Welcome!

- Presentation slides can be downloaded from www.qualityreportingcenter.com under Upcoming Events on the right-hand side of the page.

- Audio for this event is available via ReadyTalk® Internet streaming. No telephone line is required.

- Computer speakers or headphones are necessary to listen to streaming audio.

- Limited dial-in lines are available. Please send a chat message if a dial-in line is needed.
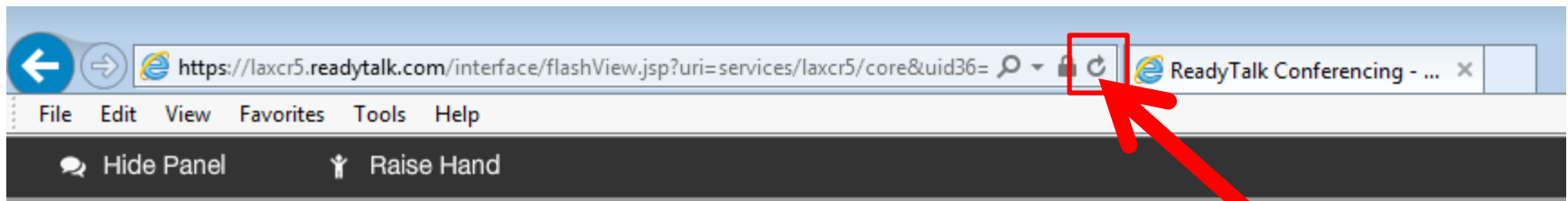
- This event is being recorded.

Troubleshooting Audio

Audio from computer speakers breaking up? Audio suddenly stops?
- Click **Refresh** icon
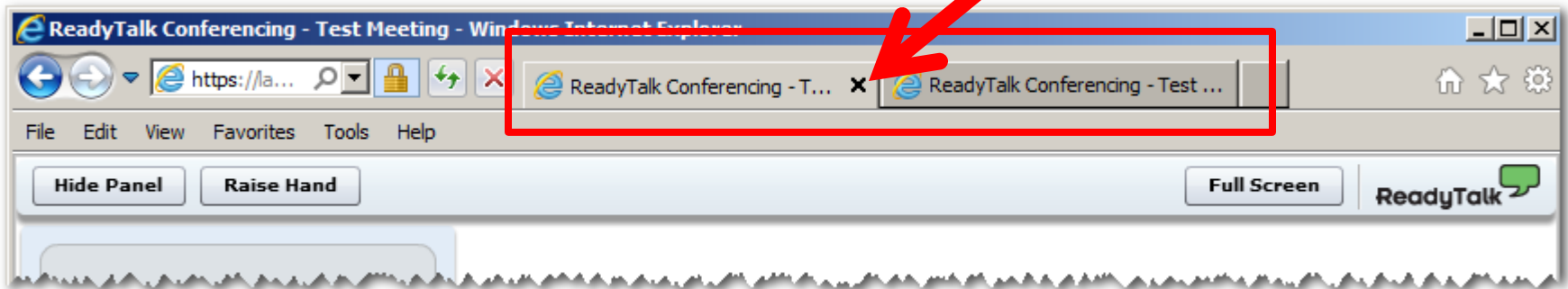 or
- Click F5

F5 Key
Top row of keyboard

Location of buttons

Refresh

Troubleshooting Echo

- Hear a bad echo on the call?
- Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).
- Close all but one browser/tab, and the echo will clear up.

Example of two browsers/tabs open in same event

Submitting Questions

Type questions in the "Chat with Presenter" section located on the bottom-left corner of your screen.

Unlocking the Secrets of the Question and Answer (Q&A) Site

Harold N. Hicks, III

Q&A Site System Administrator
Hospital Outpatient and Ambulatory Surgical Center Quality
Reporting Program Support Contractor

9/21/2016

Announcements

- Outpatient Quality Reporting (OQR)
  - November 1, 2016: Quarter 2 (April 1–June 30, 2016) Clinical Data and Population and Sampling submissions due
  - www.qualityreportingcenter.com
    - Program Rule History

- Ambulatory Surgical Center (ASCQR)
  - www.qualityreportingcenter.com
    - Program Rule History
    - Status Listing Lookup Tools
    - Qualit-e-Quips newsletter

Learning Objectives

At the conclusion of the program, attendees will be able to:

- Locate the Q&A site and enter a question.
- List the information necessary to initiate an account.
- Describe the various tabs found on the Q&A page.
- Explain the feedback function on the Q&A website.

Unlocking the Secrets of the Q&A Site

Harold N. Hicks, III

Q&A Site System Administrator

Agenda

- Navigating the Q&A site
- Searching the site effectively
- Submitting your questions
- Managing your Q&A account
- Submitting feedback on using the Q&A site

NAVIGATING THE Q&A SITE

Getting to the Site

Navigating the Site

Selecting a Category (1 of 2)

Selecting a Category (2 of 2)

Select a Category

SEARCHING THE Q&A SITE EFFECTIVELY

Find An Answer

The "Find An Answer" tab is used to locate answers:

- Under a certain category.
- With certain keywords.
- Filtered by Specifications Manual version.

Advanced Search (1 of 7)

Advanced Search (2 of 7)

Advanced Search (3 of 7)

Outpatient and ASC Questions and Answers

General Search Tips

Type your search terms--a question, a phrase, a series of words, or just a single word--in the **Search by Keyword** field and then click the **Search** button.

Use descriptive and specific search terms to retrieve more focused results. When you enter a word, all forms of the word are searched for, including singular, plural, and different verb tenses. For example, a search for *reflect* will return answers containing *reflection, reflections, reflected, reflecting, and reflects*.

- • **To require words:** Type the plus symbol (+) before the words that must be in the search results. Typing *+cell +roam +voicemail* will return only answers that contain all three words.
- • **To exclude words:** Type the minus symbol (-) before words you don't want in the search results. Typing *cell -biology* will return answers that contain the first word but not the second.
- • **To search with a wildcard:** Type an asterisk (*) after the initial letters of a word to search for all words or terms that begin with those letters. Typing *hand** will return answers containing *handset, hands-free, handbook, handheld, handshake,* and *handkerchief*.
- • **To search using synonyms:** Type a tilde (~) before a word to search for answers containing that word as well as synonyms for the word. Typing *account* will return answers containing *account, bill,* and *invoice*.
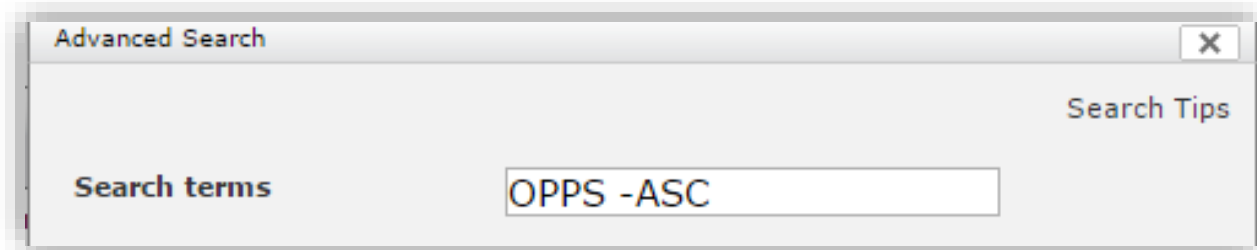
Limit Your Search
Click the **Product** or **Category** menu and select a product or category to restrict your search to answers associated with that selection.

Sort By
The answers returned by your search are automatically sorted to display the most relevant answers at the top of the list. If you need to sort the answers by other criteria, click the **Sort By** menu and select an option. You can also click the **Direction** menu to sort in ascending or descending order.

Advanced Search (4 of 7)

Advanced Search

Search Tips

Search terms   OPPS -ASC

Advanced Search

Search Tips

Search terms   *submission*

Advanced Search (5 of 7)

Advanced Search (6 of 7)

Find an Answer Results

Search filters applied
Product ⊗

ASC Quality Reporting
Category ⊗

| Ambulatory Surgical Centers | **General Information** |

Advanced Search

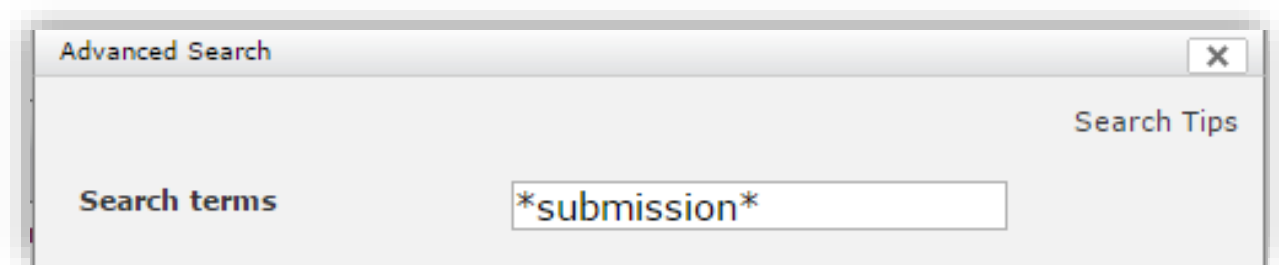[   ] [**Search**]

Find the answer to your question

Results **1 - 10** of **19**

Answers Available

Row Number	Answer ID	Program	Spec Manual	Date Updated	Summary
1	159759	ASC Quality Reporting	ASC 5.0a	03/28/2016	OPPS/ASC Calendar Year (CY) 2016 Final Rule
2	160584	ASC Quality Reporting	ASC 5.0a	04/05/2016	Public reporting of ASC data
3	159720	ASC Quality Reporting	ASC 5.0a	03/28/2016	ASCQR Program timeline
4	160016	ASC Quality Reporting	ASC 5.0a	03/28/2016	Needing a Security Administrator
5	160017	ASC Quality Reporting	ASC 5.0a	03/28/2016	Security Administrator requirements
6	160018	ASC Quality Reporting	ASC 5.0a	03/28/2016	Determining the Security Administrator
7	1064	ASC Quality Reporting	ASC 5.0a	03/21/2016	ASC definition relating to ASCQR Program
8	160019	ASC Quality Reporting	ASC 5.0a	03/21/2016	CCN information
9	894	ASC Quality Reporting	ASC 5.0a	03/21/2016	ASC Definition
10	159079	ASC Quality Reporting	ASC 5.0a	03/21/2016	Pre-Admission Testing (PAT) visits for the ASCQR Program

1 2 [Next >]

SUBMITTING YOUR QUESTIONS

Creating an Account (1 of 4)

Creating an Account (2 of 4)

To submit a question you need:

- An email address.
- A first and last name.
- A bit of creativity for your username.
- A question that needs answering.

Creating an Account (3 of 4)

Creating an Account (4 of 4)

Hospital Outpatient CCN

CCN

| | 6 Digit CMS Certification Number. Expected Format: ###### |

Expected Input: ######

ASC NPI and CCN

NPI

| | ASC NPI. Expected Format: ########## |

Expected Input: ##########

ASC CCN

| | CCN for ASC's. Requires a "C" in third character. Expected Format: 11C111111 |

Create Account

Submitting Your Questions (1 of 5)

Submitting Your Questions (2 of 5)

Submitting Your Questions (3 of 5)

Submitting Your Questions (4 of 5)

Submitting Your Questions (5 of 5)

MANAGING YOUR ACCOUNT

Managing Your Account (1 of 2)

Managing Your Account (2 of 2)

Notifications

- Answer (update to Q&A pair posted)
- Product/Category (Q&A posted on subject)

Answer Notifications

- Found on the bottom of the page of every Q&A pair or answer
- Alerts you when a particular Q&A is updated
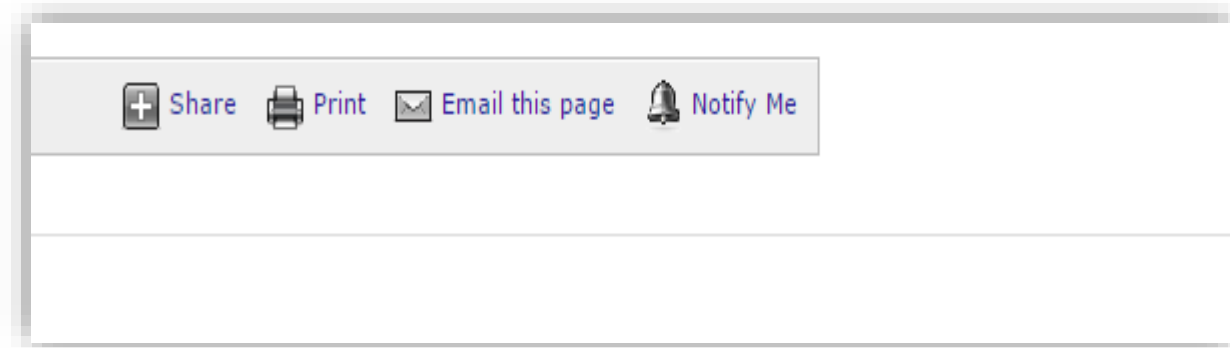
Product/Category Notifications

- Product Notifications alert you when any answer is posted to a related category.
- Category Notifications allow you to choose the level of alerts to receive when Product Notifications are too broad.

SUBMITTING FEEDBACK

Submitting Feedback (1 of 2)

- Feedback does **not** require:
  - An account.
  - Your name (it can be anonymous).
- Feedback should be used for:
  - Providing information about an issue.
  - Providing requests or suggestions for improvements.
- Feedback should **not** be used to submit a question.

Submitting Feedback (2 of 2)

Questions

Continuing Education Approval

This program has been approved for 1.0 continuing education (CE) unit for the following professional boards:

- Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Florida Board of Nursing Home Administrators
- Florida Council of Dietetics
- Florida Board of Pharmacy
- California Board of Registered Nursing (Provider #16578)
  - It is your responsibility to submit this form to your accrediting body for credit.

CE Credit Process

- Complete the ReadyTalk® survey that will pop up after the webinar, or wait for the survey that will be sent to all registrants within the next 48 hours.

- After completion of the survey, click **Done** at the bottom of the screen.

- Another page will open that asks you to register in HSAG's Learning Management Center.

  - This is separate from registering for the webinar. If you have not registered at the Learning Management Center, you will **not** receive your certificate.

  - Please use your **personal** email so you can receive your certificate.

  - Healthcare facilities have firewalls that block our certificates.

CE Certificate Problems?

- If you do not immediately receive a response to the email you used to register in the Learning Management Center, a firewall is blocking the survey link.

- Please go back to the New User link and register your personal email account.

- If you continue to have problems, please contact Deb Price at dprice@hsag.com.

CE Credit Process: Survey

○ No
Please provide any additional comments
[text box]

10. What is your overall level of satisfaction with this presentation?
○ Very satisfied
○ Somewhat satisfied
○ Neutral
○ Somewhat dissatisfied
○ Very dissatisfied
If you answered "very dissatisfied", please explain
[text box]

11. What topics would be of interest to you for future presentations?
[text box]

12. If you have questions or concerns, please feel free to leave your name and phone number or email address and we will contact you.
[text box]

[Done]

Powered by **SurveyMonkey**
Check out our sample surveys and create your own now!

CE Credit Process

Thank you for completing our survey!

Please click on one of the links below to obtain your certificate for your state licensure.

You must be registered with the learning management site.

New User Link:
https://lmc.hshapps.com/register/default.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae

Existing User Link:
https://lmc.hshapps.com/test/adduser.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae

Note: If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

CE Credit Process: New User

CE Credit Process: Existing User

Thank You for Participating!

Please contact the Support Contractor if you have any questions:

- Submit questions online through the QualityNet Question & Answer Tool at www.qualitynet.org

Or

- Call the Support Contractor at 866.800.8756.

Contact Information

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Harold.hicks@area-m.hcqis.org, RightNowAdmin@hsag.com