

Current Submission Process for HQR (Program Agnostic)

The UX Research team conducted interviews with 24 internal stakeholders and 13 end users on the submission process across HQR programs and feature areas.

Interviews focused on submission requirements and methods, reports, backend processes, and known pain points for both internal and end users.

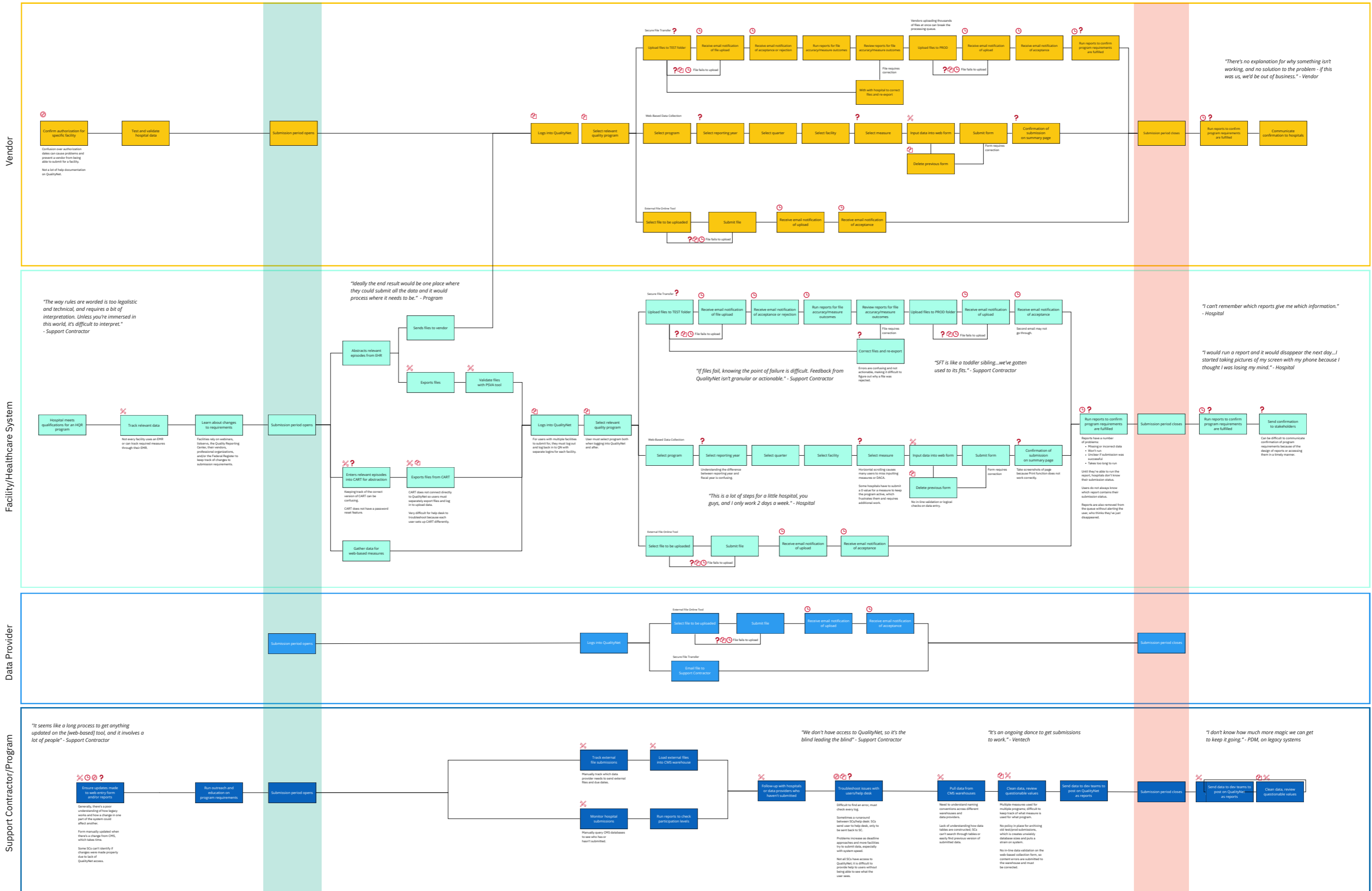
This diagram represents the current process for submitting data to CMS, taking into account all HQR programs.

Internal Interview Attendees by Program or Feature Area:

- HCAHPS - 5
- PCH - 1
- HSRs - 3
- IQR - 2
- MU - 1
- OQR - 5
- PR - 1
- ASC - 5
- IPF - 3
- PDM - 5

End User Interview Attendees by Facility Type:

- Hospital - 4
- Hospital System - 3
- ASC - 3
- PCH - 2
- Vendor - 1



- ### Pain Points
- ⊙ Excess wait time
 - ⊙ Duplication of effort or data
 - ⊙ Lack of system access
 - ⊙ Manual process
 - ⊙ Difficult or confusing system

"There's no explanation for why something isn't working, and no solution to the problem - if this was us, we'd be out of business." - Vendor

"The way rules are worded is too legalistic and technical, and requires a bit of interpretation. Unless you're immersed in this world, it's difficult to interpret." - Support Contractor

"Ideally the end result would be one place where they could submit all the data and it would process where it needs to be." - Program

"If files fail, knowing the point of failure is difficult. Feedback from QualityNet isn't granular or actionable." - Support Contractor

"SFT is like a toddler sibling...we've gotten used to its fits." - Support Contractor

"I can't remember which reports give me which information." - Hospital

"I would run a report and it would disappear the next day...I started taking pictures of my screen with my phone because I thought I was losing my mind." - Hospital

"This is a lot of steps for a little hospital, you guys, and I only work 2 days a week." - Hospital

"It seems like a long process to get anything updated on the web-based tool, and it involves a lot of people." - Support Contractor

"We don't have access to QualityNet, so it's the blind leading the blind." - Support Contractor

"It's an ongoing dance to get submissions to work." - Vitech

"I don't know how much more magic we can get to keep it going." - PDM, on legacy systems