



Outpatient Quality Reporting Program

Support Contractor

Pop! Filling in and Submitting the Population and Sampling XML File

Presentation Transcript

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April 5, 2017

10 AM EST

Operator: Welcome to the Pop! Filling in and Submitting the Population of Sampling XML File conference call. My name is Christine and I will operator for today's call. At this time, all participants are in a listen-only mode. Later we will conduct a question and answer session. During the question and answer session, if you have a question, please press star then 1 on your touchtone phone.

Please note that this conference is being recorded. I will now turn the call over to Anita Bhatia, you may begin.

Anita Bhatia: Good morning everyone. My name is Anita Bhatia; I am the CMS Program Lead for the Hospital Outpatient Quality Reporting Program. Welcome to our presentation and thank you for your participation in the program.

As you are aware, for Critical Access Hospitals to submit population and sampling data for the program, an XML file must be created and then submitted through a secure file transfer in QualityNet. We apologize for this lapse of functioning for submitting this data. CMS does seek to provide support and further clarification of this stop-gap process but we are providing this WebEx today. Additionally, there will be the opportunity to ask questions after this presentation. I will now turn the event over to Mr. Harold Hicks, the Technical Expert, for a detailed tutorial on this process. Harold?

Harold Hicks: Thank you, Anita. Hello everyone, thank you for joining us today. My name is Harold Hicks, the technical expert here at HSAG. Today we will be discussing the XML upload process. Before we get started, I do want to mention that the supplemental documentation for this presentation was attached to the ListServe notification you received. It is also posted on our website, Quality Reporting

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Center.com. Just click on this event and you can download the documents used in this presentation. Additionally, a recording of this presentation and a transcript will also be posted on Quality Reporting Center at a later date.

Getting started today, let's summarize what we will be covering. We will begin by going over what an XML file is made up of and how to navigate it. Then, we will fill in an example measure set in the Template File, and show you how to prepare the Template file for upload and submission once you have completed it. Last, we will cover how and where to upload the file into Secure File Transfer, and how to begin troubleshooting any errors you may encounter.

On my screen we have the presentation documents already downloaded and extracted, so I will first open the "OPPS_Pop_and_Samp_Template.xml" file. Following the instructions in the download, you will be guided to use Windows Notepad to open the XML file, which would look like this. For demonstration-only purposes, today, I'll be using a different program that more clearly shows key components of the XML file and its layout. We will return to Windows Notepad with the Sample Template as an example of a completed file ready for submission.

Looking at the template file now, let's first go over some basics of XML. An XML file is made up of tags, which is anything inside of a less than sign and greater than sign. There are also two types of tags: an opening tag and a closing tag. The closing tag has a forward slash after the less than sign, as seen here on the File-Audit-Data tag. Between tags there is content, which can be additional related tags or text. Using the File-Audit-Data tag, as an example, its content is made of create-date, create-time, create-by, version, and create-by-tool details. This is called nested content. Nested content is conventionally placed one indent or tab in from its parent.

The File-Audit-Data tag should be left blank, as it is here, so it can be filled in by the system during upload. You should take care while filling in this template file that the tags are not modified in any way, since a tag that is missing pieces or has additional content will not be able to be read by the system, resulting in an error. Content in between tags should also not contain extra spaces, since this could also cause an error during submission. A common mistake is to be typing in "overwrite" mode rather than "insert," which results in characters being removed as you type, like so.

The next tag we will look at is Provider. We do need to fill-in the Provider-ID, so I will put my 6-digit CCN in between the opening and closing tags, like so. If you know your NPI or National Provider Identifier, you can put it in the next tag, but it is not required.

Now we can begin to complete our measure-set specific information. This is where the concept of nested content becomes more important because we have three time-period tags with start-date and end-date attributes, which are values associated with the tag and 5 encounter measure-sets as the content of each time-period. Each time-period in the template file, provided with this presentation, has been updated to reflect 4th Quarter 2016.

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Let's begin filling in our Population and Sampling Data by using the time-period of October 2016, AMI measure-set. We will begin by putting in our population-size, which is made up of Medicare and non-Medicare. I am putting in my Medicare population size as 6 and my non-Medicare population as 2. Next, we will fill-in the sampling-frequency tag, which does not have nested content. The appropriate values for this tag and their meaning are listed in your Specifications Manual, under Section 5: Hospital Outpatient Quality Measure Data Transmission. I'm going to provide a value of 1, which indicates my facility is sampling.

2 - Not Sampling

3 - N/A, submission of patient-level data is not required

Next, we'll move on to sample-size, which we will complete by filling in Medicare and no Medicare cases.

Just like that, we have completed the AMI measure-set encounter content, and we repeat this process for all of the measure-sets in each of the time-periods. In essence, one down and fourteen more measure sets to go. Now, let's take a look at the completed sample template in Notepad so we can see what this should look like when we are done and prepare the file for submission.

Here is the sample template, with all of our data filled in. To begin preparing this document for upload, we first go up to File and click Save As. Once there, we'll change the "Save as" type field to "All Documents", so we can retain the .xml file extension. Next, we rename our file, changing it to have the 6-digit CCN in place of "Template". In my example, I'm also removing the sample since I have opened the sample template. Make sure you save the file in a place where you can easily find it again.

Now, we will move into the explanation of actually submitting your data. For this portion, I have prepared some slides for clarification purposes. Now, we are going to take a look at submitting the XML file we just saved. You sign into the secure portal section of QualityNet. Once you're signed into the QualityNet secure portal, you'll click on secure file transfer seen here at the top of the page. Once in secure file transfer, open the "Data Upload" folder. If you do not have this folder when you log into secure file transfer, then reach out to the QualityNet helpdesk to confirm your access.

And we'll open the "Prod Data" folder followed by the "OQR Clinical" folder. Once we are in the OQR Clinical Folder, click the upload button and navigate to where you saved your copy of the template file. Don't forget that we saved our copy of the template with template replaced with our six-digit CCN. Once the file has been scanned for viruses, you should receive an email that looks similar to this indicating the upload has been received.

Then, you should see a second email indicating the batch number of the file submission, when the file was submitted, and how many cases there were in total; accepted and rejected. If your file is rejected, run the submission summary

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report to identify any errors, correct your file, and resubmit. If your file is still rejected after correcting the errors, reach out to the QualityNet helpdesk.

Today, we have covered a few topics so let's review. We took a look at what makes up the XML file and some easy to make mistakes to avoid. Then, we walked through putting our population sampling data into the file, prepared the file for upload by renaming it with our CCN, and saving the file as an XML document. Last, we walked through the upload process and secure file transfer, explaining the two emails you can expect to see after upload and how to begin troubleshooting errors you might find.

I hope this has clarified things for you and now we can open up for any questions that you may have, Operator?

Operator: Thank you, ladies and gentlemen, if you have a question please press star, then 1 on our touchtone phone. If your question has been answered and you wish to remove yourself from the queue, press the pound sign or hash key. There may be a delay before the first question is announced. If you are using a speakerphone, you may need to pick up the handset first, before pressing the numbers. So, once again, if you have a question, please press star, then 1 on your phone now.

And, our first question is from Dianne, please go ahead.

Dianne: Hi, my question is we use Quality Works as our vendor, so would this population and sampling —would this be pertinent to us or is this something that is already taken care of through our vendor?

Alisha: You would have to contact your vendor to see if they're submitting your population sampling data, but they are able to continue to do that if that's the method you've been using.

Dianne: Okay, thank you. Our next question is from Melanie, please go ahead.

Melanie: Hi, thank you for the presentation. We're a Critical Access Hospital, so we report outpatient voluntarily and right now I use Prescadian and they go ahead and submit an XML file for our population sampling, but sometimes there's a delay in coding, so I find that I need to manually edit the population sampling fields. Is there going to be an opportunity to manually edit those fields like you can with inpatient or is everything strictly going to have to be submitted as an XML file?

Alisha: At this time, due to the system error, it will have to be XML. I think there's future correction coming for that. You can receive the XML file that your vendor submitted initially; if you need to make modifications and just modify it as was shown in this presentation, instead of creating it from scratch, if you needed to make small modifications.

Melanie: Okay, but there is going to be a point that we'll be able to manually edit?

Alisha: Yes.

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Melanie: Okay, wonderful. Thank you.

Operator: Thank you. Our next question is from Gloria, please go ahead.

Gloria: Yes, hi. I've been out for, like, the past month due to surgery. Did we have any other documentation or emails about this because I'm lost; I have no idea what this is. I mean, I know the population and sampling but why are we submitting it in this way?

Alisha: So, Harold, if you could speak to the documentation piece, again, like we said, just a minute ago, the reasoning is there is an error within the QualityNet system that is not allowing Critical Access Hospitals to enter the population and sampling application as previously was working so that's a temporary issue that will be resolved at a later date.

Gloria: Okay, but we're not critical access, so this only applies to them or everybody across the board?

Alisha: Correct, it's just an error that is occurring with Critical Access Hospitals.

Operator: Okay, thank you. Our next question is from Sarah, please go ahead.

Sarah: I think my question was just answered. You guys had said that this is just for Critical Access Hospitals is that — that's correct?

Alisha: Yep.

Sarah: Okay, thank you.

Operator: Thank you, and, as another reminder, if you have a question press star 1 on your phone. And we have a question from Lisa, please go ahead.

Lisa: My only question is the link I have for the XML template in the document for the presentation is not working. Is there another place that I can access that?

Karen: This is Karen, if you go to QualityReportingCenter.com, if you just click on this event there will be two icons, one will show you the templates that Harold used, the other icon will be for the step-by-step instructions on how to utilize this process. So, once again, that's on QualityReportingCenter.com

Lisa: Right and I did go there. I was able to get the instructions but the link there was not working for the template.

Karen: Okay, can you tell me what link you're referring to? I'm sorry.

Lisa: Is there one in the quality reporting that you just described, or there's a link within the template instructions document and I wasn't able to get either one of them to open.

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Karen: Okay, well we can certainly -- go ahead, I'm sorry.

Renee: I was going to say, we will take a look at that following this event and make certain that the documents are there and the links are accurate.

Lisa: Thank you.

Alisha: Thank you.

Operator: Thank you, our next question is from Dawn, please go ahead.

Dawn: I am a Critical Access Hospital; I do have multiple providers, so are you telling me that under the provider where you put their ID number I need to do one template for each provider?

Alisha: That is correct.

Dawn: Okay, thank you.

Operator: Thank you. And our next question is from Marcy, please go ahead.

Marcy: Hi, thank you for this presentation, it's very helpful. Just a question for Harold, if you could go back to the XML file, I just had a question on the — adding those different, I don't even know what you call them, fields underneath like the next measure set, so, for chest pain?

Alisha: What's your specific question?

Marcy: Just how to — I'm assuming that I actually have to add those additional fields like he just showed under the AMI section —so the population. So, I wasn't clear actually how to add those additional like elements?

Alisha: So, when you're doing it under Notepad, none of those fields will be collapsed like he was showing in the presentation. Everything will be available on one page, so you just — when you complete your section for AMI, you just go down to chest pain and make those same changes exactly like was done in AMI for each measure set. So, with the tool that he was using, there was a button to expand and collapse sections. You won't see that. Yep, so you're okay. You won't see that when you're working through the Notepad.

Marcy: Okay, thank you.

Operator: Thank you. Our next question is from Sean, please go ahead. Sean, if you are on mute, can you unmute your phone? Okay, we will move on. The next question is from Laura, please go ahead.

Laura: It was my understanding that the population and sampling data for outpatients for Critical Access Hospitals submission that that was optional is that true?

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Renee Parks: This is Renee, yes that is correct for the outpatient program. However, if you are also participating in another program, such as MBQIP or anything that maybe related this data may be useful and valid in those programs. So we just always encourage folks, if you are participating, to have ways in order to submit your data but it is correct that it is voluntary for the outpatient program.

Laura: Thank you.

Operator: Thank you. Our next question is from Sandy, please go ahead.

Sandy: Yes, a while ago you answered the one question about the provider, that provider that CCN and the NPI number, that's for the hospital right, we don't have to submit individuals physician population accounts?

Alisha: Correct, that is the hospitals ID and the NPI is voluntary and not required by the system, so you can leave that blank, but it's the hospital CCN that you would enter that is required and then if you know your hospital NPI you can include it but it's not required by the system.

Sandy: Okay, so it's just your total population sampling counts; it's not divided by physician or anything?

Alisha: Correct.

Sandy: All right, thank you. And then, is this a temporary thing, will we eventually be able to go back to the QualityNet and put this in?

Alisha: Yes, a correction will be made at a later date to allow that application to be acceptable again.

Sandy: Okay, good. Okay, thank you.

Operator: Thank you. Our next question is from Emily, please go ahead.

Emily: My question was just answered, thank you.

Operator: Okay, thank you. The next question is from Dawn, please go ahead.

Dawn: I'm sorry, now I'm confused because I asked earlier if each one of these templates had to be divided out by provider ID, and you said yes, and then, now somebody else asked a question and it's by the CCN number of your hospital instead.

Alisha: Right, so, I guess when you asked before, I thought you meant you had multiple hospitals that you were submitting for. It is at a hospital level, so if you only have one hospital ID it is one file. If you're, for example, a multiple campus situation it would still be one. If you are supporting multiple separate hospitals with separate CCN's it would be separate XML's.

Laura: Okay, no, I have -- it's just -- like I said, I'm a Critical Access Hospital, so it's just the one hospital I just have multiple providers that service our hospital.

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Alisha: Okay, then it is one XML just with your hospital CCN and total counts for your entire hospital.

Laura: Okay, thank you.

Alisha: Yep.

Operator: And, once again, if you have a question, you can press star 1 on your phone. And our next question is from Deb, please go ahead.

Deb: Hi this is Deb; we are also a Critical Access Hospital. If we need only to do a sampling plan for one of the measures, would we only need to submit one of the XML files?

Alisha: Yeah, so regardless of how many of the measure sets you're submitting, it's one XML, but if you only need to submit for one topic, you'll leave the topics that you don't need to submit for blank.

Deb: Blank, okay.

Alisha: Yeah, you don't have to put anything in.

Deb: I'm going to ask a follow-up question. Could you just kind of compare and contrast how this is different from the QualityNet site and what the outcome might be?

Alisha: Yeah, so the site itself — what you would be entering in the application for population and sampling is very similar. Instead of doing the entry and the application that you're just putting it in those tags like we talked about. But the way that you enter for example, you know, if you're not sampling, you would enter your population as well and your sample would match your population. So, those kinds of rules around population and sampling are identical, it's just the submission method is different. Does that help?

Deb: Okay, yes. Thank you.

Operator: Thank you, our next question is from Robin, please go ahead.

Robin: Hi, I see on the instructions that if the hospitals have questions, they're supposed to call the QualityNet helpdesk. So, I'm wondering if the folks at the hospital QualityNet helpdesk got some education on this because they weren't really helpful last quarter when we had questions and I know that this was a new process but I'm hoping that they've been educated so they will be able to help.

Alisha: This is Alisha, are you able to take that one?

Renee Parks: Yes, this is Renee and QualityNet is able to assist with possibly the uploads and downloads but if you have questions pertaining to the XML file if you will call the 866-800-8756 number into the support center, we'll be happy to assist you.

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Operator: Thank you. The next question is from Christina, please go ahead.

Christina: Hi, I'm playing around with the template right now and I can't seem to get it to answer any information. I'm probably doing something wrong but I'm not sure what I should be doing.

Alisha: Did you — when you opened it, did you right click and open a Notepad?

Christina: It didn't give me that option; I've been trying to figure out how to do that.

Alisha: Okay, so if you have the document, if you right click to have a — I think open with — I'm going to try to —

Derek: Hi, this is — you can also use the right click and then click on Edit and it should automatically open up in Notepad for you.

Christina: When I have the document open?

Alisha: That's before you open it.

Christina: Okay, let me see. All I have is open and then it just opens right up. It doesn't give me the option to open it in another program.

Alisha: When you right click you don't have other options?

Christina: No, it just says open or whatever the other one was.

Alisha: Yeah, you should have an open and then later like further down you should have an open with or at the top you should have an edit.

Christina: I have open, cut, copy, delete and properties.

Alisha: Okay, that's really weird. That's one we have to take offline and assist with.

Christina: Okay. Thank you.

Alisha: Yep.

Operator: Thank you, our next question is from Cathy, please go ahead. Cathy if you're on mute, can you unmute your phone?

Cathy: I'm sorry. Yes, I was on mute. I have the same question as the prior attendee and we have the same problem as far as trying to add data to those templates, they don't allow us to add data and I do not have an "Edit" button or an "Open With" button either. It just says "Open", "Cut", "Copy", "Delete" and "Properties".

Alisha: Harold would you be able to open up or pull up the file that has the sample in it?

Harold Hicks: Sure, one second here. Would you like me to go ahead and open up in Notepad?

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- Alisha: Yeah, so as you've seen you don't have those options that Harold just had, you kind of go back just one Harold and right click?
- Cathy: No, no, we don't have that.
- Alisha: Okay. That is odd.
- Derek: When you go and right click and click on properties, at the bottom of the properties window with the attributes, is there a read-only box check marked?
- Cathy: It's all grayed out. "Read only", "Hidden", and "System" are all grayed out.
- Alisha: Are they checked at all?
- Cathy: No.
- Renee: They're not, okay. This may be one that we need to do a desktop sharing and have you call the 866-800-8756 so that Harold, or someone at the center, may be able to look at your screen and assist.
- Cathy: Okay, thank you.
- Operator: Thank you. Our next question is from Diana, please go ahead.
- Diana: I have a question. On the last Telligen report that we got out for our small Critical Access Hospital, for the second quarter and third quarter of 2016, it's showing that we did not submit data it says N/A in which we did submit data and so my administrator was unhappy that it looks like we're not providing the data when we really truly do. And visiting with Telligen and then Stratus, I was informed that the only way we can get those N/A changed is by doing this population and sampling submission, is that correct?
- Alisha: Right, in order for your data to be included, you will have to follow this process until the application is corrected and you can enter directly through QualityNet through the population and sampling application.
- Diana: Well, then, I guess I'm not talking so much about correcting the data that's already been input and put out there but for future data, on the future Telligen reports?
- Alisha: Yeah, I'm not familiar with that report, but in order for your data to be included in the system, you would have to do this for future quarters until the application is corrected. So, I'm assuming that that report from Telligen is pulling data from the system so if you don't submit that data, it would not be available. This is the way it needs to be submitted for now until the QualityNet application is corrected.
- Diana: Okay, thank you.

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Alisha: Yep.

Operator: Thank you. Our next question is from Kay, please go ahead.

Kay: How do we know which measure to submit; is there a number minimum of patients before we do?

Alisha: Yeah, so, the Specifications Manual has a section on population and sampling. That provides the minimum for submission of each measure set as well as what the population and sampling requirements are for — what the sampling requirements are for each threshold of population that you have for those topics.

Kay: Okay, it's in that Specification Manual.

Alisha: Yeah, there's a section on population and sampling.

Kay: Okay, thank you.

Operator: Thank you. The next question is from Dawn, please go ahead.

Dawn: For us, for the State of South Dakota, we were told that even if we don't make the minimum amount for our sampling, we still need to enter it so that they can see the zero, otherwise they don't know if we actually did it or not so I don't know if that helps that last caller or not.

Alisha: Absolutely. So the last — we said in the Specifications Manual, in the population sampling section, if you don't meet the thresholds for submission of data, clinical data, patient level data, you still have to enter the sampling type of sampling not required and you still have to put in zeros that is accurate.

Dawn: And, then, because this is very new for me, my hospital CCN number is that the same number that I have in CART?

Alisha: It should be; it's a six-digit number.

Dawn: Yeah.

Alisha: That's the same number.

Dawn: Okay, all right, thank you.

Operator: Thank you. Our next question is from Yvonne, please go ahead.

Yvonne: Oh, hi. I just have two questions. If we're not sampling, do we need to fill out anything in the sampling size section, and, the second one, is it required to fill out anything in the file audit section? The instructions weren't very clear about that.

Alisha: Yeah, so if you are not sampling your population, your sample number will be the same as your population number, so you do have to put that number in both

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pieces. And, then, the file audit section you would leave blank, the system populates that when the file goes through its upload process.

Yvonne: Okay, thank you. And just for clarification, you said that if we only have something for AMI, then we can just leave the rest of the measure sets empty?

Alisha: Right, unless, like we talked about before, if you need to submit like, for example, if you are required to submit for some reason, then you can do the submission not required if you have zero cases and enter zero and population and sampling but that depends on what requirements you're trying to satisfy.

Yvonne: Okay, thank you.

Operator: Thank you. Our next question is from Collen, please go ahead.

Colleen: Hi, I have two questions actually. Will any of this affect our in-patient reporting for our immunization patients?

Alisha: Inpatient population and sampling is working within the QualityNet system. So, you can use that application to do the entry for Inpatient.

Colleen: Okay, and then in third quarter we weren't allowed to — well, we weren't given the instructions on how to do the population sampling and in my numerous phone calls with QualityNet I was in — and my return answer was just to do an XML file. I was never given any instructions how to do one, how to make it, how they want to template it or anything and so it looks as though like the other call was saying I didn't put in any population. Is there any way we can go in and audit and change that now that we do have the instructions on how to do this?

Alisha: So, the warehouse is closed so it will not take a file from a previous quarter into the system at this point.

Colleen: So, in other words, no?

Alisha: Right.

Colleen: Okay, thank you.

Operator: Thank you. Our next question is from Gloria, please go ahead.

Gloria: Yeah, I just wanted to make note that we, as well, did not have the option to edit the document so I will be calling the 866 number to speak to someone to help us get this done.

Alisha: Okay, thank you.

Operator: Thank you. Once again, if you have a question press Star 1 on your phone and our next question is from Jackie, please go ahead.

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Jackie: Yes, I was having the same problem earlier as some other facilities that they right clicked and they didn't have the edit option. I managed to — if you look up at the top of your screen up above the files there was an extract all button. Once you click that one it opened it up to another screen and showed you those files and then when I right clicked I was able to see the edit button.

Alisha: Oh, so the files are in a zip file is that correct?

Jackie: Yes.

Alisha: Yeah, you have to extract the zip file to get the files outside of that zip first. That's great information.

Jackie: Yeah, because initially — yes, because initially it looks like you have the files there and then I kept playing because I was like this is — something is wrong here and I found that extract all and so once I did that it allowed me to open it.

Alisha: Perfect, thanks for that, that's going to help a lot, I think.

Jackie: You're welcome.

Operator: Thank you. And we have no further questions at this time. Are there any final remarks? Oh, actually I do apologize; we have someone who queued up. We do have Susan, please go ahead.

Susan: Yes, I'm just wondering, does the XML file have to be named with our CCN number when we submit it?

Alisha: I don't believe there is any system requirement for that; it's more so in case you needed assistance or just so you can identify the file.

Susan: Okay, thank you.

Operator: Thank you, and we do have Susan with a question, please go ahead.

Susan: Yes, if our EHR automatically creates an XML, do we have to create a new one from the template or can we submit that one?

Alisha: It has to follow that structure. So, unless the structure is the same, the file would reject when you try to upload it.

Susan: Okay.

Operator: Thank you. And we also have a question from Lynay, please go ahead. Lynay, if you're on mute, can you unmute your phone?

Lynay: Okay, I'm sorry. Is that better?

Alisha: Yes.

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Lynay: Okay, my question is, when I open the template October, November, December was populated and I am wondering, for the future, is there a template that is blank so that we will be filling in the date ranges?

Alisha: You can actually take the one that's been provided and just modify the dates so you are able to modify anything between the greater than and less than symbols as Harold said. So, for the next quarter, you can just modify the dates to be the first day and the last day of the month for each of the months in the next quarter.

Lynay: Oh, okay. Thank you.

Operator: Thank you. Our next question is from Donneta, please go ahead.

Donneta: Can you hear me?

Alisha: Yes.

Donneta: Okay, could you go over what that lady was trying to show us at the very end of the — about extracting the file?

Alisha: Yeah, yeah. So, Harold, if you can go back to the zip file?

Donneta: I've got the zip file open but I can't — I want to see what it was that she did.

Alisha: Yeah, so if you've got — actually close the — you can do it a couple of ways but if you close the zip file you can right-click on it and there should be an extract all option on the zip file itself.

Donneta: Okay.

Alisha: Do you see where it says extract all?

Donneta: Okay, my — what I have downloaded from here, number one, under the population and sampling, is that where you're getting that? Yeah, in the instructions it says download the population and sampling template package from here? Okay, you click on that --

Alisha: And, then, does it give you like an option to save or open?

Donneta: It gives me an option to open.

Alisha: Okay, so if you open it — go ahead Harold and open that. At the top of the screen here you have a button that says extract all.

Donneta: Yes.

Alisha: Click on that and that will take all of the files and then you'll see it's going to tell you where it's going to extract it to so it's in that same directory path or for you since you hit open you'll want to tell it where you want it to extract it to.

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Donneta: Okay.

Alisha: And then hit extract once you've got that set. And, what that will do is it will take those documents outside of the zip file and save them independently, which will allow you then to modify them.

Donneta: Okay.

Donneta: Alright and then how did she modify them?

Alisha: And then once you navigate there you can right click and hit the edit button.

Donneta: Okay.

Alisha: Did that work?

Donneta: Alright, we'll play with it some more. If I have trouble, I'll call that 800 number.

Alisha: Perfect, thank you.

Donneta: Thank you.

Operator: Thank you. Our next questions is from Sean, please go ahead.

Sean: We think that's us, we're Sean actually. Is that — can you hear me?

Alisha: Yes.

Sean: Okay, so I missed the first couple of minutes of the presentation. So, we're going ahead and putting everything in CART is that correct?

Alisha: So, you can do CART for your patient level clinical data. This is for the population and sampling data. And, normally, you would enter that through the QualityNet population and sampling application, however, there is a system error that's preventing that for Critical Access Hospitals at this time. So, in order to submit that data through critical access, you have to follow this process to submit an XML file.

Sean: Okay.

Operator: Thank you. And our next question is from Susan, please go ahead.

Susan: This has been answered, thank you.

Operator: Thank you. And, once again, if you have a question, please press Star 1 on your phone now. And we have a question from Diana, please go ahead.

Diana: Would you give that phone number again that we could call if we have problems?

Outpatient Quality Reporting Program

Support Contractor

- Karen: This is Karen; our helpdesk number is 866-800-8756.
- Diana: Thank you.
- Karen: You're welcome.
- Operator: Thank you. And one more reminder, if you have a question press Star 1. And we do have a question from Emily, please go ahead.
- Emily: Where do we go once this is recorded, where do we go to find the recording so we can go back through it?
- Karen: The recording will be posted on our Website at www.QualityReportingCenter.com and after this presentation you will just click on the achieved events and you'll be able to see the supplemental documents and the recording should be posted there very shortly.
- Emily: Okay, thank you.
- Operator: Thank you. And we have no further questions at this time.
- Karen: Okay, just one thing, as a reminder, if anybody has any problems, please do not hesitate to call our number. Again that number is 866-800-8756. Thank you everybody for joining us today, we really appreciate it.
- Operator: Thank you and thank you ladies and gentlemen, this concludes today's conference. Thank you for participating, you may now disconnect.