End User Submissions

Research Debrief
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01 Project Background

Project Objective

We used a mixed-method approach to gain a fuller understanding of the submissions process for end users across
all HQR programs.

Research Method: Interviews

- Interviewed 13 participants across 6 programs in 8 remote interviews
- Participants described the submission process for their facility and walked us through their workflow over screen-share

Program	Interviews
ASC	4
IQR	5
OQR	5
IPF	3
PCH	2
MU	2

Research Method: Data Coding

- ● Ventech gave UX research 10,500+ tickets relating to submissions

- ● We chose a subset of 1,664 that captured annual and quarterly submission periods
  - ○ Q1-Q4 2018

- ● Conducted two rounds of coding

| priority	short_description	coding	coding 2	description
4 - Low	PI Submission Deadline	confirmation of requirements	instructions	Vincent wants to where to find the submission deadline Promoting Interoperability (PI) Programs.
4 - Low	Security Administrator Registration	access	new user	Robin called in that she is a Security Administrator, and she would like information on having another Security Administrator.
4 - Low	PI Attestation Question	confirmation of requirements	instructions	Charlotte is calling because she needs information on how to submit the Attestation for PI via eCQMs.
4 - Low	eCQM Submission Report	confirmation of requirements	receipt	Steve is calling in today inquiring if there is any known issue currently with running the report, EHR Hospital Reporting - eCQM Submission Status Report as it is returning for him when viewing the report the following message, "No Data Returned for Selected Criteria.'
4 - Low	Submission Rejected	file upload	error correction	Ross is calling because he uploaded 4Q2018 eCQMs yesterday totaling 90 files and all of them were rejected. **He's trying to run the performance summary report to find out why but it doesn't tell him the reason.**
4 - Low	Unable To Login	access	permissions	Julia needs assistance with modifying credential ID,updating password and logging into an account. She is a active SA at their facility and adding Basic Promoting Interoperability Roles/Role Name/Role Description. MU Web-Based Read.Users with this role are able to view Promoting Interoperability information. MU Web-Based Update.Users with this role are able to update Promoting Interoperability information. MU Submission Reports.Users with this role are able to access Submission Reports for Promoting Interoperability.
4 - Low	eCQM - Submission Error	file upload	error correction	eCQm submission with a test and getting an error on the CCN.
4 - Low	Report Viewer	reports	instructions	Annette needs assistance with viewing Promoting Interoperability PI)reports and submission information.She is a only one SA at their facility.It is highly recommended that each organization designate two people as QualityNet Security Administrators.
4 - Low	eCQM Submission Question	file upload	instructions	Good morning, I wanted to confirm that my QRDAI file was submitted to the correct folder. The QRDA1 file also pertains to our Promoting Interoperability requirements. I selected to upload our QRDAI file in the 'EHRQRDA' folder. Is this the correct file location? Additionally, I am prepared to submit our QRDA3 file for our TINS. Is there instructions available on the correct location to submit our test QRDA3 file?
4 - Low	eCQM Report Issue	confirmation of requirements	receipt	Shannon is calling because she is trying to run the eCQM Submission Detail Report and eCQM Performance Summary Reports and the reports are coming back with "No data for selected criteria." She submitted 02-05-019 and received her second email. The Batch # is 1353984.
4 - Low	Deletion Request	file upload	file management	Jennifer would like to know how to delete an impatient clinical file that she submitted through secure file transfer.
4 - Low	Data Submission	file upload	error correction	Jessica is trying to submit for one of their facilities they are a vendor and the file keep geting rejected that the CCN is incorrect. They have had the faiclity correct the files but they are still getting rejected and wants to make sure they are set up submit for them still.

Coding Categories

Uploading Files to QualityNet

- Correcting file errors
- File management
- Status of file upload

Getting Access to QualityNet

- Logging In
- Creating a new user
- Editing user permissions
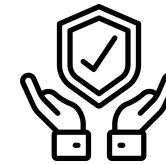
Confirming HQR Requirements

- Receipt that program requirements were met
- Interpreting program rules
- Status of submission

Using Reports

## Using Web Forms

- Correcting form errors

Across all categories

- Needing instructions
- Apparent system error

Project Outcome

Our mixed-method approach validated our program-agnostic approach to submissions:

while some programs have unique challenges preparing for submissions (e.g., tracking PCH measure data or exporting data for ASCs), all programs experienced similar issues based on the QualityNet submission method.

02 What do end users need?
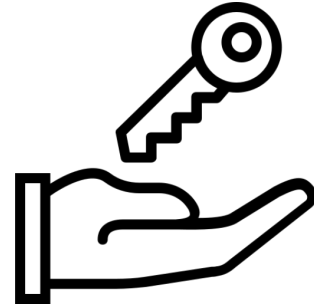
I need to quickly and easily get myself or new employees up and running on QualityNet.

I need to make sure everyone has the right permissions to do their job, without it taking weeks of back-and-forth with the Help Desk.

Access issues made up 21% of help desk tickets

Users asked the help desk to:

- Check on the status of a new user account
- Reset passwords and deal with being locked out of their accounts
- Ensure that they have the correct permissions to complete required tasks
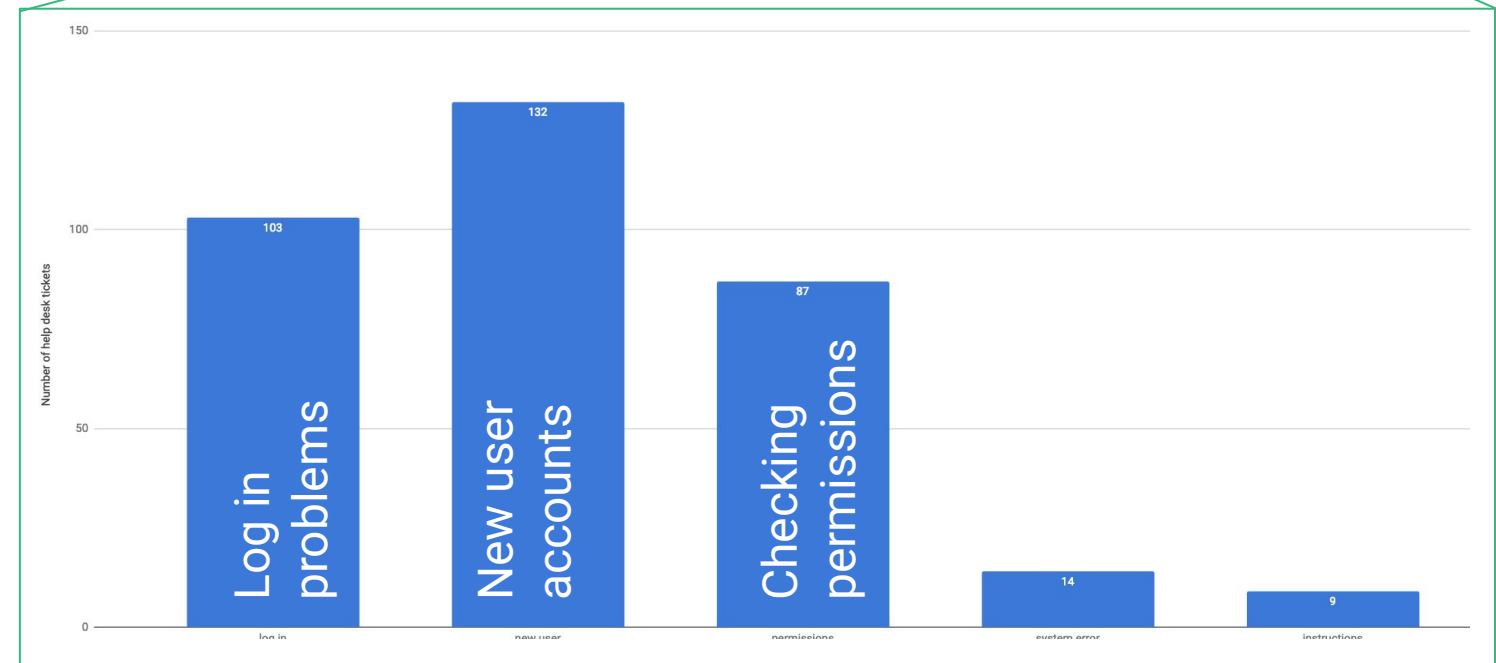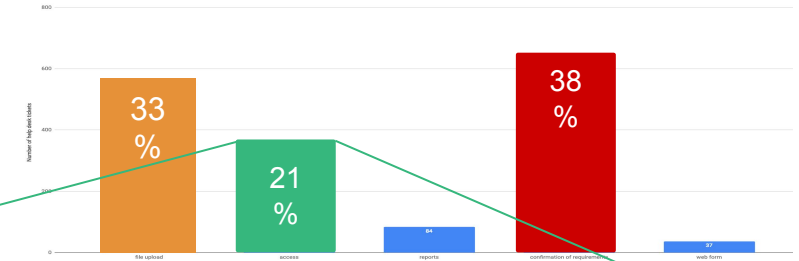
Access issue help desk tickets broken out by sub-category

When I login, I need to see options relevant to the facilities and programs I submit for.

Users should only see programs and measures they submit

Currently they are shown all programs when logging in.

Some even have to enter "0" for measures they don't submit for.

I need to be able to work without roadblocks.

Let me navigate between facilities, programs, measures, and submission periods without having to logout and log back in again, or restart a workflow.

"I have to have a separate sign-in account for every one of our hospitals; it drives me crazy.

It's a nightmare: your passwords expire at different times, if you get a new computer you need a new VIP Access and none of your credentials match."

— Hospital System

I need to understand what caused an error and what my next step is to fix it.

"If files fail, knowing the point of failure is difficult.

Feedback from QualityNet isn't granular or actionable."

— Support Contractor

I need to easily upload files to QualityNet and confirm the upload was successful.

One third of help desk tickets issues related to uploading files

Users encountered difficulties uploading files through Axway due to file size restrictions and long wait times to confirm the upload was successful.

- **Confirming requirements 38%**
- **File upload 33%**
- **Access 21%**
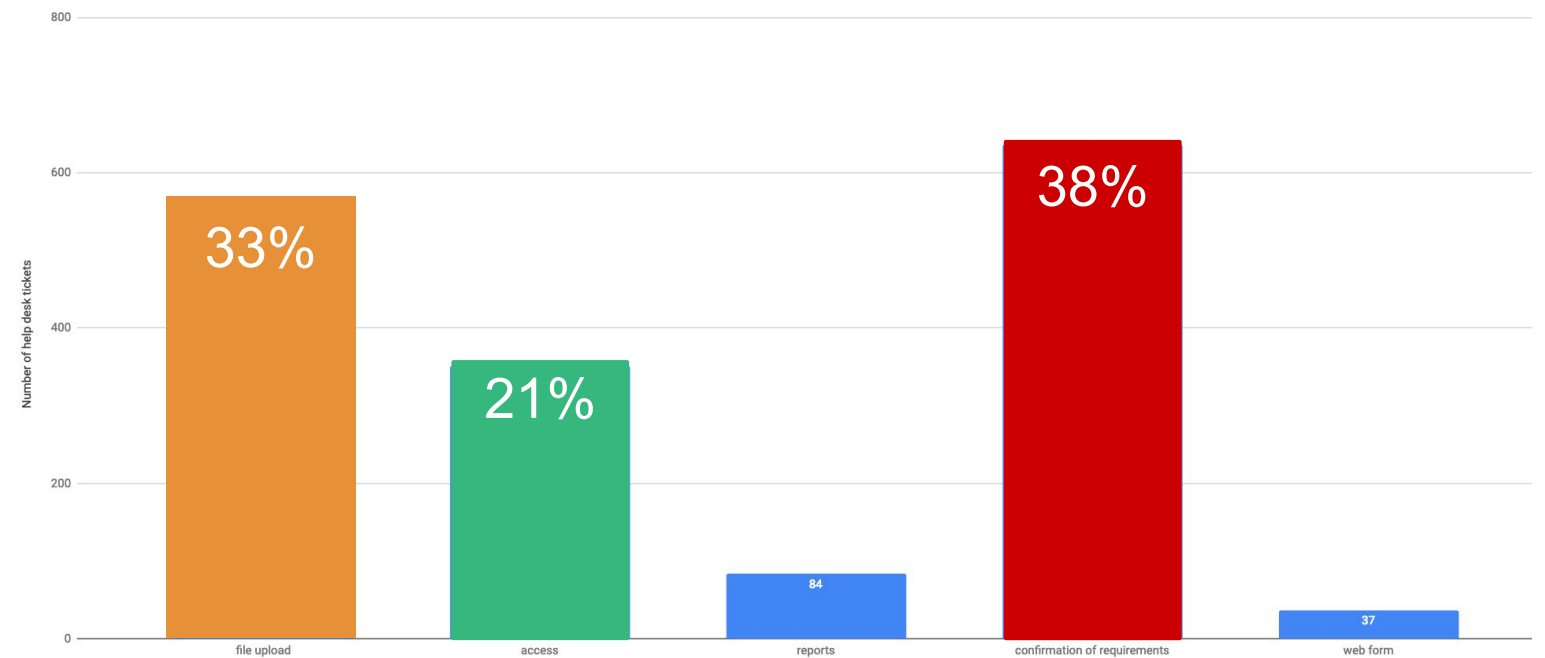
Help desk tickets broken out by overall category

I need to manage the data I enter and upload
to QualityNet.

Let me easily upload, replace, or delete files or data.

QualityNet does not provide enough guidance or self-service

Help Desk logged 297 tickets from users who needed instructions on how to submit data for various programs.

Many users also called to request uploaded files be deleted, because they could not manage the files themselves.

"Do I need to delete the previous files that were accepted or will uploading a new QRDA file overwrite the previous submission? If I need to delete, how do I do that?"

- Hospital

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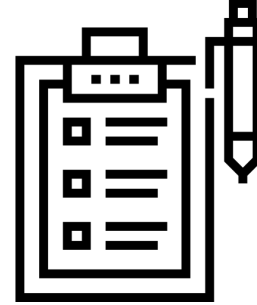
I need more flexibility about how to enter data in online forms.

I need to enter data by measure, by due date, or by date range.

"**Show the measure names instead of numbers.**

This is something so basic that would make my life so much easier when submitting."

— Hospital

I need to get a clear confirmation when my submission has been received.

I need to receive timely, clear information about whether my submission requirements have been met.

Users need reassurance that their submissions were accepted

About ⅓ of all help desk tickets were users confirming that program requirements were met.

This included issues accessing Submissions Status and Submissions Detail reports, which many users need as a "receipt" to show that submissions were completed.
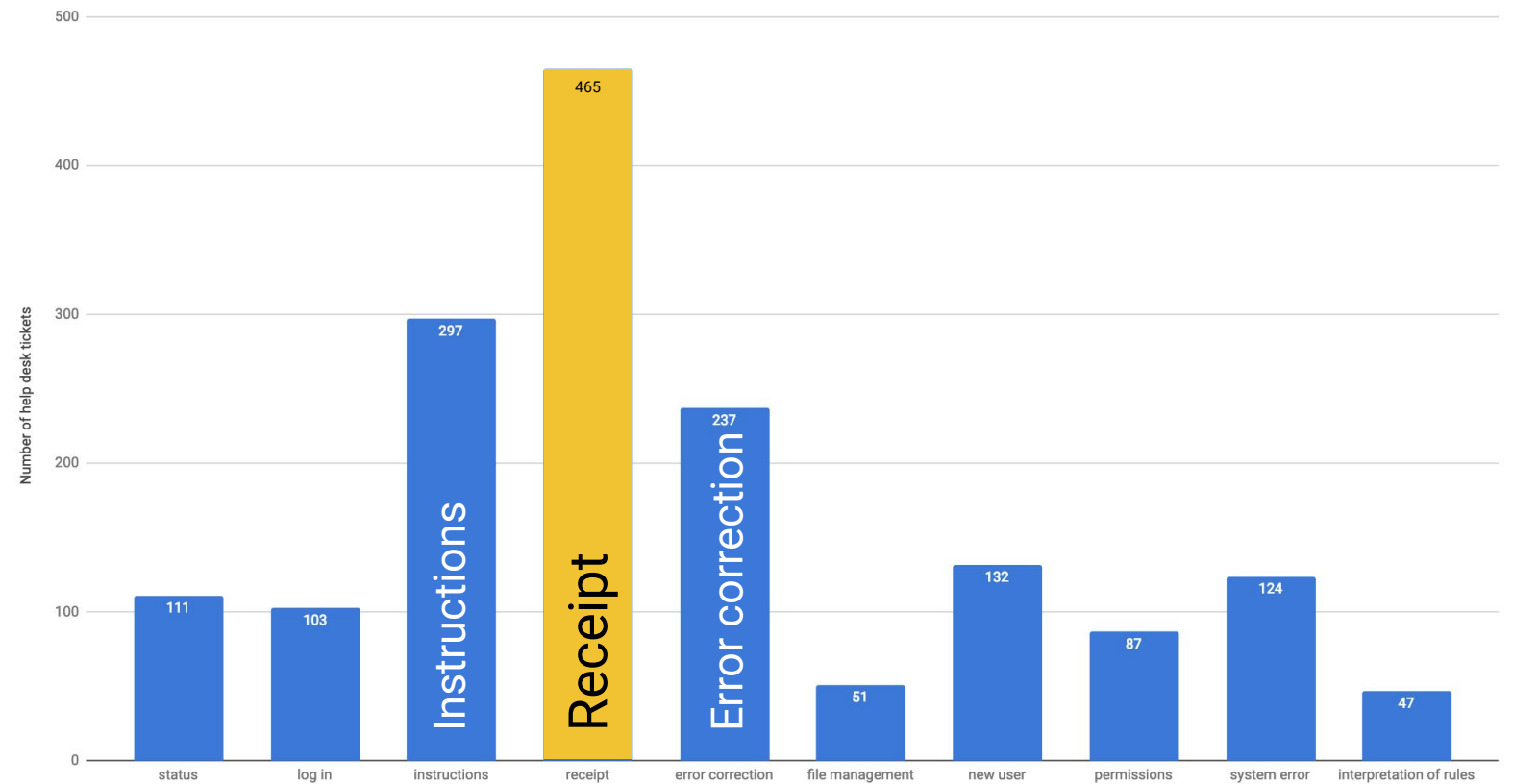
Help desk tickets broken out by sub-category

"[Compared to QualityNet] I felt a lot more comfortable that my information was submitted to The Joint Commission site because I could see it right away.

On QualityNet I have to run a report, and I wasn't fully comfortable that I ran the right report."

— Hospital

I want to use QualityNet to better understand my facility's performance and plan for the future.

I need to be able to run customizable reports that allow me to query by date range, program, measure, etc.

"If it were possible to run reports on [QualityNet] in more real time to track our performance, make informed decisions on improvement tasks, and to better understand/predict where our organization is going to end up for the reporting programs — that would be amazing."

— Hospital

I need to clearly understand how to fulfill my program obligations to CMS.

Give me clear guidance on program requirements, how to submit data, and how to register any exceptions or special circumstances for my facility.

QualityNet does not provide reassurance

Many users contacted the Help Desk because QualityNet did not provide them with the information they needed to confirm what the status of their submissions was.

- Submission reports often returned blank
- The second email did not go through
- Reports showed conflicting information

"I am attempting to run the EHR Hospital Reporting - eCQM Submission Status Report and consistently get a blank report with the message: No Data Returned for Selected Criteria. This is confusing as I DO get data on both the EHR Hospital Reporting - Submission Detail Report and the EHR Hospital Reporting - Submission Summary Report."

- Hospital

Although I am the only person tasked with doing submissions for my facility, I need to make it easy to train others.

When only one person knows how to do this important function, it puts our entire facility's HQR compliance and payments at risk.

"If I win the lottery, there's no one to take my place. There's no backup."

— Hospital System

03 What's next?

Next Steps

(1) **Internal Design Ideation for NG Submissions PI8**

Need to do in tandem with HARP (but not as a legacy holdover)

Review and revisit work already done from eCQM submissions

Redesign web form

(2) **Product Vision Workshop (mid-) PI8**

Connect with stakeholders across programs

Show design ideations

Thank you!

Questions?