Hospitalizations Tracking Tool
Troubleshooting Common Issues

National Nursing Home QUALITY IMPROVEMENT CAMPAIGN

Best Practices to Prevent Common Problems:

1. Keep sheets protected. If they are unprotected to copy data, be sure they are re-protected before work resumes.
2. To remove data entered in error, right click, and select 'Clear contents.' Do not attempt to cut, delete or reorganize data.
3. When transferring data into the workbook, use Copy-> Paste special ->values, or Paste "123."

Please don't struggle! Our HelpDesk Team can schedule a quick call with screenshare to help identify and address any questions that arise. We're also available for a "wellness" check of your workbook to review charts and graphs.

Topic	Description	Fix	Find Instructions
Can't see tabs at bottom of the workbook	When User opens the Excel workbook, the tabs at the bottom of the window do not display.	a. Try maximizing the window (upper right corner). Maximize both the Excel window and the Workbook window. b. Click the title bar for the workbook.	Tracking Tool Instructions
Need to see more of the data entry area	The combination of substantial information at the top of the worksheet and the 'freeze panes' feature limits the number of rows that are visible.	1. Make sure your Excel window is maximized. 2. If your view includes the formula bar or column and row headings, turn these off (you don't need the formula bar; the headings may be helpful, and you might choose to leave these on). 3. Minimize your Excel ribbon (right click at the top of the screen and check 'Collapse ribbon'). 4. Use the zoom bar in the lower right of your screen to zoom out. An 80% zoom level usually works well.	Tracking Tool Instructions: Maximize Your Screen (includes screenshots) Common Qs & As: Maximize Your Screen (text only)

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Scroll bars aren't working	Generally, the scrollbars are working, but it's difficult to tell because the substantial information at the top of the worksheet and the 'freeze panes' feature limits the number of rows that are visible.	1. Use the 'Maximize Screen' strategies above. 2. Make sure view 'Headers' is checked, and look at the Excel row numbers on the far left of the window to see the rows scrolling (and note which remain stationary).	Tracking Tool Instructions: Troubleshooting
Input box instructions are annoying	The first few rows of many data entry fields have brief instructions or descriptions that will pop up when the user clicks on a cell. Sometimes these boxes obscure the data entry field itself and/or the arrow that displays the dropdown list.	Two choices: a. Hit the 'Esc' button to make the box disappear (must be repeated each time a box is in the way). b. Click on the box itself and drag it to a location where it is not in the way.	Workbook: Common Qs&As
Graphs are out of place.	Graphs will be very large/out of place when user opens a sheet. The graph zoom is simply out of sync because they are unlocked for easy copying to other documents.	Fix graph placement by zooming in and out with the zoom bar at the bottom right of your screen. This will snap them back into place. Please do not try to move or resize the graphs.	On-page instructions in red-bordered box in the upper right of the sheet.

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No numbers in monthly tabs (or other reports)	Fields where calculated numbers should appear are blank or read "n/a."	Check that all required fields have been entered. Make sure that Purpose of Stay and Status on Admission have been completed. Note that if a cell that should include percent/rate is "n/a," it usually means that the denominator for the rate is 0. Make sure you have updated the Census tab for the month (see next).	
30-Day readmission rates are calculated, but transfer rates are missing (the lower 4 rows in the monthly tabs)	Transfer rates use the average daily census (or midmonth count) as denominator. If these are missing, rates cannot be calculated.	Enter ADC or midmonth counts on the Census tab.	
30-day readmissions are not being highlighted.		Check that all required fields have been entered. Don't forget the "Outcome of Transfer" field on the TransferLog.	

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Topic	Description	Fix	Find Instructions

#REF! appears in a cell that should contain a calculated outcome, such as a monthly tab.	This message occurs when there was an attempt to delete a cell or row. The formula and functions in the workbook are complex and operate across ranges of cells/rows. If a cell or row goes missing, the workbook gets hopelessly confused. To prevent this in the future, if you have data that need to be removed because it was entered in error, right click on the cell and choose 'clear contents.'	Data are good, but the workbook is corrupted. Move your data into a fresh copy of the workbook.
		a. Rename this workbook to indicate that it is 'old.'
		b. Download a new copy of the workbook on the Hospitalizations Tracking Tool page and save, renaming as you like (ideally put the year (e.g., "2019") at the beginning of the file name).
		c. Copy and paste the information from your old workbook to the new workbook. It's important to:
		  1. Only copy columns where you enter data and (skip headers, "r" numbers, and automatic fields)
		  2. When you paste, use the paste special option '123' or 'values.'
			Email the HelpDesk and ask for the handout on moving data between two identical versions of the Hospitalizations Tracking Tool.

A cell that should contain a calculated outcome contains an error (e.g., #VALUE, #NAME, #N/A).	Generally, a user has pasted data into the sheet and did not use the sequence 'Paste, special, values' and the data retained some formatting that is inconsistent with the calculation (typically, a date has been pasted in, and although it looks like numbers, the entry is text, not a numerical date).	Usually the data that causes this problem is in the date field. It may be possible to scan the data and identify individual values that need correcting (they may appear in a different font, have a 4-digit year, or be aligned differently than other data entries). You may try re-typing the value in date form. In some cases, copied data will be locked for editing. Please contact the HelpDesk for support.	If you are unable to locate the problem or if you are prompted to unprotect the worksheet to correct the value, please contact the HelpDesk. (It's a quick fix, but the issue probably affects more data than you may realize.)

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Fields on the TransferLog that should auto-populate, don't.	Several fields on the TransferLog contain formulas that automatically complete based on data already entered for admissions. These formulas are not protected and if a user manually removes the entry on the TransferLog the formula that auto-populates that cell will be removed also, so it won't work.	You may always enter the information manually. If you would like to have the auto-population feature replaced, please contact the HelpDesk.	If you would like to have the auto-population feature replaced, please contact the HelpDesk.