



# Outpatient Quality Reporting Program

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## Support Contractor

### Public Reporting and You

#### Questions & Answers

##### Speakers:

Support Contractor Team  
Hospital Outpatient Quality Reporting (OQR) Program

**November 28, 2018**

**10:00 a.m. ET**

- Question:** I have access to all our facilities in QualityNet. However, I have a log-in for each that is different. So, logging in as myself from one facility, will give me access to all the others by using the Change Facility button? Once you select the different hospital, you don't have to log back in?
- Answer:** You will need to access each facility using the separate log-ins.
- Question:** Can we download the measures and scores?
- Answer:** There will be an export feature for the Measure Data page; however, at this time, the Star Rating page will not be available for download. CMS plans to release the Star Rating Hospital Specific Report (HSR) in December, which will provide additional information.
- Question:** If we are affiliated with a couple of other organizations, will they have access to our data, and will we have access to theirs? I ask this because our state's healthcare association has shared our HSR with our parent organization, and we do not currently have access to their data.
- Answer:** User roles for the new User Interface remain as they are currently set up in QualityNet. If you had access to the other facility's preview report, you will maintain access in the new User Interface, and vice versa.
- Question:** If you previously had access to the Preview Reports, will you automatically have access to the Next Generation portal, or will additional access need to be given?
- Answer:** User roles will automatically be transferred to the Next Generation user interface; no additional access will be required.



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- Question:** I am the QualityNet Security Administrator for my hospital. When I tried to log in to HQR Next Generation, I got an error message—Access denied.
- Answer:** The February 2019 Hospital Compare Preview will be available on QualityNet in early December. A ListServe will be sent to announce that the preview has opened, and then users may access the new User Interface. Until the preview opens, an "Access denied" error message will appear.
- Question:** From the Star Rating page, can you print the information?
- Answer:** There will be an export feature for the Measure Data page; however, at this time, the Star Rating page will not be available for download. CMS plans to release the Star Rating HSR in December for additional information and export ability.
- Question:** Is there any way to find what the cut scores are for each preview with regard to the Star Ratings? Even if this is not part of the preview, where can I find this information?
- Answer:** Questions regarding Star Rating calculation and methodology may be sent to the Overall Hospital Quality Star Rating program at [cmsstarratings@lantanagroup.com](mailto:cmsstarratings@lantanagroup.com).
- Question:** Does the log-in feature come up automatically at this point when selecting a different facility, or do I have to get back out to the log-in screen for each facility?
- Answer:** The log-in feature does not come up automatically. You will need to start at the beginning of the log-in process when changing facilities.
- Question:** Will I be able to download the graphs?
- Answer:** At this time, the graph functionality will not be available for download. This feature will be available with upcoming releases.
- Question:** I work for a hospital system, and when I needed to set up my QualityNet accounts I was told I needed three separate accounts, one for each facility with a CCN. I currently have to log in and log out of QualityNet in order to access the data for each of my facilities. Am I able to change this to have just one log-in and switch between facilities? This would reduce the burden of having to log in and out for each facility, which is very time consuming and frustrating



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- Answer:** If a user has separate log-ins for each facility, they will need to access the Next Generation user interface with each individual log-in.
- Question:** Will the Inpatient Psychiatric Facility Quality Reporting Program (IPFQR) preview data also be included in the Next Generation?
- Answer:** Yes, the IPFQR preview data will be included in the Next Generation.
- Question:** Yesterday during CMS' webinar, they said you could access all facilities you have access to. Please clarify here in session.
- Answer:** If a user currently has multiple facilities under one QualityNet account, i.e. a Healthcare System, they will be able to access all facilities on the Next Generation user interface via the Change Facility icon. If a user has separate log-ins for each facility, they will need to access the Next Generation user interface with each individual log-in.
- Question:** I am not a Security Administrator for all the organizations I have access to; will that prevent me from seeing their information?
- Answer:** Your access to view information will remain the same as it is today. You can call us at 866 800-8756 if you have further questions.
- Question:** Are we able to drill down to patient-specific data from this report, or do we have to wait for the annual report to access that information?
- Answer:** Patient-specific data are not available in this report.
- Question:** Can we also download the measure detail and reporting period?
- Answer:** Yes, the export feature includes the measure detail, footnotes, and reporting period.
- Question:** Since this platform is changing, how can we export the data in the reports into a PDF or Excel?
- Answer:** At this time, the export feature will only include a PDF option.
- Question:** Do you know if there are plans to include that function in the future?
- Answer:** It is a request that we will take back to the development teams for future consideration.
- Question:** Is there an option to print an entire report for all Hospital OQR and Inpatient Quality Reporting (IQR) metrics?



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- Answer:** The PDF report encompasses all measures and is not program-specific.
- Question:** How do we get it on our phone?
- Answer:** To access HQR Next Generation from your phone, please go to QualityNet.org in your phone browser. You will need to enter your QualityNet username, password, and VIP ID in the Next Generation drop-down. Please note, you will receive an “Access denied” message if you attempt to access the new interface prior to the preview opening in December.
- Question:** I am the new Quality Director at my organization. How do I gain access to this reporting?
- Answer:** You will have to gain secure access as a Security Administrator for your facility. You can start this process from the QualityNet home page or use this direct link:  
<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1205442058760>.
- Question:** Will OQR, IQR and IPFQR preview reports be available on the same schedule since now all measures are in the same report?
- Answer:** Each program retains their specific reporting schedules in the new user interface.
- Question:** Do I need a new Symantec VIP for the phone?
- Answer:** No, if you currently have Symantec VIP on your phone, it is not necessary to replace this application in order to access Next Generation from your phone.
- Question:** Is there a way to print a summary report for administration that is not 40 pages like the old Hospital Compare?
- Answer:** At this time, only one PDF export option is available. In future releases, we are hoping to have the ability to specify specific measures to print.
- Question:** Will the slides be sent at a later date?
- Answer:** You can always access the slides from our website at [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com) under the Archived Events tab for this program.



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- Question:** Is this webinar archived so we could listen to the information again as we are reviewing our own data?
- Answer:** Yes, the webinar is archived on our website at:  
<https://www.qualityreportingcenter.com/hospitaloqr/events/>.
- Question:** We need footnotes to print as well?
- Answer:** Yes, footnotes will print when you select the export option.