



Outpatient Quality Reporting Program

Support Contractor

CMS Abstraction & Reporting Tool (CART): Knowing the Basics

Presentation Transcript

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Karen

VanBourgondien: Hi, everyone. Welcome to the Hospital Outpatient Quality Reporting Program webinar. Thanks for joining us today. Today we are going to be talking about CART, the CMS Abstraction and Reporting Tool. And Pam is just going to go over the system and kind of familiarise you with the basics. If you have not yet downloaded today's handout, you can get them from our website at <http://www.qualityreportingcenter.com/>. Just go to the "Events" banner on the right side of the page, click on the today's event, and there will be a link there that will allow you to access and print the handout. In addition, these slides are also always attached to the ReadyTalk invite you received for this presentation. Today our speaker is Pam Harris but before we get started with her presentation, let me just mention a few things.

We will be putting some program announcements into the "chat box" you see there on the left side of your screen. I do want to make one announcement and that is, when you're using the **Question and Answer Tool** through QualityNet, please ensure that any question you submit through this tool does not contain PII, which is Personal Identifiable Information, or PHI, Protected Health Information. And examples of those would include patient names, HIC numbers, Medical Record Numbers or any other unique identifying number, code or characteristic. Also, do

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not attach documents with this information. If that is in your question, it will be deleted and we won't be able to respond to it. So, just kind of keep that in mind.

Critical access hospitals, you will be uploading your population and sampling data via an XML file. There was a notification sent out with instructions previously. So that's what's going on for critical access hospitals right now. We will be doing a little educational webinar/WebEx probably in April for those of you that need further assistance for that. And if you have any problems, please give us a call at our helpline which is 866-800-8756.

Please join us on April 19, as we will be presenting a webinar to ensure you're reaching the program requirements and we're going to include some tools and resources that are available to you to optimise your reporting for this program. Any information regarding program updates or educational opportunities will be sent by LISTSERV. If you have not signed up for this automatic email service, you can do so on the [QualityNet](#) homepage.

The learning objectives for this program are listed on the slide. This program is being recorded. A transcript of today's presentation, including the questions and answers that we receive in the chat box, and the audio portion of today's program, will all be posted on [qualityrecordingcenter.com](#) at a later date. It is also posted on their [qualitynet.org](#) website.

During the presentation, as stated earlier, if you have a question, please put the question in the chat box, and again, that's on the left side of your screen and one of our subject matter experts will respond. Again, by having live chat, we hope to accommodate your questions in a timely manner and have real-time feedback. If, for some reason, your question does not get answered, please know that all of those questions and answers will be posted on our website, [qualityrecordingcenter.com](#).

So, now, let me just turn things over to our speaker, Pam Harris. Pam?

Pam Harris:

Hello everyone, thank you for being here today. Let's start off with: what is CART?

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Well CART stands for the CMS Abstraction and Reporting Tool and it is used by hospitals to collect, abstract, and submit clinical data to the CMS warehouse in lieu of using a vendor. CART is available for use on a stand-alone, Windows-based computer, in a computer network or in environments without computing resources through the use of the paper tools.

So, if you are here with us today, we assume you use CART. There are many facilities that do use CART such as critical access hospitals, hospitals — particularly small hospitals and even some vendors use this tool. Whoever you are, we will go through this tool and hopefully provide you with some insight, tips and tricks.

For those of you that are very new to CART, we will take a few minutes to show you where to start. To find this application you will go to www.qualitynet.org. That address will take you to the QualityNet home page. Place your cursor over the **Hospitals-Outpatient** tab. You will see this drop-down menu and you will select **Data Collection & CART** as circled here in red.

This is the next page that will display. I want to just point out the options here on the left side. If you want to download CART you will hit that first grey tab, and we will do that it just a minute. If you wanted the paper tools, you would select the second tab **Abstraction Resources**. You can also click on **CART Training**; this will give you a choice of two videos, each roughly 30 minutes in length. One covers everything from initial download and the very basics of the application. The second video goes into some detail on some features of CART. They are available for you if you need further assistance. But, let's say you just selected the **CART Downloads and Info** tab, the one next to the red arrow.

What you see here will display. You can see at the very top of the page, it is referencing version 1.15 and this would be for abstracting data with encounter dates of January 1, 2017 through December 31, 2017. If you are installing this for the first time you will go down to the **Initial Installation of CART** section, closer to the bottom of this slide.

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Now, you can also see here, on this slide, that if you have a previous version you can choose to update your version. There are also instructions for those of you that do abstract for Inpatient measures as well as Outpatient. If you have any difficulty with the download process, please call QualityNet directly; they will be able to assist you with technical difficulties. So, let's imagine you have successfully installed CART and take it from when you are able to sign into CART.

On the initial login page, put in the User ID of OPSS in all lower-case, and remember that this is case-sensitive. Then enter the temporary password, and this is also case-sensitive, so, again, all lower-case; so the temporary password is: p, the @ symbol, s, s, w, zero, r and d. The OPSS user ID has very limited access. It is established only for the user to set up the Provider and System Administrators. Once successfully signed in with "opps" as your user ID, you will be prompted to change the password and answer security questions.

Once you sign in, there will be a tool bar running across the top. This is the Start Page or Home Page. If you look at the left hand side of the tool bar, you will see several options: **File, Administration, Reports, Security Abstraction**, and, **Help**. Now, if you click on the **Administration** tab, then you will see a drop down box. And the drop down box gives you three different choices: **Provider, Patient**, and **User**. Now, your first step will be to set up your provider, so click on the **Provider** icon under the **Administration** tab.

And then you will come to this page. Go to the right hand side of the page, under **Provider Detail**, see the blue arrow, and start putting in your hospital information in. Once you have your facility information in, then save your Provider Detail by clicking the left upper "save" icon that is just below the tool-bar. See the green arrow? Then this will save your information to the Provider Information side. Now, while you are on this page, let's go ahead and fill out your Provider Preferences. And it is only the System Administrator that can input your Provider preferences. In the **Provider Summary** section (that's right under provider information—see under my green arrow), you would first click on your hospital; this will pull your provider information over to the **Provider Detail** section. Then go to the **Provider Preferences** section, see

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the red arrow? Then select the desired time period from the **Time Period** list, there is a very convenient drop-down box listing the dates you can select, and you can see that we have chosen January 1, 2017 to Dec 31, 2017, which is CART version 1.16. And right below the Time Period, you will see **Measure Sets**. You will then select the Measure Sets you want included for your abstractions. Then click **Save**.

Now remember to report the OQR program, you would select all the measure outcomes listed. Just a note: for critical access hospitals, if you are not selecting to abstract ALL the measure sets, any measure set selected must be a complete section or measure set. OK, for example, you cannot select to abstract only OP-1 and OP- 2 in AMI, without reporting OP -3, -4, and -5. Now, let's set up a system administrator. The System Administrator is the highest-level user of CART.

Now, to add the System Administrator we are going to go back to the **Administrative** tab, up where you see the red arrow, and from the drop-down menu (that's the same menu I showed a few moments ago), you will select **User**. Then go to the **User Detail** area, right hand side, circled in red, and fill out the required information. Notice that the first box is asking for your User ID. User IDs may not be modified once it has been created for the user. So your first user ID is going to be "opps", (all lower-case) remember that for a few minutes. Once you have your information in, you will see that the Activation Date self-populates. Then click on the **Provider**. Then go back up to the left upper corner, and click on the **Save** button. Here is a tip: if you registered CART as a Stand Alone, then QualityNet may not be able to unlock or reset your password. If you lock yourself out of CART, the only thing that you can do is to delete the entire CART software and then download CART again. So, to make sure this does not happen to you, we are going to set your System Administrator account separate from your User account. So, now, I want you to use the green plus (this is up towards the top under the red arrow here), and add yourself again, only this time, assign yourself another **User Name**. Then follow the same instructions only now, under **User Type**, select **Abstractor**. Complete the **User Detail** section and **Save**. Then I want you to sign out of CART completely. Then pull CART back up, as if you are starting from scratch. And this time I want you to sign-in under the user name you just assigned yourself. Then put in the same password, the p, @, s, s, w, 0, r, d. Now, for this one, you will only have to put in the user detail information, and this time,

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under **User Type**, you would select **Abstractor**. Now, this account will be the one to add other users. That way you will reset a user password from this sign-in is by clicking, but if you need your password reset, then you would use your first registration to unlock the second.

Now, to register other users, follow the same process that you did to enter your abstraction registration. Always **Save** after each user.

So, let's look at entering your Patient Information. So, one more time, you would go to the **Administration** tab at the top of the page, click it, and this time select **Patient**. And this is the screen that will display. Then you will see information pop up, telling you that your **Patient** information was modified, and ask if you want to save the changes. So, yes, you do, if the information you entered is correct.

On the right hand side of the slide, under **Patient Detail** you can put your patient data or information in. After you have completed entering the patient's information, then look below and you will see the **Add a Patient** tab, click on this tab.

Then you will see an information pop-up telling you that your Patient Information was modified and asks if you want to save the changes, so, yes, you do, if your information you entered is correct.

So, now you see that the information you put in under **Patient Detail** has now been moved to a listing under **Patient Summary**. That leaves the **Patient Detail** area ready for you to put in your next patient's information. After you have a patient listed under the **Patient Summary**, you can then then click on the patient you want to abstract. So, let's select the patient Jane Doe

Jane Doe will then populate in the **Patient Detail** section, you would then click on the **Add Abstraction** tab.

You will then see the abstraction pop-up screen. Notice that your Abstractor ID and the Abstraction Date will self-populate.

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When all the information is in, then click in the **Comment** area and the **Finish** tab will be enabled. And then click the **Finish** button.

And here we are at the **Abstraction** page. And before we go into entering the abstractions, let me stop and explain Skip Pattern. Skip Pattern is a process in the CART abstraction tool to help the abstractor follow the specific measure algorithm. So, it skips questions that do not need answering, based on your previous answers. So, as you answer one question, Skip Pattern will either enable (or open up a question to be answered), or it can disable (or grays out a question), so you are not able to answer the question. But CART also gives you the ability not to have the Skip Pattern. You can choose to enable all your abstraction questions. So, for question one in the abstraction tool, you can select to **Enable** or **Disable** questions appropriately, now this is choosing the Skip Pattern, or you can choose **Enable All Questions**, and that blocks the Skip Pattern. You would then fill in the appropriate documentation. Now, let me give you a little tip, if you are using the Skip Pattern option, then you must answer each question in order. Remember, the Skip Pattern determines if the next question needs to be answered based on what you answered in the previous question. So, it has to be in order.

Let's say we are abstracting ED throughput and you have answered each question appropriately. We can see this fictitious information here on the slide. And you go through and enter the EM code that the patient was transferred to another acute care facility and the ICD 10 CM Diagnosis Code of "bitten by duck- initial encounter". So you just keep going down in order.

And then, to save the abstraction, you would click on the **Save** button at the left upper corner of the page. I have it circled in red.

Then, you will receive a pop-up asking you if you want to duplicate this record. Now, why would you duplicate the record? Well, this is here for the abstractor's convenience. Let's just say you have a patient that you abstract for Chest Pain and you do this. Now, you need to abstract for the AMI measure. Instead of having to

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start at the beginning and put in the Patient Information again; this duplicates the patient information and lets you start the measure input on the abstraction page. You would click **Cancel** if you did not have another measure to abstract for this patient.

But by clicking **OK**, this allows you to continue to put in the next measure set for the same patient. You can select the measure set from the drop down box marked in red. Once you have completed all abstraction for the patient, then you can go back to the **Patient Summary** section and select your next patient to abstract.

Now, how would you handle it if you had to edit or delete information you have already saved to CART?

Well, you would first go back to the CART Homepage, and click on **Abstraction**. This will give you a drop down selection, and from there you will click on **Search**.

From the Abstraction Search menu, you would, again, click on the **Search** button.

This will display the list of patients you have abstracted, and these would include documentation status of “complete” or “pending”. Now, let’s say we want to edit Jane Doe, the one with the encounter time of 1615. And, yes, we are going to come back to the other Jane Doe in just a few minutes, so hold that thought. So, you would click on the patient “Jane Doe”, the Jane Doe with the arrival time of 1615. And when you click on the patient, it highlights in blue.

You would click on **Edit Abstraction Information**.

And then you can make any changes you want. Once completed with the changes, you, again, click in the comment section, and the finish button will populate; then you can select **Finish**.

Now, going back to the **Abstraction** Search Menu, (you remember that was under the Abstraction tab, up at the top, and then we clicked on the “search” icon). If you

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needed to edit your measure abstraction information, then you would again select the **Patient**, and then click on the **Edit Abstraction** tab. See the red circle.

And it takes you back to the **Abstraction** Page, where any change can take place. So, for example; let's just say that we need to change the patient's discharge status to "Expired". (Who knew a duck bite could be so deadly)?

So, we changed the discharge status to "Expired", and then clicked on **Save** with the red circle, upper left side of the page.

Then, again, it will ask if you need to duplicate the record, so no, you do not need this because, remember, this is only if we need to abstract another measure for this patient. So, you would click on **Cancel** in the pop-up box.

Now, to delete an abstraction in CART, you would first go back to the CART Homepage, and click on **Abstraction**. This will give you a drop down selection and, from that drop down, you will click on SEARCH. Does that sound familiar?

From the **Abstraction** Search menu, you would, again, click on the **Search** button.

Select the patient you want to delete the abstraction of. Now, notice I am deleting the other Jane Doe. So, when you click on your selected patient, it will highlight in blue.

Then click on the **Delete Abstraction** button, located at the right, lower side of the page. I have it circled in red. And this will delete this patient from the abstraction page in CART and also delete the patient from your Abstraction Search List.

So, how do we get our CART data to QualityNet? Well, you would do this by uploading your Data. Data Upload includes an Import and Export function. The Import function allows users to import from an XML file that was exported from their EHR or billing system into CART to eliminate manual Patient Data Entry. This is just to let you know that this function is available, but we are not going to go into detail about this today due to time. But we will be going over the export function in detail.

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Now, the export function allows you to gather your CART data and submit it to QualityNet via the Secure File Transfer. So, let's take it from step one.

To start off with, let's set up a folder on your desk top. No, you do not need this folder right now, but you will in just a few minutes. So, on your desktop, right click, and select **New**. That will open the next box and then select **Folder**. Now, this is not the only way you can create a file, I am just showing you this as it is the simplest. You can certainly choose your own process.

So, the empty folder will show up on your desktop, and I will name this folder "DELETE FILE 1". Now, why would we want to name the file, "DELETE FILE 1"? Well, this file will hold patient information, so when you complete this process, you will know that this file must be deleted or stored per your hospital policy. You can name this anything that makes sense to you. Just remember, again, that this will have to be deleted and/or stored according to your facility's patient privacy policy. OK, moving on. So, now we want to open CART.

So once again, we have signed in, and from the CART home page we select the **Abstraction** tab on the tool bar. And from the drop down box we select **Search**.

You will come to the **Abstraction** page, remember this page? And once again, click on **Search**.

And this will populate your patient abstractions. Now, you will select the abstractions you want to submit to QualityNet.

So, hold your control button down, and then click on each abstraction you want to submit. They will turn a nice highlighted blue. Then click on the **Export** button

You will then get a pop-up window asking what file type you want to save the abstraction in. Now the file type of "XML" and Action Type of "ADD" come self-populated. You could choose the other options, however, for our purposes here today

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we are going to use the self-populated choices. So, then look to the right hand side and go to **Browse**.

Then, from the “Browse for Folder” pop-up, look for your desktop icon, and under your desktop look for that “DELETE FILE 1” folder we made previously. Now, you can see the reason we made this folder. So, select the “DELETE FILE 1”, and then click on **OK**.

The next pop-up window will then display the location file address, and then select **Finish**. You will then see the message that the “Export Process Has Completed”, then click close.

You will receive an ‘alert’ message, telling you that your data submission to the OQR Clinical Warehouse is not complete, and then asks you if you want to upload the data now. So, yes, we need to do this. So, select **OK**. You will then be directed to the QualityNet.org log-in page.

Select Outpatient Hospital Quality Reporting system.

You should be familiar with this page, as this is where you sign in to the QualityNet secure portal.

Once you do that then this page will display. Select **Secure File Transfer**, circled here in red at the top.

That brings you to the Secure File Transfer home page. Double click on the “Data Upload folder”. Double click on **Prod Data**. Then double click on the “**OQR Clinical**” folder. Select **Upload**.

It opens up into your computer search files. To find your “DELETE FILE 1”, it will be listed where you saved it. Now, we saved our files on the desktop, so on the left side of the screen, click on **Desktop**.

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Then select “DELETE FILE 1”. It will open with all the patients you exported into the folder.

From here, select each patient abstraction you want to send to the Warehouse, remember the tip from before, hold the control tab and select each patient. Once all patients are selected, select **Open**.

Here you will see all the files that you imported.

After upload, QualityNet performs an antivirus scan on each abstraction file. This may take a few minutes. And you can see it by clicking on the file.

Then from here, after it passes the antivirus scan, a “Sent” folder will automatically appear. This holds all the files that you imported. And now, guess what? You are done with the upload. Now check your email.

You will receive an Email from Noreply@hcqis.org. This email will let you know that your file was successfully uploaded to the Data Upload folder. It does not mean that the files were accepted into the warehouse. That information will be sent to you in an additional email

After the files are processed at the Warehouse, you will receive that additional email message informing you if the files were accepted or rejected. Do not expect this email right away.

After you have submitted your data, you can check that it has successfully crossed over by running reports through the QualityNet Secure Portal. We have named three here on this slide. We won’t have time to discuss these reports today, however, we have done comprehensive webinars on QualityNet reports and you can access them on our website qualityreportingcenter.com under the archived events tab. Please take advantage of this data check. You do not want to think everything is complete when some files may not have crossed over. So, run a report to verify your hard work. Please be advised that it does take approximately 24 hours for this information to

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update; so plan on running these reports after that time. Otherwise, it may not be current.

There are some references listed here to assist you. Now, of course there is the QualityNet Help Desk if you have questions regarding CART download or access. And if you need help with your data collection or reports, then contact the Quality Reporting Center Help Desk. Both numbers are listed on the side. I do have some help and instruction links for you. There is a link here for the CART Outpatient Online Help guide. This guide does not include the Secure File Transfer portion.

The other link I have is for the CMS Secure File Transfer data upload instructions via the QualityNet Secure Portal. That's all I have today, I hope this webinar gave everyone something they can use. So, now let me turn it back over to Karen.

Karen

VanBourgondien: Thank you, Pam. Thanks for all that great information. Just a reminder to everybody, if you did not get your question answered in the chat box for some reason; remember that all of those questions and answers will be posted on our website, www.qualityreportingcenter.com, so you will have access to this presentation transcript and the questions and answers.