



# Inpatient Quality Reporting (IQR) Program

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## Support Contractor

### Pre-Submission Validation Application (PSVA) for 2016

#### Presentation Transcript

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**January 20, 2016**

**2 p.m. ET**

**Anthony Seabrook:** Good afternoon and welcome to today's webinar. I'm Anthony Seabrook, and I'm going to be your host for today's event. I'm going to start off by going over a few introductory points very briefly, but they're very important. The first of which, today's audio is being achieved via ReadyTalk®'s Internet streaming. Which means you don't need a phone line. And if you've done this correctly, or as we plan, you're listening to me via your computer speakers or your headphones. We know that situations may change and that some may need a dial-in number. We do have a limited number of dial-in lines available, but if you need one please send us that message via the Chat window. If you don't know where the chat window is, I'll show you in a couple of slides. As always, today's event is being recorded.

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Invariably, with online events and webinars, there are technical issues that may arise. We've identified two in particular. The first is the audio. If your audio becomes intermittent or stops suddenly, we ask that you press the Function Five key or the F5 key at the top of your keyboard. Or locate the refresh icon in your address bar at the top of your browser. The image that we're showing here is one for Internet Explorer. If you're using Chrome, that refresh icon is going to be on the left side of your browser, of your address bar. Once you press the F5, or the refresh icon, that should clear up, and your audio should restart.

The next problem that may occur is an echo. Now, bad is subjective, but if you start to hear an echo, we know that this typically happens when you have multiple browsers opened for the same event. As we're showing here on the image, all you need to do is click the close button, which is the X in the right corner of whichever browser you choose. Just ensure that you're not going to click that X or that close button all the way to the right to close the entire window. Close one of those browsers and that should resolve any echo issues that you may have. But again, if problems persist, we do have those limited dial-in numbers that we can provide to you.

Now, if you need to send that request for dial-in numbers this is where you would do it. This is also where you would send any comments or questions via the chat window. Once you provide it, one of the subject matter experts will respond to you as quickly as possible. If you're on one of the dial-in line, we're in a listen mode only. This concludes my portion, and I'll turn it over to our first speaker.

**Debra Price:**

Well, thank you, Anthony. Hello and welcome to the eCQM webinar entitled *Pre-Submission Validation Application for 2016*. My name is Debra Price and I am the education coordinator for today's webinar. This webinar is being recorded, and a transcript and the audio portion of the program will be posted on our website, as well as the slide and a transcript of the Q&As, which will be posted at a later date. Slides were posted before the event to the Quality Reporting Center website [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com). Now I'd like to introduce our first speaker for the day, Stephanie Wilson. Stephanie Wilson is the lead of the

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Education and Outreach team for the electronic Clinical Quality Measures. She has worked with eCQM for the past three years. And, prior to that was part of a high-tech regional extension team to assist critical access in rural hospitals meet the EHR incentive program objective. And now, Stephanie will begin our webinar.

**Stephanie Wilson:** Thank you. Everyone, thank you for joining us today for the webinar entitled *Pre-Submission Validation Application*, also known as PSVA, for 2016 eCQM data submission. My name is Stephanie Wilson. I work as part of the education and outreach team for eCQM data submission. And, I'm joined today by Joseph Grigg. He's a member of the PSVA development team, and he will be walking us through the technical requirements for PSVA and an overview of the system.

Slide six shows us the purpose of today's presentation. And that is to provide an overview of the pre-submission validation application, including the benefits of using the tool, and how it can help to prepare you for 2016 eCQM data submission. We will also discuss the steps to download and utilize the tool. And, we'll cover resources to assist with data submission.

Slide seven talks about our objectives. And, our objectives for today include: explaining what PSVA is; defining the necessary technical requirements; we will also provide an overview to download and utilize the tool; we will cover some frequently asked questions; and, we will also cover new resources with tool usage. Any time remaining at the end of the call or at the end of the presentation, we will answer as many questions as we can that you have submitted through the chat window. So, please continue to do that throughout the course of the presentation.

So, on slide number eight, let's go ahead and get started. So, what is PSVA. PSVA is a tool that can be downloaded from the *QualityNet Secure Portal*, installed on a user system and utilizes the test Quality Reporting Document Architecture, also known as QRDA Category I files, to make sure that they are properly formatted for the CMS requirements.

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PSVA was developed in response to requests from the hospital quality reporting community for a quick and efficient way to validate QRDA Category I files. CMS did a pilot of PSVA in July 2015. We asked hospitals and EHR vendors to participate in this pilot. They were able to use the tool and provide us with feedback on their experience. The development team received lots of great feedback for ways to improve the application. And, we also received positive comments on the ease of using the tool and the quick response time for receiving feedback on any errors.

On slide nine we'll cover PSVA benefits. So, PSVA allows users to upload QRDA Category I files, run them against the validation checks and receive error reports very quickly. Files that pass validation are then separated from those that do not pass. Invalid files can be submitted directly to CMS from the tool itself. Invalid files can be reviewed, updated and re-ran to the application to make sure that the errors are corrected, and that those files are ready to be submitted to CMS.

Slide number 10 kind of provides a graphical representation of the PSVA process. So, what happens here is that the user can login to the *QualityNet Secure Portal* and download the application. Once application is installed on the user system, the user can then upload and validate a QRDA Category I files for hospital reporting. The user is able to receive immediate feedback and receive error reports, so that you know if there any problems with the files and if they'll be able to be received by the CMS receiving system. And, once those files pass validation and are error-free, they can then be submitted directly to CMS utilizing the PSVA application.

Slide 11 talks about a few technical requirements that users need to be aware of to be able to utilize the application. So, the first one there is that organizations must be able to create QRDA Category I files based on HL7 Base Standard and the CMS QRDA Implementation Guide. For 2016 submissions, that means the HL7 QRDA Category I release three standard and the 2016 CMS QRDA IG. To download and install PSVA, a user will need to have a *QualityNet Secure Portal* login account. And then to

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actually utilize the application, to upload and validate your files or to submit those validated files to CMS, a user needs to have the EHR data upload role added to their *QualityNet Secure Portal* account.

And, on slide 12, I'm going to go ahead and turn the presentation over to Joseph Grigg. As I said before, he is part of the PSVA development team and will take us through the technical aspects of the application.

**Joseph Grigg:**

Thank you. My name is Joseph Grigg. I am a software developer for the PSVA tool, as stated. And, today I will walk through a demonstration on how to download and use the PSVA tool. First, let's get started with an overview of the system requirements as shown on the slide. PSVA is a standalone application and is compatible with Windows 7 revision 1.1 64-bit operating system. The computer processor should be an Intel Core Two Duo CPU at 2.9 gigahertz or higher. The memory required is four gigabytes of RAM and a 250 GB hard drive with at least 175 GB of free space available. PSVA is written in the Java programming language and requires that the Java runtime environment or JRE 1.7 is installed. One additional requirement, new to PSVA 1.1, which was not part of the pilot is the Java Cryptography Extension Unlimited Strength Jurisdiction Policy or JCE U.S.JP to be installed for Java 7. Details on the installation for Java 7 and the JCE U.S.JP are located in PSVA's user manual. The section is 3.1.1.2.

PSVA, though a standalone application, requires an Internet connection to communicate with the *QualityNet Secure Portal* and the secure file transfer application. To download the tool for the first time, users will need to log into *QualityNet* to get to secure file transfer. From here, users can download the PSVA tool. With all file validations and submissions, the tools will be connecting to the secure file transfer behind the scenes. This connection is used to verify the tool version, the quality program validator version and the user credentials which are entered into the tool.

This next slide presents an overview of the PSVA architecture. The tool can be used through a CLI or command line interface or a GUI, pronounced gooey, or graphical user interface. The CLI and GUI

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interfaces both utilize classes and methods from the PSVA's API. For the purposes of this demonstration, we will be focusing on how to use PSVA through the GUI. There are several property files that come pre-configured with the tool, as well as an internal folder structure to handle file organization during the use of the tool for validation and submission processes. The PSVA API is accessed by both interfaces to control the validation and submission of files. To perform these processes, we are using schematrons or validators that are package with the tool. The PSVA tool perform submission of files by accessing the external data exchange system through SFTP connections.

The next slide outlines the process of downloading the tool through the submission of files to CMS. This demonstration will cover how to download the tool from *QualityNet*, logging into the tool and performing version checks. Uploading files to the tool, validating files and submitting these files to CMS.

Begin by opening an Internet browser. In the location bar, you will type <https://www.qualitynet.org>. The recommended browser is Internet Explorer. If you use another browser, the page may not render correctly. Click the login button found at the top of the page.

Next, click on the link near the top of the page that reads “secure file transfer.”

At the next, log in is performed using two factor authentication with your user *QualityNet* credentials. Click on submit after you have entered all fields.

The next screen has an access agreement. In order to proceed, you will need to click on the "I Accept" button. Click on this button after reviewing the CMS usage agreement.

After a successful login, the user will be redirected to the *QualityNet Secure Portal* landing page. On the top right hand corner of the QSP landing page, click the secure file transfer link.

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This will bring you to the landing page for the PSVA download. On the left-hand side of the page, you will see a folder labeled PSVA\_DOWNLOAD in all caps. Click on the arrow next to the folder or double-click to open it.

In the middle of the page, several files will appear within the tab labeled secure transport. Click on a file labeled psva-tool-1.1.zip and then click on the button labeled download with the green arrow.

A notification will appear at the bottom of the screen asking for confirmation to download the selected file. Click on the down arrow next to the save button and then click on “save as” option. This will bring up a new window. This will allow you to select the location to download the tool within the user directory. Click on “save” after choosing a location.

After the download complete successfully, a new notification will appear at the bottom of the screen. Click on the button labeled "Open folder" to navigate directly to the location where PSVA was downloaded. The file named psva-tool-1.1.zip will appear in a new window. Right-click on the file name, click on the appropriate program to unzip or extract its context. On the slide you can see we are using SecureZIP. Then click on the option labeled "Extract...". This will bring up another window allowing a selection of the location for the extraction of the contents of the PSVA tool zip file. This will be the location within the user directory that the tool will be launched from.

When the extraction completes, a new folder will be created at the location, chosen with the same name as the zip file, psva-tool-1.1. This can be seen on the image in the slide. Open this new folder and double click on LaunchPSVATool. This is a batch file that will run a script to launch PSVA.

As an alternative to running the batch file, users may also launch PSVA from a command prompt. To open a new command prompt, enter CMD into a window search and press enter. When the command prompt launches, type "cd" followed by the directory in which the PSVA tool

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was extracted. This directory will need to include the folder name psva-tool-1.1. On the next line, type the following command as exactly as it appears on the slide. The command can also be found within the PSVA user manual. After typing the command, press enter and the tool will begin to launch.

It may take a few moments for PSVA to launch the first time. Once the tool launch is completed, a login window will appear automatically. Users will enter the same username and password used to log in to QSP. And then click OK. If the login window is canceled, it can be brought back up by pressing the login button located at the top right hand corner of the main PSVA screen. At this time, I'd also like to take some time to discuss the different messages that can be generated during this log in process. After clicking OK on the login window, the tool will connect to the *QualityNet* secure file transfer application to validate the versions of the tool, the versions of the selected quality program validators and the user credentials. The tool may take some time for this first server communication each time the tool is run. If there was an error connecting to the server, the new notification is displayed with instructions to contact the *QualityNet* helpdesk with contact information. If the connection to the server is successful, but their credentials cannot be verified, then there will be another notification displayed informing the user that invalid credentials were entered. Additionally, one of the new features for PSVA 1.1 from the pilot version is a stronger encryption protocol for users QSP credentials entered into the tool. Currently, because of the new encryption protocols, if the users have not correctly installed the Java Cryptology Extension files, the tool launch will fail and appear to do nothing. If this happens or if any other error messages are encountered, users may contact the *QualityNet* helpdesk and they may ask to see the local log file. This can be located within the Logs folder of the extracted PSVA tool.

If there were no errors and the connection was successful and user credentials were validated, a notification is displayed informing users that the current version of the tool and validators is installed. To continue use of the tool, simply click OK on this confirmation message. Please be

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aware that it could take up to one or two minutes for one of these messages to be displayed.

Once the user has successfully logged in to the tool, the drop-down box allowing the selection of quality program for validation will become active. The default message is displayed as "Please Select a Program." The user simply needs to select the appropriate quality reporting program for which they are affiliated. Based on this program selection, the user can then validate and submit quality files to CMS.

After selecting a program, click on the "Add Files" button, which will now be active. A file selection window will open. This allows any number of zip files to be added into the tool. Clicking open will add the files into the table on the PSVA main window.

All files added must be in zip file format containing only XML files. If there are any other file extensions, or if there are subdirectories located within the zip file, they will not be added into the tool. In this case, an error message will be displayed on the screen describing why the file cannot load into the tool. If, however, all files selected were zip files, a notification is displayed that the files were added to the tool successfully. Click OK to begin file validation. You will now see the tables added to the table in the main window.

For each file that the user adds to the tool, the column name status will read as new. Also notice that the filename appears in the table along with a checkbox in the first column. This checkbox is used to select or deselect individual files. The remaining columns, validation details, and feedback file are left blank and will not receive data until validation has been completed for that file.

Before a file can be validated, users must select them in the table. This can be done by either selecting individual files or clicking on the first column header "Select All." This is the button and will select or deselect every file in the table.

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When files have been selected, click on the button "Validate Files." At this time, the tool will begin by first connecting to the server to do a check of the version of the PSVA tool and the quality program validators, as well as the user credentials. If the versions are current and credentials are valid, there will be no notification; but instead, a progress bar is displayed. This progress bar will reach 100 percent when all files have finished validation. After the file validation is completed, a notification is displayed on the screen informing the user that the system has completed the file validation process. Click OK on the confirmation pop-up. Information on how many files successfully pass the validation and how many files failed the validation will now be displayed in a table.

The columns for validation details and feedback file will now be populated with data. Also, the status of validated files will have changed. The status will either read valid or invalid. If a zip file contained both valid and invalid files, the tool will split them into separate zip files and add the file extensions .good and .bad. This will be visible in the filename column of the table. In the validation details column, the data will show the number of the files validated in total, as well as the number of valid or invalid files now contained within the zip. An elapsed time is also displayed that reflects the time it took to validate each zip file. The final column, feedback file, contains a clickable hyperlink. This will open an error report on the zip file that contains the warning and the error messages generated by the selected quality programs validator. The file is a CSV that will open in Microsoft Excel. This can be used to help find and correct errors.

All valid files can now be submitted to CMS. A new feature in PSVA 1.1 that was not available in the pilot is the ability to submit test files or production files. This is accomplished by clicking on one of the two submit buttons located in the center of the PSVA GUI string.

By choosing either tests or production submission, a confirmation window is displayed. By clicking "Yes", the submission process will begin. If "No" is clicked, nothing will happen. This gives the user the option to

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perform a different action instead, such as submitting to production, if test submission was initially chosen.

By choosing "Yes" on the submission confirmation window, the tool will begin the submission process by connecting to the server to again check the tool and the quality program validator versions, as well as verifying the user credentials. If everything is current and valid, there will not be a notification; but, instead, a progress bar will again appear. The submission process typically takes less time to validation. After the process completes, the table will change a submitted file status to submitted.

When the files are successfully uploaded, a notification is displayed to the user. This notification also contains text stating that a successful upload does not guarantee program requirements are met, and that the submission status will need to be confirmed via *QualityNet Secure Portal*. Please note that there are additional validations outside of the scope of the PSVA tool that are performed on quality submissions in the CMS production environment. By clicking OK on this notification, the file status will change in the table. If there was some error that occurred during submission, you will see the status read "Submission Failed."

After submitting files, users may wish to remove them from the PSVA tool interface. Removing files can also be done at any time. Simply select the files to be removed and then click on the "Remove Files" button. A notification will appear informing the user that the files were removed successfully.

In addition to the tool performing version checks at login, validation and submission time, these version checks can be done at any time by clicking on the check version button at the top right-hand corner of the main PSVA window. If the tool determines that the selected quality program validator is out of date and the user chooses not to update them, they can still validate files; however, submission of these files cannot be performed.

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If the tool determines that the PSVA tool itself is the incorrect version, functionality will be disabled with the exception of the licensing agreement, check version, and log in buttons.

When the quality program validators are out of date, a notification appears that will allow a user to update them without needing to close the tool. Again, if a user chooses not to update the validator, files can still be validated but they cannot be submitted. When selecting to update a validator, a notification will appear informing users that the update was successful.

When there is an update to the PSVA tool available, the notification that appears does not give the option to update it on demand. Instead, users will need to log back into that QSP secure file transfer application and download the tool again. As stated earlier, PSVA cannot be used for validation or submission, if the tool version is out of date.

The last function of PSVA to cover is the "Licensing Agreement" button. At any time during the use of PSVA, the licensing agreement button will be active. Clicking on this button will display a notification pop-up that contains the full licensing agreement text. Click OK to close the window. This will now conclude today's walk through of the PSVA tool download and feature demonstration. My team and I are available to answer remaining questions at the end of his presentation. And at this time, I would like to turn the mike back over. I thank you for your attendance today and interest in the PSVA tool. Thank you.

**Stephanie Wilson:** Thank you, Joseph. This is Stephanie again. And, on slide 44, we would like to talk through some frequently asked questions that came out of the PSVA pilot that was done over the summer. I'm just going to walk through these questions with you. So, question number one asks: "does PSVA need to be integrated with my EHR?" And, the answer to that is no, it does not have to be integrated. PSVA can be run as a desktop application on your workstation. Question number two: "what eCQM specifications do my files need to adhere to?" As Joseph had stated earlier in the presentation, PSVA does not do all of the same checks that the CMS

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receiving system does. Still, it does do a majority of them. But, PSVA currently does not perform measure verification or calculate outcomes. So, the QRDA files that validate through the PSVA system can contain any eCQM version. Now, when you submit those files to CMS, if they don't contain the most recent version of the eCQM specifications, those files will be rejected and will not be able to be processed. So, even though PSVA does not require a specific eCQM version, the CMS system does require that. Question number three: "is production data required or will test data be allowed?" And, PSVA is able to validate files that contain both test or production data. And, as Joseph explained earlier, either of those files can then be submitted to CMS, once the system is open and available to receive those files.

On slide 45, we have a few more. The first one says, "what QRDA standards will the Tool validate against?" And, for calendar year of 2016 eCQM reporting, the PSVA tool will validate against the HL7 QRDA Category I Release 3 Base Standard and most of the 2016 CMS Implementation Guide rules. Question number five: "if my file passes PSVA validation, does that mean it will pass CMS validation?" And, as Joseph had stated earlier, the answer to that is not necessarily. So, the CMS system does perform additional validations beyond those that are performed by PSVA. One of those is eCQM verifications that we just talked about, and another example is with the CMS certification number. So, therefore, a file that passes PSVA validation may not be accepted by the CMS system. And, once the CMS system is open and able to accept your custom production file submission, you can go ahead and submit those files that passed validation in PSVA to CMS. And then, you can log in to the *QualityNet Secure Portal* to review your reports and see if there were any additional validation checks that the system didn't pass. Or, if it did go ahead and pass through, you can view your measure calculations and outcomes in the system. And then, question number six: "does PSVA provide measure calculations?" And currently, PSVA does not provide any measure calculations. That information will need to be obtained from the *QualityNet Secure Portal* system. After you submit files that have been validated through PSVA into that system, again, you can log in to

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the *QualityNet Secure Portal* and view your reports to get your measure outcomes or to see if there are any other validation checks that your system, or that your file, may not have passed when it entered that system.

We wanted to talk a little bit about the error messages that you receive when you validate your files. So, because PSVA is testing against the HL7 Base Standard and the CMS Implementation Guide. When you view any errors that come on that error report from your validated files, you may see some different error messages. And most of those, or all of those error messages, will have what's called a CONF number assigned to them. So, if you see a CONF number next to an error message, and it says CONF:CMS underscore and then four numbers, you'll know that that's a CMS error message and that it comes out of the CMS implementation guide. And, we've included the link here for the 2016 QRDA supplementary implementation guide. Or, you can search for those errors and see how to fix those. If you get an error message that just has CONF: and then five numbers, you'll know that those errors come out of the HL7 Base Standard. And, we've included a link here where you can go to the HL7 site and download their implementation guide. And, you can search for those errors there and determine how to get those fixed in your files. And then, the last bullet here, in December we provided a QRDA Category I Standards update for 2016 hospital reporting. And, this covers or provides an overview of the updates to the standards for 2016 reporting, and what is needed for those files to be successfully submitted to the *QualityNet Secure Portal* for calendar year 2016. And that, if anyone missed it, was recorded and is posted to the website, and you can follow that link there to review that webinar and learn about the standards update and any changes for 2016 reporting. And, I'm now going to pass control over to provide some information about our Continuing Education credits and our survey that will show up at the end of the call. Once we're through these slides, we'll go ahead and start answering questions.

**Debra Price:**

Well, thank you very much. Today's webinar has been approved for one Continuing Education Credit by the boards listed on this slide. We are now a nationally accredited nursing provider. And, as such, all nurses

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report their own credits to their board using the National Provider Number 16578. It is your responsibility to submit this number to your own accrediting body for your credits.

We now have an online CE certificate process. You can receive your CE certificate two ways. First way is, if you registered for the webinar through ReadyTalk<sup>®</sup>, a survey will automatically pop-up when the webinar closes. The survey will allow you to get your certificate. We will also be sending out the survey link in an e-mail to all participants within the next 48 hours. If there are others listening to the event that are not registered in ReadyTalk, please pass the survey to them. After completion of the survey, you notice at the bottom right-hand corner a little gray box that says "Done." You will click the "Done" box, and then another page opens up. That separate page will allow you to register on our Learning Management Center. This is a completely separate registration from the one that you did in ReadyTalk<sup>®</sup>. Please use your personal e-mail for this separate registration so you can receive your certificate. Healthcare facilities have firewalls that seem to be blocking our certificate from entering your computer.

If you did not immediately receive a response to the e-mail that you signed up with the Learning Management Center, that means you have a firewall up that's blocking the link into your computer. Please go back to the New User link and register a personal e-mail account. Personal e-mails do not have firewalls up. If you can't get back to your New User link, just wait 48 hours because remember you're going to be getting another link and another survey sent to you within 48 hours.

OK. This is what the – what the survey will look like. It will pop out at the end of the event and will be sent to all attendees within 48 hours. Click "Done" at the bottom of the page when you are finished.

This is what pops up after you click done on the survey. If you have already attended our webinars and received CEs, click "Existing User." However, if this is your first webinar for credit, click "New User."

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This is what the "New User" screen looks like. Please register a personal e-mail like Yahoo or Gmail or AT&T, since these accounts are typically not blocked by hospital firewalls. Remember your password however, since you will be using it for all of our events. You notice you have a first name, a last name and the personal e-mail. And, we're asking for a phone number in case we have some kind of back-side issues that we need to get in contact with you.

This is what the "Existing User" slide looks like. Use your complete e-mail address as your User ID and of course the password you registered with. Again, the User ID is the complete e-mail address, including what is after the @ sign.

OK. Now, I'm going to pass the ball back to your team lead to end the webinar and to go over any questions that came in. Thank you for taking the time spent with me.

**Stephanie Wilson:** Thank you, Deb. And we've had quite a few great questions come in through the chat window, so we'll go ahead and get started on those and get as many answered as we can in the time that's remaining. So, the first question asked, "may we use this tool prior to when the official testing portal opens in May?" And, the answer to that question is yes. PSVA is currently available for download in the *QualityNet Secure Portal*. And, you can download it anytime and begin testing your files against the validation checks that are contained in the application. The *QualityNet Secure Portal* testing of files isn't scheduled to open until May 2016. So, until that system opens, you will not be able to actually submit files to CMS. But, you can run all those pre-validation checks that are contained in PSVA and get your file as ready as you can to submit those to CMS when it becomes available. The next question is: "does PSVA work with QRDA III as well?" Pooja, would your team like to answer that?

**Pooja:** Sure, Stephanie. So, the question is related to what Category I files can be submitted to PSVA?

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- Stephanie Wilson:** No. It's asking if PSVA will also validate or checks QRDA Category III files?
- Pooja:** So, we are currently – we have package only Cat I R3 I believe. The validators within the PSVA application, which is in production right now. So, it's only Category I R3 that are supported.
- Stephanie Wilson:** OK. Perfect. Thank you.
- Pooja:** Sure.
- Stephanie Wilson:** The next question asks, "does the *QualityNet* administrator test and submit these files, or is there another person that is recommended to submit, such as a data builder or developer?"
- Pooja:** So, the only users that can submit files to the PSVA tool have to have the *QualityNet Secure Portal* user credentials with data upload role. So, as long as the user has active credentials with that user role associated to those credentials, they could have any position within a hospital system or a clinic.
- Stephanie Wilson:** Perfect. OK. The next question says, "we have had issues submitting files to the Secure Portal that require multiple attempts to send files. Will this be an issue with PSVA?"
- Pooja:** Well, we – we – we don't know specifically what issues the user has had while submitting these files to the CMS system. But, we can look at what issues they've had in the past. But, PSVA is a distinct system than the CMS production system. And, we don't foresee (if the user follows the prerequisites and looks at all the network settings and the firewall settings that we have recommended to be implemented, before the user uses this tool) – we don't foresee any issues. But, if the specific user who had this question can send us a list of issues that they've had while communicating to the – through *QualityNet Secure Portal* for quality of submissions, we can look at those issues and recommend a solution. But, we don't foresee these issues specifically to PSVA.

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**Stephanie Wilson:** Thank you.

[Crosstalk]

**Male:** The PSVA uses SFTP protocol that directly transfers the file. What is the portal, it has to go through the website. We are using the SFTP protocol. So, depending on the load, we may have issues. But here, we really doesn't – we don't expect any issues uploading the file.

**Stephanie Wilson:** OK. Thank you guys for the answer to that. The next question asks, "why are the hard disk requirements so high?"

**Pooja:** So, the performance requirements that we had require that we develop and test the application using a certain number of files, which required the free space reflected in those requirements. So, that's a recommended – a recommendation, if a hospital or the user community needs large files to be archived or stored within the desktop. It's a recommendation that could be followed for hospitals that require validation of files – of large number of files, because we create a copy of those files during the validation time. So, that was the reason why we recommended this because the application has been tested for performance of up to 4GB files within – 4GB zip files with 10,000 files – ?

**Male:** Yes.

**Pooja:** – within those zip files. So, that's the reason for the recommendation.

**Male:** And those validation requirements are a recommendation only, to meet the performance requirements. But, it's not a requirement. So, if the system has less memory and all, it might take a little more time. But, whatever we have mentioned, it's not the requirement that the systems need to have that much memory in order to run the tool.

**Stephanie Wilson:** Thank you. The next question asks, "will a network drive suffice?"

**Pooja:** I'm sorry could you repeat that question, Stephanie?

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- Stephanie Wilson:** Yes. It says, "Will a network drive suffice?" I believe that they're asking: does it have to be downloaded onto an actual desktop, or can it be loaded on a network drive?
- Pooja:** It could be loaded on a network drive. A shared network drive that the user has access to. It could be downloaded on the network drive. Not an issue.
- Stephanie Wilson:** Perfect. The next is another kind of technical requirements question. "If our system computers utilize AMD processors and not Intel, would we still be able to utilize the PSVA tool?"
- Pooja:** You can. It's just a performance issue at that point. So, the application was developed and tested using the settings that we have recommended. The user might see lower performance or the files being validated at a lower speed. So, there would be performance constraint. But, it will not be a technical concern in terms of the working of the tool.
- Stephanie Wilson:** OK. The next question is kind of specific. It says, "we utilize Cerner for our EHR vendors, who will be doing our submission of eCQMs to the quality clearinghouse. Do we give them access in the secure portal to use PSVA?" And, I can actually answer that question. Your EHR vendor, whether it's Cerner or anyone, also has access, as long as they have a *QualityNet Secure Portal* login and that EHR data upload role, which they can get by contacting the *QualityNet* help desk, if they don't already have it. They can be able to download in PSVA, and use it to test their files. You do not have to authorize them to use PSVA, the same way that you would authorize them to submit your actual data to CMS. So, they can use PSVA to test the files and get the files ready to submit to CMS. Now, if you do want your vendor to be able to actually submit the data to CMS for you, then you will have to go into the *QualityNet Secure Portal* and provide that authorization in the vendor authorization screen that's contained there, so that they can submit those files to CMS to meet program requirements. But, you do not have to provide authorizations just for them to utilize and test files using PSVA.

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And Pooja, this is another question for your team. "Where is the PSVA user manual located?"

**Male:** It's located directly under the tool. When you unzip the PSVA tool, you will find the user manual.

**Pooja:** So, the PSVA user documentation is packaged within the downloadable package that Joey showed within the SFT landing page, on the top left corner. Once the user clicks on the PSVA download folder, there would be a subdirectory structure that would include the documentation, which includes a developer's guide as well as the user manual.

**Male:** And there are two actual files of the user manual. One is a PDF and another one is a RoboHelp file, which is 508 compliant html version of the user manual.

**Stephanie Wilson:** Perfect. The next question is that: "does PSVA run inside the *QualityNet* Portal or can you close the *QualityNet* Portal and still utilize PSVA?"

**Male:** You can close the *QualityNet* Portal and run the PSVA. PSVA is an independent small desktop application.

**Pooja:** The PSVA is a client application that does not require an active *QualityNet Secure Portal* session open at that point. So, they can run independently from a QSP session. It does not require an active QSP session to be open concurrently.

**Stephanie Wilson:** OK. Great. In the presentation, Joseph had talked about utilizing Internet Explorer when going into the *QualityNet Secure Portal* and downloading the PSVA tool. So, this question asked, "what version of Internet Explorer are you using to get the *QualityNet Secure Portal* to render correctly when you go in to download the tool?"

**Pooja:** So, the browsers that are approved for *QualityNet Secure Portal* can be provided as a supplement to all the users. I don't know that at the top of my head, but we can provide the list of approved browsers for QSP when

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we release the additional notes or we have the opportunity to answer additional questions.

**Stephanie Wilson:** OK. Thank you. The next question asked about validation. So, it says, "Our hospital was not chosen for validation in 2016. Will this tool be useful for us, or is this tool for those hospitals who are being validated?" And, I can answer this question. Validation is sometimes used in different ways. So, hospital that participate in the IQR program and Value-Based Purchasing may be chosen to go through the validation process to make sure that all the data that you submitted was correct. When we're talking about validation in regards to the pre-submission validation application, we're talking actually about the structure of the quality reporting document architecture files that need to be submitted to the *QualityNet Secure Portal* for that eCQM data submission requirement. So, there's kind of two different pieces of how validation is looked at there. So, in regards to this question, PSVA is not going to help with that validation selection that you are chosen for to be a part of a process for. This application is a tool only specifically for eCQMs and to help validate that you have the correct file structure. And, that you have the correct data elements and those elements are contained in the file where they need to be, so that you can use the PSVA to test that file structure and make sure that those data files are ready to submit to CMS. So, those are two different uses of validation within the hospital reporting community. The next question asked, "If a facility chooses to utilize a vendor for this eCQM function, must that vendor follow this PSVA process?" Currently, the use of PSVA is not required. This is just a tool that was developed to help hospitals and EHR vendors test their files and get them ready to submit to CMS to meet program requirements. So, again, it's not a requirement. Anyone who has a *QualityNet Secure Portal* login can login and download the tool and use it for your test files and get them ready for submission to CMS. But, you do not have to use it. OK. Pooja the next question I'm going to send back to you. "Having installed the application on a network drive, I launch the bat file and try to login to PSVA. I type my credentials without response; however, the app remains gray. Please reiterate what is the likely error."

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- Joseph Grigg:** This is Joseph, I'll answer that one. Most likely, that's because the JCE files were not installed. There was a couple other questions asking if the PSVA tool would work if they weren't installed. The answer to that is no. That's because of the encryption protocols that we're using. The files are supplied by Oracle. The link to download them is in the user manual. It's a pretty easy process. It's just a matter of extracting the files and placing them in the proper directories where Java is installed on a computer. And then everything should work just fine.
- Male:** And to know the exact cause or reason, please share your log file so we can identify them.
- Stephanie Wilson:** OK. Thanks, guys. The next question asked, "What do I do if I have changed my *QualityNet* password since downloading PSVA and I don't recall my prior password?"
- Pooja:** So, you would need to contact the help desk. So, the URL that we have shared within the slide deck includes the *QualityNet* help desk contact numbers. The user will need to call the help desk and have them help the user with the credential information. The user will need to have access to valid credentials that are active in order to log into PSVA. And, the log in – the credential – the provisioning of the credentials are independent from the PSVA tool and handled directly by the *QualityNet* help desk team. So, the user will have to contact them for assistance.
- Stephanie Wilson:** The next question asked, "we have several facilities. Will I have to download PSVA for each facility, or can I download the tool once and use it for all of our facilities?"
- Pooja:** You only need to download application once and the users will – can use the same instance of the downloaded application in multiple facilities. As long as all users across those facilities have user credentials to log into the application. We – the user community does not need to have multiple instances of the PSVA tool to access that across different facilities. So, the short answer is no. The same instance can be reused across different facilities.

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**Stephanie Wilson:** Thanks, Pooja. And, the next question I think you may have talked about this earlier, but just to take a second to talk to it again. "Can you provide any size limit for the zip files?"

**Male:** As we mentioned before, we have tested up to 4GB of files consisting of zip files containing around 10,000 individual xml files inside the zip file. We haven't tested the maximum zip file size. That really depends on the system memory because all these zip files need to stay in memory. So, if we provide, like, huge memory, then we can increase the zip file size.

So, that's why these recommendations like those we have mentioned, the RAM and the hard drive, all these things. And, we also mentioned we have tested up to 4GB.

**Pooja:** So, Stephanie, the system – the application has been tested for 3 – for 4GB files. If the user has a requirement of testing files – testing file sizes greater than 4GB, the application has not been tested. That does not necessarily mean that the PSVA application would not work, but specific to the system – the hardware on the system – that the user is trying to use that application on.

**Stephanie Wilson:** I see we have a couple minutes left, so we'll take one more question. "How many times can we submit a test file before submitting a final or a production file?"

**Pooja:** So you can use – you can test the files as many times as you like. I think Joey also tried to answer that over the chat. There's no limit on any files being tested for a certain number of times before it's submitted to CMS. The feedback file is generated. So, as long as there are errors within the files, the user can test and re-test again.

**Male:** And the user is not required to submit to test in order to submit to production. That's not a requirement. And, once user submits to either test or production, then the files needs to be removed. And again, it needs to be added back in order to validate and submit again. Once we submit, there is only one option, to remove the file from the PSVA tool.

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**Stephanie Wilson:** And that – that's in regards to submitting it to CMS, is that what you're saying? So, once it's actually submitted, the only way to re-test in PSVA is to re-upload that file?

**Male:** Exactly.

**Stephanie Wilson:** OK. Well, that brings us to the top of the hour. Thank you, Joseph for the great presentation. And thank you to the PSVA development team for answering all the questions that we were able to get through in the last few minutes. Again, any questions that we weren't able to get answered, either in the chat window or during the end of the call during our discussion, we will get those answered in a written document, and we will post that to where the recording is posted, and also to the – so that people can access all of those questions and see the answers that will be posted within 10 days. And, if you have the link to get to where the slides were posted, that's where the recording and the answer to these questions will be posted. So, thank you again for joining us. We hope this was helpful and we look forward to more webinars coming up. Have a great day.

**END**