

# Zero Suicide Data Dashboard User Manual

Last Updated 2/25/2025

Helpdesk/contact information: [zsonline@edc.org](mailto:zsonline@edc.org)

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## Signing up for the Zero Suicide Dashboard

Access to the Zero Suicide Data Dashboard can be found on this [webpage](#). Once you click on 'Access Portal' you will click the button on the top right of the screen which reads 'Sign Up!' to create a new account. You will only do this if you are the first person at your organization to register for a Zero Suicide Account, otherwise, you should request your organization's admin invite you to create a team member account.

## Where to find the link to register for the ZS Data Dashboard

### Data Entry

Once the Organization, Groups, and Members are set up under the organizational dashboard account, both admins and general users will be free to submit data to the dashboard on behalf of their group.

The first time a member of a group enters data, they will be asked to set up which of the nine Zero Suicide metrics they wish to track. This process may take a few minutes and is best determined by the group in advance.

It's recommended that organizations enter data into the Zero Suicide Data Dashboard quarterly to celebrate implementation successes and identify areas for improvement.

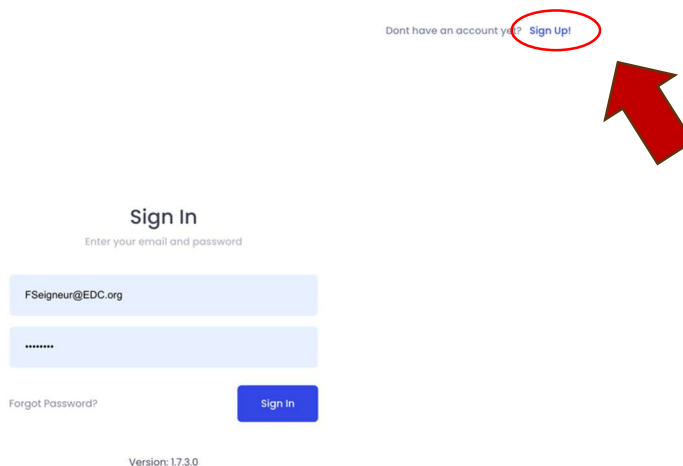
### Technical Support

If you experience any technical issues with the Zero Suicide Data Dashboard platform, please reach out for support at [zsonline@edc.org](mailto:zsonline@edc.org).

[Access Portal](#)

## Creating an Admin account for your organization

This is where you will go to create an Organizational Admin account **if your organization does not already have an account**. You will click the 'Sign Up' button on the top right corner of the page.



Dont have an account yet? [Sign Up!](#)

**Sign In**  
Enter your email and password

FSeigneur@EDC.org

\*\*\*\*\*

[Forgot Password?](#) [Sign In](#)

Version: 1.7.3.0

## Sign Up Page

Complete the sign-up page and verify your email address as prompted.


### Sign Up

Enter your details to create your account and organization.

Already have an account? [Login](#)

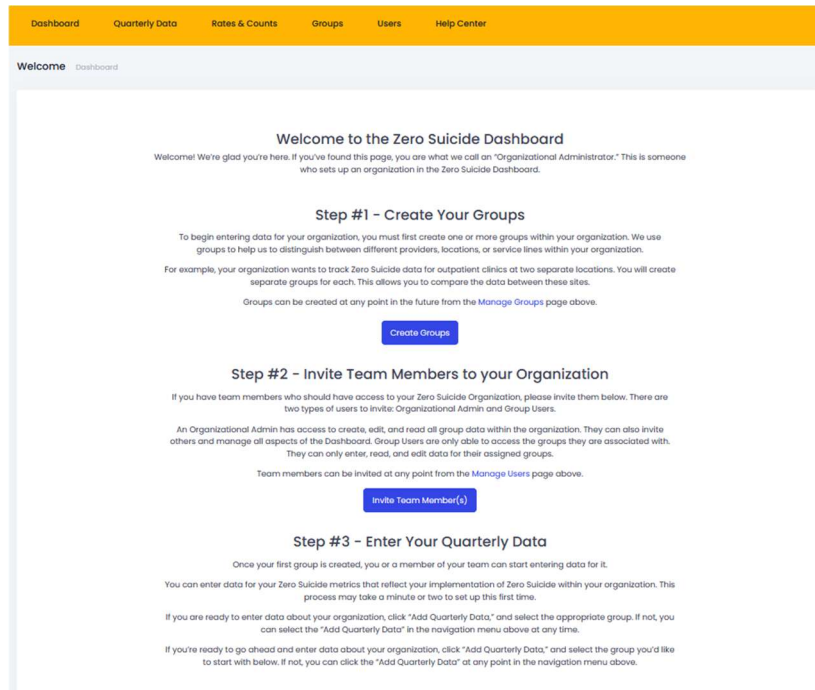
**IMPORTANT NOTE:** Please confirm with your organization that they do not already have an account in the Zero Suicide Data Dashboard. You should not create a duplicate organization unless you're creating an account for a different section or region within your organization. If so, please ensure the name you enter reflects that difference, i.e. Education Development Center Solutions vs. Education Development Center.

*Passwords must be at least 6 characters long with 1 uppercase, 1 lowercase, 1 number, and 1 character.*

I'm not a robot  [Privacy](#) - [Terms](#)

## Welcome Screen

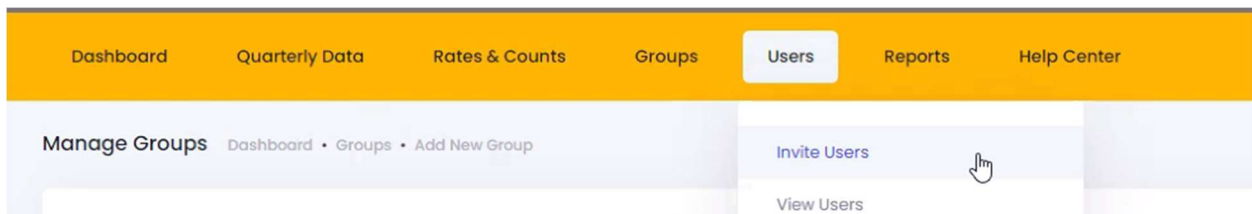
Once you've completed your sign up, you will see the following Welcome Screen

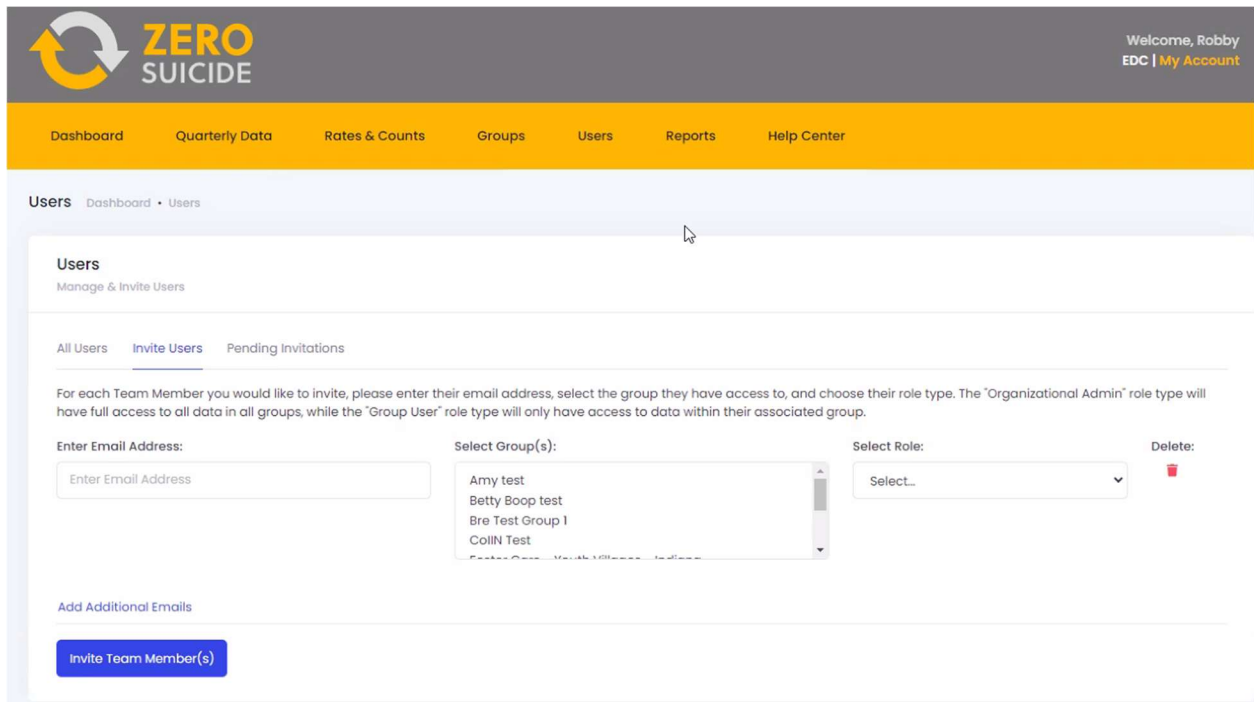


## Adding New Users

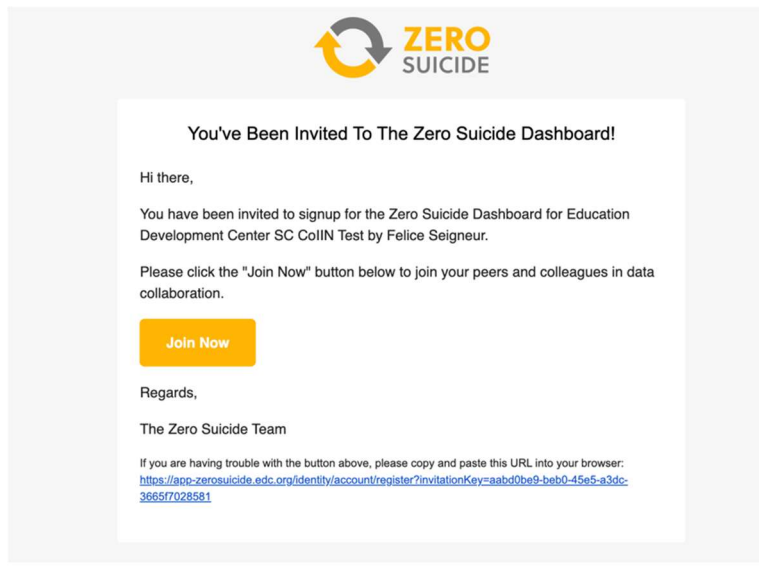
### Inviting a New User

The Organizational Administrator can invite new team members. To invite a new user, you will click on 'Users' then select 'Invite Users.' After this, you will enter information for the new user.

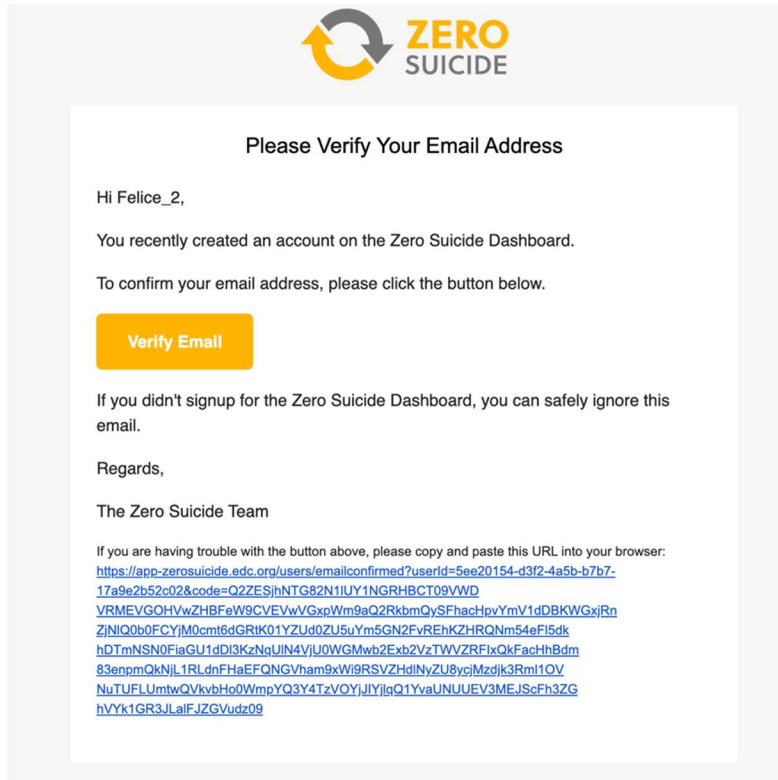




Once the organization admin has completed these steps, then the end user should receive the following email:



After clicking on the 'Join Now' link, you'll be instructed to verify your email address.



### Team Member Welcome Screen

After you've verified your email address, you'll be directed to the following Welcome Screen which provides details on common dashboard actions.

#### Step #1 - Verify Your Group

Welcome! We're glad you're here. If you've found this page, you're what we call a "Group User." This is someone who has been invited by an organization's Zero Suicide Dashboard Administrator to join one or more groups within the Zero Suicide Dashboard. We use groups to help us to distinguish among different providers or service lines within your organization.

For example, your organization wants to track Zero Suicide data for outpatient clinics at two separate locations. Separate groups are created for each location and you are only allowed to enter and view data for the group you are a member of.

You have been added to the group(s) **ED\_1\_SC CoIIN, ED\_2\_SC CoIIN**. If you believe you're in the wrong group, contact your Organizational Admin or Team Manager.

#### Step #2 - Enter Your Quarterly Data

Once your group has been created, you or a member of your team can start entering data for it.

You have the option of entering data for up to 9 key Zero Suicide metrics that reflect your work on the implementation of Zero Suicide within for your organization. This process may take a minute or two to set up this first time.

If you're ready to go ahead and enter data about your organization, click "Add Quarterly Data," and select the group you'd like to start with below. If not, you can click the "Add Quarterly Data" at any point in the navigation menu above.

[Add Quarterly Data](#) ▾

#### Step #3 - View Your Dashboard

Once you're finished entering your data, you'll be able to see your data in the Dashboard by clicking "View Dashboard" below or the "Dashboard" navigation menu item above.

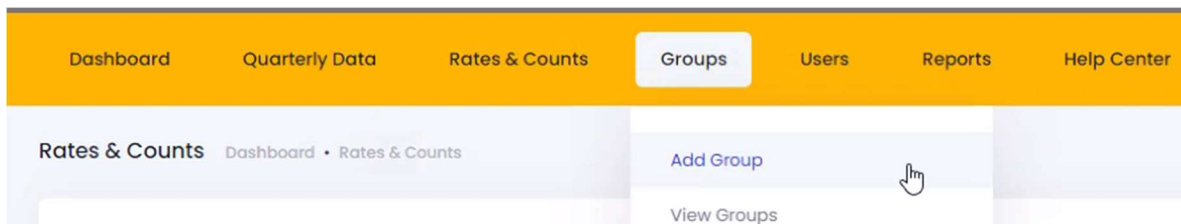
You may also want to enter historical data (e.g., data from the past year of implementation if you have it) so you can start to go ahead and see trends for your organization.

[View Dashboard](#)

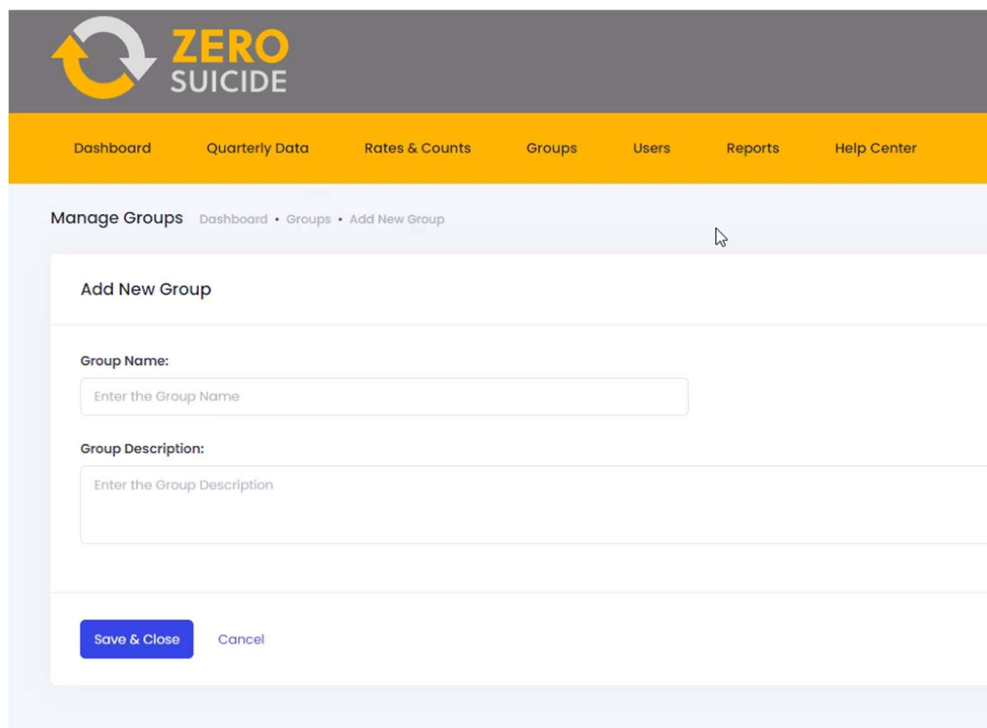
## Adding New Groups

Any data entered into this dashboard needs to be associated with a group. Your organization may have several groups within it, each could have distinct data to report. Organizational administrators may create or delete groups. If you have a team member account, you may already have access to your organization's groups, to check your access you can click on 'Groups', then 'View Groups.'

To create a new group, you will click on 'Groups' then 'Add Group.'



After clicking on 'Add Group' you will then enter information for your new group. Make sure you are as descriptive as possible, so that other users within your organization who have access to this group know how you define the group.

A screenshot of the 'Add New Group' form. The form is titled 'Add New Group' and is located within a 'Manage Groups' section. The breadcrumb trail shows 'Dashboard' > 'Groups' > 'Add New Group'. The form has two input fields: 'Group Name:' with a placeholder 'Enter the Group Name' and 'Group Description:' with a placeholder 'Enter the Group Description'. At the bottom of the form, there are two buttons: 'Save & Close' (in blue) and 'Cancel'.



## Adding New Data

### Accessing New Data Entry from Welcome Screen

This can be done by either clicking on Step 2 on the Welcome Screen, or by clicking on ‘Quarterly Data’ on the top horizontal menu.

#### Step #4 – Enter Your Quarterly Data

Once your first group is created, you or a member of your team can start entering data for it.

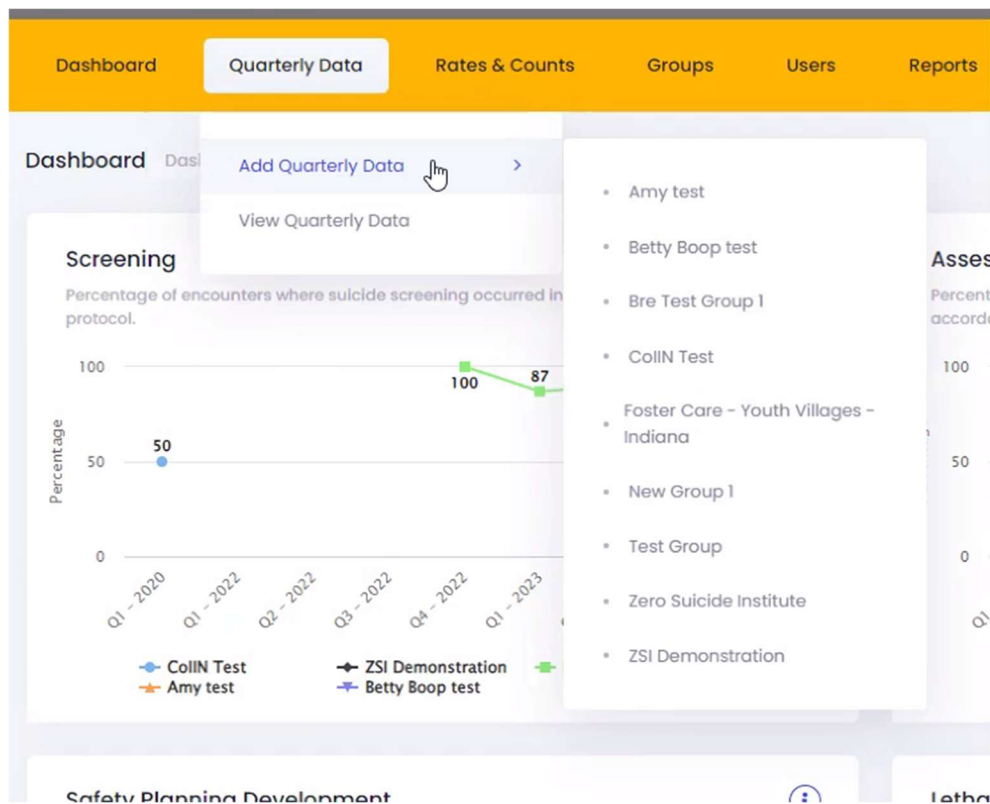
You'll have the option of entering data for up to 9 key Zero Suicide metrics that reflect your work on the implementation of Zero Suicide within for your organization. This process may take a minute or two to set up this first time.

If you're ready to go ahead and enter data about your organization, click "Add Quarterly Data," and select the group you'd like to start with below. If not, you can click the "Add Quarterly Data" at any point in the navigation menu above.



### Accessing New Data Entry from the Top Tool Bar

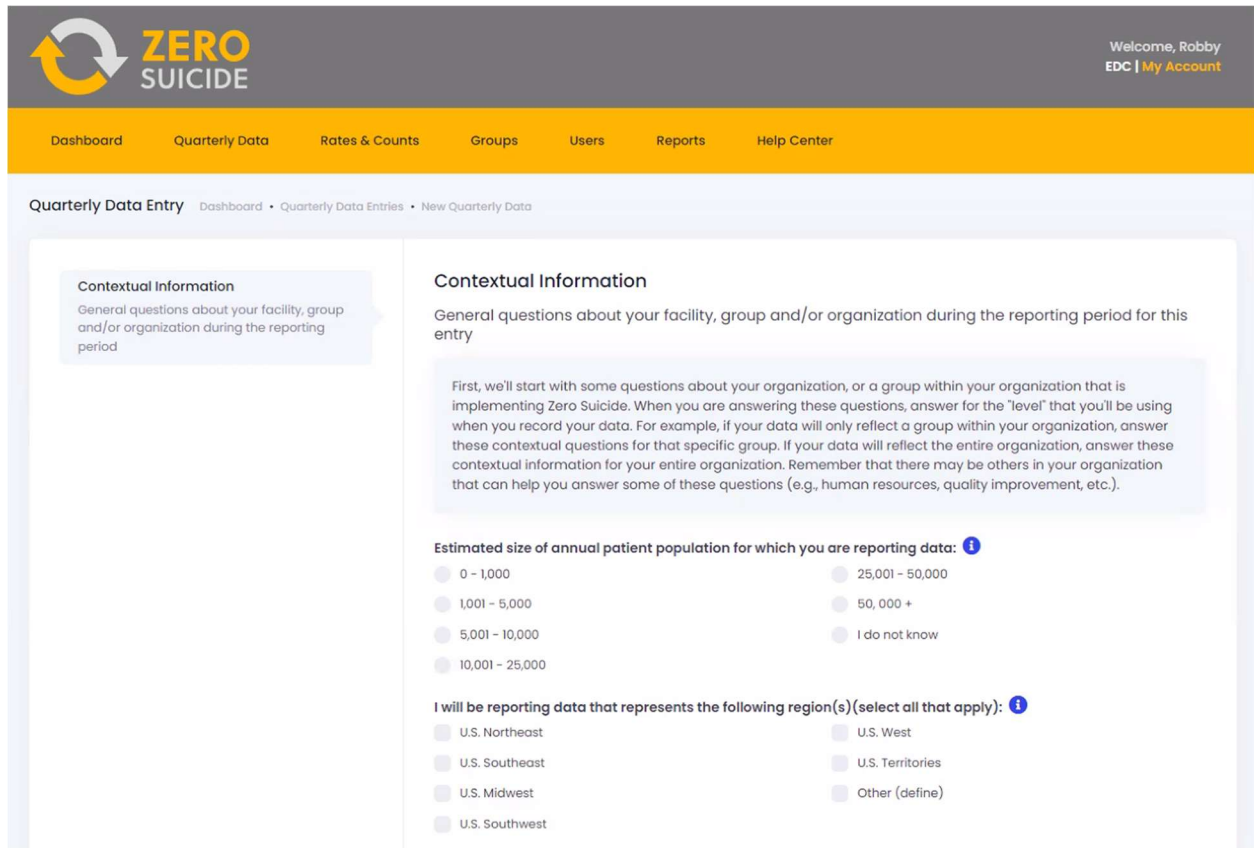
After clicking ‘Add Quarterly Data’ you’ll need to select the group to which you’ll be adding new data (depending on your access, you may only see one group here).



### Adding Contextual Information

Before entering any data related to tracking implementation of Zero Suicide, you will need to report on contextual information relevant to the environment where you are implementing the Zero Suicide framework and expecting to see change. This may be a team, division or department within a larger organization or clinic, or the entire organization itself. These data points will help with calculating rates, understanding how to interpret data, and provide context across different reporting organizations. Lastly, depending on which elements of Zero Suicide you select that your group is currently implementing, this will determine which data points you will have access to in your data dashboard (e.g. Screening, Assessment, Safety Plan Development, etc.).

As with any of the data fields in this dashboard, please read the instructions before responding, as they will provide important guidance on how to accurately record your data.



The screenshot shows the Zero Suicide Data Dashboard interface. At the top, there is a navigation bar with the Zero Suicide logo and a user greeting: "Welcome, Robby EDC | My Account". Below the navigation bar, there are tabs for "Dashboard", "Quarterly Data", "Rates & Counts", "Groups", "Users", "Reports", and "Help Center". The main content area is titled "Quarterly Data Entry" and contains a "Contextual Information" section. This section includes a sub-header "Contextual Information" and a description: "General questions about your facility, group and/or organization during the reporting period". Below this, there is a detailed instruction: "First, we'll start with some questions about your organization, or a group within your organization that is implementing Zero Suicide. When you are answering these questions, answer for the 'level' that you'll be using when you record your data. For example, if your data will only reflect a group within your organization, answer these contextual questions for that specific group. If your data will reflect the entire organization, answer these contextual information for your entire organization. Remember that there may be others in your organization that can help you answer some of these questions (e.g., human resources, quality improvement, etc.)."

The section contains two main questions with radio button options:

- Estimated size of annual patient population for which you are reporting data:**
  - 0 - 1,000
  - 1,001 - 5,000
  - 5,001 - 10,000
  - 10,001 - 25,000
  - 25,001 - 50,000
  - 50,000 +
  - I do not know
- I will be reporting data that represents the following region(s) (select all that apply):**
  - U.S. Northeast
  - U.S. Southeast
  - U.S. Midwest
  - U.S. Southwest
  - U.S. West
  - U.S. Territories
  - Other (define)



Contextual Info Cont.

**My healthcare system is/is part of a (select all that apply):**

- National system
- Regional system
- Multi-state system
- State/tribal system
- Children's hospital
- Health plan
- Hospital system
- Integrated delivery system
- Provider organization
- Other (define)

**What is the setting for which you are reporting data (select all that apply)?**

- Community Mental Health Center (CMHC) / Outpatient Behavioral Health
- Outpatient Psychiatric
- Primary Care (non-FQHC)
- Integrated Primary Care/Behavioral Health
- Federally Qualified Health Center (FQHC)
- Certified Community Behavioral Health Clinic (CCBHC)
- Outpatient Medical/Specialty Medical
- Inpatient Psychiatric
- Inpatient Behavioral Health
- Residential - Behavioral Health
- Rehabilitation (substance misuse)
- Inpatient Medical
- Substance Abuse Treatment
- Emergency Department (General Medical)
- Psychiatric Emergency Services
- Urgent Care
- Indian Health Services
- Tribal Primary Care
- Tribal Behavioral Health Organization
- Department of Defense (DoD)/Military Health System/Veterans Health Administration (VHA)/Other primarily veterans-serving organization
- College Counseling Center
- School/school-based health center
- Crisis Center/Mobile Crisis
- Other (define)

**What is the age of population for which you are reporting data (select all that apply)?**

- Under 18
- 18-25
- 26-44
- 45-64
- 65+

Contextual Info: Selecting Zero Suicide Elements

**As part of your organization's protocol, which of the following Zero Suicide activities do you implement?**

Selecting all of the Zero Suicide activities you implement in this question is **important** as it drives the metrics that will be included on your Dashboard. Please select the activities for which you are reporting data.

- Suicide screening
- Suicide assessment
- Safety planning
- Lethal means counseling
- Care management plan/pathway to care
- Follow-up when patient is discharged, transferred, or otherwise separates from the treatment setting.
- Caring contacts
- Direct Treatment
- Follow-up procedures for missed appointments for patients who are on a suicide care management plan/pathway to care

**Enter the Reporting Period**

Please enter all metrics according to your group's protocol during the reporting quarter.

Reporting Year:

Reporting Quarter:

## Reviewing Contextual Data

Each time you are going to add new quarterly data you will be asked to review the contextual data and revise/change as appropriate.

### Contextual Information

 Edit

General questions about your facility, group and/or organization during the reporting period for this entry



Please review all of the Contextual Information answers on **all of the steps below**. If your answers have changed, you may edit and change them.

First, we'll start with some questions about your organization, or a group within your organization that is implementing Zero Suicide. When you are answering these questions, answer for the "level" that you'll be using when you record your data. For example, if your data will only reflect a group within your organization, answer these contextual questions for that specific group. If your data will reflect the entire organization, answer these contextual information for your entire organization. Remember that there may be others in your organization that can help you answer some of these questions (e.g., human resources, quality improvement, etc.).

## Adding Zero Suicide Element Data

Depending on which elements you reported implementing in your contextual data screen, you will have options to enter data related to those Zero Suicide elements. As seen below, this user selected 'Screening,' 'Assessment,' and 'Safety Plan Development' as the elements they are entering data for. After you click 'next' on the contextual data page those options should appear on your left menu. As you are completing each data element, please read the guidance text carefully to ensure accuracy.

#### Contextual Information

General questions about your facility, group and/or organization during the reporting period

#### Screening

Percentage of encounters where suicide screening occurred in accordance with organization protocol.

#### Assessment

Percentage of clients screening positive for suicide or being referred for suicide ideation or behavior via another mechanism, who received a standardized suicide risk assessment

#### Safety Plan Development

Percentage of clients determined to be at elevated risk of suicide who received a follow-up safety, wellness and/or response plan in accordance with organization protocol

#### Screening

Percentage of encounters where suicide screening occurred in accordance with organization protocol.

Suicide prevention experts usually use the term suicide screening to refer to a procedure in which a standardized instrument or protocol is used to identify individuals who may be at risk for suicide. Screening tools are brief questionnaires that measure the individual's suicide risk. For the purposes of this dashboard, an encounter is any contact between the provider and the client virtually or in-person.

#### What type of screening instrument was used for this metric (select all that apply)?

- We do not use a validated screening tool
- ASQ suicide risk screening tool
- Columbia Suicide Severity Rating Scale (C-SSRS)
- Patient Health Questionnaire - 9th Item (PHQ-9)
- Patient Health Questionnaire - Adolescent Version (PHQ-A; 9th item)
- Patient Health Questionnaire (PHQ)-2
- Patient Safety Screener (PSS-3)
- Suicide Behavior Questionnaire-Revised (SBQ-R)
- Other (define)

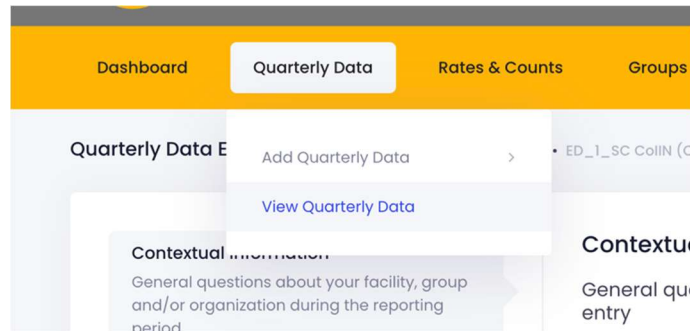
#### According to your organization's protocol, a screening should occur (select all that apply):

Daily

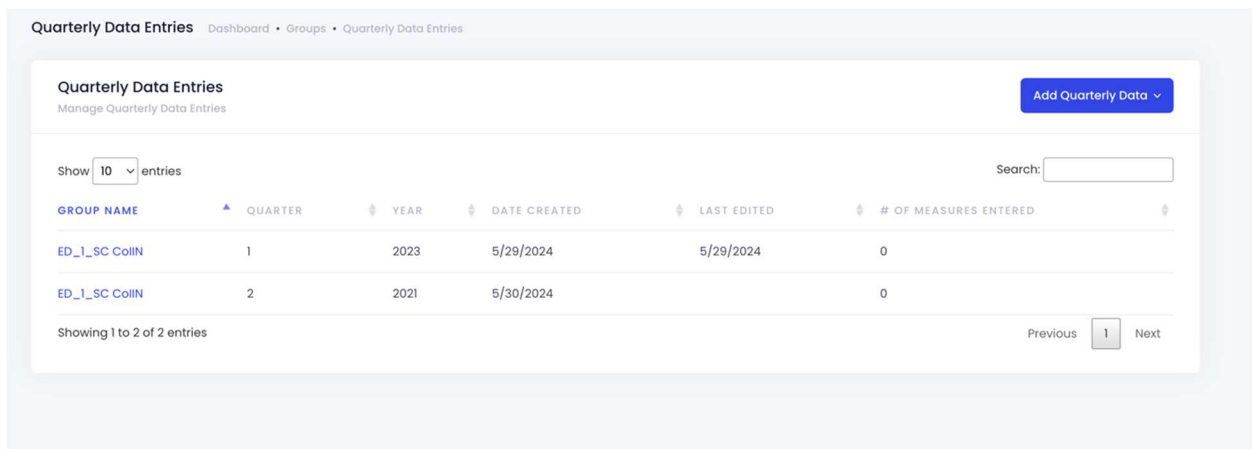
Select...

Editing previously entered Quarterly Data

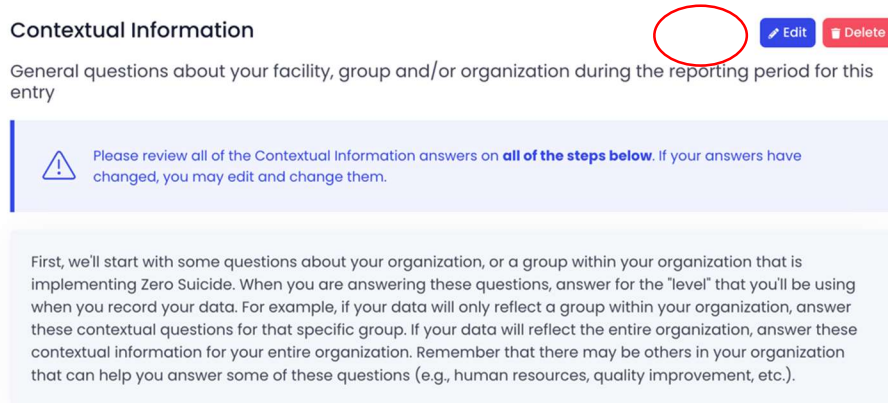
To edit previously entered data you can click on 'View Quarterly Data'



Once you click on view data, you will see a list of all data entries by group that have been entered.

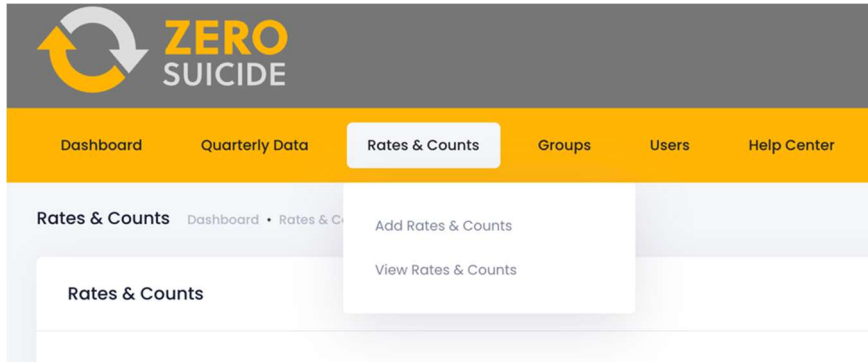


After clicking on the group/reporting period you'd like to edit, you will see the following option at the top of the screen to edit or delete the entry.

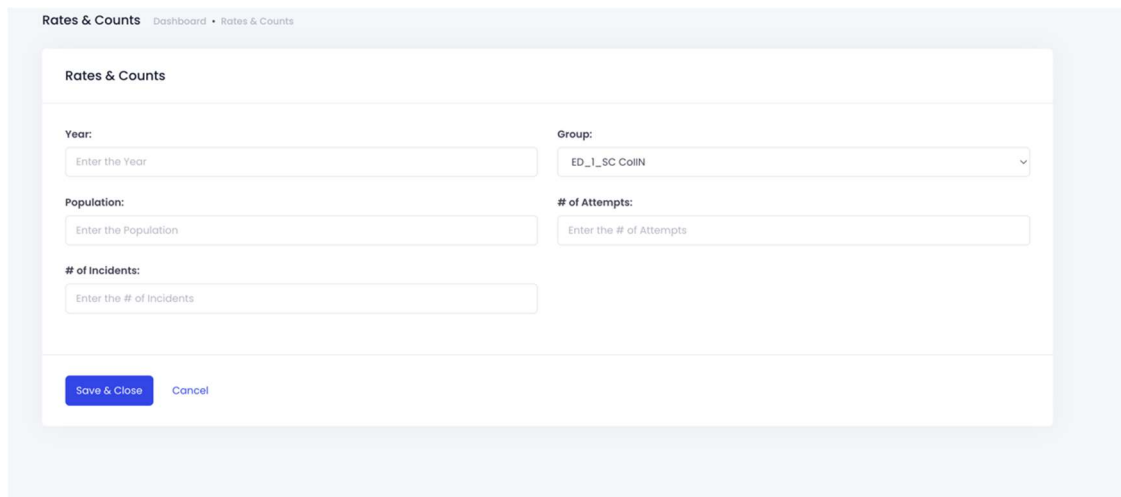


### Adding New Data for Rates & Counts

Ideally, you will want to track the number of suicide deaths (incidents) and suicide attempts within your group. To do this, you will click on 'Rates & Counts' and select 'Add Rates & Counts.'



You will then enter your group's data related to incidents and attempts for the relevant year (these rates/counts are only collected annually).



The screenshot shows the 'Add Rates & Counts' form. The form is titled 'Rates & Counts' and has a breadcrumb trail 'Dashboard > Rates & Counts'. It contains several input fields and a dropdown menu:

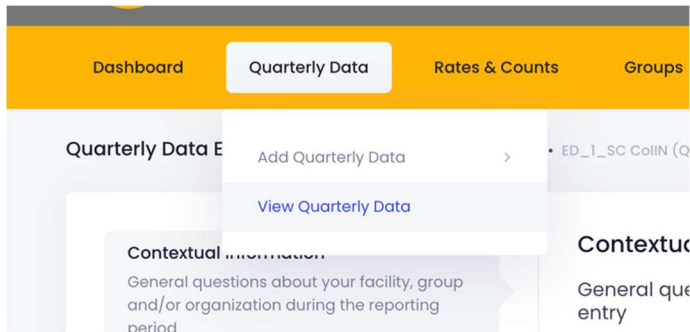
- Year:** A text input field with the placeholder 'Enter the Year'.
- Group:** A dropdown menu with the selected value 'ED\_1\_SC CollN'.
- Population:** A text input field with the placeholder 'Enter the Population'.
- # of Attempts:** A text input field with the placeholder 'Enter the # of Attempts'.
- # of Incidents:** A text input field with the placeholder 'Enter the # of Incidents'.

At the bottom of the form, there are two buttons: 'Save & Close' (in blue) and 'Cancel'.

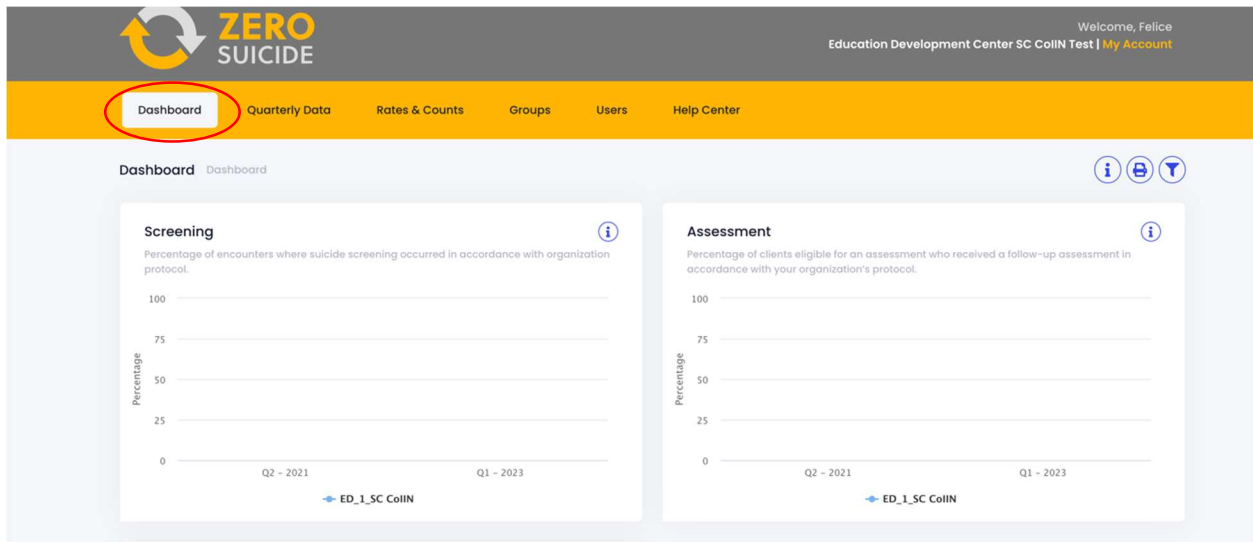
## Viewing Data

### Viewing Previously Entered Quarterly Data

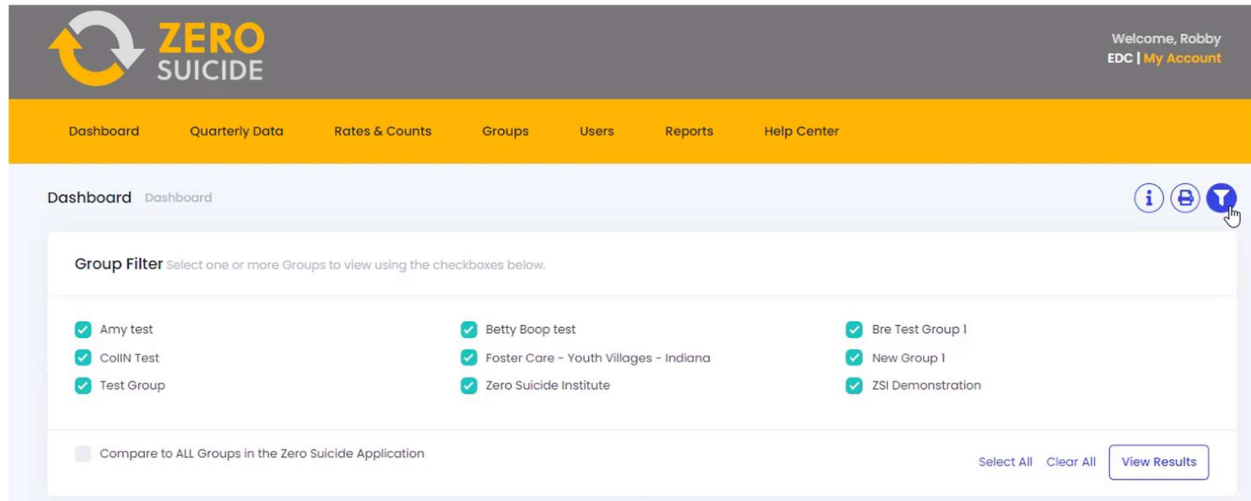
There are two different ways to view quarterly data you have previously entered. If you want to view an individual entry and not longitudinal data, (this is primarily used for editing or deleting as described above) you can click on 'Quarterly Data' then select 'View Quarterly Data'.



If you would like to view all data for which you have entries, across time periods, or longitudinally, you can click on the 'Dashboard' option on the top menu.

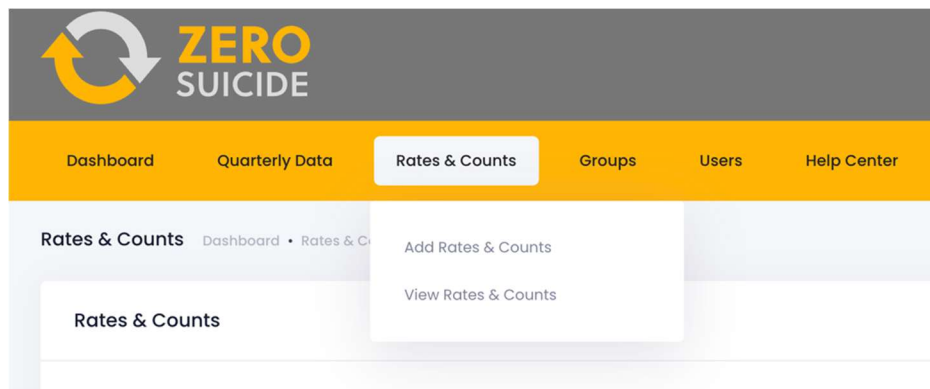


Once there, you can filter data by group.

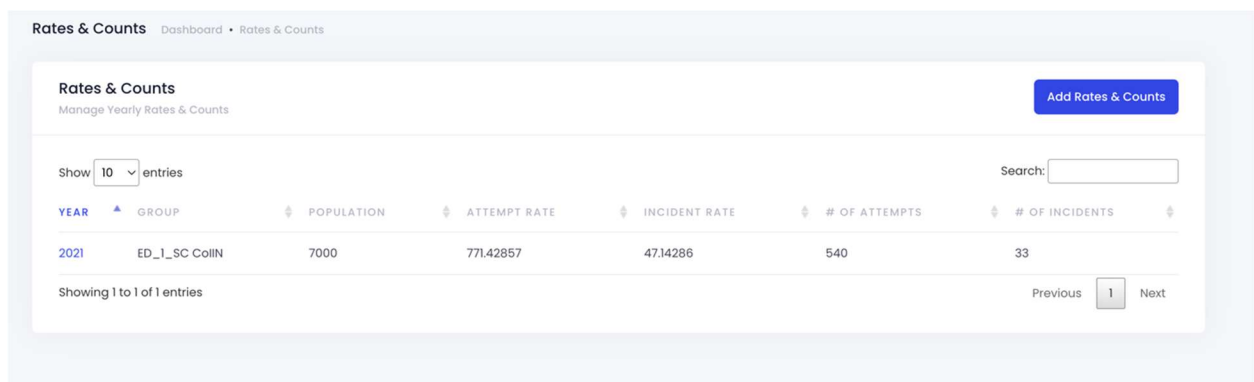


### Viewing Previously Entered Rates/Counts Data

Like Zero Suicide element data, there are two ways to view previously entered rates and counts. You can click 'View Rates & Counts' from your top menu.



You will then see individual entries for annual rates and counts with a text display. You can click on the year for the entry, this will allow you to edit or delete the entry.



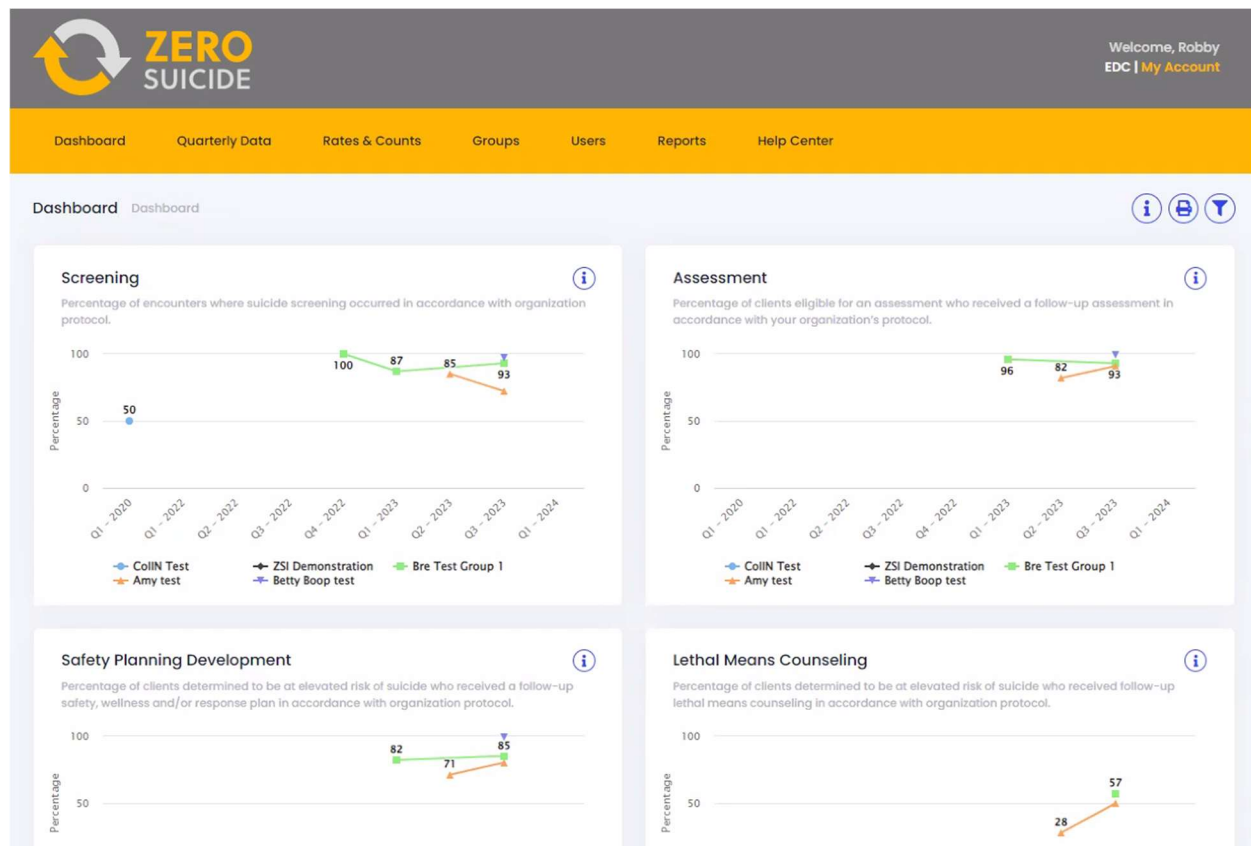


Once you have data entered for rates and counts, these data will be displayed graphically and longitudinally on your main dashboard page, underneath any Zero Suicide element data you may have. Rates are calculated and shown as per 10,000 persons.



## Main Dashboard View

Once you have entered data into one or more groups, your main dashboard page will look like this.



## Frequently Asked Questions

The 'Frequently Asked Questions' page is a helpful resource if you have questions about a particular function or requirement for the dashboard.

