



Outpatient Quality Reporting Program

Support Contractor

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

Questions & Answers

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Question: How often are the questions updated? I searched for questions on the OP Chest Pain, and the newest questions were from May 2015, which is well over a year ago.

Answer: The support contractors annually review the question and answer pairs. New questions are added by the support contractors either by generating a common question or entering a question and answer pair that has been asked and the support contractor thinks it could be beneficial to all viewers. You may ask a question to the Subject Matter Experts if you cannot find an answer that fits your specific requirements.

Question: For what length of time will you find answers to questions that have been previously asked? I never find many answers to the items I am looking for and usually end up having to ask a new question.

Answer: The Q&A tool is updated annually by the Subject Matter Experts. Many questions people ask are very specific to their situations and are not added to the database. The database in the Q&A tool will contain more generic questions that can serve a larger user base. A common Q&A pair may remain in the database for many years if it is found to be valuable to the providers. Thanks for your question.

Question: If you don't get a response within the expected time frame, should you submit it again?



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- Answer:** You can actually put another touch on the question by Updating it from My Stuff, and this should grab somebody's attention, if for some reason you have not received a response yet.
- Question:** How long do my questions and replies received stay in My Account?
- Answer:** All questions and replies stay attached to your account for as long as you use that account. If you create a separate account though (let's say during an email change), you will not see all of your old questions you submitted without the accounts being merged. If you think you may have multiple accounts for the Q&A site, reach out for direct assistance via RightNowAdmin@hsag.com.
- Question:** For IQR sepsis, could you please provide the appropriate path to ask our question? Thank you.
- Answer:** The sepsis category is located under the Measures and Data Element Abstraction Product on the Hospitals - Inpatient Question and Answer site, also located at <https://cms-ip.custhelp.com/>.
- Question:** In looking at Answers Available, what does the Date Updated column mean?
- Answer:** The Date Updated column refers to the time and dates the Answer was last updated, meaning a simple punctuation update or a refresh of the actual Question and Answer that was posted so that it complies with current Specification Manuals. Great question!
- Question:** We seem to choose the wrong category when submitting sepsis questions. Which one is appropriate: IQR - General Questions?
- Answer:** For the Inpatient Quality Reporting Program, there is a sepsis category. From the home page, click on Measure and Data Element Abstraction, then find the Hospital Inpatient - Sepsis Category to search for any answers that might exist. This same structure is what you will use on the Ask a Question page on the Hospital Inpatient Q&A site. I hope this is helpful! If you need more assistance, please reach out to RightNowAdmin@hsag.com, and we can provide more direct assistance.