

Unlocking the Secrets of the Q&A Site Webinar: Notes September 21, 2016

These notes accompany the webinar presented for the Hospital Outpatient Quality Reporting (OQR) and Ambulatory Surgical Center Quality Reporting (ASCQR) communities on September 21, 2016, beginning with slide number 11.

Slide 11: The Question and Answer (Q&A) tool is located on the qualitynet.org website. The direct web address is <https://cms-ocsq.custhelp.com>, which will work even during most QualityNet maintenance windows. Whether you are from a hospital outpatient department or an ambulatory surgical center, the Q&A home screen will be the same.

Slide 12: There are three primary areas of focus on this screen: Navigation, Program-Specific Topics, and Contact Us. The address bar shows that we are no longer on qualitynet.org, and this should be our reminder that protected health information (PHI) and personally identifiable information (PII) should never be transmitted outside of the QualityNet Secure Portal or other acceptable secure methods of transmission.

We are going to explore the details of the ASCQR Program as an example of the Q&As available in each slide and will learn how to search the site more effectively. So, imagine that we just selected **Ambulatory Surgical Center Quality Reporting** for the purposes of today...

Slide 13: Here we have the ASCQR Category page where we can find more information related to ASC-specific topics called “Categories.” When you are learning the program or not sure what to search in an advanced search through **Find an Answer**, use the broader categories on this page to begin refining your research. You can also click on any of the **Most Popular Answers** down at the bottom of the page. These are generated based on what topic is getting the most attention and positive feedback from other visitors to the site. Clicking on any one of these categories (we will click on **General Information**)...

Slide 14: ...will reveal all of the answers that match that category filter. You can view each individual Q&A by clicking on its summary in the right-most column. Additional options for sorting and filtering are also available on this page, which we will discuss later. For now, we will notice that we are on the Find an Answer page with some search filters already applied. Now we will go back to the Q&A home page to take a look at our other options for viewing.

Slide 15: The options on the home page include the Hospital OQR Program, which is the other primary category aside from the ASCQR Program. These two categories are only able to be found on this site. The next two categories – Public Reporting (Hospital Compare) and Validation – are in both the OQR and the Inpatient Quality Reporting (IQR) sites. ASCs will not find much in our last category, but Validation is where all validation questions can be answered. The two sites (OQR and IQR) are actually part of the same system with a small set of differences between them. This simplifies researching because if you also report for IQR, these latter options will appear on both sites, so familiarity with this site can be applied to IQR as well.

Slide 16: Searching the Q&A Site Effectively

Slide 17: Finding an Answer is as easy as clicking on the **Find an Answer** tab at the top of the screen in the Navigation area. Once there, you can search by keyword or the filters mentioned here through Advanced Search by simply typing in a particular phrase. For example, if you are a

Unlocking the Secrets of the Q&A Site Webinar: Notes September 21, 2016

hospital, enter “ED throughput,” or if you are an ASC, enter “General information” and click **Search**.

Slide 18: Before taking a look at the search results, we will look into the Advanced Search feature. The first thing to notice is that everything here has been unchanged so far; this is what it looks like when you just click on **Find an Answer**. If you got to this page by clicking on a Category under a program, such as **ASC** or **General Information**, you would see that the Category and also the Product changed in the drop-down menus. Now we will take a closer look at the Advanced Search dialog box and its features.

Slide 19: Search terms are keywords or specific phrases that the search feature will use to pull all of the answers with matching words or phrases into this box. For a list of specific ways to search with more complexity, click the **Search Tips** link in the upper-right corner of the dialog box.

Slide 20: Here we can see that using the + (plus sign), - (minus sign), and common database characters such as asterisks and tildes will allow us to modify our results. In many cases when our search terms may be difficult to use, the asterisk is especially helpful. Here is a realistic scenario: I want information about the Outpatient Prospective Payment System (OPPS) but do not want anything that includes “ASC” in the Q&A text. I would type in “OPPS -ASC”. Likewise, I could use the asterisk to find all answers containing any variation of submission by typing “*submission*” with no spaces in between.

Slide 21: Here we see the results of my typing in the various keywords. I absolutely recommend trying this out yourself, and you may be able to use this strategy on other sites and search engines you visit on a regular basis.

Slide 22: Now that we know where and how to input various keywords to manipulate the results we receive, we will examine how to use drop-down menus, specifically, the Product and Category menus. Our database of questions and answers is built by looking at Products (Hospital OQR or ASCQR) and then a Category that describes a Product. If possible, you should select the Product first; for example, to learn more general information about the ASCQR Program, I would choose the ASCQR Product and then the Category drop-down of Ambulatory Surgical Centers which has its own drop-down.

Slide 23: You see all the sub-categories of Ambulatory Surgical Centers which will further refine our results and allow us to choose General Information. This idea is nesting categories; we will revisit this later on.

Slide 24: The last area of the Advanced Search screen is the Sort by Direction. Results can be sorted by ascending or descending order in regards to the columns that are on the results page. If you click **Search** on the current screen, it would retrieve the next screen with the current search filters applied.

Slide 25: This slide picks up with the Find an Answer screen where we were using ASC as the Product and general information as the Sub-Category. Here are the results of our search. At the top of the screenshot, you see the filters applied to the search. If you do not want to re-launch the search but just re-sort the answer, you can do so by clicking on any of the column headers at the top. Once you click on the header, if you see an up arrow, it allows you to sort that column in

Unlocking the Secrets of the Q&A Site Webinar: Notes September 21, 2016

ascending order. A down arrow allows you to sort the column in descending order. You can page through your results by clicking on the numbers or by clicking **Next** at the bottom of the page. Clicking on the Summary column will open the Q&A pair.

Slide 26: Submitting Your Questions

Slide 27: To submit a question, click **Ask a Question** at the top of the screen or under Contact Us, which brings us to this screen if you do not have an account.

Slide 28: If you report for both IQR and OQR and you have already created an account, you can use that log-in for either side of the tool.

Slide 29: All of the fields with asterisks are required. A password is not required. Usernames are case-sensitive, meaning that if you input your username with a capital letter, you must log in each time using that same capitalization to ask a question. This site does not link to your QualityNet Secure Portal account in any way. A common log-in issue occurs when visitors attempt to use their QualityNet credentials to log in to the tool. That will not work.

One of the required fields is the User Type drop-down selection. If you are abstracting for both an Inpatient and an Outpatient facility, you should choose Hospital. While your choice does not affect access, it helps the subject matter experts (SMEs) answer your question correctly for your healthcare setting.

Slide 30: The facility's identification information is not required, but the benefit of providing this information is that it allows us to better address your specific question more quickly. Putting this information there attaches it to your contact information in the Q&A tool, but it will not appear on the Ask a Question page. If you report for multiple CMS Certification Numbers (CCNs) or National Provider Identifiers (NPIs), please use the fields on the Ask a Question page which will need to be filled in each time. Hospital outpatient facilities need only to input their CCN on the top row, and ASCs need only to input either their NPI or CCN. Having both numbers is helpful but not necessary.

Slide 31: Now we are ready to submit a question. Click on the **Ask a Question** link at either the top of the screen in the Navigation area or the **Contact Us** section on almost every page.

Slide 32: On this screen, all the selections that have an asterisk beside them are mandatory fields. The only field that is not mandatory to complete when submitting a question is Reporting Quarter. Please be sure not to transmit PHI or PII into this system. Attachments cannot be appended to questions since they had been used previously to send confidential information which then had to be cleansed from the system.

The Subject and Question fields should be completed much like an email. The Subject would be similar to a tag line that describes what information you need, and the Question is the body of the email that provides additional details.

The next fields to enter are the Product and Category fields, but there is one catch.

Unlocking the Secrets of the Q&A Site Webinar: Notes September 21, 2016

Slide 33: The Category field requires you to enter Sub-Categories, such as General Information. If you do not choose a low enough level of Sub-Category, the page will prompt you to select one by highlighting the field in yellow as you see here.

The last field is Encounter Date. If the question is not relevant to a particular encounter date, you may use the first item on the list and move on. As mentioned before, please fill out the CCN(s) or NPI as appropriate.

Clicking now will allow us to submit this question, but first we may see a pop-up that displays potential answers to our question found by the database. Please review these since they may provide an answer that already exists, saving you the time of awaiting a response.

Slide 34: If your question was not answered by the pop-up screen, this will be the next page you will see. This page confirms that your question was received and supplies the reference number of the Incident – what the system calls all new questions. You will also receive a confirmation email in your inbox.

Slide 35: The email will look something like this, with your question at the bottom. Any responses will have a header in green where the screen has Customer by Web Form. Now that we know how to submit a question, we will learn how to manage our account.

Slide 36: Managing Your Account

Slide 37: Click on **My Stuff** to update, review, and change your personal information. You can also modify notation subscriptions from here.

Slide 38: This is the Account Overview page which is only visible if you are logged in. This page is accessible by clicking **My Stuff** directly or by using the arrow and clicking **Account Overview**, which is what we did here. There are three sections: Questions, Settings, and Notifications. Questions are your submitted questions, or Incidents. The screen shows four questions in my Recently Submitted Questions history. You can quickly check the status of your questions from here, up to 99 questions. If you would like to see more, please contact me directly at RightNowAdmin@hsag.com, and I will pull a customized list of your questions.

The next section is Settings where you can update your account page, add up to two additional email addresses as alternate methods of contact, and change your password. The last section is Notifications, which allows you to set email notifications of answer postings and updates to your question and answer pairs.

Slide 39: Notifications can be established to be sent one hour from an answer being posted, but sometimes these are sent even sooner. Notification emails always report by the Answer, but you can individualize the scope of the emails you receive.

Slide 40: If an answer is updated, you will receive an email notification with a link to this answer. You can sign up to receive these notifications by clicking the **Notify Me** link at the bottom of the page on each answer. This works well when you want to know only when your question's answer is updated.

Unlocking the Secrets of the Q&A Site Webinar: Notes September 21, 2016

Slide 41: Product and Category notifications function primarily the same, but Product notifications will alert you when an answer is updated for every answer related to every category linked to it, while Category notifications can be customized to the level of alerts you would like to receive. For example, you can set an alert for ASC public reporting, as on this screenshot, or you can set it to alert you to general public reporting and not preview reports.

Slide 42: Submitting Feedback

Slide 43: Feedback allows you to send messages that can help us to make sure the site runs smoothly and effectively. We pay attention to the messages received via the **Give Feedback** buttons that are placed on most pages of the site. We appreciate your honest feedback.

Slide 44: Click the **Give Feedback** option, provide an email address (or you can enter a faux address if you do not want a response), and enter your comments. This function is for feedback on the site, not program questions. Thank you in advance.