

Centers for Medicare & Medicaid Services CMS eXpedited Life Cycle (XLC)

# QualityNet Portal (QNP) 2.0 / QualityNet.org

# **User Manual**

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# 1. Introduction

This User Manual (UM) provides information necessary for users to effectively navigate QualityNet, also referred to as the QualityNet Portal (QNP) — the public-facing pages of the QualityNet.org website.

Established by the Centers for Medicare & Medicaid Services (CMS), QualityNet provides healthcare quality improvement news, resources and data reporting tools and applications used by healthcare providers and others.

Accessed via login from QualityNet, the QualityNet Secure Portal (QSP) is the only CMSapproved website for secure communications and healthcare quality data exchange between: quality improvement organizations (QIOs), hospitals, ambulatory surgical centers, inpatient psychiatric facilities, end stage renal disease (ESRD) networks and facilities, and data vendors.

This document provides screen prints and corresponding narrative to describe how to navigate to frequently accessed pages of the QualityNet website.

# 2. Getting Started – Home Page

Access the QualityNet website at https://www.qualitynet.org.





# 2.1 Global features, functionality

The global header provides users access to the following key features and functions from any page of the QualityNet website.

#### 2.1.1 Global Search

Enter key word(s) to **Search** for specific content on the website.

CMS.gov QualityNet Search QualityNet Q	Quality Programs 🗸 Help 🗸	Log into Secure Portal	Register
	Recent News	View more	
welcome to QualityNet!	April 4, 2018		
Your one-stop shop for CMS Quality Programs.	CMS grants exceptions	for Quality	
Figure 2 - Global Search			

### 2.1.2 Quality Programs

Quickly access information regarding specific CMS quality reporting programs from the **Quality Programs** drop-down. Programs are listed by healthcare community (provider type), as follows:

- Inpatient Hospitals
- Outpatient Hospitals
- PPS-Exempt Cancer Hospitals
- Ambulatory Surgical Centers
- End-Stage Renal Disease Facilities
- Inpatient Psychiatric Facilities

CMS.gov   QualityNet	Search QualityNet	٩	Quality Programs  V Help  V Log into Secure Portal	Register
			Clos	e
Hospitais - Inpatient		PPS-Exempt Cancer Hospitals	ESRD Facilities	
Overview		Overview	Overview	
Hospital Inpatient Quality I Hospital Value-Based Purc	Reporting (IQR) hasing (HVBP)	PPS-Exempt Cancer Hospital Quality Reportion	ng ESRD Quality Incentive (QIP)	
Hospital-Acquired Condition	on Reduction (HAC)	Ambulatory Surgical Centers	Inpatient Psychlatric Facilities	
Hospital Readmission Redu	uction (HRRP)	Overview	Overview	
Hospitals - Outpatient		Ambulatory Surgical Center (ASC) Quality Reporting	Inpatient Psychiatric Facility Quality Reporting (IPFQR)	
Overview				
Hospital Outpatient Quality	y Reporting (OQR)			

Figure 3 - Quality Programs list

## 2.1.3 Help resources

Access various quality reporting program resources from the **Help** drop-down menu. Resource categories include:

- Getting Started
- Training & Guides
- Known Issues & Maintenance
- QualityNet Support
- Question and Answer Tools

	Search QualityNet	۹	Quality Programs - Help - Log into Secu	re Portal Register
Getting Started Registration Sign In Instructions Security Statement & Policy Password Rules Training & Guides QualityNet Training QualityNet Secure Portal Secure File Transfer QualityNet Events Center	<b>Known</b> Knowr Systen <b>Quality</b> Quality	Issues & Maintenance n Issues n Maintenance <b>Net Support</b> yNet Support	Question & Answer Tools Hospitals - Inpatient Hospitals - Outpatient PPS-Exempt Cancer Hospitals Ambulatory Surgical Centers ESRD Facilities Inpatient Psychiatric Facilities	Close

Figure 4 - Help resources list

### 2.1.4 Logging in to Secure Portal

Click the **Log into Secure Portal** button (also located the Welcome to QualityNet banner) to access the **Choose Your QualityNet Destination** page.



Figure 5 - Log into QualityNet Secure Portal button

From there, you will be able to select the desired QualityNet Secure Portal application or tool and proceed to the appropriate login process.

CMS.gov QualityNet
Choose Your QualityNet Destination
Please select your QualityNet destination to reach the correct login screen for your QualityNet portal.
HQR Next Generation
Select Your QualityNet Destination
Secure File Transfer
End-Stage Renal Disease Quality Reporting System
Ambulatory Surgical Center Quality Reporting Program
PPS-Exempt Cancer Hospital Quality Reporting Program
Inpatient Psychiatric Eacility Quality Reporting Program
Outpatient Hospital Quality Reporting Program
Quality Improvement Organizations
QIES Business Intelligence Center
HUR Next Generation

Figure 6 - Choose Your QualityNet Destination page

#### 2.1.5 Register

Click the **Register** button to quickly access the **Getting Started with QualityNet** pages, where you will find information on registering for an account to access the desired application(s) and/or tool(s) on the QualityNet Secure Portal.



Figure 7 - Register button



Figure 8 - QualityNet Registration page

### 2.2 Other Home page features, functions

- Click the **Subscribe to Email Updates** button in the banner of the Home page to access the sign-up page for program and system outage notifications, as well as discussion group participation.
- Access current and recent (archived) news stories from links on the right side of the banner.



Figure 9 - Welcome to QualityNet banner

 Access CMS quality program information for each of the six healthcare communities by clicking one of the quick links in the center of the Home page.

	l am looki	ing for quality information associa	ted with
	Hospitals - Inpatient	ů Hospitals - Outpatient	Ambulatory Surgical Centers
EALTHCARE COMMUNITY Quick Links	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facilities

Figure 10 - Healthcare Community quick links

# 3. Healthcare Community pages

All CMS quality program information provided on QualityNet is organized by provider type into six broad categories of care, or healthcare communities:

- Inpatient Hospitals
- Outpatient Hospitals
- PPS-Exempt Cancer Hospitals
- Ambulatory Surgical Centers
- End-Stage Renal Disease Facilities
- Inpatient Psychiatric Facilities

Although the program information for each healthcare community varies, it is organized as follows.

# 3.1 Overview page

The Overview, or landing, page for each healthcare community section of QualityNet features:

- an introductory overview of CMS quality reporting programs for the provider group
- a navigation bar, displayed just below the banner, containing quick links to community subsections, such as
  - Measures
  - Public Reporting
  - Data Management (or Data Submission)
  - Resources
  - Notifications (Email Notifications)
- quick links to the most recent Specifications or Program Manuals
- quick links to various CMS quality reporting programs available to the community
- links to current and recent QualityNet news stories pertaining to the community



Figure 11 - Healthcare community Overview page

#### 3.2 Measures

From the navigation bar of the healthcare community Overview page, click **Measures** to access the Measures Overview page for the selected healthcare community.

#### 3.2.1 Measures Overview page

The Measures overview page lists all measures and measure sets associated with programs for the healthcare community.

Click the associated **Learn More** link to access pages pertaining to a particular measure or measure set.

Home / Ho Hosp	spitals - Inpatient / ital Inpatient Measures	
Overview	Measures Public Reporting Data Management Resources	Notifications
MEASURE SETS and	Hospital Inpatient Measure Sets	
MEASURES for specified healthcare community	Electronic Clinical Quality Measures (eCQM)	IFARN MORE LINKS to corresponding MEASURES pe
	Healthcare-Associated Infections (HAI)	Learn more
	Hospital Consumer Assessment (HCAHPS)	Learn more
	> Hybrid Measure	Learn more
	Claims-Based Measures	
	Complication Measure	Learn more

Figure 12 - Measures overview page

#### 3.2.2 Measure / measure sets pages

Use the navigation bar for each measure or measure set to access pages with additional measure-specific information.

MEASURE/MEASURE SET	Home / Hospitals - Inpatient / Measures / Electronic Clinical Quality Measures (eCQM)	
NAVIGATION BAR for Measure/Measure Set pages	Overview eCQM Measures Participation Resources Webinars	Notifications
•OVERVIEW of Meesure/Meesure Set	Electronic Clinical Quality Measures (eCQM) Overview Beginning in Calendar Year (CY) 2013, hospitals were provided the opportunity to voluntarily submit data for eCQMs. These quality measures were developed specifically to allow an electronic health record (EHR) system, certified to the Office of the National Coordinator for Health Information Technology (ONC) standards, to capture, export, calculate, and report the measure data. Since CY 2016, hospitals have been required to report eCQM data as a portion of the Hospital Inpatient Quality Reporting (IQR) Program and the Medicare Promoting Interoperability Program (reviously known as the Medicare EHR Incentive Program). Hospitals that successfully submit eCQM data to meet Hospital IQR Program requirements also fulfill the Medicare Promoting Interoperability Program requirement for reporting of eCQMs with one submission. Refer to the Technical Specifications and Resources for the CMS Quality Reporting Document Architecture (IQRDA) Category I Implementation Guide for the applicable reporting period, measure specification information, and program resources to support successful eCQM reporting to the CQI Resource Center. Note: Critical access hospitals (CAHs) are encouraged, but not required, to participate in the Hospital IQR Program. CRAHs ere required to participate in the Medicare Promoting Interoperability Program. Review the Medicare Promoting Interoperability Program. Review the Medicare Promoting Interoperability Program Information on the CMS gov website for more information.	More Information For more information, visit the eCQI Resource Center. eCQI Resource Center

Figure 13 - Measure/measure set Overview page

## 3.3 Public Reporting

From the navigation bar of the healthcare community Overview page, click **Public Reporting** to access related public reporting information and resources.

Home / Hospitals - Inpatient / Hospital Inpatient Public Reporting							
Overview	Measures Public Reporting	Data Management	Resources	Notifications			
	To inform consumers and Hospital Cor Public Repo The Hospital Compare website pu the quality of care provid Learn mor	Hospital Inpat d to encourage healthcar npare riting ublishes information on led to patients.	tient Public Reporting re facilities to make continued improvements in care quality. Hospital Compare Overall Hospital Ratings A methodology to calculate and display overall hospital- level quality using a star rating system. Learn more				

Figure 14 - Public Reporting page

### 3.4 Data Management / Data Submission

From the navigation bar of the healthcare community Overview page, click Data Management (or Data Submission) to access program-specific information regarding Data Collection, Data Submission, and Data Validation.

rview Measures Public Reporting	Data Management Resources	Notifica
	Hospital Inpatient Data Management	
Learn r	nore about data collection, data submission, and data va	lidation.
Data Collection	Data Submission	Data Validation
CMS Abstraction & Reporting Tool (CART)	Hospital Inpatient Data Submission	Chart-Abstracted Data Validation
A powerful application for the collection and analysis of quality improvement data. Learn more	Data must be submitted in the prescribed format by the transmission deadlines established by CMS.	Verification that data submitted can be reproduced by a trained abstractor using a standardized protocol.
Learn more	Learn more	Learn more
Abstraction Resources	Benchmarks of Care	eCQM
Tools for abstracting measure data.	CMS calculates quarterly benchmarks of care, based on hospital data	Data Validation Validation to allow an electronic health

Figure 15 - Data Management / Data Submission page

### 3.5 Resources

From the navigation bar of the healthcare community Overview page, click **Resources** to access a variety of tools and program resources.

Home / Hospitals - Inpatient / Hospital Inpati	ent Resources	
Overview Measures	Public Reporting Data Management Resources	Notifications
Resources	Hospital Inpatient Resources Frequently accessed Hospital Inpatient tools, pages, and resources.	
Training	Tools	
	Tool Name	
	Specifications Manuals	View
	CMS Abstraction & Reporting Tool (CART)	View
	Hospitals - Inpatient Question & Answer Tool	View
	Program Resources	
	Program Name	
	Hospital Inpatient Quality Reporting Program (IQR)	View

Figure 16 - Resources page

# Appendix A: Record of Changes

#### Table 1 - Record of Changes

Version Number	Date	Author/Owner	Description of Change
0.1	07/08/2019	ESS-BRADO	Draft for CMS Office of Communications review
1.0	07/22/2019	ESS-BRADO	Initial version of QualityNet Portal (QNP) 2.0 User Manual

# **Appendix B: Approvals**

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

#### Table 2 - Approvals

Document Approved By	Date Approved
Patrice Benn	07/08/2019
Name: Patrice Benn, Technical Architect, Division of Quality Systems, Governance, Engineering, & – Centers for Medicare & Medicaid Services	Date
Name: <name>, <job title=""> - <company></company></job></name>	Date
Name: <name>, <job title=""> - <company></company></job></name>	Date
Name: <name>, <job title=""> - <company></company></job></name>	Date