# Outpatient Quality Reporting Program

## Support Contractor

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

### Questions & Answers

**Moderator:**
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**10:00 a.m. ET**

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| **Question:** | Is this site part of the Secure Portal where reporting occurs? Only one person at our facility has access to that. Others have had access to the regular *QualityNet* site where anyone could have an account and password. |
| **Answer:** | The Q&A Site is not part of the QualityNet Secure Portal. Anybody can have an account for this site, and it does not require a Security Administrator to get access. |
| **Question:** | Does the search option only search those "Answers Available" or does it search all the questions and answers submitted to *QualityNet*? |
| **Answer:** | The search option searches all of the Answers Available. Questions submitted are not visible as Q&As, and therefore can only be viewed by those who submitted the question via My Stuff. |
| **Question:** | To clarify – if you have a username, etc. for the *QualityNet* site, you do not have to set up a separate one for the Q&A site? |
| **Answer:** | The opposite actually is true. Even if you have a username for the *QualityNet* site (commonly referred to as the Secure Portal), you will need to set up a separate account for the Q&A site. |
| **Question:** | I find that it takes forever for a page to load in the Q&A, making it very frustrating to use. Are there any plans to improve the responsiveness of the system? |

**Answer:** I'm sorry to hear you find the site slow to load. The vendor for the Q&A site is continually updating the servers and infrastructure and recently moved us into a state-of-the-art data center. If you continue to experience slowness, please reach out to us at RightNowAdmin@hsag.com to receive direct assistance.

**Question:** I received a response to a question directing me to a previously submitted question. I was given the Quest number and entered it into the search field, but no results were found. Can you explain why this happened?

**Answer:** Quest numbers are from a Q&A System used prior to this Q&A Site. Quest Numbers are not actually able to be searched for unfortunately. If you have the Incident Reference number still, please send it to RightNowAdmin@hsag.com, and we will assist you directly with finding that specific answer and correcting our process so Quest numbers are no longer sent in our responses. Thanks!

**Question:** Am I able to get my ASCQR reports through this site? I would like to get all my 2015 reports and am not sure how I go about getting them.

**Answer:** Your facility-level reports are available on the Secure Portal. To have access to the Secure Portal, you must be a Security Administrator. If you have questions about this please see *QualityNet* or call the support contractor at 866.800.8756.

**Question:** A little confused. To log in to Ask a Question, it requires a password, but the Create Account slide doesn't have an asterisk (*) requiring Password as a mandatory field.

**Answer:** The Password field will accept a blank password on the Log-In page if desired; simply input your username and leave the password blank.

**Question:** I would appreciate a sepsis-specific Q&A education webinar.

**Answer:** Thank you for your feedback. As this is an Inpatient measure, this information will be passed on. Additionally, there have been several webinars presented on sepsis by the Inpatient Program. Please check the Archived Events tab under the Inpatient tab on the qualityreportingcenter.com website. We are always open for suggestions for future webinars that can help. Thanks!

**Question:** What is the time frame to resubmit back a question on an answer vs. resubmitting a new question?

**Answer:** We ask that you always resubmit a new question unless your question is based on the answer provided. This allows your question to be routed to the appropriate team of SMEs rather than the question having to be re-opened and transferred manually.

**Question:** I have noticed that I'm getting different responses with the same question. Any thoughts?

**Answer:** Please call the support contractor at 866.800.8756 so that we can gather some information and provide an appropriate response.

**Question:** Are all webinars recorded?

**Answer:** Yes, all presentations are recorded in order to provide a word-for-word transcript of the presentation which will be posted on qualityreportingcenter.com within a couple of weeks of the presentation.

**Question:** How long does it take to get an answer to a question posted?

**Answer:** The support contractor attempts to answer the questions as quickly as possible. If the questions are not queued to the correct support contractor, they are re-queued to the correct Subject Matter Expert, and this may cause a slight delay.

**Question:** This has been very helpful. Thank you for including screenshots.

**Answer:** Thank you for your feedback.

**Question:** Do I need multiple accounts if I have questions re: multiple ASCs?

**Answer:** No. Users' accounts are not linked to specific facilities.

**Question:** Can I use responses I received from *QualityNet* to prove the validity of the abstraction just in case my facility was selected for validation?

**Answer:** Yes. If your validation response from the CDAC does not agree with the response you received from the Q&A tool and you fail validation, include this information with your reconsideration request.

**Question:** I would like to know Harold's contact line.

**Answer:** Harold's email address is RightNowAdmin@hsag.com.

**Question:** Why are not all Q&As submitted posted on the Q&A site?

**Answer:** Many Q&As submitted are duplicates of each other or are not relatable to non-specific cases. Every Q&A that is posted is done based on the need and value it provides our users, and under the guidelines that are set by the Specifications Manual.

**Question:** I notice when my question is a bit long it won't go through. Can you tell me why that is?

**Answer:** This could be an internet connectivity problem, which should first go through your local IT department. There are no character limits in the Question Submission page, which would provide a programmatic slow-down or outright stop of the question submission process.

**Question:** When I access the Notifications page, there is not a button to access the Answer Notifications page.

**Answer:** Answer Notifications are subscribed on the Answer page itself. To learn more about Answer Notification subscriptions, read this Q&A. https://cms-ocsq.custhelp.com/app/answers/detail/a_id/163336

**Question**: I have not been able to sign in to either the Outpatient or Inpatient sites for over one year. I always get a warning when trying to sign in that there was an error with the request and the action could not be completed. I have used account help and obtained my username and reset my password on numerous occasions and still get the error message. I just reset everything again, and I continue to get the same error message. Where do I go to get this issue resolved?

**Answer**: For issues like this, the common culprit is an issue blocking scripts related to high levels of security. To help address these issues, we have an answer posted here:

https://cms-ocsq.custhelp.com/app/answers/detail/a_id/163137

If this still doesn't address your problems, then please reach out directly to RightNowAdmin@hsag.com for assistance in troubleshooting the problem.