

Welcome!

- 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 stop?

- Click **Refresh** icon
or
- Click F5



F5 Key
Top row of keyboard

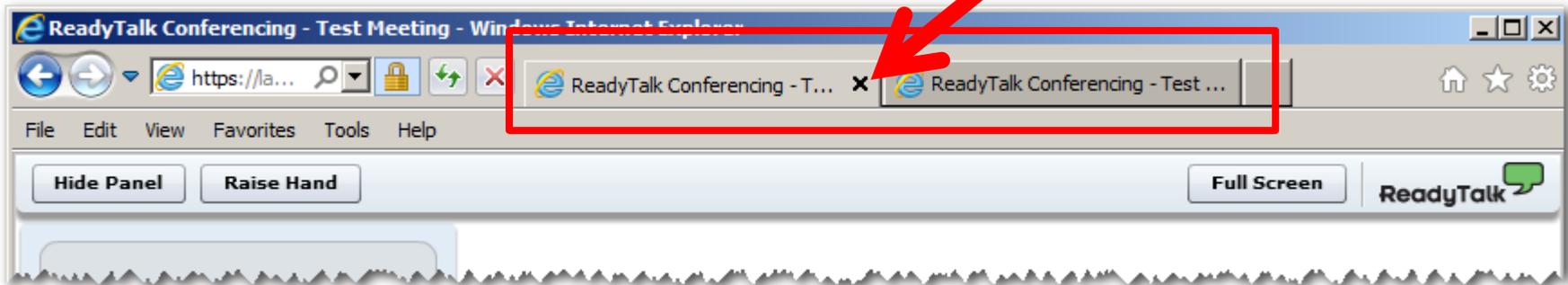


Location of buttons

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.



A screenshot of a web browser window showing a CMS event page. The page features the CMS logo (Centers for Medicare & Medicaid Services) and a large heading that reads "Welcome to Today's Event". Below the heading, there is a message: "Thank you for joining us today!". On the left side of the browser window, there is a vertical chat window titled "Chat with Presenter". At the bottom of this chat window, there is a text input field labeled "Type questions here." and a "Send" button. The browser's address bar shows "Full Screen" and "ReadyToGo" options.



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

Harold N. Hicks, III

Q&A Site System Administrator
Hospital Incentives and Values-Based Quality Reporting
Program

9/30/2016

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

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 Website

UNLOCKING THE SECRETS OF THE Q&A SITE

NAVIGATING THE Q&A SITE

Getting to the Site

<https://www.qualitynet.org/>

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

QualityNet Registration

- Hospitals - Inpatient
- Hospitals - Outpatient
- Physician Offices
- ASCs
- Cancer Hospitals
- ESRD Facilities
- Inpatient Psychiatric Facilities
- QIOs

Getting Started with QualityNet

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

Join ListServes

Sign up for Notifications and Discussions.

Known Issues - Hospital Reporting

- Inpatient
 - EHR Incentive Program
 - Hospital Value-Based Purchasing
- Outpatient
- ASCs
- PPS-Exempt Cancer Hospitals
- Inpatient Psychiatric Facilities
- Secure File Transfer

System Maintenance

- QualityNet Scheduled Maintenance

QualityNet News [More News >](#)

CMS announces steps to address CDI risk-adjustment error

The Centers for Medicare & Medicaid Services (CMS) has identified an error with the risk-adjustment for the First and Second Quarter 2014 *Clostridium difficile* Infection (CDI) data.

CMS has announced steps to resolve the data issue for hospitals participating in each of the three programs impacted by the error: the Hospital-Acquired Condition (HAC) Reduction Program, the Hospital Value-Based Purchasing (VBP) Program, and the Hospital Inpatient Quality Reporting (IQR) Program.

[Full Article >](#)

Headlines

- [Providers selected for Hospital OQR Program CY 2018 validation](#)
- [Hospital VBP Percentage Payment Summary Report Review and Corrections requests due Aug. 31](#)
- [Hospital VBP Program FY 2017 Percentage Payment Summary Report now available](#)
- [CMS releases October 2016 Hospital Compare Preview Reports](#)
- [FY 2017 HSRs for HAC Reduction Program Review and Corrections Period released](#)
- [CY 2017 OPPS/ASC proposed rule published and open for comment](#)
- [FY 2017 Hospital VBP and Hospital IQR Program MSPB Measure HSR released](#)
- [Issue identified in 2016 DRA HAC HSRs distributed on June 9](#)
- [CMS releases HSRs for FY 2017 Readmissions Reduction Program: Review and Corrections period begins](#)
- [Hospitals selected for FY 2018 inpatient quality reporting data validation](#)

About QualityNet

Established by the Centers for Medicare & Medicaid Services (CMS), QualityNet provides healthcare quality improvement news, resources and data reporting tools and applications used by healthcare providers and others.

QualityNet is the only CMS-approved website for secure communications and healthcare quality data exchange between: quality improvement organizations (QIOs), hospitals, physician offices, nursing homes, end stage renal disease (ESRD) networks and facilities, and data vendors.

[More >](#)

Log in to QualityNet Secure Portal

Login

- Download Symantec ID (**required for login**)
- Portal Resources

Questions & Answers

- Hospitals - Inpatient
- Hospitals - Outpatient
- Ambulatory Surgical Centers
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

Note: First-time registration required

Downloads

- CART - Inpatient
- CART - Outpatient
- CART Module Designer

Training

- QualityNet Training
- QualityNet Event Center
- Secure Portal Enrollment Training, WMV
- Question and Answer Tool Training, WRF
- Transcript, PDF

Skilled Nursing Facility Programs

- SNF Value-Based Purchasing Program

Getting to the Site

The **Questions & Answers** box
(on the right hand side)

Log in to QualityNet Secure Portal

Login

- Download Symantec ID (*required for login*)
- Portal Resources

Questions & Answers

- Hospitals - Inpatient
- Hospitals - Outpatient
- Ambulatory Surgical Centers
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

Note: First-time registration required

Downloads

- CART - Inpatient
- CART - Outpatient
- CART Module Designer

Training

- QualityNet Training
- QualityNet Event Center
- Secure Portal Enrollment Training, WMV
- Question and Answer Tool Training, WRF
- Transcript, PDF

Navigating the Site (1 of 4)

<https://cms-ip.custhelp.com/>

The screenshot displays the CMS IP Customer Help website interface. At the top, there are four navigation buttons: "Home", "Find an Answer", "Ask a Question", and "My Stuff". Below these is a light blue header bar with the text "Hospital Inpatient Questions and Answers". The main content area features a section titled "Select a Hospital Inpatient Quality Reporting Program Topic Below" with a list of topics: Hospital-Acquired Condition Reduction Program (HACRP), Hospital Inpatient Measures and Data Element Abstraction, Hospital Inpatient Quality Reporting (IQR) Program, Hospital Readmissions Reduction Program (HRRP), Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program, PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program, Public Reporting (Hospital Compare), and Validation. To the right of this list is a "Contact Us" box containing a question mark icon, the text "Ask a Question", and the instruction "Submit a question to our support team."

Home Find an Answer Ask a Question My Stuff

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

Contact Us

 **Ask a Question**
Submit a question to our support team.

Navigating the Site (2 of 4)

<https://cms-ip.custhelp.com/>

The screenshot shows the top navigation bar of the CMS IP Customer Help website. The navigation bar contains four buttons: "Home", "Find an Answer", "Ask a Question", and "My Stuff". The "Ask a Question" button is highlighted with a red border. Below the navigation bar is a light blue header with the text "Hospital Inpatient Questions and Answers". The main content area is a list of links for selecting a Hospital Inpatient Quality Reporting Program Topic. The links are: "Hospital-Acquired Condition Reduction Program (HACRP)", "Hospital Inpatient Measures and Data Element Abstraction", "Hospital Inpatient Quality Reporting (IQR) Program", "Hospital Readmissions Reduction Program (HRRP)", "Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program", "PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program", "Public Reporting (Hospital Compare)", and "Validation". To the right of the main content area is a "Contact Us" sidebar with a question mark icon and the text "Ask a Question" and "Submit a question to our support team."

Home Find an Answer Ask a Question My Stuff

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

Contact Us

 **Ask a Question**
Submit a question to our support team.

Navigating the Site (3 of 4)

<https://cms-ip.custhelp.com/>

The screenshot shows the top navigation bar with four buttons: "Home", "Find an Answer", "Ask a Question", and "My Stuff". Below this is a light blue header with the text "Hospital Inpatient Questions and Answers". The main content area features a red-bordered box containing a list of topics under the heading "Select a Hospital Inpatient Quality Reporting Program Topic Below". To the right of this list is a "Contact Us" sidebar with a question mark icon and the text "Ask a Question" and "Submit a question to our support team."

Home Find an Answer Ask a Question My Stuff

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

Contact Us

Ask a Question
Submit a question to our support team.

Navigating the Site (4 of 4)

<https://cms-ip.custhelp.com/>

The screenshot shows the top navigation bar of the CMS IP Customer Help site. It includes buttons for 'Home', 'Find an Answer', 'Ask a Question', and 'My Stuff'. Below this is a light blue header for 'Hospital Inpatient Questions and Answers'. The main content area features a list of hospital inpatient quality reporting program topics. A red box highlights the 'Contact Us' sidebar, which contains an 'Ask a Question' link with a question mark icon and the text 'Submit a question to our support team.'

| | | | |
|----------------------|--------------------------------|--------------------------------|--------------------------|
| Home | Find an Answer | Ask a Question | My Stuff |
|----------------------|--------------------------------|--------------------------------|--------------------------|

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- [Hospital-Acquired Condition Reduction Program \(HACRP\)](#)
- [Hospital Inpatient Measures and Data Element Abstraction](#)
- [Hospital Inpatient Quality Reporting \(IQR\) Program](#)
- [Hospital Readmissions Reduction Program \(HRRP\)](#)
- [Inpatient Psychiatric Facility Quality Reporting \(IPFQR\) Program](#)
- [PPS-Exempt Cancer Hospital Quality Reporting \(PCHQR\) Program](#)
- [Public Reporting \(Hospital Compare\)](#)
- [Validation](#)

Contact Us

 **Ask a Question**
Submit a question to our support team.

Selecting a Category (1 of 3)

The screenshot shows a web application interface for "Hospital Inpatient Questions and Answers". At the top, there are navigation buttons for "Home", "Find an Answer", "Ask a Question", and "My Stuff". A "Log in | Sign Up" link is visible in the top right corner. Below the navigation is a header section with the title "Hospital Inpatient Questions and Answers".

The main content area is divided into several sections:

- Advanced Search:** A search box with a "Search" button and the text "Find the answer to your question".
- Find an Answer:** A smaller search box with a magnifying glass icon.
- Contact Us:** A section with a question mark icon and the text "Ask a Question" and "Submit a question to our support team."
- Hospital Inpatient Quality Reporting (IQR) Program:** A section with the heading "Select an Answer Category" and a grid of category buttons:
 - eCQMs
 - General Abstraction Guidelines/Elements
 - Admission Date/Discharge Date
 - Episode of Care Determination
 - General Abstraction Guidelines
 - ICD-10-CM/ICD-10-PCS Codes
 - Patient Demographics
 - Payment Source/Patient HIC #
 - Population and Sampling
 - Extraordinary Circumstances Exemption
 - Hospital Value-Based Purchasing (VBP)
 - IQR Program Requirements
 - Measure Waivers
 - NHSN Measures (HAI & HCP)
 - PC-01 Data
 - Structural Measures/DACA
- Most Popular Answers:** A section with a grid of popular answer titles:
 - CY 2016 IQR Chart Abstraction vs. eCQM Submission Requirements
 - Validation Results
 - CY 2016 Clarification of Quarterly Submission Requirements for eCQM Data
 - HAI Measures Validation

Selecting a Category (2 of 3)

[Home](#) [Find an Answer](#) [Ask a Question](#) [My Stuff](#) ▾

Hospital Inpatient Questions and Answers

Advanced Search

Find the answer to your question

Search filters applied

Topic 

Structural Measures/DACA

Contact Us

 **Ask a Question**

Submit a question to our support team.

Selecting a Category (3 of 3)

Home **Find an Answer** Ask a Question My Stuff ▾

Hospital Inpatient Questions and Answers

Advanced Search

Find the answer to your question

Search filters applied

Topic 

Structural Measures/DACA

Contact Us

 **Ask a Question**
Submit a question to our support team.

Results 1 - 7 of 7

Answers Available

| Row Number | Q&A ID Number | Published Date | Updated Date | Question |
|------------|---------------|----------------|--------------|--|
| 1 | 163299 | 08/02/2016 | 08/02/2016 | Non-Measure Data Form: Total Annual Discharges and Diagnostic Categories |
| 2 | 163286 | 07/25/2016 | 07/25/2016 | Patient Experience of Care tool |
| 3 | 163259 | 07/11/2016 | 07/12/2016 | Use of EHR timeframe |
| 4 | 163258 | 07/11/2016 | 07/12/2016 | Use of EHR attestation |
| 5 | 163257 | 07/11/2016 | 07/12/2016 | Use of electronic health record |
| 6 | 163256 | 07/11/2016 | 07/12/2016 | Standardized collection protocol to assess patient experience |
| 7 | 163255 | 07/11/2016 | 07/12/2016 | Assessment of patient experience of care |

Select a Category

<https://cms-ip.custhelp.com/app/home>

The screenshot displays the CMS IP Customer Help website interface. At the top, there is a navigation bar with four buttons: "Home", "Find an Answer", "Ask a Question", and "My Stuff". Below this is a light blue header section titled "Hospital Inpatient Questions and Answers". The main content area is titled "Select a Hospital Inpatient Quality Reporting Program Topic Below" and contains a list of ten topics, each in a light blue box with a right-pointing arrow:

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

On the right side of the page, there is a "Contact Us" section. It features a question mark icon and the text "Ask a Question" in bold, followed by the instruction "Submit a question to our support team."

UNLOCKING THE SECRETS OF THE Q&A SITE

SEARCHING THE Q&A SITE EFFECTIVELY

Find An Answer

The “Find An Answer” tab is used to locate answers:

- Organized under a certain category
- Searched with certain keywords
- Filtered by Specifications Manual version

The screenshot shows a web interface for finding answers. At the top, there are four navigation tabs: 'Home', 'Find an Answer' (which is highlighted in blue), 'Ask a Question', and 'My Stuff'. Below the tabs is a light blue header area with the text 'Hospital Inpatient Questions and Answers'. Underneath this is a search section with a text input field, the label 'Advanced Search', and a blue 'Search' button. Below the input field is the text 'Find the answer to your question'. To the right of the search section is a 'Contact Us' section with a question mark icon and the text 'Ask a Question'.

Advanced Search (1 of 8)

Home Find an Answer Ask a Question My Stuff

Hospital Inpatient Questions and Answers

Advanced Search

Find the answer to your question

Search Tips

Search terms

Limit by product

Limit by Topic

Discharge Period

Spec Manual Version

Publish Date Quarter

Sort by

Direction

Expired

Search Cancel

Answers Available

| Row Number | Q&A ID Number | Pub Date |
|------------|---------------|----------|
| 1 | 163311 | 08/3 |
| 2 | 163310 | 08/3 |
| 3 | 163309 | 08/3 |
| 4 | 163308 | 08/3 |
| 5 | 163307 | 08/3 |
| 6 | 163306 | 08/3 |
| 7 | 163305 | 08/3 |
| 8 | 163304 | 08/3 |
| 9 | 163299 | 08/0 |
| 10 | 163292 | 07/2 |

Advanced Search (2 of 8)

Advanced Search ✕

Search Tips

Search terms

Limit by product ▼

Limit by Topic ▼

Discharge Period ▼

Spec Manual Version ▼

Publish Date Quarter ▼

Sort by ▼

Direction ▼

Expired ▼

Advanced Search (3 of 8)

The image shows a software dialog box titled "Advanced Search" with a close button (X) in the top right corner. A red rectangular box highlights a button labeled "Search Tips" in the upper right area of the dialog. Below this, the dialog is organized into several sections, each with a label and a corresponding input field or dropdown menu:

- Search terms:** A text input field.
- Limit by product:** A dropdown menu with the text "Select a product".
- Limit by Topic:** A dropdown menu with the text "Select a Topic".
- Discharge Period:** A dropdown menu with "Any" selected.
- Spec Manual Version:** A dropdown menu with "Any" selected.
- Publish Date Quarter:** A dropdown menu with "Any" selected.
- Sort by:** A dropdown menu with "Default" selected.
- Direction:** A dropdown menu with "Ascending" selected.
- Expired:** A dropdown menu with "Show Expired" selected.

At the bottom right of the dialog, there are two buttons: "Search" and "Cancel".

Advanced Search (4 of 8)

Hospital Inpatient 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*.

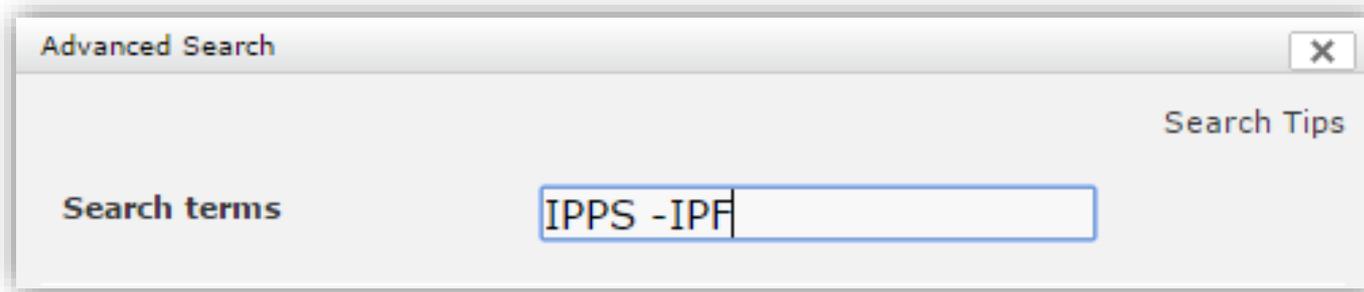
Limit Your Search

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.

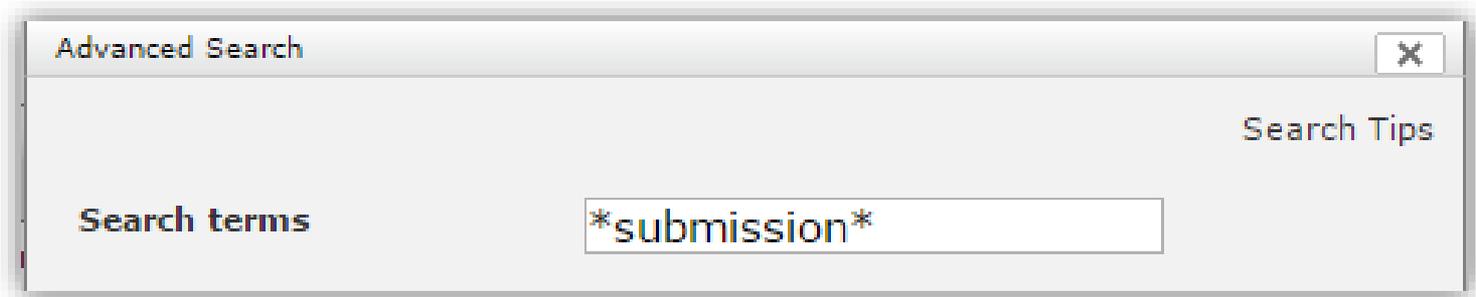
Advanced Search (5 of 8)



Advanced Search ✕

Search Tips

Search terms



Advanced Search ✕

Search Tips

Search terms

Advanced Search (6 of 8)

The screenshot shows an "Advanced Search" window with a close button (X) in the top right corner. A "Search Tips" link is located in the top right area. The interface includes several sections:

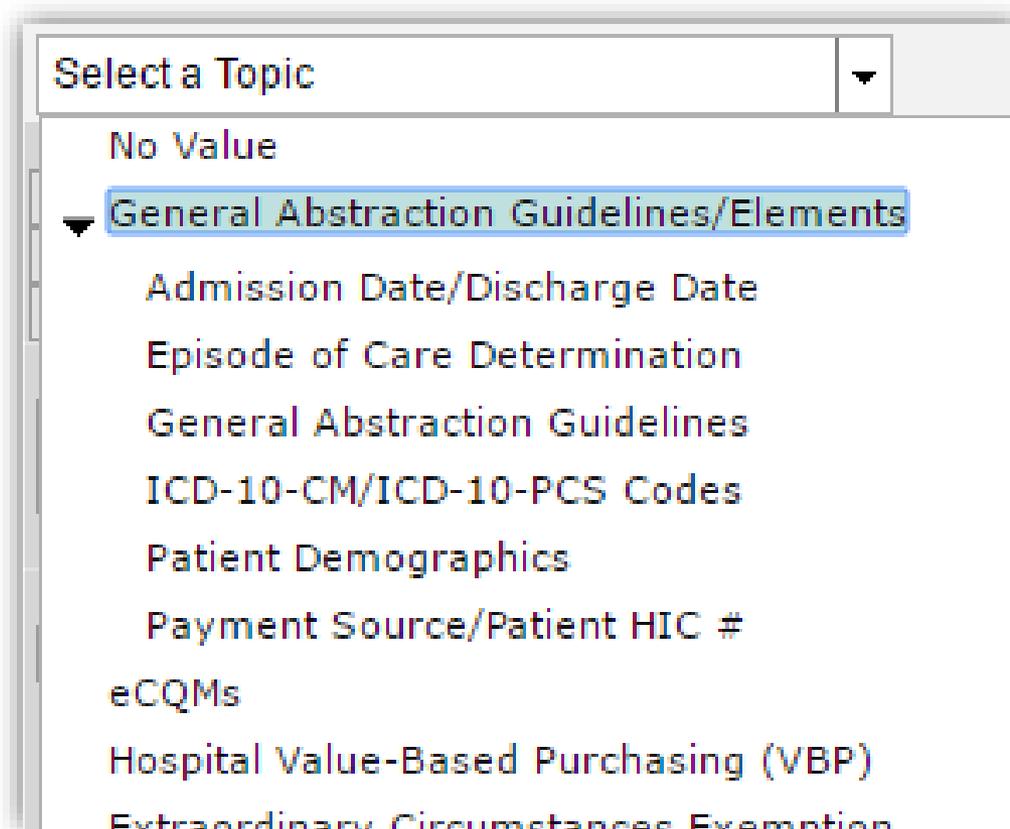
- Search terms:** A text input field.
- Limit by product:** A dropdown menu currently showing "Inpatient Quality Reporting (IQR)".
- Limit by Topic:** A dropdown menu currently showing "Select a Topic".
- Discharge Period**
- Spec Manual Version**
- Publish Date Quarter**
- Sort by**
- Direction**
- Expired**

The "Limit by Topic" dropdown menu is open, displaying a list of options:

- No Value
- ▶ General Abstraction Guidelines/Elements (highlighted)
- eCQMs
- Hospital Value-Based Purchasing (VBP)
- Extraordinary Circumstances Exemption
- Structural Measures/DACA
- NHSN Measures (HAI & HCP)
- IQR Program Requirements
- Measure Waivers
- Population and Sampling

Advanced Search (7 of 8)

The **General Abstraction Guidelines/Elements** choices (visible by selecting the drop-down arrow)



Advanced Search (8 of 8)

Advanced Search ✕

Search Tips

Search terms

Limit by product ▼

Limit by Topic ▼

Discharge Period ▼

Spec Manual Version ▼

Publish Date Quarter ▼

Sort by ▼

Direction ▼

Expired ▼

Find an Answer Results

Advanced Search

Find the answer to your question

Search filters applied

Product

Measures & Data Element Abstraction

Topic

Hospital Inpatient - Sepsis

Results 1 - 10 of 37

Answers Available

| Row Number | Q&A ID Number | Published Date | Updated Date | Question |
|------------|---------------|----------------|--------------|---|
| 1 | 163311 | 08/12/2016 | 08/12/2016 | Organ Dysfunction Due to Chronic Conditions or SIRS criteria |
| 2 | 163310 | 08/12/2016 | 08/12/2016 | No end time for a bolus order |
| 3 | 163309 | 08/12/2016 | 08/12/2016 | Persistent hypotension |
| 4 | 163308 | 08/12/2016 | 08/12/2016 | Crystalloid fluid bolus order with elevated initial lactate level |
| 5 | 163307 | 08/12/2016 | 08/12/2016 | Bolus with no end time |
| 6 | 163306 | 08/12/2016 | 08/12/2016 | No weights prior to crystalloid fluids. |
| 7 | 163305 | 08/12/2016 | 08/12/2016 | Weights |
| 8 | 163304 | 08/12/2016 | 08/12/2016 | Crystalloid fluids |
| 9 | 163017 | 04/07/2016 | 06/06/2016 | Severe Sepsis/Septic Shock presentation time |
| 10 | 163016 | 04/06/2016 | 06/06/2016 | Organ dysfunction |

UNLOCKING THE SECRETS OF THE Q&A SITE

SUBMITTING YOUR QUESTIONS

Creating an Account (1 of 4)



[Log In](#) | [Sign Up](#)

[Home](#)

[Find an Answer](#)

[Ask a Question](#)

[My Stuff](#) ▾

Hospital Inpatient Questions and Answers

Log in

If you already have an account, enter your username and password.

Username

Password

[Log In](#)

[Forgot your username or password?](#)

Not registered yet?

Allow us to better serve you by enabling a faster line of communication.

Get notifications when information you care about is updated.

Customize your support interests.

[Create a New Account](#)

Find an Answer

Search



Contact Us



[Ask a Question](#)

Submit a question to our support team.

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)

Home Find an Answer Ask a Question My Stuff

Hospital Inpatient Questions and Answers

Create an Account

Username *

Password

Verify Password

First Name *

Last Name *

Email Address *

Creating an Account (4 of 4)

Alternate Email 1

harold.hicks@area-m.hcqis.org

Alternate Email 2

Phone *

(202)456-1111

Expected Input: (###)###-####

Extension

User Type *

Hospital-Inpatient ▼

CCN

Expected Input: #####

Create Account

Submitting Your Questions (1 of 5)

<https://cms-ip.custhelp.com/app/home>

The screenshot shows the CMS IP Customer Help website interface. At the top right, it says "Welcome Harold Hicks HSAG [Logout]". Below this is a navigation bar with buttons for "Home", "Find an Answer", "Ask a Question", and "My Stuff". The "Ask a Question" button is highlighted with a red box. Below the navigation bar is a section titled "Hospital Inpatient Questions and Answers". Under this section, there is a list of topics to select from, including "Hospital-Acquired Condition Reduction Program (HACRP)", "Hospital Inpatient Measures and Data Element Abstraction", "Hospital Inpatient Quality Reporting (IQR) Program", "Hospital Readmissions Reduction Program (HRRP)", "Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program", "PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program", "Public Reporting (Hospital Compare)", and "Validation". On the right side of the page, there is a "Contact Us" section with a button labeled "Ask a Question" and a question mark icon, which is also highlighted with a red box. Below the button, it says "Submit a question to our support team."

Welcome **Harold Hicks**
HSAG
[Logout]

Home Find an Answer **Ask a Question** My Stuff ▾

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

Contact Us

? **Ask a Question**
Submit a question to our support team.

Submitting Your Questions (2 of 5)

[Home](#) [Find an Answer](#) [Ask a Question](#) [My Stuff](#)

Hospital Inpatient Questions and Answers

Submit a question to our support team.

WARNING: Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission of questions to the QIO and Hospital Q&A System that contains Protected Health Information (PHI) is a violation of these Acts. **Questions containing PHI will be deleted from the system and not processed.** For detailed information regarding transmitting or receiving healthcare information or data read the [QualityNet System Security Policy, PDF](#)

Product *

Topic *

Hospital CCN
CCN

6 Digit CMS Certification Number. REQUIRED FOR HOSPITALS Expected Format: #####

Subject *

Question *

Discharge Period *

[Continue...](#)

Submitting Your Questions (3 of 5)

Product *

Inpatient Quality Reporting (IQR) ▼

Topic *

Please select an item under General Abstraction Guidelines/Elements

General Abstraction Guidelines/Elements ▼

No Value

▼ General Abstraction Guidelines/Elements

Admission Date/Discharge Date

Episode of Care Determination

General Abstraction Guidelines

ICD-10-CM/ICD-10-PCS Codes

Patient Demographics

Payment Source/Patient HIC #

eCQMs

Hospital Value-Based Purchasing (VBP)

6 Digit CMS Certification Number. REQUIRED FOR HOSPITALS Expected Format: #####

Hospital IQR.



Ask a Question

Submit a question to our support team.

Discharge Period *

07/1/2016 - 12/31/16 ▼

Continue...

Submitting Your Questions (4 of 5)

The screenshot shows a web interface with a navigation bar at the top containing four buttons: 'Home', 'Find an Answer', 'Ask a Question' (which is highlighted in blue), and 'My Stuff' with a dropdown arrow. Below the navigation bar is a light blue header section with the text 'Hospital Inpatient Questions and Answers'. The main content area is divided into two columns. The left column has a heading 'Your Question has been Submitted' followed by three lines of text: 'Thanks for submitting your question. Use this reference number for follow up: #160915-000085', 'A member of our support team will get back to you soon.', and 'If you need to update your question, click the Your Account tab and select the question to open and update it.' The right column contains two sections: 'Find an Answer' with a search input field and a magnifying glass icon, and 'Contact Us' with a question mark icon, the text 'Ask a Question', and a subtext 'Submit a question to our support team.'

Home Find an Answer **Ask a Question** My Stuff ▾

Hospital Inpatient Questions and Answers

Your Question has been Submitted

Thanks for submitting your question. Use this reference number for follow up: #160915-000085

A member of our support team will get back to you soon.

If you need to update your question, click the Your Account tab and select the question to open and update it.

Find an Answer

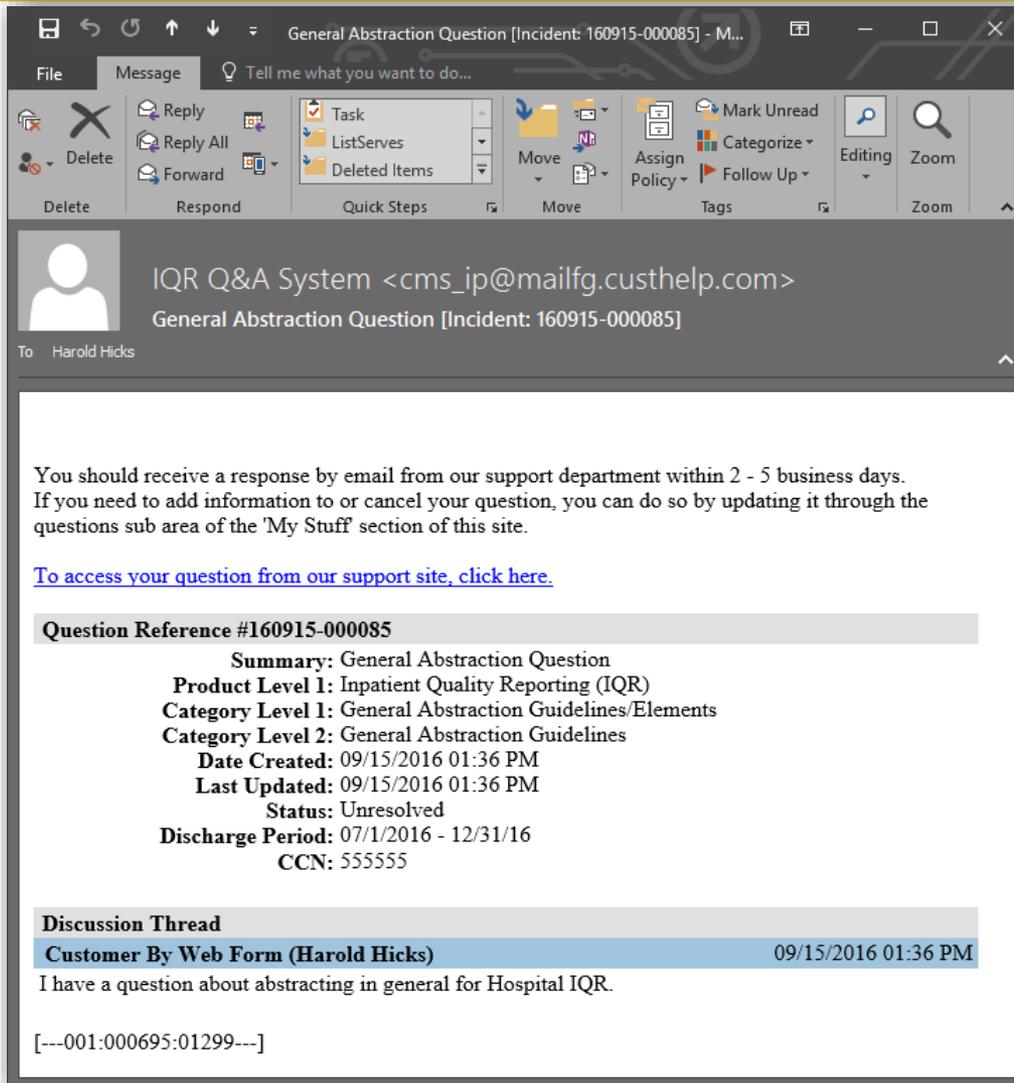
Search 

Contact Us

 **Ask a Question**

Submit a question to our support team.

Submitting Your Questions (5 of 5)



The screenshot shows an email client window titled "General Abstraction Question [Incident: 160915-000085] - M...". The email is from "IQR Q&A System <cms_ip@mailfg.custhelp.com>" to "Harold Hicks". The email body contains the following text:

You should receive a response by email from our support department within 2 - 5 business days. If you need to add information to or cancel your question, you can do so by updating it through the questions sub area of the 'My Stuff' section of this site.

[To access your question from our support site, click here.](#)

Question Reference #160915-000085

Summary: General Abstraction Question
Product Level 1: Inpatient Quality Reporting (IQR)
Category Level 1: General Abstraction Guidelines/Elements
Category Level 2: General Abstraction Guidelines
Date Created: 09/15/2016 01:36 PM
Last Updated: 09/15/2016 01:36 PM
Status: Unresolved
Discharge Period: 07/1/2016 - 12/31/16
CCN: 555555

Discussion Thread

Customer By Web Form (Harold Hicks) 09/15/2016 01:36 PM

I have a question about abstracting in general for Hospital IQR.

[---001:000695:01299---]

UNLOCKING THE SECRETS OF THE Q&A SITE

MANAGING YOUR ACCOUNT

Managing Your Account (1 of 6)

<https://cms-ip.custhelp.com/app/home>

Welcome **Harold Hicks**
HSAG
[Logout]

Home Find an Answer Ask a Question **My Stuff**

Hospital Inpatient Questions and Answers

Select a Hospital Inpatient Quality Reporting Program Topic Below

- Hospital-Acquired Condition Reduction Program (HACRP)
- Hospital Inpatient Measures and Data Element Abstraction
- Hospital Inpatient Quality Reporting (IQR) Program
- Hospital Readmissions Reduction Program (HRRP)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program
- PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- Public Reporting (Hospital Compare)
- Validation

Contact Us

? **Ask a Question**
Submit a question to our support team.

Managing Your Account (2 of 6)

The screenshot shows a user account management interface. At the top, there are navigation tabs: Home, Find an Answer, Ask a Question, and My Stuff (selected). Below the tabs, a dropdown menu is open under 'My Stuff', listing: Account Overview, Support History, Account Settings, and Notifications. The main content area is titled 'Account Overview' and contains three sections: Questions, Settings, and Notifications. The Questions section shows a table of 'Your Recently Submitted Questions'. The Settings section provides links to 'Update your account settings' and 'Change your password'. The Notifications section shows a table for 'Your Recent Answer Notifications' with the message 'No records found.' On the right side, there is a 'Find an Answer' search box and a 'Contact Us' section with an 'Ask a Question' button and the text 'Submit a question to our support team.'

Home Find an Answer Ask a Question My Stuff

Hospital In s and Answers

Account Overview

Account Overview Support History Account Settings Notifications

? Questions

Find an Answer

Search

Contact Us

? Ask a Question
Submit a question to our support team.

Your Recently Submitted Questions

| Subject | Reference # | Status | Date Created |
|------------------------------|---------------|------------|--------------|
| Test Question | 160902-000060 | Solved | 09/02/2016 |
| Test Question | 160902-000059 | Solved | 09/02/2016 |
| Test email | 160616-000138 | Solved | 06/16/2016 |
| B.4 ACO Provider Recruitment | 160505-000211 | Unresolved | 05/05/2016 |

[See all questions](#)

Settings

[Update your account settings](#)
[Change your password](#)

Notifications

Your Recent Answer Notifications

| Answer ID | Summary | Expiration |
|-------------------|---------|------------|
| No records found. | | |

[See all product, category, and answer notifications](#)

Managing Your Account (3 of 6)

Account Overview

[Account Settings](#)

[Notifications](#)

 **Questions**

Your Recently Submitted Questions

| Subject | Reference # | Status | Date Created |
|--|---------------|------------|--------------|
| Test Question | 160902-000060 | Solved | 09/02/2016 |
| Test Question | 160902-000059 | Solved | 09/02/2016 |
| Test email | 160616-000138 | Solved | 06/16/2016 |
| B.4 ACO Provider Recruitment | 160505-000211 | Unresolved | 05/05/2016 |

[See all questions](#)

 **Settings**

[Update your account settings](#)

[Change your password](#)

Find an Answer

Search 

Contact Us

 **Ask a Question**

Submit a question to our support team.

Managing Your Account (4 of 6)

| | | | |
|--|---------------|------------|------------|
| Test email | 160616-000138 | Solved | 06/16/2016 |
| B.4 ACO Provider Recruitment | 160505-000211 | Unresolved | 05/05/2016 |

[See all questions](#)

 **Settings**

[Update your account settings](#)
[Change your password](#)

 **Notifications**

Managing Your Account (5 of 6)

[Update your account settings](#)
[Change your password](#)



Notifications

Your Recent Answer Notifications

| Answer ID | Summary | Expiration |
|-------------------|---------|------------|
| No records found. | | |

[See all product, category, and answer notifications](#)

Managing Your Account (6 of 6)

The screenshot displays a user account management interface. At the top, there are navigation tabs: Home, Find an Answer, Ask a Question, and My Stuff (selected). Below the tabs, a dropdown menu is open, showing options: Account Overview, Support History, Account Settings, and Notifications. The main content area is titled "Account Overview" and is divided into three sections: Questions, Settings, and Notifications. The Questions section includes a "Your Recently Submitted Questions" table. The Settings section includes links to "Update your account settings" and "Change your password". The Notifications section includes a "Your Recent Answer Notifications" table.

Home Find an Answer Ask a Question **My Stuff** ▾

Hospital In s and Answers

Account Overview

? Questions

Your Recently Submitted Questions

| Subject | Reference # | Status | Date Created |
|------------------------------|---------------|------------|--------------|
| Test Question | 160902-000060 | Solved | 09/02/2016 |
| Test Question | 160902-000059 | Solved | 09/02/2016 |
| Test email | 160616-000138 | Solved | 06/16/2016 |
| B.4 ACO Provider Recruitment | 160505-000211 | Unresolved | 05/05/2016 |

[See all questions](#)

Settings

[Update your account settings](#)
[Change your password](#)

Notifications

Your Recent Answer Notifications

| Answer ID | Summary | Expiration |
|-------------------|---------|------------|
| No records found. | | |

[See all product, category, and answer notifications](#)

Find an Answer

Search

Contact Us

? **Ask a Question**

Submit a question to our support team.

Notifications

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

Notifications

Answer Notifications

You currently don't have any answer notifications.

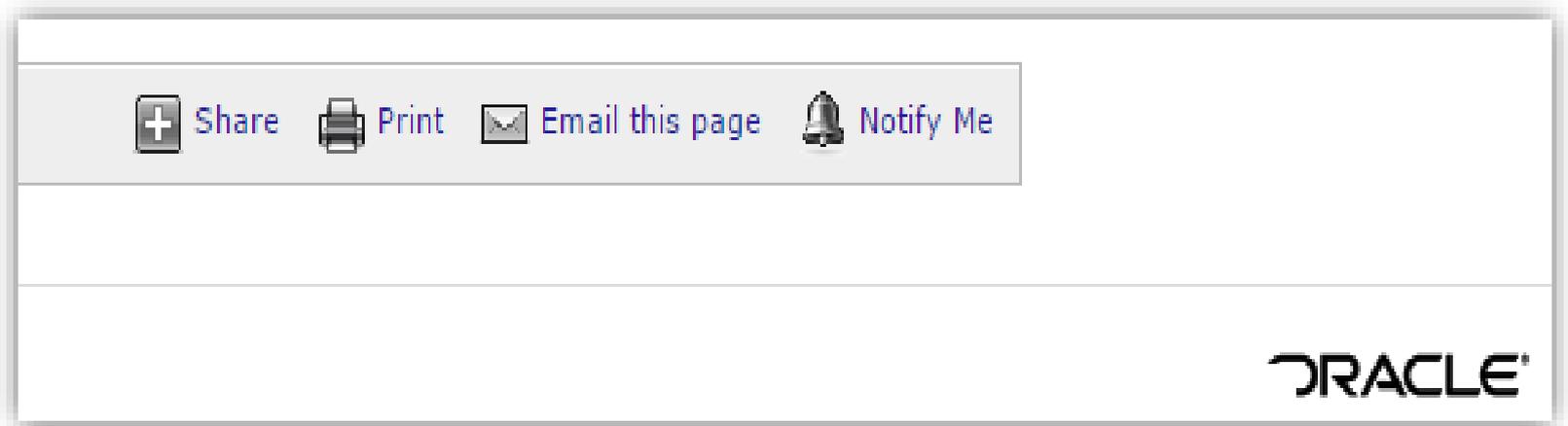
Product/Category Notifications

You currently don't have any product or category notifications.

[Add Notifications](#)

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.

The screenshot shows a dialog box titled "Add Notifications" with a close button in the top right corner. The dialog is split into two sections: "Product" and "Topic".

Product Section:

- Label: **Product**
- Dropdown menu: "Cancer Hosp. Quality Reporting (PCH)"
- Button: **Add Product**

Topic Section:

- Label: **Topic**
- Dropdown menu: "PCHQR", "General Public Reporting"
- Button: **Add Category**

Cancel Button: Located in the bottom right corner of the dialog.

UNLOCKING THE SECRETS OF THE Q&A SITE

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

NOTE: Feedback should **not** be used to submit a question

Submitting Feedback (2 of 2)



Give Feedback

How can we make this site more useful for you?

Provide Feedback ✕

Email *

Your Feedback *

Submit **Cancel**

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

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

11. What topics would be of interest to you for future presentations?

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.

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>

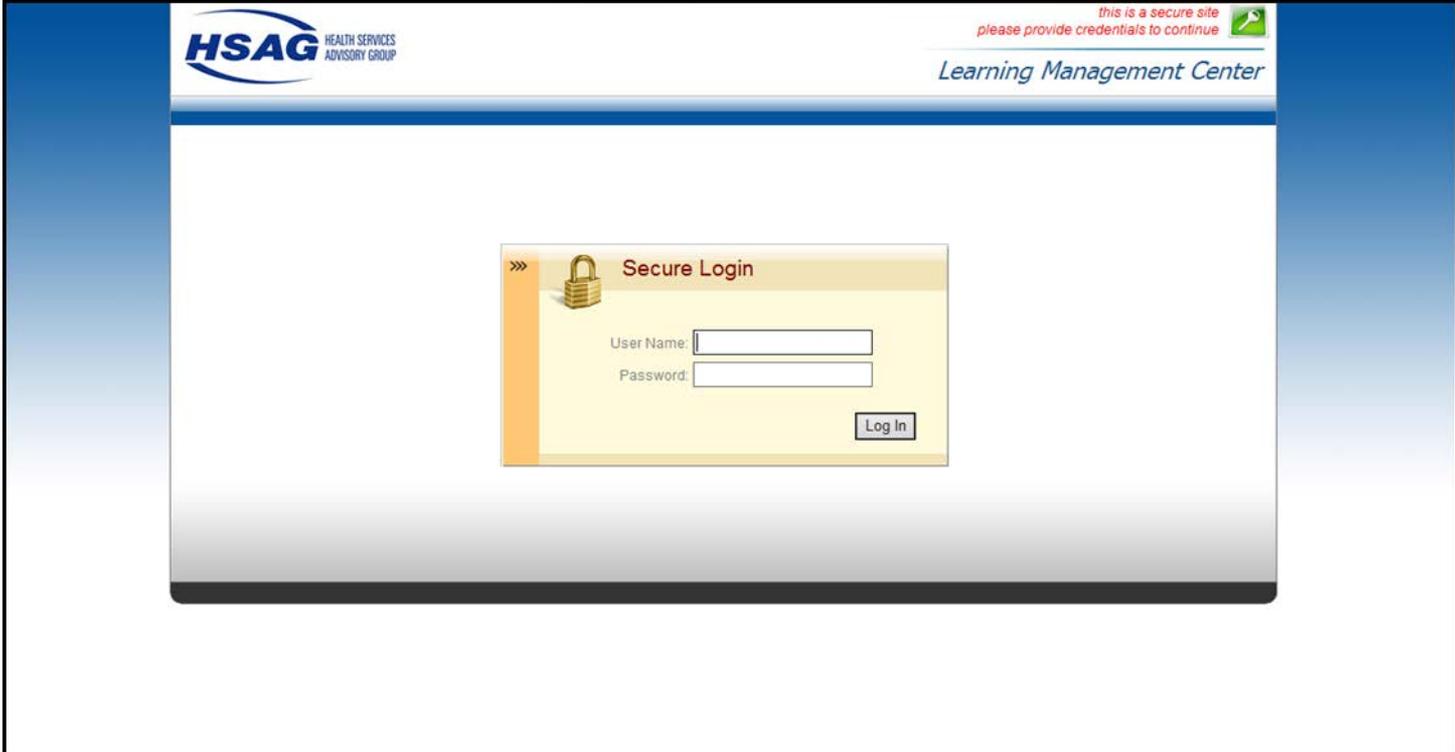
Note: If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

CE Credit Process: New User

The screenshot shows a web browser window displaying the registration page for a new user. The page header includes the HSAG logo (Health Services Advisory Group) on the left and a security notice on the right: "this is a secure site please provide credentials to continue" with a lock icon. Below the header, the text "Learning Management Center" is displayed. The main content area is titled "Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015". The registration form contains four input fields: "First Name:", "Last Name:", "Email:", and "Phone:". The "Phone:" field has a small icon of a telephone handset. Below the input fields is a "Register" button. The entire form is set against a light blue gradient background.

CE Credit Process: Existing User



The screenshot displays the login interface for the HSAG Learning Management Center. At the top left, the HSAG logo is accompanied by the text "HEALTH SERVICES ADVISORY GROUP". At the top right, a security notice reads "this is a secure site please provide credentials to continue" next to a small icon. Below this, the text "Learning Management Center" is displayed. The central focus is a "Secure Login" box with a yellow background and a lock icon. It contains two input fields: "User Name:" and "Password:". A "Log In" button is positioned at the bottom right of the login box.

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

Harold N. Hicks III

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