



Outpatient Quality Reporting Program

Support Contractor

CMS Abstraction & Reporting Tool (CART): Knowing the Basics

Questions & Answers

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- Question:** Please show how to export into a Zip file.
- Answer:** There are written instructions on how to export and import Zip files at: https://www.qualitynet.org/WebHelp/CART_Outpatient_WebHelp/index.htm under *Export and Data Submission*.
- Question:** The issue I have with CART is that I can only type in the first letter of the ICD-10-CM code and then I must scroll down thru many codes to find the correct one. Are they ever going to fix this so I can type in the entire code?
- Answer:** At this time, there is no quick search functionality for the ICD-10-CM codes and there is no scheduled update to include this feature. We will pass this request along to the appropriate entities.
- Question:** Are we going to be able to use QualityNet for MIPS?
- Answer:** We can only speak on the Hospital Outpatient Quality Program. MIPS (Merit-Based Incentive Payment System) information can be obtained at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/MACRA-MIPS-and-APMs/MACRA-MIPS-and-APMs.html>
- Question:** We previously had data on the Hospital Compare site, but now we are missing data.



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- Answer:** Preview Reports are sent out during their scheduled interval to view. They are available to preview for 30 days and then removed. In order to have data displayed on Hospital Compare, the facility must have an active Notice of Participation for OQR hospitals or a Public Reporting Notice of Participation for CAHs. If the data is covered by a footnote on the Hospital Compare website, please refer to the footnote matrix for an explanation of the footnote.
- Question:** Is the program for direct, online-entry of population measures by CAHs being worked on to fix the problem? When might it be fixed?
- Answer:** The ability for CAH to upload Population and Sampling is slated to be fixed; however, at this time, QualityNet has not provided an exact date. In the meantime, it does have a work around by submitting an XML file. The support contractor has scheduled a training WebEx on how to utilize this tool on April 5. Please contact the support contractor at 866-800-8756 with any questions. You can also access the website for upcoming and archived educational webinars at: www.qualityreportingcenter.com.
- Question:** As a CART system administrator, can I add a new user for our facility without having to call the help desk?
- Answer:** Yes. Go to *User* on the top tool bar, click on the green plus, put the information in under *user detail*, and then assign the type of user, for example, abstractor.
- Question:** Can some additional information be provided on how to convert from a standalone to a server-based CART tool. We have run into issues as it relates to our users being standalone.
- Answer:** If your facility has an IT support, they can tell you if you have the capacity at your facility to do this.
- Question:** Is this being recorded?
- Answer:** Yes, this presentation is being recorded and will be available under the **Archived Events** tab on the qualityreportingcenter.com website in a few weeks. The recording, as well as the written transcripts, will also be posted.
- Question:** We sent our facility's data in zip format. Was that the issue with the files? We recently went to a Rural Health Meeting in Columbus and many of our Ohio CAH had no quality data available. Who do we contact to address



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the issue of no data? Our submission showed the files going through QualityNet to CMS with confirmations.

Answer: If you are referring to the Hospital Compare website, not having data available for a particular facility, this may be related to the facility having a Quality Improvement Notice of Participation selected. If the facility has reported data and would like to have that data displayed on Hospital Compare, they will need to sign a Public Reporting Notice of Participation located in QualityNet. If you have any questions regarding this, please call us anytime at 866-800-8756.

Question: Why do you select OQR instead of Secure File Transfer? My directions say to select **Secure File Transfer**.

Answer: As with any system, sometimes a different selection results in the same outcome. If selecting **Secure File Transfer** works for you, then this is not wrong, just different.

Question: Will the information on the CAH XML file creation webinar be forwarded to all participants? I am interested in this webinar

Answer: All hospitals, including CAHs, will receive information about the webinar as it draws closer to the presentation date. This will also be publicly posted for anyone interested.

Question: If we use a vendor, we should not have to use CART, correct?

Answer: If your hospital has a vendor to submit data, then you would not need to use CART to do so. But, it is an available option if you need it.

Question: Can we update the versions whenever we want?

Answer: Yes, once QualityNet has posted the update. The CART tool update is released with the included encounter dates. Please use the update for the encounter dates being abstracted.

Question: We have someone inquiring how your facility places CART on their server. Can you share this process?

Answer: CART software is available as a desktop version or a server version. If you choose to use the server version, you must get approval from your IT department to have space on your hospital server to download the CART server software from QualityNet. Your IT staff must then come to each workstation and make an icon/shortcut for each user to access the server.



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You may have multiple users for one facility. One user should be someone from your IT team to help with lockouts. Anyone who has access can then login from their computer to do abstractions or get reports. Also, you must update the CART/Server at the beginning of each year with the updates discussed at the beginning of the presentation. All data is saved on your server. If you are using the desktop version, be sure that the data is stored in a shared space so data will not be lost if an employee leaves. Please be aware you must enter inpatient measures into the CART inpatient side and outpatient measures into the CART on the outpatient side. Each of these programs has the same icon, but different logins. Additionally, if you have a patient who is already in the CART system for another measure, you will need to select the patient and add an abstraction to an existing patient. The same patient may be abstracted for multiple metrics, depending on what they were in the hospital for. Be sure to contact QualityNet telephone support if you encounter issues with CART.