



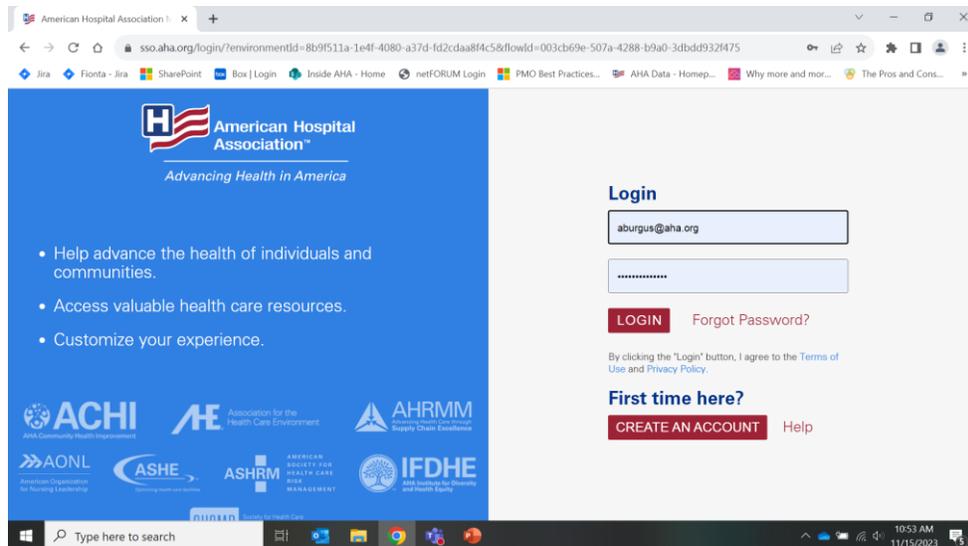
*Advancing Health in America*

**2023 AHA ANNUAL SURVEY**  
**WALK-THROUGH THE 2023 AHA ANNUAL SURVEY ONLINE**  
Link: [www.ahasurvey.org](http://www.ahasurvey.org)

Hello Survey Administrator! Welcome to the step-by-step guide to completing the 2023 AHA Annual Survey. We hope this information will help you successfully complete the survey for your hospital.

### **SSO (Single-Sign-On)**

This year's login process is different from last year – you don't need your AHA Identifier. If you already have an AHA login/password, please click here to login and access the survey, and if you do not have an AHA login/password, please click here to create one and access the survey



### **Creating An Account**

#### **Step 1**

Click the “Register/Login” button at the top of the page. From the login page, click the “Create an Account” button.

#### **Step 2**

Enter your email address. If an account already exists with that email address, you will be prompted to click “Forgot Password” to reset your password. Otherwise, you will be directed to the next step.

### Step 3

If you are employed by a hospital or health system, please link your account to your organization's record. If your organization is a member, this will confer your organization's member permissions on your account so that you may access members-only online resources.

There are two ways to find and link to your organization: through your email domain or zip code search.

Email match: If the domain name of your email matches a hospital or health system in AHA's database, the name of an organization will be displayed. Click "Link my user account to this organization" if the organization is correct.

### We've Searched for Your Account

**● We've found possible matches in AHA's records that match your email. Please link to your organization below for appropriate access to our website.**

ORGANIZATION	ADDRESS	
AHA (Member)	American Hospital Association 155 N Wacker Dr Ste 400 Chicago, IL 60606-1719	<a href="#">Link my user account to this organization</a>

Search by zip code: Click the "Searching for your organization by its zip code" button, and type in the organization's zip code. Find your organization in the list and click the "Link my user account to this organization" button.

ORGANIZATION	ADDRESS
No organizations were found in AHA's records that match your email. Try:	
<a href="#">Searching for your organization by its zip code</a>	
Or, if your organization is not a member:	
<a href="#">Continue with no organization affiliation</a>	

What if I can't find my organization?: If you do not work for a hospital or health system, your organization might not be in AHA's database. If your employer's record is not found, click "Continue with no organization affiliation." You will be able to manually enter an organization during the next step.

ORGANIZATION	ADDRESS
No organizations were found in AHA's records that match your email. Try:	
<a href="#">Searching for your organization by its zip code</a>	
Or, if your organization is not a member:	
<a href="#">Continue with no organization affiliation</a>	

### Step 4

Complete the account creation form by entering your contact information. Choose a password and click the "Create Account" button at the bottom of the page.

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## NAVIGATING THROUGH THE SURVEY

If you have successfully logged in, you will see the homepage of your hospital's survey. This page has allowed you to access different parts of the survey.

Additionally, this page shows:

- status of your survey
- historical data is available
- date and time of the last update
- last person that worked in the survey

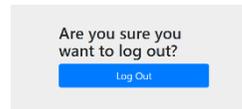
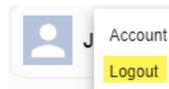
The navigational buttons/survey toolbar on the top and left side of the page are links to various sections.

**Home** – directs you to the homepage of your hospital's survey.

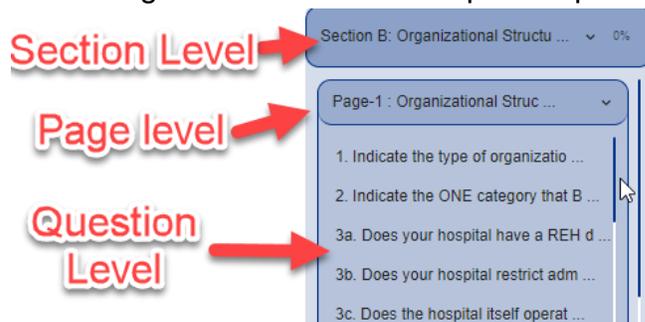
**Admin-** view of authorized staff (helpers) who contribute to completing the survey.

**Help** – online survey instructions.

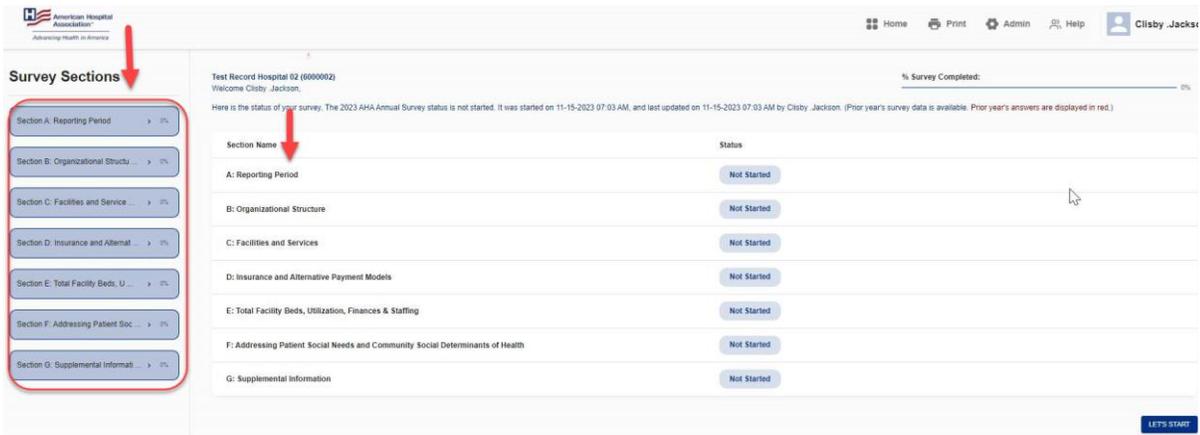
**Profile** – allows you to logout. This feature can be accessed by clicking on the taker's name. You will be instructed to confirm that you are logging out of the survey.

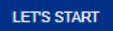


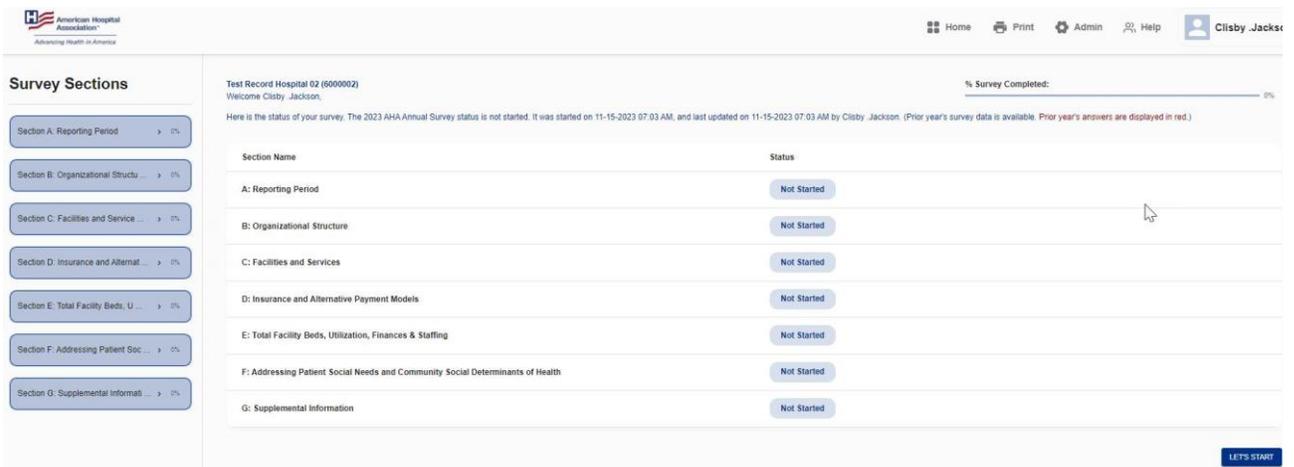
**Left Pane Links Sections A to G** - The AHA Annual Survey can be accessed by the side links in the left pane by clicking on any of the blue buttons. When you click that, you will see a page number(s) come down by clicking on any section. With this function, you will be about to scroll up and down to find what page of that section. You can take the page level further by clicking the page button. This will bring up all the questions that are within the page in the section. When you click on the question, it will navigate the screen to the specific questions.



**Print**– this link takes you to the print page where you have the option to print a Current year or Prior year's survey or a copy of the Glossary. (PDF Format is recommended)



**ENTERING DATA** - The flow of the survey allows you to start at any section. To begin at the beginning of the survey, click on 'LET'S START' button on the bottom of the homepage  , OR button 'A: Reporting Period' on the top toolbar to access the first page.



**Once you are in the survey, you are on a timer. If you are stagnant within the application, after one hour, you will receive a five-minute warning and will then be consequently timed out. So remember to save your data as you enter it**

If you don't have time to complete the entire survey at one time, you can save your work in any section of the survey, logout, and login later to edit or complete.

Please only enter in numbers when asked for numerical information because characters such as: the dollar sign, percent sign, star, ampersand, caret, comma, parenthesis and bracket

`$ % * & ^ , ) ] <` are not recognized in our system.

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## HISTORICAL REFERENCE – Refers to receipt of last year’s 2022 annual survey submission.

**C: Facilities and Services** ⓘ  
Facilities, Services & Beds ⓘ

50%  
Last Auto-Saved: 12-26-2023 09:52 AM

[BACK](#) [SAVE & CONTINUE](#) [SAVE & VALIDATE](#)

If you choose to, you can [click here](#) to fill this page with last year’s data (red checkboxes represent last year’s answer)

*If historical data is available, it is shown in brown under each applicable question (this applies for each section of the survey). In section’s ‘B’ and ‘C’, you are allowed to ‘fill with last year’s data’ by selecting the link that reads the latter. Section ‘C’ has multiple pages, so this selection should be made for each individual page of that section.*

If you choose to, you can [click here](#) to fill this page with last year’s data (red checkboxes represent last year’s answer)

**C. Facilities and Services**

Please report # Beds that were provided within your hospital and were set up and staffed for use at the end of the reporting period. If you choose to fill with last year data before pushing save and validate make sure all questions have at least one field checked.

Owned or provided by my hospital or its subsidiary	Provided by my Health System (in my local community)	Provided through a formal contractual arrangement or joint venture with another provider that is not in my system (in my local community)	Do not Provide
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[BACK](#) [SAVE & CONTINUE](#) [SAVE & VALIDATE](#)

**‘BACK’ and ‘SAVE & CONTINUE’ vs ‘SAVE AND VALIDATE’** - At the bottom of every survey page you will see the buttons ‘BACK’, ‘SAVE’ and ‘SAVE AND VALIDATE’.

The ‘BACK’ button will take you back to the last page you visited after starting the survey. You will be prompted to confirm that your data will not be saved when selecting this option.

After you enter in data and press ‘SAVE & CONTINUE’ your data will be saved, and the status of that section or page will show as ‘In Progress’. You will also be advanced to the next survey page.

Clicking “SAVE AND VALIDATE” will save your data as well as check your data for errors. Additionally, when ‘SAVE AND VALIDATE’ is chosen, your responses to the questions will be compared to historical data on our file to determine conflicting responses to last year’s submission. Also, if errors occur, you are given the option to correct the error ‘now’ or ‘later’. If there are no errors, or if you have corrected all errors, then the status of that section or page will show as ‘Complete’. To complete and submit the survey – all validation errors must be answered/corrected.

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**ERRORS** – The homepage of your survey will show if you have errors. You can correct the errors by clicking on the word ‘errors’ which is in red in the sentence that states that status of your survey (this link shows you errors for the entire survey), or you can click on the word ‘errors’ next to the section of the survey reflecting so. Once you are on the error page, you have the opportunity to correct the errors, by clicking the link ‘correct now’, go to the next survey page by clicking ‘correct errors later’, or going back to the survey page you just completed which has errors by clicking ‘back to survey page’.

**Survey Sections**

My Test Hospital (0000006)  
Welcome John Doe.

% Survey Completed: 56%

Here is the status of your survey. The 2023 AHA Annual Survey status is **errors**. It was started on 12-06-2023 05:39 AM, and last updated on 12-26-2023 04:37 PM by John Doe. (Prior year's survey data is available. Prior year's answers are displayed in red.)

Section Name	Status
A: Reporting Period	Errors, 12-26-2023 04:37 PM
B: Organizational Structure	Completed, 12-26-2023 09:46 AM
C: Facilities and Services	In Progress, 12-26-2023 04:24 PM
D: Insurance and Alternative Payment Models	In Progress, 12-08-2023 08:28 AM
E: Total Facility Beds, Utilization, Finances & Staffing	Errors, 12-08-2023 08:52 AM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-08-2023 08:52 AM
G: Supplemental Information	Completed, 12-08-2023 08:52 AM

LETS START

### A: Reporting Period ⓘ

[BACK TO SURVEY PAGE](#)

[CORRECT ERRORS LATER](#)

The following errors have occurred during validation

A.1: The reporting period entered is for more than 12 months. Please re-enter. [Ref.# 58474495]

[Correct now](#)

A.1, A.2b: The reporting period you've entered does not match the days open you've entered. Please re-enter or tell us why this is correct. [Ref.# 58474500]

[Correct now](#)

On some error pages you may have three options to validate: 1.) change your response, 2.) give an explanation or 3.) confirm your response by checking the box indicated. Please only choose one of these options to validate your response.

**My Test Hospital (6042068)**  
The following error has occurred during validation  
A-1, A.2b: The reporting period you've entered does not match the days open you've entered. Please re-enter or tell us why this is correct. [Ref # 50474500]  
Please correct the answer(s), indicated by <<, to the following question(s).  
OR confirm/explain why these values were correct.

**1. Reporting Period used (beginning and ending date):** ⓘ

From (mm/dd/yyyy) 01/10/2022 << ←  
07/01/2021

To (mm/dd/yyyy) 06/30/2023 << ←  
06/30/2022

**2b. Number of days open during reporting period:** ⓘ

365 << ←  
365

If you have NOT made any changes to the answers above, please confirm if your answers were correct here  ←  
OR give a brief explanation of the data entered:

[BACK TO ERROR LIST](#) [SAVE](#)

**Print** - You can print the survey at any point. Historical reference is also available, by clicking on the dropdown button under the current year “2023”. There are options to print the full survey or by section.

Glossary printing is located below the “Print Survey” in the Print tab.

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Home Print Admin Help John Doe

Print Survey  
Print Glossary

**My Test Hospital (6000006)**  
Welcome John Doe,  
% Survey Completed: 72%

Here is the status of your survey. The 2023 AHA Annual Survey status is in progress. It was started on 12-06-2023 05:39 AM, and last updated on 12-26-2023 05:14 PM by John Doe. (Prior year's survey data is available. Prior year's answers are displayed in red.)

Section Name	Status
A: Reporting Period	Completed, 12-26-2023 04:41 PM
B: Organizational Structure	Completed, 12-26-2023 09:46 AM
C: Facilities and Services	Errors, 12-26-2023 04:24 PM
D: Insurance and Alternative Payment Models	Completed, 12-26-2023 05:05 PM

**Survey Sections**

- Section A: Reporting Period > 100%
- Section B: Organizational Structure > 100%
- Section C: Facilities and Service ... > 53%
- Section D: Insurance and Alternat ... > 100%
- Section E: Total Facility Beds, U ... > 33%

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Home Print Admin Help **John Doe**

### Print Survey Menu

The **Survey Printing** option provides a hardcopy of your online AHA survey. You can printout the entire Survey, or select a section of the Survey.

Each report is customized for your hospital. Depending upon the type of connection you have, it may take few moments to generate and download. We appreciate your patience.

Select survey:

**BACK**

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Advancing Health in America

Home Print Admin Help **John Doe**

### Print Survey Menu

The **Survey Printing** option provides a hardcopy of your online AHA survey. You can printout the entire Survey, or select a section of the Survey.

Each report is customized for your hospital. Depending upon the type of connection you have, it may take few moments to generate and download. We appreciate your patience.

Select survey:

2023 AHA Annual Survey

Select section:

Print Entire Survey

**PRINT**

My Test Hospital (6000006)

### 2023 AHA Annual Survey

#### A: Reporting Period

1. Reporting Period used (beginning and ending date): ⓘ

**American Hospital Association**  
Advancing Health in America

Home Print Admin Help **John Doe**

### Print Survey Menu

The **Survey Printing** option provides a hardcopy of your online AHA survey. You can printout the entire Survey, or select a section of the Survey.

Each report is customized for your hospital. Depending upon the type of connection you have, it may take few moments to generate and download. We appreciate your patience.

Select survey:

2023 AHA Annual Survey

Select section:

- Print Entire Survey
- Print Section A: Reporting Period
- Print Section B: Organizational Structure
- Print Section C: Facilities and Services
- Print Section D: Insurance and Alternative Payment Models
- Print Section E: Total Facility Beds, Utilization, Finances & Staffing
- Print Section F: Addressing Patient Social Needs and Community Social Determinants of Health
- Print Section G: Supplemental Information

**BACK**

## Helper Creation (Admin)

Helper Creation is a new feature that allows the survey administrator to assign certain sections of the survey to other people to complete. To access Admin center, click the button located on the menu bar.

The screenshot shows the American Hospital Association Admin center. The top navigation bar includes 'Home', 'Print', 'Admin', and 'Help'. A red arrow points to the 'Admin' button. Below the navigation bar, there are two tabs: 'CREATE HELPER USER' and 'PROGRESS REPORT'. The main content area is titled 'New Survey Response Staff' and contains a table with columns for 'First Name\*', 'Last Name\*', 'Email Address\*', and seven survey sections (A-G). A blue '+ ADD STAFF' button is located above the table. The table has two rows: one with 'a' and 'a' and another with 'John' and 'Doe'. The first row has green checkmarks in columns A-G. The second row has empty checkboxes in columns A-G. At the bottom right, it says 'Rows per page: 25' and '1-2 of 2'.

Administrators want to add a helper click on the blue button that says “+ Add Staff”. This will display an empty row in the grid view. **First Name, Last Name and Email are required fields**. Next, which section(s) of the survey to assign. Helper can only submit if given access to all sections.

This screenshot shows the 'New Survey Response Staff' page with the '+ ADD STAFF' button highlighted by a red arrow. The table below has columns for 'First Name\*', 'Last Name\*', 'Email Address\*', and seven survey sections (A-G). The first row has empty input fields for the first three columns and empty checkboxes for the last four. The second row has blue checkmarks in all seven columns. At the bottom right, there is a checkbox labeled 'Allow this staff to create other use (Y/N)'.

As an Administrator you can give this person the power to make new helpers and even submit your on behalf as well. Just select the empty checkboxes. Once you are done filling out your helper hit the save icon  to save the help information.

This close-up screenshot shows the table columns and checkboxes. The columns are 'A: Reporting Period', 'B: Organizational Structure', 'C: Facilities and Services', 'D: Insurance and Alternative Payment Models', 'E: Total Facility Beds, Utilization, Finances & Staffing', 'F: Addressing Patient Social Needs and Community Social Determinants of Health', 'G: Supplemental Information', 'Allow this staff to create other users? (Y/N)', 'Allow this staff to submit the whole survey? (Y/N)', and 'Actions'. The first seven columns have blue checkmarks. The last two columns have empty checkboxes, with red arrows pointing to them. The 'Actions' column has a save icon and a close icon.

When the save icon is hit, the help would receive an email notification with a link to have them registered using the SSO that is located at the beginning of this document.

**SUBMITTING YOUR SURVEY** - After you have completed your survey (filled in all the data and corrected all errors) you can now click on the 'submit survey' box on your homepage.

Here is the status of your survey. The 2023 AHA Annual Survey status is in progress. It was started on 12-28-2023 11:16 AM, and last updated on 12-28-2023 03:52 PM by Ellen Nixon (Prior year's survey data is not available.)

Section Name	Status
A: Reporting Period	In Progress, 12-28-2023 11:35 AM
B: Organizational Structure	Completed, 12-28-2023 02:47 PM
C: Facilities and Services	Errors, 12-28-2023 03:22 PM
D: Insurance and Alternative Payment Models	Completed, 12-28-2023 03:25 PM
E: Total Facility Beds, Utilization, Finances & Staffing	Errors, 12-28-2023 03:38 PM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-28-2023 03:49 PM
G: Supplemental Information	Completed, 12-28-2023 03:52 PM

LET'S START

- A submit survey box will not appear to all sections are listed as completed.

Test Hospital Ellen (6004444)  
Welcome Ellen Nixon  
The status of your 2023 AHA Annual Survey is completed. It was started on 12-28-2023 11:16 AM, and last updated on 01-18-2024 08:20 AM by Ellen Nixon (Prior year's survey data is not available.)

% Survey Completed: 100%

Section Name	Status
A: Reporting Period	Completed, 01-17-2024 11:48 AM
B: Organizational Structure	Completed, 12-28-2023 02:47 PM
C: Facilities and Services	Completed, 01-18-2024 08:19 AM
D: Insurance and Alternative Payment Models	Completed, 12-28-2023 03:25 PM
E: Total Facility Beds, Utilization, Finances & Staffing	Completed, 01-17-2024 12:50 PM
F: Addressing Patient Social Needs and Community Social Determinants of Health	Completed, 12-28-2023 03:49 PM
G: Supplemental Information	Completed, 12-28-2023 03:52 PM

SUBMIT SURVEY LET'S START

- Once all sections appear green and completed, a submit survey box will appear.
- Select submit survey, this will take you to a page where you can review your entire survey (see below).

**2023 AHA Annual Survey**

Please review your survey. Click the Submit button to submit the survey, or the Back button to continue editing your survey. Please note that once the survey is submitted, you will no longer be able to make any changes.

**A: Reporting Period**

1. Reporting Period used (beginning and ending date):

From (mm/dd/yyyy) 01/01/2023

To (mm/dd/yyyy) 12/31/2023

2a. Were you in operation 12 full months at the end of your reporting period?  Yes  No

2b. Number of days open during reporting period: 365

3. Indicate the beginning of your current fiscal year: 01/01/2024

**B: Organizational Structure**

1. Indicate the type of organization that is responsible for establishing policy for overall operation of your hospital. SELECT ONLY ONE:

12 State (Government, non-federal)

2. Indicate the ONE category that BEST describes your hospital or the type of service it provides to the MAJORITY of patients:

18 REH (Rural Emergency Hospital)

- If your survey looks correct, you can hit submit in the top right corner of your screen.

**2023 AHA Annual Survey**

Thank you for taking the time to complete AHA's Annual Survey.

We would appreciate your feedback on your recent experience to improve the design and functionality of this survey and deliver a better experience. Please take a few minutes to complete the feedback questionnaire.

[Provide your feedback here](#)

Do not hesitate to contact us at Survey Support with any questions.

- A confirmation screen will appear to confirm your submission, you will also receive an email confirmation of a successful submission.
  - o The email confirmation screen would say (see below)

Thank you for completing the 2023 AHA Annual Survey. Your survey has been accepted. We appreciate the time and effort you have put into its completion.

We appreciate your participation in the survey and hope this information will be useful to you. If you have not already done so, please print a copy of your completed survey for your file. If you have any questions or comments please feel free to provide us your feedback. [Click here](#) Again, thank you.

American Hospital Association
- On the submit screen you will also see a link; this link will take you to the feedback questionnaire.
  - o This is a brief questionnaire to tell us about your experience with the updated platform.

**CHANGES TO DATA** - If you need to make changes after your survey has been submitted, please contact survey support for assistance. Additionally, any relevant data saved in the system after the fielding period will be used as a final submission.

We hope your online experience is easy. If you have any questions, you may contact us via our survey support help-line at [\(800\) 530-9092](tel:8005309092) or at [surveysupport@aha.org](mailto:surveysupport@aha.org).

THANK YOU FOR YOUR PARTICIPATION!

