



# HQR & Touchpoints

CCSQ HCD CoE Customer Satisfaction Panel - Sept 2022

# What is Hospital Quality Reporting (HQR?)



Inpatient Prospective Payment System (IPPS)	Outpatient Prospective Payment System (OPPS)
Inpatient Quality Reporting (IQR)	Outpatient Quality Reporting (OQR)
Hospital Value-Based Purchasing Program (HVBP)	Ambulatory Surgical Centers (ASC)
Inpatient Psychiatric Facility Quality Reporting Program (IPF)	
PPS-Exempt Cancer Hospital Quality Reporting Program (PCH)	
Promoting Interoperability (PI)	

  

HQR Reporting
Electronic Clinical Quality Measures (eCQM)
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
Public Reporting (PR)

# Goals

Touchpoints single-ease question survey

Our goal was to implement a single-ease question survey with which we could evaluate how easy or difficult it is for users to complete key tasks in HQR, such as -

- submitting data via web forms,
- submitting bulk data,
- or viewing reports

# Goals

Touchpoints single-ease question survey

## Single Ease Question (SEQ): Post-Task Satisfaction

Post-task questionnaires are administered at the end of every task in a test session. They are useful for two big reasons:

- They allow you to compare which parts of your interface (or workflows) are perceived as most problematic, since you collect this data after every task.
- Since the task itself just concluded, it's fresh in the participant's mind, and therefore she is more able to provide a clear indication of her attitude toward the experience, without subsequent tasks coloring her memory.

Post-task questionnaires need to be short (1–3 questions) to interfere as little as possible with the flow of using the site in a testing session.

For more information: <https://www.nngroup.com/articles/measuring-perceived-usability/>

# Touchpoints: single ease question

Implementation on HQR

harp-test.qualitynet.org/hqrng/datasubmission/sde/iqr

Figma Spreadsheet GitHub Login & Footer Wo... HQR Jira QualNet

### HQR Feedback Close

Overall, how easy or hard did you find it to complete your task today using Hospital Quality Reporting?

Very easy

Somewhat easy

Neither easy nor hard

Somewhat hard

Very hard

An official form of the United States government. Provided by [Touchpoints](#)

# Stakeholders

Touchpoints single-ease question survey

- Our CMS Product Leads and Chief Product Owner team
- ADO Product Managers
- The CCSQ HCD Center of Excellence
- The Paperwork Reduction Act (PRA) team at OSORA
- The Touchpoints support team at the General Services Administration (GSA). The GSA team created the tool.

# Approach

Touchpoints single-ease question survey

- Survey design
- Stakeholder buy-in
- PRA - Paperwork Reduction Act
- Technical Direction Board: SBX & Prod
- Touchpoints account / admin UI
- HQR SAFe development & testing (PI planning, 508, etc.)

# Lessons learned

Touchpoints single-ease question survey

- Stakeholder buy-in is critical
- Never too early to start on things like PRA & TDB...
- Provide a free-text response field with the scale, to collect contextual information with rating
- Perhaps start with a simpler implementation!



# Next steps

Touchpoints single-ease question survey

- Working through 508 findings now
- May be able to release to production soon! In the next couple of weeks

**THANK YOU!**