



## Outpatient Quality Program Systems and Stakeholder Support Team

---

### System Updates: Hospital Outpatient Quality Reporting (OQR) Program

#### Questions & Answers

##### Moderator

Pamela Rutherford, BSN, RN  
Outpatient Quality Program Systems and Stakeholder Support Team

##### Speaker

Karen VanBourgondien, BSN, RN  
Outpatient Quality Program Systems and Stakeholder Support Team

**February 24, 2021**  
**2 p.m. ET**

**DISCLAIMER:** This presentation question-and-answer summary document was current at the time of publication and/or upload onto the *Quality Reporting Center* and *QualityNet* websites. Medicare policy changes frequently. Any links to Medicare online source documents are for reference use only. In the case that Medicare policy, requirements, or guidance related to these questions and answers change following the date of posting, these questions and answers will not necessarily reflect those changes; given that they will remain as an archived copy, they will not be updated. The written responses to the questions asked during the presentation were prepared as a service to the public and are not intended to grant rights or impose obligations.

Any references or links to statutes, regulations, and/or other policy materials included are provided as summary information. No material contained therein is intended to take the place of either written laws or regulations. In the event of any conflict between the information provided by the question-and-answer session and any information included in any Medicare rules and/or regulations, the rules and regulations shall govern. The specific statutes, regulations, and other interpretive materials should be reviewed independently for a full and accurate statement of their contents.



## Outpatient Quality Program Systems and Stakeholder Support Team

---

Subject-matter experts answered the following questions during and after the live webinar. Questions and answers may have been edited for grammar.

**Question 1:** When will results of the Quarter (Q)1 2020 and Q2 2020 Outpatient Validation be available and how will we be notified of when and how to retrieve them?

All validation questions should be directed to the validation contractor at [validation@hcqis.org](mailto:validation@hcqis.org). Please reach to them directly. You may also send your questions regarding validation through the *QualityNet Question & Answer Tool* so the appropriate Subject-Matter Expert (SME) can respond.

**Question 2:** Should we expect the Performance Report and Submission Detail Report to reflect the same numerator and denominator values?

The Performance Report is where you can check your quality measure and other calculated metrics. The facility-, state-, and national-level calculations are available for the IQR, OQR, ASCQR, IPFQR, and PCHQR Programs. The Submission Detail Report is where you see the accuracy of your files and potential duplicates.

**Question 3:** Submission of data for the Hospital OQR Program requires a Security Official (SO). Even though SOs are assigned, the data checks for OQR show that SOs are not available. Will this be corrected before March 1 or are hospitals required to complete another step to have SO assignments from inpatient transfer to outpatient?

The active SO field on the Provider Participation Report (PPR) is still in production and is not populating in the report. Therefore, you will see Currently Unavailable. Please note, if this feature is not active prior to the next Checklist, we will remove it from the Checklist. The facility does not need to take any further action.

**Question 4:** How long does it take between uploading a file in the chart-abstracted section until you can see if the cases were accepted/rejected? Is an email still sent after uploading files?

Depending on volume, you may run this report as soon as an hour after submitting data or up to a few hours after submitting data to the warehouse. You can run the Case Status Summary report to view the accepted and rejected cases.



## Outpatient Quality Program Systems and Stakeholder Support Team

---

**Question 5:** For the Promoting Interoperability Program for dual-eligible hospitals, which platform do we use for attestation? Is it *QualityNet*, Quality Payment Program (QPP), or HARP?

I am sorry we are only able to address questions related to the Hospital OQR Program. Data for the Hospital OQR Program are submitted in the Hospital Quality Reporting (HQR) platform using your HARP ID.

**Question 6:** What if there is an error message and we are unable to login after accepting the Terms and Conditions when accessing HQR?

If you logged in, entered your two-factor authentication, and it brought you to the Accept Terms and Conditions page, then it means you logged in successfully. If you waited too long to accept the Terms and Conditions, that login timed out. You will need to login again. If you continue to have that issue, you should contact the *QualityNet* Help Desk at (866) 288-8912 or [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org).

**Question 7:** I have seen screens that default to electronic clinical quality measures (eCQMs), but you don't seem to have that tab here on this slide?

The eCQMs are not Hospital OQR Program measures. This presentation is specified for the OQR program and the screen shots used are related to that program.

**Question 8:** Does OP-22 include both adults and children in the numerator and denominator?

Yes, OP-22 would include patients who presented to the emergency department and signed in to be evaluated for emergency services.

**Question 9:** Is the OQR web-based measure data form already activated for all hospitals?

Yes, your facility should automatically have it. If it does not have the Web-Based Measure tab, then please contact the *QualityNet* Help Desk at (866) 288-8912 or [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org) to make sure you have OQR roles for your HARP account.

**Question 10:** Where do I find the My Reports tab? I need to run the Hospital Provider Participation Report (PPR).



## Outpatient Quality Program Systems and Stakeholder Support Team

---

There is not a My Reports tab in HQR. To run reports, log into the Hospital Quality Reporting (HQR) Secure Portal. Select Program Reporting under the Dashboard drop-down menu. Then, select Reporting Requirements from the Program Reporting drop-down menu, and select OQR from the Program drop-down options. Then, select Q3 2020 from the Encounter Quarter Options and the click Export CSV dial.

**Question 11:** For the OP-29 measure, how do we know the hospital population?

The population is all cases that meet a measure’s denominator criteria, as detailed in the Specifications Manual.

**Question 12:** What about Critical Access Hospitals (CAHs), since all data is voluntary? Should they check *Please enter zeros for this measure as I have no data to submit*, even though that isn’t entirely accurate? The hospital may have data to submit, they are just choosing not to submit.

Any user who is submitting data in the tool will need to complete all required fields in order to submit data.

**Question 13:** Since OP-31 is voluntary, do we leave it blank? Do we select the *Please enter zeros for this measure as I have no data to submit* box?

You can leave OP-31 unanswered since it is voluntary. You can also click the checkbox for no data. Either is acceptable for this measure only.

**Question 14:** What is the required minimum sample size for OP-29?

You will refer to the Sample Size Requirement, Table 4, in the Specifications Manual. In summary, for 0–900 cases, your minimum sample size is 63. For 901 or more cases in your population, your minimum sample size is 96.

**Question 15:** If we do not sample, we put in all our emergency room cases per month. Do we need to complete the Population and Sample section?

Population and Sampling is voluntary for the Hospital OQR Program. To submit your quarterly chart-abstracted data, you will enter your data under the Chart Abstracted category from the main drop-down menu.

**Question 16:** How can we check previously submitted 2019 data?



## Outpatient Quality Program Systems and Stakeholder Support Team

---

To request your facility's historical data report, you will need to submit a ticket with the *QualityNet* Help Desk at (866) 288-8912 or by email at [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org). This data is not available in HQR.

**Question 17:** **Just to clarify, if our Electronic Health Record (EHR) submits our chart abstractions, we do not need to enter data into HARP. Correct?**

No, measures can only be submitted via the HQR platform, either directly by the facility or by a third party authorized by the facility to submit on their behalf.

**Question 18:** **When does this go live?**

This is current information. This platform is live and should be used for data submission.

**Question 19:** **Do you provide a PDF report instead of CSV? It is hard to read. Before in *QualityNet*, the previous reports were user-friendly.**

Currently, all reports are in CSV. This will change, but an exact timeframe is not known.

**Question 20:** **The new Data Results reports do not offer a non-editable PDF option. CSV options is quick, but it can be edited; therefore, it is not a good receipt of results. When will PDF be available?**

Currently, there is no PDF option for most reports. The options available for all reports will change, but an exact timeframe is not known.

**Question 21:** **Are there plans to manage hospital contacts through the portal?**

No, currently there are no plans to allow management of your hospital's contacts through HQR. However, this would be a very nice feature to add. We will make a note to research that enhancement in the future.

**Question 22:** **If my vendor already has access to submit on my behalf, do I need to enter them again in the new Access Management system?**

Existing vendor contracts should have transitioned to the new system. You can login and view your vendors permissions under the new Vendor Management section.



## Outpatient Quality Program Systems and Stakeholder Support Team

---

**Question 23:** Under Access Management, can I request access to facilities as a basic user or does the facility's SO add me as a basic user and assign the role?

You can request the role of a basic user; the SO of that facility could also search by your HARP ID and assign you basic user roles as well. However, if the facility does not have an active SO, then you will not have your role request approved, since it will be routed to the *QualityNet* Help Desk. *QualityNet* will indicate the need for an SO at the facility before any roles can be assigned.

**Question 24:** There is no review button for vendor access. Do I select Edit Access to review?

When you select your vendor, a summary of the permissions should be viewable. The Edit Access option would be used if you want to change the access for the vendor that you have.

**Question 25:** Was OP-22: Left Without Being Seen excepted from reporting last year (May 2020)?

The web-based measure deadline of May 16, 2020, for the 2019 reporting period was made voluntary under the CMS COVID-19 exception issued March 27, 2020. Data could be submitted voluntarily, but facilities were not penalized if they chose to not submit these data.

**Question 26:** I submitted our data today and Data Results showed 147 patients. My file only had 96 patients. I was told that it takes 24-48 hours for the information to be accepted and corrected.

Thank you for this information. The amount of time it takes to process the data can vary based on the volume being submitted and processed. If the reports under Data Results do not seem accurate, please report this issue to the *QualityNet* Help Desk at (866) 288-8912 or by email at [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org).

**Question 27:** Is there a one-page document for the transition to new platform mapping the functionality and reports?

No, there is no document for this currently.

**Question 28:** Will Managed File Transfer (MFT) ever be located within the hqr.cms.gov site?



## Outpatient Quality Program Systems and Stakeholder Support Team

---

No, there are no plans to merge their functionality under one site as they are two separate applications.

**Question 29:** **On Care Compare, how does a hospital get “better” in the national comparison? How much above mean does a hospital need to be?**

Please submit public reporting-specific questions to the [Question & Answer Tool](#) for the appropriate SME to respond.

**Question 30:** **Can you tell me why I cannot access the DACA to sign? It keeps saying “loading data,” but it never loads.**

DACA is not used in the Hospital OQR Program. For your specific issues, I would recommend contacting the *QualityNet* Help Desk at (866) 288-8912 or [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) for system support.