V E N T E R A

# **CMS** QNP BASELINE USER TESTING FINDINGS REPORT

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- g
- Quotes
- Completion

## **First Impressions**

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- asks
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# QUALITYNET (QNP) BACKGROUND INFORMATION

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BACKGROUND INFORMATION

# User Test at a Glance

Facilitator: Sara Neel Observers: Karen Tisinger Timeframe: June 25-29, 2018

# Purpose

The purpose of baseline usability testing on the existing QualityNet.org (QNP) is to compile baseline metrics that the redesigned QNP can be compared against. First impression and task-based moderated usability testing will help to directly identify pain points in the existing site that can be improved upon in the redesign. Quantitative baseline usability metrics will help to validate the redesign of QNP.

# Method

For this round of usability testing aiming at evaluating the existing QualityNet.org, we captured both quantitative and qualitative data from users sessions.

#### **BACKGROUND INFORMATION**

# Methods

Method	Description	Data Capture
Background Survey	Users that did not answer background questions in a prior user study were asked to fill out an OptimalWorkshop survey with a series of questions pertaining to their use of technology and QualityNet.org. The survey was skipped for repeat participants that had already answered background questions.	Qualitative: Us
	Users were presented with a webpage for 5 seconds and	Quantitative: I
First Impression Test	then asked to complete a short survey.	Qualitative: Su impressions a
	Users were given tasks to complete on the existing	Quantitative: I of click
First-Click Test	QualityNet site. Their first-click was tracked and evaluated for accuracy.	Qualitative: Us observable us behavior
		Quantitative:
Moderated Remote Usability Test	Users were given tasks to complete on the existing QualityNet site and instructed to think out loud as they performed the tasks.	Qualitative: Us observable us behavior

#### ed

ser quotes and notes

Likert scale results

urvey responses on first and what they remember

Pass/fail; success rate; heatmap

lser quotes and observations; ser mouse control and click

Task completion; difficulty rating

ser quotes and observations; ser mouse control and click

#### BACKGROUND INFORMATION

# Users

# **Users:** End-users across multiple provider types **Summary:** 5 total users

User	Internal / External	Quality Program(s)	Job
User 1	External	Hospitals - Inpatient Hospitals - Outpatient PPS-Exempt Cancer Hospitals	Qu
User 2	External	Hospitals - Inpatient	Da
User 3	Internal	Hospitals - Inpatient	Prc Suj
User 4	External	End-Stage Renal Disease Facility	Bus
User 5	External	Hospitals – Inpatient Hospitals - Outpatient	Qu

#### o Title

ality/Risk Manager

ta Compliance Manager

oject Manager for HSAG pport Contract

siness Analyst

ality Assurance of Data

# QUALITYNET (QNP) FINDINGS AT A GLANCE

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# FINDINGS AT A GLANCE

# Tasks Overview

Task Number	Task	First-Click Accuracy Pass / Fail
	News Tasks (Difficulty Rating: 3.4)	
1	Find the news article containing information about the release of the October 2016 Hospital Compare Preview Reports.	60% / 40%
2	Find Ambulatory Surgical Center news articles.	20% / 80%
	Submission Deadlines Tasks (Difficulty Rating: 3.1)	
3	You are participating in the Hospital Inpatient Quality Reporting Program. Find the program's submission deadlines.	80% / 20%
4	You are participating in the PPS-Exempt Cancer Hospital Quality Reporting Program. Find the program's submission deadlines.	60% / 40%
5	You are participating in the Hospital Outpatient Quality Reporting Program. Find the program's submission deadlines.	100% / 0%
6	You are participating in the Ambulatory Surgical Centers Quality Reporting Program. Find the program's submission deadlines.	80% / 20%

Task Completion Good / Average / Poor
0% / 60% / 40%
0% / 0% / 100%
40% / 0% / 60%
60% / 0% / 40%
60% / 40% / 0%
40% / 40% / 20%

#### FINDINGS AT A GLANCE

# Tasks Overview Continued

Task Number	Task	First-Click Accuracy Pass / Fail
	Specifications Documents Tasks (Difficulty Rating: 2.5)	
7	You are participating in the ESRD Quality Reporting Program. Find the measure specifications documents.	80% / 20%
8	You are participating in the Hospital Outpatient Quality Reporting Program. Find the measure specifications documents.	100% / 0%
9	You are participating in the Inpatient Psychiatric Facilities Quality Reporting Program. Find the measure specifications documents.	100% / 0%
	Measures Tasks (Difficulty Rating: 3.2)	
10	You are participating in the Ambulatory Surgical Centers Quality Reporting Program. Find the program's complete list of 2019 measures.	100% / 0%
11	You are participating in the Hospital Inpatient Quality Reporting Program. Find the program's complete list of 2019 measures.	60% / 40%
12	You are participating in the PPS-Exempt Cancer Hospitals Quality Reporting Program. Find the program's complete list of 2019 measures.	100% / 0%

<b>Task Completion</b> Good / Average / Poor
20% / 20% / 60%
100% / 0% / 0%
80% / 20% / 0%
80% / 20% / 0%
0% / 40% / 60%
100% / 0% / 0%

#### FINDINGS AT A GLANCE

# Tasks Overview Continued

Task Number	Task	First-Click Accuracy Pass / Fail
	CART Tasks (Difficulty Rating: 1.8)	
13	You are participating in the Hospital Inpatient Quality Reporting Program. Download CART for 2017.	100% / 0%
14	You are participating in the Hospital Outpatient Quality Reporting Program. Download CART for 2017.	100% / 0%
	Hospital Compare Tasks (Difficulty Rating: 2.5)	
15	You are participating in the Hospital Inpatient Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	80% / 20%
16	You are participating in the PPS-Exempt Cancer Hospitals Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	100% / 0%
17	You are participating in the Inpatient Psychiatric Facilities Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	100% / 0%

<b>Task Completion</b> Good / Average / Poor
20% / 60% / 20%
80% / 20% / 0%
0% / 40% / 60%
40% / 20% / 40%
100% / 0% / 0%

# QUALITYNET (QNP) FIRST IMPRESSION TESTING

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#### FIRST IMPRESSION TESTING

# First Impression Testing Scores

Rating	
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

<b>?</b> Qu	ality	let 🔓	og in to QualityNet Se og In	cure Portal (formerly M
Home M Hospitals -	y QualityNe Hospitals -	Physician	Ambulatory	PPS-Exempt
QualityNet Registration Hospitals - I Hospitals - C ASCs Cancer Hosp ESRD Faciliti Inpatient Psy Facilities	npatient Dutpatient itals es ychiatric	QualityNet I QualityNet I CMS will not upda 2018. The Centers for Me Ratings for July 20 update to give time tar ratings and to full Article »	Iews ate Hospital Compare dicare & Medicaid Servic 18, as previously schedu for additional analysis address stakeholder con	Overall Hospital Qualit Overall Hospital Qualit ves (CMS) will not update led. CMS has decided to of the impact of changes iccerns.
Getting Start QualityNet • Registration • Sign-In Inst • Security Sta • Password Ru • QualityNet S Security Poli	ructions tement iles ystem cy, PDF	In FREE - Ieadlines • MSPB, CEBP, ar • FY 2020 IQR Pr • CMS Releases J • Hospital IQR Pr • CMS Releases H Measures	d Corrected Pneumonia ogram Targeted Hospital uly 2018 Hospital Comp. ogram Claims-Based Me ISRs for the Hospital VBI	Mortality HSRs Now Avail Is Selected for Validation are Preview Reports on M asures HSRs for FY 2019 P Program Risk-Standardi
Join Listserv Sign up for No and Discussion	es tifications ns.	Hospital VBP FY     New CMS HSR 1     CMS releases A     FY 2018 progra	<sup>7</sup> 2020 Baseline Measure tutorial video released pril 2018 Hospital Comp m results for three Value	s Report Now Available are preview reports e-Based Purchasing progr
Known Issue Hospital Rep • Inpatient • EHR Incen Program • Hospital V Purchasing • Outpatient • Ambulatory Centers (AS) • PPS-Exempt Hospitals • Inpatient Ps Facilities • Secure File 1	is - orting tive alue-Based (VBP) Surgical CS) Cancer ychiatric	Longare site     Hospitals select     (Y 2018 OPPS/     (Y 2017 eC)M     Incentive Progr     (MS releases D     (MS releases D     (Stablished by the     (Stablished by the	ed for FY 2020 inpatient ASC final rule with comm ASC final Rule displayed imptions for Quality Proc min Wildfree Reporting Undates and I ams Issued commer 2017 Hospital tyNet Centers for Medicare & A	auality reporting chart-a nent_period pram participants in FEMA Resources for the Hospita Compare preview reports Medicaid Services (CMS),
(0,1)	r	providers and othe QualityNet is the o	rs. nlv CMS-approved websi	te for secure communicat

User	The webpage makes a positive first impression	The webpage looks easy to use and navigate	The we feel
User 1	3	2	3
User 2	3	2	2
User 3	2	1	1
User 4	4	4	4
User 5	2	1	2
Average Rating	2.8	2	2.4



# ebpage has a nice look and

# FIRST IMPRESSION TESTING First Impression Testing Quotes

"Crowded, a lot of information."

"Nothing captured my eye. A lot of print, very busy and compact."

"Relatively busy webpage."

"Very busy. A lot of information."

"Homepage is a little busy - a lot of information. Have to hover over everything and scroll down to look for stuff."

# FIRST IMPRESSION TESTING First Impression Word Clouds

Word clouds are visual representations of the most commonly used words and phrases. Words are displayed with a text size proportional to their frequency, i.e. frequently used words are given a larger text size.

#### of the webpage? know relatively filled only whole particularly sometimes scroll thing Pretty compact different specifications item hover third little stuff webpage eye over Crowded everything like always print manual well login manuals need nothing screen seems specs look Homepage maybe button use captured organized spots ormation

What are your first impressions

What do you remember about the webpage?



interested sign header ones know lot release tasks newest said attention



# QUALITYNET (QNP) FIRST-CLICK TESTING

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# FIRST-CLICK TESTING First-Click Accuracy

The below diagram is a visual representation of the First-Click Test, displaying a colored box per task per user. The colors indiate whether or not the user performed an accurate first click. It provides a visual indicaton of the worst performing tasks.

Note: All instances where the user's first click is the search bar are counted as a pass, even if it is not the primary method for completing the task.



#### Task 1

Home M	y QualityNe	t Help						
Hospitals -	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Faci	ilities *	Quality Improvement
QualityNet Registration + Hospitals - I + Hospitals - I - ASCE - Cancer Hosp - ESRO Paoliti - ESRO Paoliti - ESRO Paoliti - ESRO Paoliti - Sign-In Inst - Registration - Registration - Sign-In Inst - Registration - Security Pail - Security	repatient suppatient suppatient suppatient suppatient sites s suppatient supp	Unices QualityNet N MS will not unde 018. he Centers for Neu- tainos for July 20. pdate to give time tar ratings and to MSPB_CEPP_an MATIGE = teadlines MSPB_CEPP_an MATIGE = teadlines MSPB_CEPP_an Massuras Massuras Hospital V8P_FY New CMS HSEL CMS releases A Massuras Hospital V8P_FY New CMS HSEL MSS	surgical Centers Iter Hospital Compare. Iter Hospital VIII 2020 Baseline Measure Iter 12018 Measure	Cancer Prospitals Oxecrall Hospital Quality ese (CMS) will not update ese (CMS) will not update ese (CMS) will not update ese (CMS) addition for the impact of changes cerns. Mortality, HSBs Now, Avail s Selected for Validation are, Preview Resorts on th asures HSBs for FY 2019 Program Risk-Standard s Report Now Available are, preview reportsBased Purchasing, prog- guality, reportion chart-1	ty. Star Rating the Overall Ho postpore the J to some of the lable fav.42018 Available for D ized Mortality a rams updated o abstracted data	s Data in July s Data in July spital Quality Star measures on the ounload and Complication	Log II II Secur Down ID ( login - Down ID ( login - Port - Secu - Secu - Secu - Secu - Secu - Secu - Secur - S	Improveme to QualityNet e Portal nload Symantec required for ) al Resources refle Transfer Unces refle Transfer Stage Renal ses (ESRD) (20 Stage Renal ses (ESRD) (20 Stage Renal ses (ESRD) (20 Stage Cancer itals
Hospital Rep - Inpatient - EHR Incent Program - Hospital Vi Purchasing - Outpatient - Ambulatory Centers (ASI - PPS-Exempt	orting tive slue-Based (VBP) Surgical Cs) Cancer	CY 2018 OPPS// CY 2018 OPPS// CMS grants exe Northern Califor CY 2017 eCOH I Incentive Proors CMS releases D	SSC final rule with comm ASC Final Rule displayed motions for Quality Prog mia Wildfires Recorting Updates and F ms. Issued common 2017 Hospital (	nent. Reriod I Iram, participants in FEMA Resources for the Hospita Compare, preview reports	A disaster areas al IQR and Medi	affected by care EHB	Note: registr • CAR • CAR • CAR	First-time ation required loads F - Inpatient F - Outpatient F Module Design
Hospitals   Inpatient Psy Pacilities  Secure File 1 (SFT)  System Main QualityNet S Maintenance	tenance cheduled	About Qualit istablished by the i- uality improvement roviders and other QualityNet is the on xchange between: iomes, end stage r fore =	yNet Centers for Medicare & N It news, resources and o S. IN CMS-approved websi quality improvement or enal disease (ESRD) net	Medicaid Services (CMS), data reporting tools and in te for secure communica rganizations (Q10s), hosp tworks and facilities, and	QualityNet pro applications use tions and healt pitals, physician data vendors.	vides healthcare d by healthcare hcare quality data offices, nursing	Traini Qual Qual Cent Quer Tool • Tra • HCQ Man Port	ng ityNet Training ityNet Event er stion and Answe Training, MP4 inscript, PDF IS Identity agement (HIDM al User Guide
							Skille Facili • SNF	d Nursing ty Programs Value-Based

#### Task 2

Home My Quality	Net Help								Stational Contract		
ospitals - Hospitals npatient Outpatie	nt Physician Offices	Ambulatory Surgical Centers	PPS-Exem	pt spitals	ESRD Facilities	Inpatient Psychiatric Faci	ilities *	Quality Improvement			H
QualityNet	QualityNet N	Ambulatory Surgical C (ASC) Program	Center			Hor Nos .	Log in	to QualityNet			HR
Registration	Quantyrict in	Public Reporting					Secur	e Portal			P
Hospitals - Inpatient     Hospitals - Outpatient	CMS will not upda	E-mail Notifications	250	ital Quality	Star Rating	s Data in July	Login				H
ASCs	2018. The Centers for Mer	Specifications Manuals	1	not update ti	he Overall Ho	spital Quality Star					A
ESRD Facilities	Ratings for July 201	Measuras	as	decided to pr	ostpone the J	uly star ratings	- Down	nload Symantec required for			0
<ul> <li>Inpatient Psychiatric Pacilities</li> </ul>	star ratings and to	Re 40%	et e	of changes to	some of the	measures on the	login • Porta	al Resources	A		C
	Full Article >	Support Contact					Reso	urces			B
Getting Started with QualityNet	Headlines     MSPB, CEBP, and	Data Submission	58	s Now Availa	ble		Secu	Ine Portal			E
Registration	• FY 2020 IOR Pro	Registration	for	Validation			WMV	iment training,			P
Sign-In Instructions     Security Statement	· CMS Releases J	Webinars	R	ports on Ma	v 4, 2018						н
Password Rules	· Hospital IOR Pro	Outpatient and Ambul	atory s fe	or FY 2019 A	vailable for D	ownload	Quest	tions & Answers		1	1
QualityNet System     Security Policy, POE	<u>CMS Releases H</u>	Surgery Consumer	Rist	k-Standardize	ed Mortality a	nd Complication	Amb	ulatory Surgical			H
	Measures	Providers and System	s	Available			+ End-	Stage Renal			-
Join Listserves	New CMS HSR t	(OAS CAHPS)		Ave no bite			Dise.	ase (ESRD) QIP			C
Sign up for Notifications	CMS releases Ap	Training	re re	ports			+ Hosp	oitals - Outpatient			P
and Discussions.	FY 2018 program	n results for three Value	-Based Purch	asing program	ms updated o	n Hospitel	Inpa     Facil	tient Psychiatric			-
	Compare site						· PPS-	Exempt Cancer			R
Known Issues – Hospital Reporting	Hospitals selection	ed for FY 2020 inpatient	quality report	ting chart-ab	stracted data	validation	Hosp	pitals			E
Inpatient	• CY 2018 OPPS//	SC Final Rule displayed	tenc period				Note:	First-time			R
EHR Incentive     Program	CMS grants exer	mptions for Quality Prog	ram participar	nts in FEMA o	fisaster areas	affected by	registr	ation required			-
Hospital Value-Based	Northern Califor	nia Wildfires					Down	loads			-
Outpatient	CY 2017 eCOM I Incentive Proof	Reporting Updates and R	Resources for t	the Hospital	IQR and Med	care EHR	· CAR	T - Inpatient			U
Ambulatory Surgical	CMS releases De	cember 2017 Hospital C	Compare previ	ew reports			CART     CART	T - Outpatient			D
PPS-Exempt Cancer							- CAR	r riousie stesigner			D
Hospitals	About Qualit	vNet					Tenini				-
<ul> <li>Inpatient Psychiatric</li> </ul>							Traini	itutiet Training			1

## Task 3

Home	My Quality
Hospitals - Inpatient	Hospitals Outpatien
Hospital Inc. Reporting Pa	ent Quality fram
Public Report	ing
Hospital Cons Assessment of Providers and (HCAHPS)	sumer of Healthcare d Systems
Claims-Based Measure	and Hybrid
Benchmarks	of Care
Electronic Cli Measures (eC	nical Quality CQMs) Reporting
Healthcare-A Infections (H	ssociated AI)
Hospital-Acqu (HAC) Reduct	uired Condition tion Program
Overall Hospi	tal Ratings
Hospital Valu Purchasing (F	e-Based HVBP)
Hospital Read Reduction Pro	dmissions ogram (HRRP)
E-mail Notific	ations
Registration	
Specifications	s Manual
Data Collectio	on (& CART)
Data Su	- AD
Data Validatio	on (Chart- eCQMs)
Training	
Facilities     Secure Fil     (SFT)	le Transfer



#### Task 4

Home M	y Quality	Net Help						
ospitals -	Hospitals Outpatien	- Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Faciliti	es Inpatient Psychiatric Fac	ilities *	Quality Improvement
OualityNet		QualityNet	Nowe	PPS-Expot Cancer H Quality eporting Prog	ospital Iram	More News -	Login	to QualityNet
Registration		Quantynet	iews	E-mail Notifications		Fight Internal P	Secur	e Portal
<ul> <li>Hospitals - 1</li> <li>Hospitals - 0</li> </ul>	npatient Outpatient	CMS will not upd	ate Hospital Compare	Registration		tings Data in July	Login	
ASCs Cancer Hose	itals	The Centers for Me	dicare & Medicaid Servic	Measures		II Hospital Quality Star	- Developed Competence	
ESRD Faciliti	es	Ratings for July 20 update to give time	18, as previously schedu for additional analysis of	Data Collection		the July star ratings If the measures on the	ID (I	required for
<ul> <li>Inpatient Psy Facilities</li> </ul>	ychiatric	star ratings and to	address stakeholder con	Data 00%			login     Porta	) al Resources
	_	Full Article >		Webinars			• Secu	re File Transfer
Getting Start	ted with	Headlines		Public Reporting		1	• Secu	ire Portal
• Registration		HSPB. CEBP. at     FY 2020 108 P	ogram Targeted Hospital	Support Contact			Enro	llment Training,
Sign-In Inst	ructions	CMS Releases )	uly 2018 Hospital Compa	Resources		8		
Password Ru	les	· Hospital IOR Pr	ogram Claims-Based Mer	Training		for Download	Quest	ions & Answers
<ul> <li>QualityNet S Security Poli</li> </ul>	cy, PDF	CMS Releases I	ISRs for the Hospital VBF	Program Risk-Standard	Deed Enforce	ality and Complication	Amb     Cent	ulatory Surgical
		Hospital VBP F	2020 Baseline Measures	Report Now Available			. End-	Stage Renal
Join Listserv	es	- New CMS HSR	tutorial video released				Hosp	ase (ESRD) QIP pitals - Inpatient
Sign up for No	tifications	CMS releases April 2018 Hospital Compare preview reports						itals - Outpatient
		FY 2018 progra Compare site	m results for three Value	-Based Purchasing prog	rams upda	ted on Hospital	Facil	ities
Known Issue	is -	Hospitals select	ed for FY 2020 inpatient	quality reporting chart-a	bstracted	data validation	PPS- Hose	Exempt Cancer sitals
Hospital Rep	orting	· CY 2018 OPPS/	ASC final rule with comm	ent period			Notes	First-time
EHR Incent	tive	· CY 2018 OPPS/	ASC Final Rule displayed				registr	ation required
Program     Hospital Va	alue-Based	<u>CMS grants exe</u> Northern Californers	mptions for Quality Prog mia Wildfires	ram participants in FEM/	disaster	areas affected by	_	
Purchasing	(VBP)	• CY 2017 eCQM	Reporting Updates and R	lesources for the Hospita	I IQR and	Medicare EHR	Down	loads
Outpatient     Ambulatory	Surgical	Incentive Progr	ams Issued				· CAR	F - Outpatient
Centers (AS	Cs)	<ul> <li>CMS releases 0</li> </ul>	ecember 2017 Hospital (	Compare preview reports	1		· CAR	l' Module Designer
Hospitals	- Cer	About Quali	tyNet					
<ul> <li>Inpatient Psy Facilities</li> </ul>	ychiatric	About Quali	cynet				• Oual	ing ityNet Training
Inpatient Psy Facilities     Secure File 1	ychiatric Transfer	About Quali	Centers for Medicare & N	tedicaid Services (CMS),	QualityNe	et provides healthcare	Traini • Qual • Qual	ing ityNet Tra ityNet Ev
(SFT)		quality improveme providers and othe	nt news, resources and d rs.	ata reporting tools and a	application	is used by healthcare	Cent     Ques     Tool	er ition and Answer Training, MD4

#### Task 5

Home M	y QualityNe	et Help								
tospitals - ,	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Faci	ilities *	Quality Improvement		
QualityNet	Hospital O Reporting	tient Quality	owc			More News a	Log in	to QualityNet		
Registration	Public Report	ing	ews			PIOLE NEWS -	Secur	e Portal		
<ul> <li>Hospitals - 1</li> <li>Hospitals - 0</li> </ul>	E-mail Notific	ations	te Hospital Compare	Overall Hospital Quali	ty Star Rating	s Data in July	Login			
ASCs     Cancer Hose	Registration		icare & Medicaid Services (CMS) will not update the Overall Hospital Quality Star							
ESRD Facilit	Specifications	Manual	<ol> <li>as previously scheduled. CMS has decided to postpone the July star ratings for additional analysis of the impact of changes to some of the measures on the iddress stakeholder concerns.</li> </ol>					<ul> <li>Download Symantec</li> <li>ID (required for</li> </ul>		
<ul> <li>Inpatient Ps Facilities</li> </ul>	Benchmarks	of Care						login) • Portal Resources		
	Measures						• Secu	re File Transfer		
Getting Star	Overall Hospi	tal Ratings					· Secu	urces ire Portal		
QualityNet - Registration	Data Collectio	(& CART)	Corrected Pneumonia	Mortality HSRs Now Ava	(able		Enro	llment Training,		
Sign-In Inst	Data S	16	ly 2018 Hospital Compl	are Preview Reports on I	fay 4, 2018					
<ul> <li>Security State</li> <li>Password Ri</li> </ul>	Data Validati		gram Claims-Based Mer	asures HSRs for FY 2019	Available for D	ownload	Quest	ions & Answers		
QualityNet S	Webjearr		SRs for the Hospital VB	P Program Risk-Standard	ized Mortality a	nd Complication	- Amb	ulatory Surgical		
Join Listserv Sign up for No and Discussio	Outpatient ar Surgery Cons Assessment of Providers and (OAS CAHPS)	nd Ambulatory sumer of Healthcare J Systems	2020 Baseline Measures Report Now Available 2020 Baseline Measures Report Now Available dl 2018 <i>Hospital Compare preview reports</i> n results for three Value-Based Purchasing programs updated on <i>Hospital</i>					Centers • End-Stage Renal Disease (ESRD) QIP Hospitals - Inpatient • Hospitals - Outpatient • Inpatient Psychiatric Facilities		
Known Issue	Support Cont	act	d for FY 2020 inpatient	quality reporting chart-	abstracted data	validation	PPS- Hose	Exempt Cancer		
Hospital Rep • Inpatient • EHR Incen	Training	• CY 2018 OPPS	SC final rule with comm ASC Final Rule displayed	nent period			Note: registr	First-time ation required		
Program • Hospital Vi Purchasing • Outpatient • Ambulatory Centers (AS	alue-Based (VBP) Surgical Cs)	CMS grants exi Northern Califo CY 2017 eCOM Incentive Progr CMS releases C	motions for Quality Prooram carticipants in FENA disaster areas affected by mia Wildfree Reporting Updates and Resources for the Hospital IOR and Medicare EHR am Issued Hosmber 2017 Hospital Compare preview reports					loads F - Inpatient F - Outpatient F Module Designer		
Hospitals     Inpatient Ps     Facilities	ychiatric	About Quali	ityNet				Traini • Qual	ng ityNet Training		
Secure File 1     (SFT)	Transfer	Established by the quality improvement providers and other	Centers for Medicare 8. M int news, resources and d irs.	dedicaid Services (CMS), data reporting tools and	, QualityNet pro applications use	vides healthcare d by healthcare	Qual Cent Ques Tool	er er ition and Answer Training, MP4		

## Task 6

Home M	ly QualityN	et Help							
Hospitals - , Inpatient	Hospitals - Outpatient	Physician     Offices	Ambulatory Surgical Centers	PPS-Ex Cancer	empt Hospitals	ESRD Facilities	Inpatient Psychiatric Fac	ilities *	Quality Improvement
QualityNet		QualityNet N	Ambulatorurgical ( (ASC) Program	Center			More News +	Log in	to QualityNet
Hospitals - 1     Hospitals - 0	Inpatient Outpatient	CMS will not upda	E-mail Notifications		espital Qualit	ty Star Rating	s Data in July	Login	c r ortor
ASCs     Cancer Hose	nitals	2018. The Centers for Med	Specifications Manual	s	vill not update	the Overall Ho	spital Quality Star		
ESRD Facilit     Innatient Ps	ies	Ratings for July 201 update to give time	Measures		as decided to ct of changes	postpone the Ju to some of the	uly star ratings measures on the	ID (r	equired for
Facilities		star ratings and to a	Resources					Porta	l Resources
		Full Article >	Support Contact					Secu Reso	re File Transfer urces
Getting Star QualityNet	ted with	Headlines     MSPB, CEBP, and	Data		SRs Now Avai	lable		Secure	re Portal Iment Training
- Registration	nutions.	• FY 2020 IQR Pro	Registration		for Validation			WMV	,
Security Statement     Password Rules     QualityNet System     Security Policy, PDF		CMS Releases Ju	Webinars		Reports on M	1av 4, 2018			
		Hospital IQR Pro     CMS Releases H     Manufactures	etal IQR Pro Outpatient and Ambulatory Releases H Surgery Consumer Assessment of Healthcare		s for FY 2019 Risk-Standard	Available for D ized Mortality a	ownload nd Complication	• Amb	ions & Answers ulatory Surgical ers
		Hospital VBP FY	Providers and Systems (OAS CAHPS)		ow Available			• End- Diser	Stage Renal ase (ESRD) QIP
Sign up for No	otifications	<u>New CMS HSR to</u> <u>CMS releases Ac</u>	Training		reports			<ul> <li>Hosp</li> <li>Hosp</li> </ul>	itals - Inpatient itals - Outpatient
and Discussio	(1)+	FY 2018 program     Compare site	results for three Value	e-Based P	archasing prog	rams updated o	n Hospital	• Inpa Facili	tient Psychiatric ties
Known Issue	es -	Hospitals selecte	d for FY 2020 inpatient	quality re	porting chart-a	abstracted data	validation	PPS- Hosp	Exempt Cancer itals
Hospital Rep • Inpatient	oorting	<u>CY 2018 OPPS/A</u> <u>CY 2018 OPPS/A</u>	SC final rule with comm SC Final Rule displayed	nent perio	d			Note:	First-time ation required
Program • Hospital V	alue-Based	<u>CMS grants exen</u> Northern Californ	notions for Quality Proc	aram parti	cipants in FEM/	A disaster areas	affected by		
Purchasing • Outpatient	g (VBP)	CY 2017 eCOM R Incentive Program	eporting Updates and P	Resources	for the Hospita	al IOR and Medi	care EHR	· CART	loads [ - Inpatient
Ambulatory Centers (AS	Surgical Cs)	<u>CMS releases De</u>	cember 2017 Hospital	Compare (	preview reports			CART     CART	r - Outpatient Module Designer
Hospitals Inpatient Ps	ychiatric	About Quality	/Net					Traini	ng
Facilities • Secure File Transfer (SFT) Established by t quality improver providers and ot		Established by the C quality improvement providers and others	Centers for Medicare & Medicaid Services (CMS), QualityNet pro- t news, resources and data reporting tools and applications users.				QualityNet Tr     vides healthcare     d by healthcare     Question and		ityNet Event er tion and Answer

#### Task 7

Home My Quality	Net Help						
lospitals - Hospitals npatient Outpatie	nt Physi	cian . es	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facilit	ties Quality Improvement
QualityNet Registration	Quality	yNet N	ews		ESRE BOR	oncentive P)	Log in to QualityNet Secure Portal
Hospitals - Inpatient     Hospitals - Outpatient     ASCs     Cancer Hospitals     ESRD fic cies     Inpatient Psychiatric     Facilities	CMS will n 2018, The Center Ratings for update to g star ratings Full Article	s for Med July 2011 give time is and to a	te Hospital Compare icare & Medicaid Servic 5, as previously schedu for additional analysis ddress stakeholder cor	Overall Hospital Quali es (CMS) will not update lied. CMS has decided to of the impact of changes icerns.	ty Star Rating the Overall Ho postpone the X to some of the	s Data in July spital Quality Star uly star ratings measures on the	Login 
Getting Started with QualityNet • Registration • Sign-In Instructions	Headlines • MSPB.J • FY 2020 • CMS Re	CEBP. and D IQR Pro	Corrected Pneumonia pram Targeted Hospital	Mortality HSRs Now Ava Is Selected for Validation are Preview Reports on N	lable lav 4, 2018		Resources • Secure Portal Enrollment Training, WMV
Security Statement     Password Rules     QualityNet System     Security Policy, PDF	Hospita     CMS Re     Measure	l IQR Pro	pram Claims-Based Me Rs for the Hospital VB	asures HSRs for FY 2019 P Program Risk-Standard	Available for D ized Mortality a	ownload nd Complication	Questions & Answers      Ambulatory Surgical     Centers      End-Stage Renal
Join Listserves Sign up for Notifications and Discussions.	Hospita     New CN     CMS rel     FY 2018     Compare	IS HSR tu leases Ap 8 program	torial video released ril 2018 Hospital Comp results for three Value	are preview reports e-Based Purchasing prog	rams updated o	n Hoseital	Disease (ESRD) QIP Hospitals - Inpatient Hospitals - Outpatient Inpatient Psychiatric Facilities
Known Issues - Hospital Reporting • Inpatient • EHR Incentive	Hospita <u>CY 201</u> <u>CY 201</u>	Is selecte 8 OPPS/A 8 OPPS/A	d for PY 2020 inpatient SC final rule with comr SC Final Rule disolayed	: quality reporting chart-: nent period I	bstracted data	validation	PPS-Exempt Cancer Hospitals     Note: First-time registration required
Program Hospital Value-Based Purchasing (VBP) Outpatient Ambulatory Surgical Centers (ASCs) PDS. Events Casco	CMS on Norther     CY 201 Incentio     CMS rel	ants exen n Californ 7 eCQM B re Program leases De	otions for Quality Prov ia Wildfires exorting Updates and I ms Issued cember 2017 Hospital	oram participants in FEM/ Resources for the Hospitz Compare preview reports	Ligaster areas	care_EHR	Downloads • CART - Inpatient • CART - Outpatient • CART Module Designer
Hospitals	About	Quality	/Net				Training

#### Task 8

Home M	ty Quality	let Help								
Hospitals -	Hospitals -	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Faci	lities *	Quality Improvement		
QualityNet Registration	Hospital Ou Reporting P Public Repo	tpatient Quality rogram rting	ews			More News >	Log in Secur	to QualityNet e Portal		
<ul> <li>Hospitals - 1</li> <li>Hospitals - (</li> <li>ASCs</li> <li>Cancer Hosp</li> <li>ESRD Facilit</li> <li>Inpatient Ps</li> <li>Facilities</li> </ul>	E-mail Notif Registration Spected Benchmark	s of Care	te Hospital Compare licare & Medicaid Servic 8, as previously schedu for additional analysis o ddress stakeholder con	Overall Hospital Quali es (CMS) will not update led. CMS has decided to of the impact of changes cerns.	ty Star Rating the Overall Ho postpone the J to some of the	s Data in July spital Quality Star uly star ratings measures on the	Down Down ID (r login Porta Secu	nload Symantec required for ) ) al Resources ire File Transfer		
Getting Star QualityNet • Registration • Sign-In Inst	Overall Hos Data Collect	pital Ratings tion (& CART)	6 Corrected Pneumonia gram Targeted Hospital	Mortality HSRs Now Ava s Selected for Validation	iable		Reso • Secu Enro WMV	urces ire Portal Ilment Training,		
<ul> <li>Security Sta</li> <li>Password Ri</li> <li>QualityNet S Security Pol</li> </ul>	Data Valida Webinars	tion	gram Claims-Based Mer SRs for the Hospital VB	Quest - Amb Cent	ions & Answers ulatory Surgical ers					
Join Listserv Sign up for No and Discussio	Outpatient Surgery Co Assessment Providers an (OAS CAHP	and Ambulatory nsumer t of Healthcare nd Systems S)	2020 Baseline Measures Report Now Available dorial video released nil 2018 Mospital Compare preview reports negults for three Value-Based Purchasing programs updated on Hospital					End-Stage Renal Disease (ESRD) QIP Hospitals - Inpatient Hospitals - Outpatient Inpatient Psychiatric Endifiere		
Known Issue Hospital Rep • Inpatient • EHR Incen	Support Co Training	• <u>CY 2018 OPPS</u>	d for FY 2020 inpatient SC final rule with comm /ASC Final Rule disolayed	quality reporting chart-	abstracted data	validation	PPS- Hosp Note: registr	Exempt Cancer itals First-time ation required		
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<ul> <li>PPS-Exempt Hospitals</li> <li>Inpatient Ps Facilities</li> <li>Secure File (SFT)</li> </ul>	t Cancer sychiatric Transfer	About Qualit Established by the quality improveme providers and other	ityNet Centers for Medicare & Ment news, resources and c prs.	fedicaid Services (CMS), lata reporting tools and	QualityNet pro	vides healthcare d by healthcare	Traini • Qual • Qual Cent • Ques	ng ityNet Training ityNet Event er ition and Answer		

## Task 9

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Cancer Hospitals	The	1
ESRD Facilities	Rat	1
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Sign-In Instructions	· ·	1
Security Statement	•	5
Password Rules	•	H
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Hospital Reporting		-
Inpatient		5
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<ul> <li>Hospital Value-Based</li> </ul>		b
Purchasing (VBP)	•	2
- Outpatient		Ŀ
Centers (ASCs)		c
PPS-Exempt Cancer		
Hospitals		
Inpatient Psychiatric	A	u
Facilities		
Secure File Transfer     (cert)	Est	al
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e »				Resources		Transfer
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Releases J	ulv 2018 Hospital Compa	re Preview Reports on N	tay 4, 2018	APU Recipients		-
tal IQR Pri	ogram Claims-Based Mea	sures HSRs for FY 2019	Available for Do	APU Reconsidera	tion	& Answers
ires	ons for the mospital VBP	Program Kisk-Standard	izeo Mortanty ar	Public Reporting	of Data	ourgical
tal VBP FY	2020 Baseline Measures	Report Now Available		Training		Renal SRD) OTP
MS HSR t eleases Ar 18 program are site tals select 18 OPPS/r 18 OPPS/r	utorial video released oril 2018 Hospital Compa m results for three Value ed for FY 2020 inpatient. ASC final rule with comm ASC Final Rule displayed methors for Quality Pro-	re preview reports -Based Purchasing progr suality reporting chart-a rent period	rams updated or	Hoseital alidation	Hospiti     Hospiti     Inpatie     Facilitie     PPS-Ex     Hospiti     Note: Fi     registrat	als - Inpatient als - Outpatient ent Psychiatric es cempt Cancer als rst-time ion required
ern Califor 17 eCQM bive Proor	nia Wildfires Reporting Updates and R ams Issued ecember 2017 Hospital C	esources for the Hospita	I IQR and Medic	are EHR	Downlo • CART - • CART - • CART N	ads Inpatient Outpatient Iodule Designe
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ed by the opprovement and other	Centers for Medicare & N ht news, resources and d rs.	ledicaid Services (CMS), ata reporting tools and a	QualityNet prov applications used	ides healthcare I by healthcare	Quality     Quality     Center     Question     Tool Tr	Net Training Net Event on and Answer

#### Task 10

Home My Orality	Help							
Hospitals - Hospitals Inpatient Outpatien	Physician t Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Faci	ilities *	Quality Improvement	
QualityNet Registration • Hospitals - Inpatient • Hospitals - Outpatient • ASCs • Cancer Hospitals	QualityNet N CMS will not upda 2018. The Centers for Mee	Ambulatory Surgical C (ASC) Program Public Reporting E-mail Notifications Specifications Manuals	s vill not update	t <mark>v Star Rating</mark> the Overall Ho	<u>More News -</u> s Data in July spital Quality Star	Log in Secure Login	to QualityNet Portal	
ESRD Facilities     Inpatient Psychiatric     Facilities  Getting Started with QualityNet     Registration	Ratings for July 201 update to give time star ratings and to i Full Article > Headlines • <u>MSPB, CEBP, an</u>	Resources Support Contact Data Submission Registration	SRs Now Ava	to some of the	uly star ratings measures on the	ID (no login) • Portal • Secur Resou • Secur Enroll	equired for Resources e File Transfer roes e Portal ment Training,	
Sign-In Instructions     Security Statement     Password Rules     QualityNet System     Security Policy, PDF	CMS Releases Ju Hospital IQR Pro     CMS Releases H Measures     Hospital VBP FY	Webinars Outpatient and Ambul Surgery Consumer Assessment of Health Providers and System (OAS CAHPS)	etory <u>s for FY 2019</u> atory <u>s for FY 2019</u> Risk-Standard care <u>s pw Available</u>	lav 4. 2018 Available for D ized Mortality a	ownload nd Complication	Questi - Ambu Cente - End-S Disea	ans & Answer: latory Surgical rs tage Renal se (ESRD) QIP	
Join Listserves Sign up for Notifications and Discussions.	New CMS HSR b     CMS releases Ap     FY 2018 program     Compare site	Training reports results for three Value-Based Purchasing programs updated on Hospital				Hospitals - Inpatie     Hospitals - Outpatie     Inpatient Psychiatr     Facilities		
Known Issues – Hospital Reporting • Inpatient • EHR Incentive Program	Hospitals selecter     CY 2018 OPPS/A     CY 2018 OPPS/A     CY 2018 OPPS/A     CMS grants exer	ed for FY 2020 inpatient (SC final rule with comm (SC Final Rule displayed motions for Quality Prog	quality reporting chart- tent period ram participants in FEM	ebstracted data	validation	Hospi Note: F registra	irst-time tion required	
Hospital Value-Based Purchasing (VBP)     Outpatient     Ambulatory Surgical Centers (ASCs)     PPS_Exempt Cancer	Northern Califor • CY 2017 eCOM F Incentive Progra • CMS releases De	nia Wildfires Reporting Updates and F ms Issued Icember 2017 Hospital (	Resources for the Hospiti Compare preview reports	I IOR and Med	care EHR	Downle • CART • CART • CART	oads - Inpatient - Outpatient Module Designe	
PPS-Exempt Cancer Hospitals Inpatient Psychiatric		tyNet				Trainin	g	

#### Task 11

Home My Qu	lityNet Help	•					
Hospitals - Hos Inpatient Out	atient Phys	es Ambulatory Surgical Centers	PPS-Exempt     Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Fact	lities *	Quality Improvement
tosp <b>40%</b> int Qua Report Frogram	ty Qualit	vNot Nows		1	Mare News a	Log in	to QualityNet
Public Reporting	Quant	ynet news			Hate Henry P	Secure	Portal
Hospital Consumer Assessment of Healtho Providers and Systems	re 118. e Center	not update Hospital Compa rs for Medicare & Medicaid Ser	re Overall Hospital Quali	ty Star Rating	spital Quality Star	Login	load Symantec
(HCAHPS)	date to	r July 2018, as previously scho give time for additional analys	eduled. CMS has decided to is of the impact of changes	postpone the J to some of the	measures on the	ID (re	equired for
Claims-Bee and Hyb Measure	id ar rating	s and to address stakeholder	concerns.			Portal     Secur	Resources e File Transfer
Benchmarks of Care	adline					Resou	irces
Electronic Clinical Qua Measures (eCQMs) Re	orting FY 202	CEBP. and Corrected Pneumor 0 IOR Program Targeted Hosp	ia Mortality HSRs Now Ava	lable		Security     Enroll     WHV	ment Training,
Healthcare-Associated	CMS R	cleases July 2018 Hospital Co	moare Preview Reports on M	lav 4. 2018			
Infections (HAI)	Hospita	I IQR Program Claims-Based	Measures HSRs for FY 2019	Available for D	beolowo	Questi	ons & Answers
(HAC) Reduction Progr	m Measur	eleases HSRs for the Hospital	VBP Program Risk-Standard	ized Mortality a	and Complication	Ambu Cente	llatory Surgical Irs
Overall Hospital Rating	Hospite	VBP FY 2020 Baseline Meas	ures Report Now Available			End-S     Disea	itage Renal se (ESRD) OIP
Hospital Value-Based	New Cl	MS HSR tutorial video release	1			• Hospi	tals - Inpatient
Purchasing (HVBP)	CMS re	leases April 2018 Hospital Co	mpare preview reports	rame undated on	- Haraltal	Hospi     Inpati	tais - Outpatient ient Psychiatric
Hospital Readmissions Reduction Program (H	RP) Compa	re site	inverses encreaning prog	and updated o	ALL LINE STERL	Facilit • PPS-E	ies ixempt Cancer
E-mail Notifications	Hospita	als selected for FY 2020 inpati	ent quality reporting chart-	abstracted data	validation	Hospi	tals
Registration	CY 201	8 OPPS/ASC final rule with co	mment period			Note: I	First-time
Specific Manual	CMS or	ants exemptions for Quality P	rooram participants in FEM	A disaster areas	affected by	registra	tion required
Data Collection (& CAS	Northe	rn California Wildfires			100000	Downle	oads
Data Submission	CY 201 Incenti	7 eCQM Reporting Updates an ve Programs Issued	d Resources for the Hospita	I IQR and Medi	care_EHR	· CART	- Inpatient
Data Validation (Chart	CMS re	leases December 2017 Hospit	al Compare preview reports			• CART	Module Designer
Training	About	QualityNet				Trainin	1g
Secure File Transfe (SFT)	Establisher quality imp providers a	d by the Centers for Medicare provement news, resources ar and others.	& Medicaid Services (CMS), d data reporting tools and a	QualityNet pro applications use	wides healthcare ad by healthcare	Qualit     Qualit     Cente     Quest     Tool	tyNet Training tyNet Event tr tion and Answer

## Task 12

Hospitals -	Hospitals -
	Outpatient
QualityNet	
<ul> <li>Registration</li> <li>Hospitals - In</li> <li>Hospitals - O</li> </ul>	upatient CN
ASCs     Cancer Hosp	tals Th
ESRD Facilitie     Inpatient Psy     Eacilities	chiatric up
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Getting Start	ed with He
QualityNet     Registration	
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Security Stat	ement
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Hospital Repo	orting .
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Outpatient	
Ambulatory S	Surgical
PPS-Exempt	Cancer
Hospitals	
Inpatient Psy     Englisher	chiatric
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#### Task 13

Home My Qualit	Net Help						
Hospitals - Hospital Inpatient Outpatie	s - Physician offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facili	ities *	Quality Improvement
Hospital Inpatient Quality Reporting Program	QualityNet	Nowe			Mara Nava a	Log in	to QualityNet
Public Reporting	Quantywet	news			Hole news.r	Secur	e Portal
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)	45 will not up 18. e Centers for M tings for July 20	late Hospital Compare edicare & Medicaid Servic 018, as previously schedu	Overall Hospital Quali es (CMS) will not update led. CMS has decided to	the Overall Ho postpone the J	s Data in July spital Quality Star uly star ratings	• Down	nload Symantec
Claims-Based and Hybrid Measure	ar ratings and to	e for additional analysis o address stakeholder con	of the impact of changes cerns.	to some of the	measures on the	login) • Portal Resources • Secure File Transfer Resources	
Benchmarks of Care	II Article >						
Electronic Clinical Quality     MSPB.CEBP.and Corrected Pneumonia Mortality.HSRa.Now Available     Py 2020 LOR Program Tangeted Moscials Selected for Validation					Secure Portal Enrollment Training, WMV		
Healthcare-Associated Infections (HAI)	CMS Releases Hospital IQR P	July 2018 Hospital Comp rogram Claims-Based Me	are Preview Reports on N asures HSRs for FY 2019	lav 4. 2018 Available for D	ownload	Quest	ions & Answers
Hospital-Acquired Conditio (HAC) Reduction Program	CMS Releases Measures	HSRs for the Hospital VB	P Program Risk-Standard	ized Mortality a	and Complication	Ambi Centi	ulatory Surgical ers
Overall Hospital Ratings	Hospital VBP F	Y 2020 Baseline Measure	s Report Now Available			End-	Stage Renal ase (ESRD) QIP
Hospital Value-Based Purchasing (HVBP)	New CMS HSR	New CMS HSR tutorial video released CMS releases April 2018 Hospital Compare, preview reports				Hospitals - Inpatien     Hospitals - Outpatie     Inpatient Psychiatri     Facilities     PPS-Exempt Cancer	
Hospital Readmissions Reduction Program (HRRP)	EY 2018 progr Compare site	FY 2018 program results for three Value-Based Purchasing programs updated on Hospital Compare site					
E-mail Notifications	CY 2018 OPPS	ted for PY 2020 inpatient /ASC final rule with comm	ouality reporting chart-a nent period	ebstracted data	validation	Hospitals	
Registration	CY 2018 OPPS	ASC Final Rule displayed				Note: First-time registration required	
Specifications Manual	CMS grants ex Northern Calify	emptions for Quality Proc ornia Wildfires	ram participants in FEMA	disaster area:	affected by		
Data Submission	CY 2017 eCON Incentive Prop	Reporting Updates and I rams Issued	Resources for the Hospita	I IOR and Med	care EHR	CART     CART	40%
Data Validation (Chart- bitrarded b.acCMa)					CART - Outpatient     CART Module Design		
Training	About Qual	ityNet				Traini	ng

#### Task 14

Home M	y QualityN	et Help						
lospitals -	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Faci	ilities *	Quality Improvement
QualityNet Registration • Hospitals - 1 • Hospitals - 0	Hospital Out Reporting Pr	patient Quality ogram	owe			More News a	Log is	to QualityNet
	Public Report	ting	ews More News >				Secure Portal	
	E-mail Notifi	cations	te Hospital Compare	Overall Hospital Quali	ty Star Rating	s Data in July	Login	
ASCs     Cancer Hore	Registration		licare & Medicaid Servic	icare & Medicaid Services (CMS) will not update the Overall Hospital Quality Star			-	
Cancer Hosp     ESRD Facilit     Inpatient Ps     Facilities	Specification	s Manual	8, as previously schedu	8, as previously scheduled. CMS has decided to postpone the July star ratings				required for
	Benchmarks	of Care	iddress stakeholder concerns.			login) • Portal Resources • Secure File Transfer Resources • Secure Portal Enrollment Training, WMV		
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Getting Star QualityNet • Registration • Sign-In Inst	Overall Here	(& CART)	L Corrected Pneumonia Mortality HSBs Now Available gram Tarceted Hoseitals Selected for Validation					
Security Sta	Data Submis	sion	IV 2018 Hospital Comp	are Preview Reports on P	Available for D	healawa	Questions & Answer	
QualityNet S	Data Validat	ion	SRs for the Hospital VBP Program Risk-Standardized Mortality and Complication				Ambulatory Surgical	
Security Pol Webinars Outpatient and Ambulatory Join Listsery Surgery Consumer Sign up for Ne Assessment of Healthcare and Discussio (OAS CAHPS)		2020 Baseline Measures Report Now Available dorial video released ril 2018 Hospital Compare preview reports h. repuits For three Value-Based Purchasing programs updated on Hospital			Centers • End-Stage Renal Disease (ESRD) QIP • Hospitals - Inpatient • Hospitals - Outpatien • Inpatient Psychiatric Excitition			
Kanana Tana	Support Con	tact	d for EV 2020 innation	quality reporting chart.	heterated data	validation	· PPS	Exempt Cancer
Hospital Rep	Training		ISC final rule with comment period			Hos	ncels	
Inpatient     EHR Incentive     Program		CY 2018 OPPS/     CMS grants exe Northern California	ASC Final Rule displayed	SC Final Rule displayed metions for Quality Program participants in FENA disaster areas affected by			Downloads • CART • CART	
Outpatient     Ambulatory     Centers (AS)	(VBP) Surgical Cs)	CY 2017 eCOM     Incentive Progr      CMS releases D	maxminerse Reporting Updates and Resources for the Hospital IOR and Medicare EHB mis Tasued ecember 2017. Hospital Compare preview reports					
Hospitals • Inpatient Psy Facilities	ychiatric	About Quali	tyNet				Train	ing ityNet Training
Secure File 1     (SFT)	fransfer	Established by the quality improveme providers and othe	Centers for Medicare 8.1 nt news, resources and o rs.	Hedicaid Services (CMS), data reporting tools and i	QualityNet pro applications use	vides healthcare d by healthcare	Qual     Cent     Que     Tool	ityNet Event er stion and Answer Training MD4

#### Task 15

Home	My Quality
Hospitals Inpatient	Hospitals Outpatient
Hospit Con Report	patient Quality
Hospital Co Assessment Providers at (HCAHPS)	nsumer t of Healthcare nd Systems
Claims-Bas Measure	ed and Hybrid
Benchmark	s of Care
Electronic C Measures (r	linical Quality eCQMs) Reporting
Healthcare- Infections (	Associated HAI)
Hospital-Ac (HAC) Redu	quired Condition action Program
Overall Hos	pital Ratings
Hospital Val Purchasing	ue-Based (HVBP)
Hospital Re Reduction P	admissions Program (HRRP)
E-mail Notif	fications
Registration	
Specificatio	ns Manual
Data Collec	tion (& CART)
Data Submi	ission
Data Valida Abstracted	tion (Chart- & eCQMs)
Training	
Facilities     Secure     (SET)	s File Transfer



## Task 16

	and a						
Home My Quality	Net Help						
Inpatient Outpatier	t Offices	Ambulatory Surgical Centers	Cancer Hospitals	ESRD Facilities	Inpatient     Psychiatric Faci	ilities Quality Improvement	
QualityNet Registration	QualityNet N	lews	PPS-Exempt Cancer H Quality Reporting Prog	ospital Iram	More News >	Log in to QualityNet Secure Portal	
Hospitals - Inpatient     Morpitals - Outpatient	CMS will not upda	te Hospital Compare	Registration	ti	ngs Data in July	Login	
ASCs	2018. The Centers for Mer	dicare & Medicaid Servic	Measures		Hospital Quality Star		
Cancer Hospitals     ESRD Facilities	Ratings for July 201	8, as previously schedu	Data Collection	th	e July star ratings	<ul> <li>Download Symantec ID (required for</li> </ul>	
<ul> <li>Inpatient Psychiatric Facilities</li> </ul>	star ratings and to	address stakeholder con	Data Submission		he measures on the	login) • Portal Resources • Secure File Transfer	
	Full Article >		Webinars				
Getting Started with QualityNet • Registration	Headlines  • MSPB, CEBP, an  • FY 2020 IQR Pro	d Corrected Pneumonia ogram Targeted Hospital	Public Support Contact			Secure Portal Enrollment Training, WMV	
Sign-In Instructions     Security Statement	<u>CMS Releases Ju</u>	uly 2018 Hospital Compa	Resources	8			
Password Rules     QualityNet System     Security Policy, PDF	Hospital IQR Pro     CMS Releases H     Measures	ogram Claims-Based Mer SRs for the Hospital VBF	Training Program Risk-Standard	ized Mortalit	r Download v and Complication	Questions & Answer • Ambulatory Surgical Centers • End-Stage Renal	
Join Listserves Sign up for Notifications and Discussions.	Movement up 11 2000 leadening includes the Neuron Hyperbolic     New CMS HSR tutorial video released     CMS releases April 2018 <i>Nosoital Compare</i> , preview reports     FY 2018 program results for three Value-Based Purchasing, programs updated on <i>Hospital</i>				Disease (ESRD) QIP - Hospitals - Inpatien - Hospitals - Outpatie - Inpatient Psychiatric Facilities		
Known Issues – Hospital Reporting • Inpatient • EHR Incentive	Compare site • Hospitals select • CY 2018 OPPS// • CY 2018 OPPS//	E site s selected for PY 2020 inpatient guality reporting chart-abstracted data validation IOPS/ASC final rule with comment period IOPS/ASC final Rule displayed				PPS-Exempt Cancer Hospitals     Note: First-time registration required	
Program • Hospital Value-Based Purchasing (VBP) • Outpatient • Ambulatory Surgical	CMS grants exemptions for Quality Program participants in FEMA disaster areas affected by Northern California Widfres Or 2021 24 CMR Reporting Updates and Resources for the Hospital IQR and Medicare EMR Incentive Programs Issued				Downloads • CART - Inpatient • CART - Outpatient		
Centers (ASCs) • PPS-Exempt Cancer Hospitals • Inpatient Psychiatric	CHS releases December 2017. Hospital Compare preview reports  About QualityNet				CART Module Design Training		

## Task 17

Home My Quality	Net Help						
npatient Hospitals Outpatie	nt Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Fac	ilities *	Quality Improvement
QualityNet	QualityNet I	lews			Inpatient Psychia Quality Reporting	atric Facilit (IPFQR)	JalityNet
Registration     Hospitals - Inpatient	CMS will not und	ate Hospital Compare	Overall Hospital Qualit	v Star Datings	How to Participat	te	tal
<ul> <li>Hospitals - Outpatient</li> <li>ASCs</li> </ul>	2018.	de nospital compare	(cur) ill at addit	the Court Harring	Notice of Particip	ation	_
Cancer Hospitals     ESRD Facilities	Ratings for July 20	dicare & Medicaid Servic 18, as previously schedu	led. CMS has decided to p	postpone the Ju	Webinars/Calls		Symantec ed for
<ul> <li>Inpatient Psychiatric Facilities</li> </ul>	star ratings and to	2 time for additional analysis of the impact of changes to some of the nd to address stakeholder concerns.		E-mail Notifications		urres.	
	Full Article >				Resources		Transfer
Getting Started with	Headlines	d Constant Descention	Made The LIPPA Have Available	- 11-	Support Contact		tal
Registration	FY 2020 IOR Pr	ogram Targeted Hospital	is Selected for Validation	222	Extraordinary Cir	cumstance	Training,
Sign-In Instructions     Security Statement	<u>CMS Releases J</u>	uly 2018 Hospital Comp	are Preview Reports on M	av 4. 2018	APU Recipients		
Password Rules     QualityNet System     Security Policy, PDF	Hospital IQR Pr     CMS Releases Measures	ogram Claims-Based Me ISRs for the Hospital VB	asures HSRs for FY 2019 P Program Risk-Standardi	Available for Ds zed Mortality as Public			k Answers y Surgical
	Hospital VBP Fi	2020 Baseline Measure	s Report Now Available		Training		Renal SED) OTP
Join Listserves Sign up for Notifications and Discussions.	New CMS HSR      CMS releases A     FY 2018 progra	tutorial video released oril 2018 <i>Hospital Comp</i> m results for three Value	are preview reports e-Based Purchasing proor	ams updated on	.Hospital	Hospi     Hospi     Inpat     Facilit	tals - Inpatient tals - Outpatient ient Psychiatric ies
Known Issues -	Hospitals select	ed for FY 2020 inpatient	quality reporting chart-a	bstracted data v	alidation	PPS-E     Hospi	Exempt Cancer tals
Hospital Reporting	· CY 2018 OPPS/	ASC final rule with comm	nent period		Note: First		First-time
EHR Incentive	<ul> <li>CY 2018 OPPS/ASC Final Rule displayed</li> <li>CMS another promotions for Couplin Program participants in EEMA displayer array affected by</li> </ul>			affected by	registra	tion required	
Hospital Value-Based	Northern Califo	rnia Wildfires	Cam participants in FERN	Uisdaler diedal	anetten nx		
Purchasing (VBP) Outpatient	<u>CY 2017 eCOM</u> Incentive Progr	<u>CY 2017 eCQM Reporting Updates and Resources for the Hospital IQR and Medican</u> Incentive Programs Issued			are EHR	CART	- Inpatient
Centers (ASCs)	CMS releases December 2017 Hospital Compare preview reports				· CART	Module Designer	
PPS-Exempt Cancer Hospitals     Inpatient Psychiatric Paolities	About Quali	tyNet				Trainir • Qualit	ig tyNet Training
Facilities • Secure File Transfer (SFT)	Established by the quality improvement providers and other	Centers for Medicare & I nt news, resources and o rs.	Medicaid Services (CMS), data reporting tools and a	QualityNet prov pplications used	ides healthcare I by healthcare	Qualit     Qualit     Cente     Quest	tyNet Training tyNet Event in tion and Answer

**VENTER** 

# QUALITYNET (QNP) TASK-BASED TESTING

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# Task Completion

The below diagram is a visual representation of Task Completion, displaying a colored box per task per user. The colors indiate whether or not the task had a good, average, or poor task completion. It provides a visual indicaton of the worst performing tasks.



# **TASK-BASED TESTING** Task Difficulty Rating

At the end of each group of tasks, users were asked to rate the difficulty of the tasks, 1 being easy and 5 being difficult.

User	News Tasks	Submission Deadlines Tasks	Specifications Documents Tasks	Measures Tasks	CART Tasks	Hospital Compare Tasks
User 1	4	2	2	3	1	2.5
User 2	3.5	3.5	4	3.5	2	2
User 3	4.5	3	1.5	1.5	3	3
User 4	1	4	3	3	1	2
User 5	4	3	2	5	2	3
Average Difficulty Rating	3.4	3.1	2.5	3.2	1.8	2.5

The News Tasks, Submission Deadlines Tasks, and Measures Tasks are the most difficult group of tasks to complete. The Specifications Documents Tasks, CART Tasks, and Hospital Compare Tasks are the easiest to complete.

#### **TASK-BASED TESTING**

# Task-Based Testing Quotes

# **News Tasks**

• "The end says 2017, and I'm looking for something that goes back farther. That wasn't a good use of my time."

# Submission Deadlines Tasks

- "They usually send out an email blast that tell you when the deadlines are."
- "Where you find one thing on one program is not the same thing on other programs. The same things aren't under the same tabs."
- "It has individual dates under measures in paragraph form, different than others with PDFs. Again, more inconsistency."
- "It should be synchronized...it's difficult if you don't know where to look."
- "It's funny it's a link embedded in a sentence, as opposed to it being part of the menu. That's where I was looking initially."
- "Why is it not a PDF? The dates don't stick out...hard to read."

# **Specifications Manual Tasks**

- "Should have Specifications Manual under the category like Hospital Inpatient. What would be best is consistency."
- "Some have in table format, others in PDF. There's a discrepancy. I prefer PDF so you can save it and print it."
- "Different from what we just did before."
- "Oh that was lucky, there was no indication that I would need to scroll."
- "It's called differently, needs to be called the same way."
- "It says Public Reporting of Data instead of Public Reporting. They're not in the same order. I would expect them to be in similar order."

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#### **TASK-BASED TESTING**

# Task-Based Testing Quotes Continued

# Measures Tasks

- "It should be the same to look for everything across the different categories. These are important questions you're asking that someone should be able to find easily."
- "Some were easy, some were difficult and had to go searching."
- "You weren't really sure if it was on the page or if you had to scroll down."
- "That was hard."
- "I prefer a PDF. Easier to distribute."

# **CART** Tasks

- "Instead of putting the version, putting the dates. People look more for the dates."
- "The versions are different...they don't make sense from one program to another."

# **Hospital Compare Tasks**

- "As long as it's consistent throughout, it would make it much easier. Instead of embedded, if they had a heading for Preview Reporting like they did on Inpatient."
- "If someone didn't know it was publicly reported, it would be difficult to find. A brand new user would have a lot of difficulty. Someone using it for multiple years, it's not as difficult. It's not the same on each tab."
- "A period should be more defined in a visual way, like a table or calendar."
- "It says Public Reporting of Data instead of Public Reporting. They're not in the same order. I would expect them to be in similar order."

# **TASK-BASED TESTING** First-Click vs. Task Completion

The below diagrams are visual representations of the First-Click Test vs. Task Completion. They display a colored box per task per user. The colors indiate whether or not the task had an inaccurate first-click and a poor task completion, or an accurate first-click and a poor task completion. It provides a visual indicaton of the worst performing tasks.



Inaccurate First Click + Poor Task Completion

Accurate First Click + Poor Task Completion

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# QUALITYNET (QNP) REDESIGNED QNP - FIRST IMPRESSION TESTING

# REDESIGNED ONP - FIRST IMPRESSION TESTING First Impression Testing Scores

Rating	
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree



User	The webpage makes a positive first impression	The webpage looks easy to use and navigate	The webpage has a nice look and feel
User 1	4	4	4
User 2	5	4	4
User 3	5	5	5
User 4	4	5	5
User 5	4	5	5
Average Rating	4.4	4.6	4.6

# **REDESIGNED QNP - FIRST IMPRESSION TESTING** First Impression Testing Quotes

"I like it because it's all under one topic. Not as crowded or congested as the old site."

"Simple, not stressful. Looks soft and personable because of icons. Didn't seem intimidating, hardly any writing. I like the welcome with the exclamation point (makes it personable).

"I like it because it has clearly identified areas. If I know what I'm looking for (like ESRD QIP), there is a button there. I can go to another screen to get information. Easy to use."

"Much cleaner. Buckets so there's not a lot of busy words. I would want to click on what I want to look at then find the rest of the information there."

"Very easy to read and figure out where things are."

# **REDESIGNED QNP - FIRST IMPRESSION TESTING** First Impression Word Clouds

Word clouds are visual representations of the most commonly used words and phrases. Words are displayed with a text size proportional to their frequency, i.e. frequently used words are given a larger text size.



#### What do you remember about the webpage?

programs

ease

under cute viewing

presenting big

pictures QNet

recent

right

still portal

more

portals

like

V E N T E R A

buttons pick different page just about welcome much over belt white secure choices good tiles simpler easy Header read info whole feel part eyeballs click r looked login half other most icons news Looks boxes through modern

32

#### **REDESIGNED QNP - FIRST IMPRESSION TESTING**

# Baseline vs. Redesigned QNP First Impression Testing

Rating	
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree



User	The webpage makes a positive first impression	The webpage looks easy to use and navigate	The webpage has a nice look and feel
Baseline Average	2.8	2	2.4
Redesigned Average	4.4	4.6	4.6
Difference	+ 1.6	+ 2.6	+ 2.2
% Change	32%	52%	44%

# QUALITYNET (QNP) FINDINGS & RECOMMENDATIONS

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# FINDINGS & RECOMMENDATIONS FINDINGS OVERVIEW

First-Click



Worst performing tasks are highlighted in yellow.

#### FINDINGS & RECOMMENDATIONS

# Worst Performing Tasks

Task #	Task	Reasoning
1	Find the news article containing information about the release of the October 2016 Hospital Compare Preview Reports.	The News page is a single la load. Users must scroll to se
2	Find Ambulatory Surgical Center news articles.	Users have no idea the prov given the on-hover navigation
3	You are participating in the Hospital Inpatient Quality Reporting Program. Find the program's submission deadlines.	The Inpatient submission de a wall of text or located in a provider types, making it dif
4	You are participating in the PPS-Exempt Cancer Hospital Quality Reporting Program. Find the program's submission deadlines.	The inconsistency from the deadlines task may have inc
7	You are participating in the ESRD Quality Reporting Program. Find the measure specifications documents.	Many users were unfamiliar of the measures specificatio other provider types.
11	You are participating in the Hospital Inpatient Quality Reporting Program. Find the program's complete list of 2019 measures.	The location of the Hospital is different than the other ca "Measures" navigational iter
15	You are participating in the Hospital Inpatient Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	Users go to the correct page take awhile to find the speci of text.
16	You are participating in the PPS-Exempt Cancer Hospitals Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	The display of the content is headers, some are embedde

arge list that takes awhile to earch for the correct article.

vider type header is clickable, on.

eadlines are embedded within different place than the other fficult to find.

prior Inpatient submission reased confusion for this task.

with ESRD, and the location ons documents differ from

IQR Program measures list ategories, due to a lack of a m.

e (accurate first-click), but ific information within a wall

inconsistent. Some have ed within paragraphs, etc.

#### FINDINGS & RECOMMENDATIONS

# Best Performing Tasks

Task #	Task	Reasoning
8	You are participating in the Hospital Outpatient Quality Reporting Program. Find the measure specifications documents.	The "Specification Manuals" with Inpatient and readily av difficulty completing this tas
9	You are participating in the Inpatient Psychiatric Facilities Quality Reporting Program. Find the measure specifications documents.	This task is consistent with t Documents task.
10	You are participating in the Ambulatory Surgical Centers Quality Reporting Program. Find the program's complete list of 2019 measures.	The measures live under a " making it the obvious locati
12	You are participating in the PPS-Exempt Cancer Hospitals Quality Reporting Program. Find the program's complete list of 2019 measures.	The measures live under a "I item which is consistent with learnability.
14	You are participating in the Hospital Outpatient Quality Reporting Program. Download CART for 2017.	Inpatient CART and Outpatie location and display. After p task, users learn how to com task.
17	You are participating in the Inpatient Psychiatric Facilities Quality Reporting Program. Find information about the Hospital Compare Preview Periods.	Users learn and understand the third time around. The P relatively consistent.

navigational link is consistent vailable. Users have no sk.

he ESRD Specifications

Measures" navigational item, on for users to go.

Measures" navigational h ASC, allowing for easy

ent CART have a consistent performing the Inpatient CART nplete the Outpatient CART

where the content is by Public Reporting content is

# **FINDINGS & RECOMMENDATIONS** Recommendations

#### Improve site-wide consistency

- The location of like-items should be the same across the different provider types.
- 100% of users discussed the inconsistency in the existing QualityNet.org.
- Tasks with better task completion scores have consistent locations across the existing site, while tasks with worse task completion scores are inconsistent across the existing site.

#### Don't embed links to documents within text

- Embedding document links into walls of text make it easy for users to miss.
- Even if users make the correct first-click, they may miss what they're looking for.

#### Use the same order for navigational items

- The navigation within each provider type should have the same order for like-items.
- Using the same navigational order will help improve the learnability of the site.

#### **FINDINGS & RECOMMENDATIONS**

# **Recommendations** Continued

#### Navigation should be triggered on-hover or on-click, but not both

- 0% of users were able to successfully complete the Ambulatory Surgical Center news articles task.
- Users do not know that you can click on the provider type navigation item to view a page that contains provider type-specific news articles – they assumed you could only see navigation on-hover.

#### Provide filtering capabilities for News items

- Locating the October 2016 Hospital Compare Preview Reports news task was a difficult task for users to complete.
- News articles are displayed in a single long list that takes awhile to load, making it difficult to locate older articles. Users are required to scroll down the page and search through article titles.

#### Use date as the primary identifier for CART versions

- The existing site uses version numbers as the primary identifier for CART, but it has very little meaning to the average user.
- Date would be a more usable identifier for CART versions.