

Hospital Outpatient Quality Reporting Program

Support Contractor

QualityNet Reports and Utilization of the Secure File Transfer AM Questions and Answers

Moderator:

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Question 1: Yes, thank you. You had said something during the presentation that I was confused about. It was regarding submitting data through the Secure Portal through multiple hospitals. You'd said that you can use one machine, but you just have to get that code assigned to both facilities – both sign-ons. That's different information from what I'd been previously told by the QNet Help Desk. Is that something that's changed recently, because the way I have been doing it, I have to use two different computers to submit data for two different hospitals. So can you clarify that, please?

Answer 1: This is Jim Grant, the Project Manager with Outpatient Reporting. When the Secure Portal first went live, you did have to use multiple computers, because there was no way of associating the one token with multiple programs. But it's our understanding that that has changed, and you may need to get assistance from the QualityNet Help Desk in order to associate the other – the credential, the token number with both of your programs.

Question 1: Okay. All right. Thank you.

Answer 1: I'm sorry – this is Mollie. You can also – There are instructions on the home page. You can download the token – the Symantec VIP – to your mobile device that you can use for different machines. Instructions are on that home page under "Portal Resources."

Question 1: All right. Thanks.

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Answer 1: You're welcome.

Question 2: Previously, I was able to locate on the QNet site when I had submitted my charts for verification or validation. They would say, "Accepted, accepted, accepted." So I know that they were received. It didn't mention that. Is that still a report that's available? That's after validation, when you send me the requests, and I send the charts to you in the mail.

Answer 2: The Validation Summary Report is still available there.

Question 2: Where would you find that at?

Answer 2: Under the validation.

Question 2: Okay. But on that one, that one just tells you what charts you've requested. Will it tell you when you've received them when I send them back? I didn't see that column.

Answer 2: There are two separate reports. One of the reports is the charts that have been requested, but another one is a summary showing when the charts have been received, and it should show the accepted when the CDAC receives your chart.

Question 2: And what is the exact name of that? Because they're all named very similar.

Answer 2: Right. I think it's the Validation Summary Report, but we can double-check and post that out. [Editor's note: This is the correct report title.]

Question 2: Thank you.

Answer 2: Okay.

Question 3: Yes; hi. I was just wondering if you have a more consolidated list of upcoming deadlines, or if you can do a webinar on them. And, sort of the deadlines – if you can list which reports have to be checked, and by which timelines, with structural measures.

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Because all of this data comes from so many different sources, and there's no one consolidated place for outpatient and inpatient. If you had a webinar on it that would just detail, "This is the list of your deadlines; these are the reports," that you'd check as just a checklist, it would be very helpful, I think, to the committees and to the groups. Then also, if you know when the next hospitals are going to be chosen for validation.

Answer 3: Hi. This is Marty Ball, at the Outpatient Reporting Program. I like your idea. That's a really good idea. And I think we'll probably do that. We could incorporate – we have a calendar now that will tell you when all the deadlines are. That's on QualityNet, as well as on our website – oqrsupport.com.

The second part of your question was about the hospitals selected for validation. There'll be 500 hospitals selected toward the end of November. That will be listed on QualityNet, as well. But we'll see if we can create a tool which shows which reports you'd look at for deadline submission.

Question 3: That'd be great. Thank you.

Answer 3: Thank you for that idea.

Question 4: Yes. Hello. Good morning. I just had a question about the reports. Once you've run the report, how long does it typically take to get the results? I'm finding that to be 10 – 15 minutes.

Answer 4: It varies. It depends on – I think – how many people are using the system, how many reports are being run. But it does sometimes take a little while. That's why we were saying you have to wait for that. Just refresh your screen, and then if a green check pops up, it should be ready.

Answer 4: And you'll notice an increase of delay as you get closer to the deadline. The report requests up on QualityNet gets quite a bit heavier. So we recommend certainly that you'd run your reports early. That would save you some time waiting for the reports to come back.

Question 4: Thank you.

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- Question 5: Hi. My question has to do with submitting our files to CDAC using the Secure File Transfer. We've been doing it on CDs and mailing that, or FedExing it. Are there criteria? I'm assuming there would be criteria that describe file type and all those instructions on how to submit it directly through Secure File Transfer. And where can I find that?
- Answer 5: Those are in the QualityNet User Guide.
- Question 5: Okay.
- Answer 5: If you go to the home page and you look under **CART**, you'll find the requirements for the submission of data.
- Question 5: Okay. And has this been done successfully and works okay?
- Answer 5: It's new.
- Question 5: Okay.
- Answer 5: It has been done, and it has been successful. The one wrinkle is that in the past when you used Secure File Transfer, on the old system, it would tell you when the file was received and when it was opened by the recipient. The new file system doesn't do that, but you can get the same information by running your Validation Summary Report. It may take a day or two to refresh from the time that you send your file.
- Question 5: Okay. All right. Do I get some sort of notice back that my part of the process went through and was done?
- Answer 5: Yes. It'll show that the selected files were received or accepted.
- Question 5: On the report, you're talking about?
- Answer 5: On the summary report.
- Question 5: Okay. But prior to that, I don't get any notice?

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- Answer 5: You don't get any feedback from the Secure File Exchange itself. We're asking for an enhancement that would give people that information. You may be able to call the QualityNet Help Desk, and they might be able to tell you whether or not the file was received and opened. Your surest bet is to wait a day and run the summary report.
- Question 5: Okay. Thank you.
- Answer 5: Sure.
- Question 6: Yes. Recently, on the weekend I had my computer updated and when I came in, the icon for the security code was not there anymore. How do I get another icon? How do I get another security code?
- Answer 6: What you'll need to do is re-download the security token. Then you'll need to call QualityNet, and they'll have to associate the confidential ID with your account again, because it's going to be a new ID.
- Question 6: Okay. Thank you.
- Question 7: Hello. It was similar to what the previous question was. I wondered if – can you have more than one? I do use several different devices. Can you have more than one security code embedded on each of the different devices, or do I need to have just one?
- Answer 7: For each machine, you can only have one token. The token is associated with the actual computer. So there's only security token for each computer.
- Answer 7: What you'll do is – like, I have the device on my mobile phone, and I have the device on my computer. You can go into QualityNet and add your different devices in the Secure Portal.
- Question 7: Okay.
- Answer 7: I think it just says, "Add a device."
- Question 7: Okay. So I can list the different devices for that very same token?

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Answer 7: Correct.

Question 7: Okay. That's what I needed to know.

Answer 7: Thank you.

Question 8: Hi. I'm wondering if you can go through the process and the requirements for reporting OP-29 and -30.

Answer 8: OP-29 and -30 are actually going to be reported next year, so that's why you don't see them now on your web-based measures page. When you go to answer your web-based measures, it's going to be reported on data from April 1st of 2014 to December 31st of 2014, then reported July 1st of 2015.

Question 8: But as far as how we are submitting the data into QualityNet?

Answer 8: It will be a numerator and a denominator. So you're going to submit how many cases you have that met the denominator criteria, and then how many of those cases met the numerator criteria. So it'll be a number. Say with your minimum is 63 or 96 – if you see zero to 900 patients, then you'll have a denominator of 63. And 901 cases, you'll have a denominator of 96. If you have enough cases to fulfill the denominator, then your numerator will be the patients that meet all the requirements that are listed in that measure information form.

We also have some helpful tools on our website which you've heard three times now – oqrsupport.com – and you can look at those. And they'll help you identify your denominators and numerators.

Question 8: Okay. Thank you.

Answer 8: All right.

Question 9: Yes, hi. I just wanted to make a comment about how frustrating this new portal is, and how many redundant clicks there are. I hope that your team there is going to be making some improvements or upgrades to that. I have two questions in regard to functionality.

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One is – when I am in the Secure File Transfer – because that opens up a brand new window, and I'm working on that page or on that screen behind it, I'll get a notice that I'm going to be logged out. And because I don't see it, because it sits behind the transfer screen, I do get logged out.

That becomes very problematic because I've probably started running reports on that page while I go to the transfer page.

Is there anything I can do to have that message about being logged out appear on the uppermost screen so I can at least click, "Yes, leave me logged in," or do I have to just look at a clock and time myself? Because it pops up at all different times. Sometimes it's five minutes. Sometimes it's twenty. There's no consistency in how much time you get.

Answer 9: We can pass those comments on to QualityNet.

Question 9: Okay.

Answer 9: And let them know your concerns.

Question 9: My second question would be – there's a notification button on the report screen. All that does is list reports that you're looking at, whether they're there or not. It's, again, another redundant, useless piece of that part of the tool. Is there any way, or are there any upgrades, to that so that this way those notices can be sent to my e-mail? Because reports take so long to run now. They never used to, but now they just take hours upon hours to run.

It would be so much more beneficial if that information – those notices – could be sent directly to my e-mail. This way, I could log out, do other work, and then come back when they're actually there. Is there anything in the works to do that?

Answer 9: This is Jim Grant. I'm the project manager. I just want to first address one of your first concerns. Instead of maximizing both windows, minimize one and stick it at the bottom of your screen. That will allow the notifications to pop up. So that you have your two windows tiled, rather than one in back of the other.

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The other is that all of the applications on QualityNet – while we have some input on the business requirements – there are about six other contractors that are responsible for putting together the business requirements, the technical specifications, and actually building the applications.

We provide the education on it, so people talk to us when they see a concern. We'll be happy to pass some of your concerns on to QualityNet. We've already – for example, when you run reports, you click **Run Reports**. That brings up another screen. On that screen, you have to click on **Run Reports**, which is redundant.

The application cycle is about a year, so when we notice something today, it takes about a year before it actually will be changed. So, yes, we can add this to the backlog and request someone take a look at the efficiencies of using the applications.

Question 9: Thank you.

Question 10: Hello, everyone. I hope you're all having a very good day. I have a question regarding the Claims Detail Report slide that you talked about. You talked about if you had fewer than five records, it wasn't necessary to supply data. Did I hear that correctly?

Answer 10: Yes. If you have fewer than five cases for a measure, but that includes both Medicare and non-Medicare patients– If you have five or fewer – then you do not need to submit data. You can certainly voluntarily submit the data for that measure, and that's why we were saying also remember that Chest Pain and AMI are a combined total.

Question 10: All right. Thank you so much. I appreciate the clarification.

Answer 10: You're welcome.

Question 11: Hi. When you log in, you have to specify IQR or OQR, et cetera, which you want to go into. But once you get in there, it appears that you can access – fully access – both inpatient and outpatient pieces. So is there any

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circumstance where you would have to specifically log out of one and log back into another in order to access what you need?

Like for instance, if I log in under IQR, I can still get to all the OQR functions and reporting and everything, it appears. Is there any scenario where that wouldn't be the case?

Answer 11: This is Jim Grant again. No. Selecting the program on the front end brings you to what you need to do for that program within the application.

However, once you're completed – say you're responsible for outpatient and you also have some inpatient business to do – you can select **Inpatient** from the drop-down through the quality program, and be able to then continue in your log-in and continue with what you need to do.

I'm not aware of any time where – well – let me think. If you have responsibilities for both outpatient and ASC, no, you'd still be able to. You should still be able to go between the programs once you're inside the application.

Question 11: Okay. I mean that just seems like when I first went in there, I was like, "Oh. So we're going to have to log in and log out all the time, to go between inpatient and outpatient." But it doesn't appear to be the case.

Answer 11: And in addition, you can also go to Secure File Transfer from either one of those, too.

Question 11: Right.

Answer 11: Yes. It's just selecting it on the front end brings you into the area directly, rather than having to go into a generic area and having to select a program from there.

Question 11: Okay. Thank you.

Question 12: Yes. I have validation that my records have been received at the CDAC by FedEx, but the report in QNet tells me that they're still not received. Is there anything I should be concerned about?

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- Answer 12: Have you checked your – well, you said that before.
- Question 12: Yes, I did. The last ones posted were on 10/10. But I know for a fact the last ones were delivered 10/13. I didn't know if they'd had a problem or they were just behind.
- Answer 12: Well, it may not be in the system yet, if they were just received on the 13th.
- Question 12: Okay.
- Answer 12: Since this is the 15th?
- Question 12: Okay.
- Answer 12: Check again.
- Question 12: Tomorrow's the deadline.
- Answer 12: Yes. If you want to give us a call after the webinar, I'll talk to you and help you.
- Question 12: Can you give me your number please?
- Answer 12: Sure. 866-800-8756
- Question 12: 1-800-866-8757
- Question 12: The second. I've never received the fourth quarter results. Are they delayed in giving those out? I received third quarter pretty timely, but I haven't received fourth quarter.
- Answer 12: Yes. I don't think the fourth quarter results have been released yet.
- Question 12: Okay. Thank you. I'll call you in a little while.
- Answer 12: Okay.

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- Question 13: Yes. This is in regards to the outpatient web/structural measures. On the summary page for the measures, where it shows if it's incomplete or complete, the outpatient measures will not show as complete unless the data has been submitted. Is that correct?
- Answer 13: That's correct.
- Question 13: If you fill in the questions, you must submit. Otherwise, it won't show it as complete. That is correct; right?
- Answer 13: Correct. Correct. You have to hit **Submit**.
- Question 13: I'm sorry. I couldn't hear you.
- Answer 13: That's correct. You have to hit **Submit** for the process to finish.
- Question 13: Okay. So, if I go – because I did these a while ago – if I went in there and I saw everything was complete, then it wouldn't show **Complete** unless I had hit **Submit**?
- Answer 13: Correct.
- Question 13: Okay.
- Answer 13: We'd recommend, too, making a screenshot of that.
- Question 13: I'm sorry. I can't hear you.
- Answer 13: We recommend also making a screenshot of that, in case there are ever any questions with your web-based measures being answered.
- Question 13: So, I would take a screenshot of the summary page that says **Complete**?
- Answer 13: Yes. We recommend having that for your records.
- Question 13: Okay. But I don't have to take one of each individual measure question?
- Answer 13: No. Just the summary, which will show all questions have been answered.

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- Question 13: Okay. All right. Thank you.
- Question 14: Hi. Good morning. Thank you. My question was actually already answered by a previous caller. I had questions about the OP-29 data submission, but you said it wasn't due until 2015.
- Answer 14: That is correct.
- Question 14: Okay.
- Question 15: Thank you. I have a question about a comment that Mollie made on the billed Medicare claim. She said that you do not need to include all of them. It was my understanding that they all had to be included. Is this just for samples? Or is this for all of them?
- Answer 15: This is for your data submission. So when you submit your records, and if you're submitting 100 percent or if you're sampling, then you'd submit whether – you'd try to submit all of your records, of course, if you were submitting 100 percent.
- But if you are sampling, then you could submit some of those Medicare names that are on your Claims Detail Report. And you could submit private insurance patients as well. The names on that report are to help you if you're having difficulty finding enough patients. A facility may only have five AMI patients because they're a large facility and they don't transfer out any patients. So they may have a hard time finding those Medicare patients that actually got transferred out. So the report can be used to assist them, to find the required submission data.
- Question 15: Okay. Thank you. And I have another question. On the Secure Portal when you're uploading the measures, does it support the 7-zip files? Or does it have to be just a zip file?
- Answer 15: Jim, are you able to answer that question?
- Answer 15: This is Jim Grant. It should accept the 7-zip. The designation of zip at the end of the extension is a convention, a file convention, so it doesn't matter

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what program compressed and put all the files together. One should be able to open files that have been compressed by other zippers.

Question 15: Okay. Because I had uploaded some, and it rejected them. So I wondered if it was because of the 7-zip.

Answer 15: It shouldn't. But you might want to check with the QualityNet Help Desk.

Question 15: Okay. Thank you.

Answer 15: Sure.

Question 16: Hi. I'm online looking for the handouts for today, and they don't – at least I can't find them on the – when I go to the link, it doesn't say, "web, handouts for today's webinar," anywhere. How do I find them?

Answer 16: Are you on oqrsupport.com?

Question 16: Right. I went to the link through that. Through the registration form where it says, "Click here to get event materials."

Answer 16: Okay. You can just go to the main. Go to oqrsupport.com, and then click on **Hospital Outpatient**, and then **Webinars**. They'll be right on that page.

Question 16: **Outpatient** and then **Webinars**. Okay.

Answer 16: Correct.

Question 16: Thank you.

Answer 16: All right. You're welcome.

Question 17: Yes. I just wanted to clarify the five or fewer. That's per quarter, not per month, as far as submitting records. Correct?

Answer 17: Yes. That is per quarter.

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- Answer 17: And the five or fewer rule can be found in the Specifications Manual under the Hospital Outpatient Department Quality Measure Data Transmission under Guidelines for Submission of Data. I'm looking at Manual 7.0, and it's on page 5.2 of that section.
- Question 17: That's what we've been doing, but it didn't sound like it from the webinar, so I just wanted to clarify. Thank you very much.
- Answer 17: Thank you.
- Answer 17: Thank you.
- Question 18: Hi. Good morning. I'm in the process of waiting for a report: the Population and Sampling Summary Report. I'd like to do something else in the meanwhile, but I'm afraid to click out of it because I would not be logging off properly. How do I get out of that page to go do something else on QualityNet?
- Answer 18: You can just back out of that page, and you'll come back, and that report will be waiting for you.
- Question 18: I can just back out? I'm doing it as we speak.
- Answer 18: You know how we looked at the one slide that said, "Run Report Search/Search Reports?"
- Question 18: Okay. I'm good.
- Answer 18: Okay.
- Question 18: All right. Thank you.
- Question 19: Hi. My question is in regard to – I ran the Submission Detail Report for outpatients for the second quarter. I have 63 pages of errors, which is very unusual for me.
- It says, "The critical error is that my abstraction date is not a valid date." Now, I hand-put-in the abstraction date so that I can track my efficiency.

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Can you tell me, would this be a problem that I need to contact QualityNet about, or would this be a problem, and you think it might be my vendor?

Answer 19: This is a Known Issue with QualityNet on the abstraction date. Jim, help me out here. I believe they have the issue. I'm not sure of the status on the issue.

Answer 19: The Known Issues document is on the home page of QualityNet.org. It's down in the bottom left-hand corner. If it continues to be a Known Issue, it will stay on that report. In fact, it stays on the report until the annual payment update for our program.

Question 19: So I can ignore the ones that just have that listed as the error, and focus on the ones that have other things?

Answer 19: That would be a good idea. I would also strongly suggest going to QualityNet and pulling the Known Issues document just to see what the status of that is.

Question 19: Okay. Thank you very much.

Answer 19: Sure.

Question 20: Hi. My question has to do with Outpatient 26. At the end of April 2013, we converted to nearly every entirely new software system in our hospital. So I am having difficulty finding our outpatient volumes for those CPT codes and categories for January through April. I've pretty much exhausted every database report, saved file – anything that I can find in our coding, IT, and decision-support departments. No one seems to be able to have that data. I'm wondering. I do have the data from May through December 2013. Am I allowed to annualize that information to report for OP-26?

Answer 20: I would recommend entering that to the best of your ability.

Question 20: Okay.

Answer 20: Entering what you know, probably, would be best.

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Question 20: Rather than trying to estimate what we would have done in those four months?

Answer 20: Yes.

Question 20: Okay. Is this Marty?

Answer 20: Yes.

Question 20: Okay, Marty. If we have any follow-up questions, can I e-mail you all?

Answer 20: You certainly can.

Question 20: Okay. All right. Thank you very much.

Answer 20: Yes.

VanBourgondien: While we wait for the final question, I'd like to remind you that this webinar is approved for one continuing education credit by the boards listed here on Slide 32.

We now have an online CE certificate process. There are three methods for receiving your CE. Two are through WebEx and one through the phone only. The first way is to – if you registered for this webinar through WebEx – you will receive a survey from WebEx within 48 hours. It will not arrive today. Once you've completed the survey, you will be sent to a site to download your CE certificate.

The second way is, if you are listening to this webinar with a colleague that logged onto WebEx, ask them to forward you the survey from WebEx.

The third and final way of receiving your CE is, if you are listening to the webinar by phone only, since you did not register with WebEx, you will not receive the survey with the link for the CE. In approximately three weeks, an online version of the webinar will be posted on our oqrsupport.com website for you to get your CE certificate.

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Question 21: If we miss the preview period for whatever reason, is there any way to go back and get it?

Answer 21: That would be a Help Desk question. I think they can rerun your preview file, but I'm not sure. And you're speaking of just looking at the preview file that was posted on QualityNet? Is that correct?

Question 21: Yes.

Answer 21: Okay. Yes. If you want to call the QualityNet Help Desk, they should be able to give you the answer to that.

Question 21: Okay.

Answer 21: 866-288-8912

Question 21: Okay, and one other question. On the quality training that you said was over on the unsecured side, does that tell us – give us – like – is there one that gives us in-depth detail of how to analyze the stuff that we're seeing in the **My Reports** and quality program stuff?

Answer 21: Are you asking about the preview report?

Question 21: No. No. I know how to do that one. Sometimes I looked at the numbers like in Case Summary and Case Detail.

Answer 21: There is that. In the help guide, there's good definitions of how to interpret the reports.

Question 21: Okay. That's what I'm looking for.

Answer 21: Okay. And I just want to remind everybody that November 1st is the deadline for the web-based measure submission. So please submit early.

I know at this point we sent out a reminder about a week ago, but we're still quite a bit behind on the usual number of submissions at this time period. So please submit early so you don't run into problems.

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Karen

VanBourgondien: This concludes our program for today. I'd like to thank Mollie for the information shared with us today. We hope you have heard useful information that will help you in your Hospital Outpatient Quality Reporting Program.

Please remember that you will not receive the WebEx survey for your CE certificate today. It will be sent from WebEx to your e-mail within the next 48 hours.

If we did not get to your question, please use the Question-and-Answer tool located on www.QualityNet.org. A Hospital OQR subject matter expert will send you a timely response.

Thank you again for attending, and enjoy the rest of your day.

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