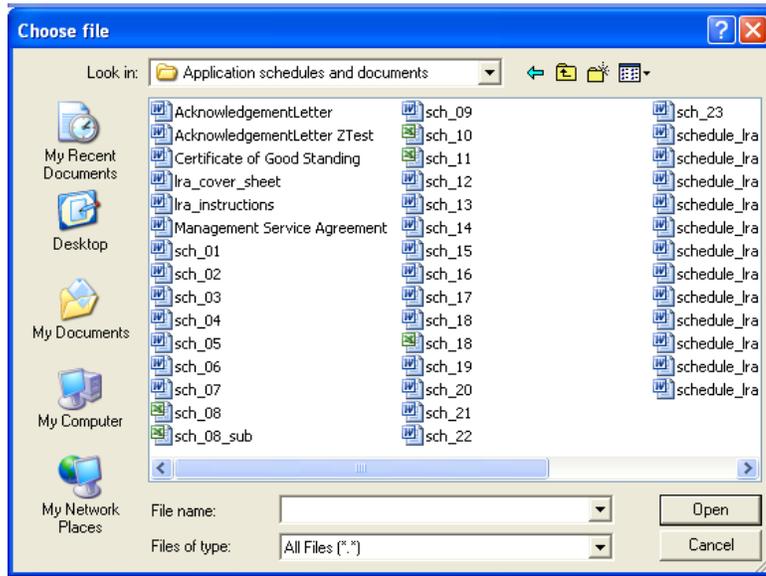| Dialog Boxes Guidelines | |
|---|---|
| **Item** | **Description** |
| Dialog boxes | Dialog boxes appear* throughout the NYSE-CON system when a user uploads files from his or her personal computer to the NYSE-CON system:<br>• Application Documents<br>• Correspondence<br><br>*Note: if the respective browser plug-in setting is disabled, then dialog boxes will not appear when uploading the informational files above.*<br><br>When displayed, this box prompts the user to make a decision of what file to attach to the project.<br><br><br>**Figure 1.17: Sample Dialog box** |