



Inpatient Quality Reporting (IQR) Program

Support Contractor

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

Presentation Transcript

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Candace Jackson: Hello and welcome to the Hospital Inpatient Quality Reporting Program webinar on unlocking the secrets of the question and answer site. My name is Candace Jackson, and I will be your host for today's event. Before we begin, I would like to make a few announcements. This program is being recorded. A transcript of the presentation, along with the question and answers, will be posted to our inpatient website, www.qualityreportingcenter.com, generally within 10 business days. If you registered for this event, a reminder email, as well as the slides, was sent to your email about two hours ago. If you did not receive that email, you can download the slides at our inpatient website. Again, that's www.qualityreportingcenter.com. And now, I would like to introduce our guest speaker for today, Harold Hicks. Harold has a diverse IT background, including technical support, program analysis, and systems administration. Additionally, Harold is the Q&A site system administrator for the CMS support contractor.

At the end of today's presentation, the participants will be able to locate the Q&A site and enter a question, list the information necessary to initiate

Inpatient Quality Reporting (IQR) Program

Support Contractor

an account, describe the various tabs found on the Q&A page, and explain the feedback function on the Q&A website. Again, any questions that are not answered during our question and answer session at the end of the webinar, will be posted to the qualityreportingcenter.com website. Generally, within 10 business days. We do ask that, if you submit a question through the chat feature, that you be very specific. And, if possible, reference the slide number that you are asking about. Please be aware that all questions submitted through the chat may not be answered during the presentation. Thank you again to everyone for joining. Harold, the floor is yours.

Harold Hicks: Thank you, Candace. And hello, everyone. My name is Harold Hicks and I am the system administrator of the Q&A site. Today's overall goal is to help acquaint you, our customers, on how to most effectively use the question and answer site in a way that will reduce the amount of time you spend looking up answers and asking questions. In order to best serve this goal, I have planned to talk about specific segments of the site in a way that will be most constructive, and beneficial, for the way our average user is accessing the site. First, we will visit perhaps the most important piece, navigating the site.

Because, even if we find new areas of this tool, what good is it if we can't search it efficiently for what we need?

For answers to questions we don't have posted yet, I will touch on submitting questions, and how to do so, with enough information and properly selected items, that we could potentially answer your questions in a single response. Once we know how to submit questions, we will look back upon our account, which is necessary to submit a question, and learn just what all we can set up to help us in the future. Lastly, I will talk about how you can submit your own feedback about our site and answers, in a continuing effort to improve our services to you.

Now, let's start with taking a look at how to get to the Q&A site. So, go to qualitynet.org.

Inpatient Quality Reporting (IQR) Program

Support Contractor

The first step to talking about navigating the Q&A site is how to get to it. The most common method of access is through qualitynet.org. But, we also have a direct web address, cms-ip.custhelp.com, which will work even during most *QualityNet* maintenance windows. If you are looking for the links on qualitynet.org, look on the right side of the page.

As displayed here. Whether you are from a hospital inpatient, inpatient psychiatric facility, or cancer hospital, your process is going to be the same on the next views of the Q&A home screen.

Now that we know how to get here, we can take a look at the homepage of the *QualityNet* question and answer site of the hospital incentives and valued-based quality reporting programs.

As we take a look, we can see there are three primary areas of focus on the screen: Navigation, Program-specific topics, and, the Contact-us section. One thing I would also like to point out, is if we look at the address bar, we are no longer on qualitynet.org. And, this should be a reminder, that we should never transmit PHI/PII outside of the *QualityNet Secure Portal*, or other acceptable, secure methods of transmission. In our overview of the navigation, we will touch on the last two links, Ask a Question and My Stuff, towards the end of our session today, since they both require an account to access and use. Now, we are going to explore the details of the IQR Program, as an example of the Q&As available in each, and move on to how to search the site more effectively. Over the next several slides, we will see screenshots of these different pages. And, we will take a look at why we want to use the links on these pages, and not just go straight to Find an Answer. So, imagine, we just selected Hospital Inpatient Quality Reporting Program, for the purposes of today.

Here, we have the Hospital Inpatient Quality Reporting category page, where we can find more information related to IQR-specific topics, called categories, here. When you are just learning the program, or aren't quite sure what to search for in an advanced search through Find an Answer, use the broader category on this page to begin refining your search. You could also click on any of the Most Popular Answers, down at the bottom

Inpatient Quality Reporting (IQR) Program

Support Contractor

of the page, which are generated, based on what is getting the most attention and positive feedback from other visitors at the site. Clicking on any one of these categories, and today, we will click on Structural Measures/DACA.

Will reveal all of the answers that match that category filter. You can view each individual Q&A by clicking on its summary in the right-most column. Additional options for sorting and filtering are also available on this page. But we'll touch on that more when we revisit the search capabilities of the site. For now, we will take notice that we are now on the Find an Answer page.

With some search filters already applied for us. Now, let's go back to the Q&A homepage to take a look at our other options for viewing.

The options on the homepage include the Hospital Inpatient Quality Reporting Program, Hospital Inpatient Measures and Data Element Abstraction, Hospital-Acquired Condition Reduction Program, Hospital Readmissions Reduction Program, Inpatient Psychiatric Facility Quality Reporting Program, and PPS-Exempt Cancer Hospital Quality Reporting Programs. These six main categories are only able to be found on this site, the Hospital Inpatient Q&A site, where our next few are both on outpatient and the inpatient Q&A site. Public Reporting is quickly becoming a larger component of all the quality-reporting programs today. And, we want to make sure there are a whole set of Q&As available that will stand out, and hopefully explain how to handle a particular question, or problem, related to your preview reports, for example. Validation is where you go for, yes, all of your validation questions. While the Validation option is visible on both inpatient and outpatient, like Public Reporting, the subcategories will be focused on IQR, IPF, and PCH topics and measures. Measures and Data Element Abstraction is the new home for the numerous measure- and abstraction-specific topics, which was made its own standalone section in November of 2015. Now, without getting distracted too much, it is important to note that I did talk a little about the Outpatient Quality Reporting Program on a hospital inpatient webinar. While some of you are scratching your head and thinking,

Inpatient Quality Reporting (IQR) Program

Support Contractor

“Okay, he’s lost it; he doesn’t know what he’s talking about,” the two sites are actually part of the same Q&A system, with as small a set of differences between them as possible. What this means for you is simplified methods of researching. Because, if you do not only report for hospital inpatient, but also Hospital Outpatient Quality Reporting, these latter options will appear on both sites. And, you will be able to take your familiarity with this site and apply it to hospital outpatient, as well.

Now, we continue on to our next section, efficiently searching the question and answer site, so that you can find an answer to your question even faster. Finding an answer is going to be as easy as clicking on the Find an Answer tab at the top of the screen, in the navigation area.

Once we are there, we can start searching by keyword, or the filters mentioned here, through Advanced Search. Simply type in a particular phrase, for example, sepsis, and click Search.

Before we take a look at our search results, though, we’re going to look into the Advanced Search feature. The first thing you should notice, is that everything here has been unchanged, so far. This is what it looks like when you just click on Find an Answer. If you’ve gotten to this page through clicking on a category under a program, like Hospital Inpatient Quality Reporting, with category, Structural Measures/DACA, you would see the category, and also likely, the product changes in the drop-down menu. Now, we will take a closer look at the Advanced Search dialogue box and the features it has available to us.

Search terms are keywords or specific phrases that the search feature will pull all of the answers with matching words, slash-phrases, in this box.

For a list of specific ways to search in a complex way, within this field, click the Search Tips link, in the upper-right of the dialogue box.

Here, we can see that using plus signs, minus signs, and common database characters, like asterisk and tilde, will allow us to modify our results. In many cases, the title for application might be difficult to use as a search term, but asterisk is absolutely helpful. Let’s take a moment to put this

Inpatient Quality Reporting (IQR) Program

Support Contractor

into a realistic scenario. Let's say, I want information regarding the IPPS rule, but I don't want anything including IPF in the question or answer text. I would type in IPPS, space, minus sign, IPF. Likewise, I could use the asterisk to find all answers containing any variation of submission, by typing in asterisk, submission, asterisk, with no spaces in between.

Here we see the visual examples of me typing in the various keywords. I absolutely recommend trying this out yourself. And, you never know. You might even be able to use this on other sites and search engines you visit on a regular basis.

Now that we know where and how to input various keywords to manipulate the results we get back, let's take a look at how we can do similar things through drop-down menus. The first two I will cover, are visible here, the product and category. Up until now, we've been using terms like program, category, and topic, to describe various segments of the site. Our knowledge base, another term for question-and-answer site, is crafted by looking at products, what we call the program, like IQR, IPF, PCH, and then using categories that describe those products. One thing I want to point out before we go any further, though, is that category is refined by the selected product. So, if possible, you should always select it first. So, if I want to learn more about the general abstraction guidelines for Hospital Inpatient Quality Reporting, I would choose the Inpatient Quality Reporting product, and then, click the category drop-down. And, choose General Abstraction Guidelines/Elements. But wait, there's a drop-down arrow next to this. So, if we click on the arrow...

...then we will see all of the subcategories to General Abstraction Guidelines/Elements, which will further refine our results. And, make it so that we can actually choose General Abstraction Guidelines in this scenario. This idea is called, nesting categories. And, we will revisit it later on. So, keep it in the back of your mind, when we talk about submitting your questions.

Our final segment to the Advanced Search screen is the Sort By. We can sort our results by ascending/descending order in regards to columns that

Inpatient Quality Reporting (IQR) Program

Support Contractor

are on the results page. We will also look at sorting from the results page itself. So, for now, we'll just say we've clicked Search here, and continue on. If you clicked Search on the current screen, it would bring up the next screen, but with the current search filters applied. That's a quick overview of the Advanced Search option. Now, on the next screen, we will presume I used measures, like Data Element Abstraction, and that I am searching for Hospital Inpatient-Sepsis topic, seen here.

Here, we can view our results from using Measures and Data Element Abstraction, Hospital Inpatient-Sepsis, as our product and category. At the top of the screenshot, you can see the filters that have been applied, which is good if you came back after lunch, and forgot what you were doing. If you don't want to relaunch the search, but re-sort the answers that have been returned, you can do so by clicking on any of the column headers at the top. Clicking on it, and seeing an up arrow, sorts that column ascending, and down means descending. To continue on the next page of results, click the page number, or Next, at the bottom of the results on your screen. Like when we click through the categories from the homepage to find answers, clicking on the Summary will open the complete Q&A.

Now, we will take a look at how to submit questions more effectively. And, discuss making an account and what fields you need to fill out.

To submit a question, you would click Ask a Question at the top of the screen, or under Contact Us, which would bring you to this screen if you have not created an account. We are going to go through the account creation process first, to show you what that looks like. Now, let's take a look at the account creation page, by clicking on Create a New Account.

To submit a question, you only need these four things on the slide. It's pretty easy. Sure, we ask you for more information, but we are minimizing what we ask you to only retain what is absolutely necessary to answer your question. If you have a question about your specific facility's Claims Detail Report, for example, it is necessary for us to have your CCN number. If you have not yet created an account, you will need to

Inpatient Quality Reporting (IQR) Program

Support Contractor

give us a little bit of information to get you signed in for the first time. But, let me stop here and clarify something. If you report for both hospital inpatient and outpatient, and you've already created an account for one of them, you do not need to create another account. But, one login will work on both sites. Now, let's take a look at the account creation page.

Going down the list, everything with an asterisk is a required field. So, only the password fields are not required. Now, you may be thinking, "Harold, but I need a password, don't I?" I couldn't agree with you more. You absolutely should have a password. But, we do not actually require it. If you do not want a password associated with your account, you simply leave the two fields blank, and fill in everything with an asterisk next to it. Also of important note, is that usernames are caps-sensitive. Meaning, that if I put a capital N at the beginning of my username above, I would have to put that in every time I log into the *QualityNet* Q&A site, to submit a question, which brings me to my other reminder. This site does not link to your *QualityNet Secure Portal* account in any way. The most common login issue, after mistyped username, that I find as system administrator, is that our visitors are trying to use their *QualityNet* credentials to log into the Q&A site, which will not work. Let's scroll down a bit and view the rest of the user information form.

After putting in our emails, we can put in up to two additional alternate emails you can be reached at. Only your first email is your primary email address, and will be used to send password resets to you. All other communications, like responses to your questions, will be sent to all listed emails. We do require a phone number to give you a call back at, on the hospital inpatient site. This allows us to quickly respond to you, if you have sent us a question or request that is best suited for a quick phone call.

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Inpatient Quality Reporting (IQR) Program

Support Contractor

drop-down selection. This one should be pretty self-explanatory, but in the event you are abstracting for both an inpatient and outpatient facility at a hospital, you should simply choose Hospital. While your choice here does not affect your access, or what you can see, it helps the subject-matter experts, or SMEs, know what perspective you are coming from in your question. The last item on the create-account page asks you for your facility's identification information to CMS, and are not required to create your account. The benefit of providing this information is, it allows us to better address your specific questions. And in doing so, you are helping us reduce the amount of time it takes us to answer your question appropriately. Putting this information in here attaches it to your contact information to Q&A site. But be aware, it will not be populated on the Ask a Question page. In the future, this should be possible. But, on the backend that our SMEs are using, we can use – we can see your account information, alongside the question information. If you report for multiple CCNs, please use the field on the Ask a Question page. But, be aware, you will be asked this information every time, and we will not have it, if you do not provide it. Format and description are persistently displayed on the side of the CCN field. So, if you aren't sure what the number is, you can maybe jog your memory, or recognize it, through our description here. Now that we have all that information gathering out of the way, we can move on to submitting a question.

We are once again back at the homepage. We have seen this page now a few times. Now that we've created an account, if we already clicked on Ask a Question, we will be redirected to the Ask a Question page. But otherwise, you will need to click the Ask a Question link at either the top of the screen in the navigation area, or in the Contact Us widget on almost any page. Now, let's look at the page itself and begin analyzing it.

Once again, all selections with an asterisk beside them are mandatory fields. So, the only field you don't have to fill in, in this case, is CCN, underneath Topic, which is not required to submit the question, but strongly requested. The first thing I have to again stress, though, is confidentiality, and making sure PHI/PII is not transmitted accidentally, or

Inpatient Quality Reporting (IQR) Program

Support Contractor

intentionally, into this Q&A system. I've removed the attachment option as a way of sending information about a particular case to the support contractor, since it was frequently used to send confidential information, which would then have to be cleansed from the system. Moving on, let's take a look at the information we have to fill in. And I'm going to jump around just a little bit. The easiest way I can describe to complete the Subject and Question fields, are to write them up like an email. Your subject will be your tagline that we see, describing what information you are looking for, or need. And, the question is the body of it all, giving us additional details. Above that, is the CCN field. And as was discussed in the create an account portion of our presentation, if you have multiple CCNs, and you need to refer to a particular one, please fill out the CCN field here. Next, we will talk about the Product and Category fields, and this should be pretty obvious from our previous mentions of this, but we do have one catch.

Now, we have to use the nested categories to the lowest possible value. What that means is, I cannot just use IQR Product and General Abstraction topic. I would have to choose a subtopic like General Abstraction Guidelines. If you do not choose a low enough level, the page will prompt you to select one by highlighting the field in yellow. The last field is Discharge Period. And, you will fill this in as appropriate to the discharge period you are talking about. If you do not have a particular discharge period, then just fill it in with N/A. and move on. Clicking Continue now, will allow us to submit this question as we have written up. But, first, we may see a pop-up, indicating possible answers to our question. If this does appear for you, please review it. The system looks through your question to determine possible answers that may exist already, saving you the time of awaiting a response.

If your question was not answered by the pop-up screen, then you will come to this page next, indicating your question was received, and giving you the reference number of the incident, what the system calls all-new questions. You also should have nearly simultaneously received a confirmation email in your inbox.

Inpatient Quality Reporting (IQR) Program

Support Contractor

The email should look something like this. Your question is at the bottom. And, any responses provided back will have a header in green, just like where it says Customer by Web Form (Harold Hicks) below. Now that we know how to submit a question, let's take a look at managing our account.

Now, we are going to dive into our account management options. We are about to turn the Q&A site from a reactive tool to a proactive one, so it can reach out and help you learn more about measures, quality reporting, and even the Final Rule.

Now that we are getting into the account management aspects of the Q&A site, we can start to look at everything you can edit and set up for your account, by clicking on My Stuff, seen here. You can update, review, and change your personal information. You can also modify notification subscriptions, all from the My Stuff tab.

Let's take a look at the Account Overview page, which you do need to be logged in to view. This screen is accessible by clicking My Stuff directly, or just the arrow and clicking Account Overview, depicted above. We see three primary sections of your Account Overview from here.

Questions.

Settings.

And Notifications.

Questions are your incidents, or questions, submitted for answering. Above, you can see that I have submitted four questions in my recently submitted history. You can quickly look over the status of your question from here, and open or close it, by clicking on the subject of that incident. You can also view all your questions, which is a bit of a misnomer admittedly, since we only show up to 99 questions on the website for you to reduce load times. If, for some reason, you would like to see more, please reach out to me directly via the contact information at the end of the slideshow, and let me know. And, I will be happy to pull a custom list of your questions for you to view and keep. The next section is Settings, and

Inpatient Quality Reporting (IQR) Program

Support Contractor

this is where you can update your account page that you've created before. You can also add up to two additional email addresses as alternate methods of contact, and change your password from here. The last step is Notifications, which sends you email notifications of answer postings and updates. We will briefly explore the capabilities of this system and how you can customize notifications to meet your needs and wants.

Notifications are set up to send out one hour from an answer being posted or updated by an SME by default. But, sometimes these go out even sooner. Notification emails always report by the answer, the system term for Q&A that's been posted, but the scope of the emails you receive can be much larger, or individualized, if desired. First, we will look at how to set up notifications for an individual answer.

If an answer is updated, you will receive an email notification with a link to this answer on the Q&A tool. Subscribing to this type of notification is done by clicking on the Notify Me link, at the bottom of the page, on each answer. This is ideal when you only want to know when a particular Q&A is updated. Let's say, something about the Final Rule.

Notifications for product categories function primarily the same. But, the primary difference is that products are at the highest level of notification and will email you notifications for every answer related to every category linked to it, where a category level is varying in its degrees of information. A notification could be, for Cancer Hospital Quality Reporting, as displayed above, or for the lower level only, General Public Reporting, and not Preview Reports. Category notifications give you the most amount of flexibility in choosing what you receive notifications for. And, using them effectively will make adding and receiving notifications a much simpler experience for you as a user. You have to select each notification individually, so you can mix and match as desired, and view your results after clicking Add Product, or Add Category.

Now, let's quickly go over how to submit feedback about the *QualityNet* Q&A site. All comments are added to a log, which is reviewed and used for making the site better.

Inpatient Quality Reporting (IQR) Program

Support Contractor

Feedback is a very easy way of sending a message to myself and others, who handle making sure the site is running smoothly and effectively, for our customers. There have been instances where the feedback section of the site was the only piece able to send a notification to the support team that there was an issue, preventing the sending of questions. Some of you might even remember when that happened. We've improved our testing practices since then as a result, and we continue to pay attention to feedback created through the Give Feedback button on most pages on the site, and Contact Us. I have seen feedback used to simply send "I don't like this" messages with no idea of how to improve the feature being communicated about. But, I want to take something you may dislike about the site and turn it into something you love, possibly even your favorite part. So, while your honest feedback is absolutely appreciated, please tell me what would make it better, so I can turn that dream into reality. There are not many sites run by *QualityNet* where we have features like this, and I would love to keep the tradition going.

Simply click the Give Feedback option, provide an email (it can be test@test.com if you don't want to be linked or responded to, regarding your feedback), and enter your comments away. The feedback queue is not monitored as closely as the regular queues for questions, so please, remember to keep actual questions going through the Ask a Question pages, discussed earlier. I read each and every comment submitted. Thanks in advance for your constructive feedback.

Now, I will go ahead and switch over to talking about some question and answers that we have acquired over the course of this presentation. The first question that we've been pulling up here is, why are my *QualityNet* credentials not working on the Q&A site? The *QualityNet* secure portal, and related sites, are actually separate systems from the question and answer site. While this has benefits and downsides, the larger benefit is the simplicity of access for the Q&A site. All you need is a name and an email address to ask a question. And, you do not have to log in to access the already posted Q&As.

Inpatient Quality Reporting (IQR) Program

Support Contractor

Second question is, here, is, why was my account for the Q&A site disabled? Accounts in the Q&A site are never actually disabled. But, the error message that reads, “the username or password you entered is incorrect,” or, “your account has been disabled,” is actually a generic, login-error message. Simply verify your username as correctly typed, including with capital letters, and that you have put in the right password. You can also click on the Forgot Your Username or Password link, below the login button.

The next question I have here is, I didn’t receive a password reset email; what do I do? All right, this one actually happens when your username or email are not correct. For security reasons, the system does not tell you when you have entered these incorrectly, to prevent spammers from getting information about your account. If you are certain you have entered your username and or email correctly into the password reset form, then email rightnowadmin@hsag.com for assistance from an administrator and you will ...

Deb Price: Harold, could you please continue the webinar? We went on mute. Slides are not moving. Thank you.

Harold Hicks: Absolutely. Can everybody hear me okay now?

Deb Price: Yes, thank you very much. We were having a problem with the volume. Thank you.

Harold Hicks: No problem. And actually, this is a pretty good opportunity right now to go ahead and step in. We’re going to kind of cover a couple of other topics while we’re getting some more questions together here. Candace, are you on at the moment, as well?

Candace Jackson: Yes, I am here.

Harold Hicks: All right.

Candace Jackson: Did you ...

Harold Hicks: Go ahead, I apologize.

Inpatient Quality Reporting (IQR) Program

Support Contractor

Candace Jackson: No, did you want to go ahead with your questions and answers that you were going over?

Harold Hicks: Yes, let's go ahead and go over that right now.

Candace Jackson: Okay, thank you.

Harold Hicks: No problem.

Candace Jackson: Harold, do you need me to ask some questions or ...

Harold Hicks: Yes, if ...

Candace Jackson: Do you have some?

Harold Hicks: If you have that list there, if you don't mind. Go ahead.

Candace Jackson: Okay, our first question: why are not all Q&A submitted, posts submitted, posted on the Q&A site? Again, that question is: why are not all Q&As submitted, posted on the Q&A site?

Harold Hicks: A good question, Candace. Many of the Q&As submitted are actually duplicates of each other, and not necessarily appropriate to put up, if they're in a very particular case only. So, basically, because of that, we have every Q&A that we do post, is done based on the need, the value it provides our users, and under the guidelines that are set by the specifications manual. That way we can provide the most accurate information that we possibly can. Does that answer that question for you?

Candace Jackson: I believe so. And our next question: when I access the Notifications page, there is not a button to access to Answer Notifications page.

Harold Hicks: Very good point. There is actually a very good reason for that. Answer Notifications are separate from the product and topic notifications, or category notifications. And they can actually be found on the very-specific answer itself page. If you scroll all the way down to the bottom of a Q&A or an answer, there will be a link down there, called Subscribe, or Notify Me, with a little plus sign. And, when you click on that, it will go

Inpatient Quality Reporting (IQR) Program

Support Contractor

ahead and subscribe your account automatically to notifications that pertain to that particular answer. And so, you can actually unsubscribe from those by going into your notifications page, under My Stuff.

Candace Jackson: Okay, thank you, Harold.

Harold Hicks: No problem.

Candace Jackson: Okay, our next question: why do I keep getting an “unknown login error” or “error submitting questions” pop-up when I try to log in or submit a question?

Harold Hicks: All right, this one here does tend to pop up every once in a while. And, for issues like these, the common culprit is the blocking of scripts on the website, basically to try and help accommodate higher levels of security for many hospitals. To help address these issues, we do have an answer posted on the Q&A site, which should actually be able to assist more. And, I’ll make sure that that’s included in the Q&A transcript here. But if, for some reason, that particular issue is, or that answer does not resolve the issue, then you should definitely reach out to me, by reaching out through rightnowadmin@hsag.com. And, that address will actually be at the end of the slideshow, as well. So, once we get that back up here, we should be able to go ahead and show you that email address.

Candace Jackson: Okay, thank you very much. And our next question: where do I find sepsis questions?

Harold Hicks: Very good question. I know it’s a pretty hot topic typically. Sepsis is, actually, where it used to be under the Inpatient Quality Reporting section of the site before it was remodeled in November of last year, it was actually under IQR. But now, it’s under what’s called Measure Abstraction and Data Elements. So, basically allowed us to condense a lot of the varying bits of information for it and kind of categorize them, based on what they’re actually related to. So, when you’re going to find a question, you want to look under the Measure Abstraction and Data Elements homepage. And, if you’re trying to submit the question about sepsis, and you want to actually make sure you choose the product first,

Inpatient Quality Reporting (IQR) Program

Support Contractor

because, as we mentioned, for the submitting a question page, you're going to wind up basically trimming down the options available and/or category. So, you want to make sure you choose Measure, Measure Abstraction and Data Elements, under the product. And then, underneath there, with the category, you want to make sure you choose sepsis. And, then, choose the subtopic that's going to best fit that category and your question.

Candace Jackson: Thank you, Harold. Next question: why would I use a product notification versus a category notification?

Harold Hicks: Very good question, as well. A product notification is something that's going to be a lot larger in its scope, as opposed to a category notification. A product notification could be covering something as large as the Inpatient Quality Reporting Program, for example, IQR. Or, it could be covering, which is going to encompass all of its categories that are linked to it, which you can see all of those on the IQR homepage, on the Q&A site. But, if you just choose a category-level notification, so, let's say, underneath IQR, we have some categories, such as Public Reporting or Structural Measures/DACA, then we could receive notifications for just those particular categories. So, that way, if we're not, for some reason, interested in eCQMs, but we do want to hear about the Structural Measures plus DACA questions and answers, then we can detail, or get particular answers, that we do have sent to our email, rather than getting everything, and having to sift through that.

Candace Jackson: Okay, thank you. And our next question: is it acceptable to use older responses to questions, even when I can no longer locate them on the site? I had printed them as references. And Harold, would you like to respond to that one, or would you like me to provide a response?

Harold Hicks: It – go ahead. I'll let you cover that one.

Candace Jackson: Okay. There are changes in the specifications manual and in the Final Rule that may cause questions that are older to no longer be applicable. So, you're going to want to make sure that, if you save those questions and

Inpatient Quality Reporting (IQR) Program

Support Contractor

answers, that you go to the most current specifications manual that you're doing your abstraction in, and making sure that the guidance – in the abstraction guidance, in the specifications manual, still correlate with the answers that you got. If it no longer correlates, then you're not going to want to be able to use that response, and it may no longer be accurate. So, it just depends on, if the data elements and the abstraction guidance has changed, or not.

And, our next question: I feel like we have a lot less access to questions that may have been addressed by another person. For example, sepsis. Many clarifying questions have been asked, but when you search on the topic, they are very limited answers. Has something changed?

Harold Hicks: All righty. I'll go ahead and grab that one there, Candace. Basically, even though we do have a lot of questions being submitted, it does not necessarily relate to a one-to-one ratio, as to what we're actually posting on the Q&A site. And, the reason for this, is going to relate back to, kind of like, our first question and answer there that we had, which was, why are not all Q&As submitted posted on the Q&A site? And basically, if there's a sepsis question, for example, that's relating to a very particular case, has a lot of details about all what the particular abstraction is, some of the data in it, we aren't necessarily going to want to post that particular situation. Because it might be misconstrued, and then inadvertently not used correctly in an abstraction. We want to make sure that if they are very case-specific and we are able to assist with your abstraction, that you're actually coming to us directly, rather than just presuming that it would address that particular situation, as well, that you're in.

Candace Jackson: Thank you. And, our next question: can the answers received be used for validation purposes during audits? And, would you like me to respond to that one, Harold?

Harold Hicks: If you don't mind.

Candace Jackson: Okay. If you fail validation, and you have a mismatch of a data element, and the failing of validation makes you at risk for losing your APU, and

Inpatient Quality Reporting (IQR) Program

Support Contractor

you have to do an APU reconsideration, at that time, when you are doing your APU reconsideration, you would be able to submit the Q&A that you received as to why you answered, or abstracted, the data element as you did, with your reconsideration. So, in the long story short: yes, you can use your responses for validation purposes.

Our next question: when I use the Select an Answer category, and click on General Abstraction Guidelines subcategory, if I search for sepsis within that subcategory, I get “no records found.” When I then search for sepsis, I continue to get the same message.

Harold Hicks: All right. So, what that one sounds like to me, is that when you’re – when the – you’re just basically – you’re searching inside of general abstraction. You’re very specifically looking inside of any answers related to the general abstraction category. And, actually, all of the sepsis questions and answers should be underneath the sepsis category. So, what you actually want to do, when you’re going through the advanced search filter, is make sure you choose the product, Measure Data and Element – Measure Abstraction and Data Elements. And then, your category should be sepsis. And, if there’s any subtopics in particular, go ahead and choose those, as well, and that would be what you would want to choose for your filters. And that should get you some results.

Candace Jackson: Okay, thank you. And our next question: do I need to be affiliated with one CCN to create an account? I am at the organization level and not affiliated with just one CCN.

Harold Hicks: Very good question. You do not have to be affiliated with only one CCN to create an account. The CCN field is actually not a required field to create your account. If you do have multiple, what you should actually go ahead and do, is use the CCN fields on the Ask a Question page, to fill in the CCN that you’re actually asking about. If there isn’t a CCN specifically that you’re asking about, but all of your CCNs is part of the organization, then you actually should – don’t even have to fill in that CCN field. Basically, that’s to help us help you out faster if you do have a particular case that you’re looking at.

Inpatient Quality Reporting (IQR) Program

Support Contractor

Candace Jackson: Thank you. And our next question: how do we go about, if we have a follow-up question that has been answered, but needs further clarification regarding the same question?

Harold Hicks: All righty. So, when dealing with follow-up questions to responses, you can actually follow up inside of that same incident. It's what the system calls Questions That Are Being Sent In. So, what you can actually do, you can either choose to respond via the same email that the question and answer site is sending you to let you know that your question's been responded to. So, just hitting reply, putting in your follow-up question, that will actually update your question that you've submitted. And, it will send a response back to the person who responded to you originally. So, just respond to that email or log into the site, and update your question from there. But you can actually update your question an infinite number of times. So, if you do have a follow-up question, or something just doesn't quite make sense about their response, by all means, go in and update your question. And, you can actually do that from My Stuff or via email.

Candace Jackson: Thank you. Our next question: slide 29, Find an Answer Results, what does the Updated Date column mean?

Harold Hicks: Mm-hmm. The Updated Date column is actually about the – words come to me here – The Updated Date column is actually about when the answer itself was updated. So, that could be any time that the answer has been slightly edited, updated to say that it's still current with the current specifications manual release. It could be any time that that answer has been touched. So, basically, when you're sorting by the date last updated, you're looking for the most recent answers. Now, that could just be when the answer was the most recently created answer, or it could be the most recently edited answer.

Candace Jackson: Okay, thank you. And, we have time for one more question. If we already have an account, are we going to need to update it?

Inpatient Quality Reporting (IQR) Program

Support Contractor

Harold Hicks: You do not have to update your account. However, I would definitely recommend doing so. One of the common problems that I do find, as system administrator, is that a provider will actually have multiple accounts because they lost track of one account, they didn't keep up with the emails for some reason, whatever, it does happen. So, I definitely recommend going in, updating your account. But, if the question is in reference to the CCNs, you do not have to update it currently, but it would definitely help us out if you were to.

Candace Jackson: Okay, thank you, Harold. And, we thank everyone for joining us today. Hope you learned a lot of – this was valuable information.

I am now going to turn the presentation to Dr. Deb Price, to go over our continuing education approvals.

Deb Price: Well, thank you very much, Candace. And thank you, Harold, for all the information you gave us today. And now, I'd like to spend the next few minutes to go over the continuing education process. Today's webinar has been approved by one – for one continuing education credit by the boards listed on this slide, slide 54. We are now a nationally accredited nursing provider. And as such, all nurses report their credits to their boards, using the national provider number on the last bullet here, provider 16578.

You can receive your CE certificate two different ways. The first way is, if you registered for the event that you're listening to right now, at the end of our slides, a survey will pop up. And then, you take the survey, and follow the directions to get your certificate. The second way to get your certificate is, if you are in a room, or you don't have the link, or you have some kind of problem, no worries. Because we will be sending out the links within 48 hours, and an additional survey within the 48 hours. So, you'll have two chances to do this.

If you have any kind of problems with getting your certificate, in other words, if you don't have an email sent directly to your email, to your email account, like momentarily after you register, that means that there is some kind of firewall up, or there is a problem there. You can either email

Inpatient Quality Reporting (IQR) Program

Support Contractor

me at the last bullet here, or wait for the 48 hours, and take the survey, and click on the link that comes up, and see if it works then. We will help you to get your certificate.

This is what the survey will look like in, like, one minute, when the, when my slides close out. At the bottom right-hand corner, you see the little gray button that says Done. You click on the Done button.

And then, this page will pop up. On this page, you note that there are two green icons. Not icons. Links. Two green links. The first link is called the New User link. And that one is where you will click if you have had any problems getting your certificates, or if you are a new user. If you have never had a problem getting your certificates, then go ahead and click the Existing User link.

This is what, what shows up, when you click on the new user link. It'll have the title of the event. You put your first name, your last name. We suggest you use a personal email, like Gmail or Yahoo, and, or AT&T, whatever your personal email is, and your personal phone number. And that is because, most work or hospital accounts have firewalls that come up and down, and it's just so much easier if you can use your personal email.

This is what the existing user link sends you to. Your username is your entire email, including whatever is after the @ sign, like @Gmail.com or at Yahoo.com. That is part of your username in this particular site. And of course, your password. If you forgot your password, just click on – in that box, and then some, another icon will show up, saying, have you forgotten your email? Or, you know, or forgotten your password, forgotten your username? So, will take you through and help you with this site.

And now, I'd like to thank you for attending. This concludes our program. Keep in mind that, if we did not get to your questions, they will be posted on our qualityreportcenter.com site at a later date. Thank you again for coming and we hope you learned something today.