



Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program

Inpatient Value, Incentives, and Quality Reporting (VIQR)

Outreach and Education Support Contractor

Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program: Navigating the *QualityNet* Q&A Tool

Presentation Transcript

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Evette Robinson: Before we proceed with today's webinar, I would like to remind everyone that we ask that you submit any questions, pertinent to the webinar topic, to us via the Chat tool. Any unanswered questions will be responded to and considered for publication in the [QualityNet Question and Answer \(Q&A\) Tool](#) at a later date.

Any questions received that are not related to the topic of the webinar will not be answered in the Chat tool. Instead, we recommend that you go to the *QualityNet* Q&A Tool to search for posted question-and-answer pairs, as well as submit any new questions to us that are not already addressed in the Q&A tool or in a previously published summary of questions and answers. The slides for this presentation were posted to the Quality Reporting Center website prior to the event. If you did not receive the slides beforehand, please go to QualityReportingCenter.com in your web browser and, on the bottom left of the screen, you will see a list of Upcoming Events. Click on the link for this event and there you will find the presentation slides available for download.

Welcome to today's presentation, titled *Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program: Navigating the QualityNet Q&A Tool*. My name is Evette Robinson. I am the IPFQR Program Lead for the Inpatient VIQR Support Contractor, and I will be the presenter for today's event.

The purpose of today's webinar is to describe how the IPF community can leverage the *QualityNet* Q&A Tool to review published articles as well as submit questions regarding new topics.

By the end of this presentation, attendees will be able to leverage the *QualityNet* Q&A Tool to search published articles as well as submit questions regarding new topics.

In the first part of today's presentation, I will provide an overview of the *QualityNet* Q&A Tool.

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The *QualityNet* Q&A Tool is designed to be a one-stop shop for answers to questions pertaining to the various CMS quality reporting programs and initiatives. You can access the Q&A tool by clicking on either of the links on slide 10.

On the landing page of the *QualityNet* Q&A Tool, you will notice there are multiple ways to search for published Q&A pairs (which are referred to as articles), to ask a question, and to review questions that you submitted.

Click on the *QualityNet* Q&A Tool link in the top left of the webpage to return to the homepage from anywhere in the tool. Click on the How to Use this Tool link to find articles about how to use the tool. Note that the content on the How to Use this Tool page was not created by the Inpatient VIQR Outreach and Education Support Contractor and some links may no longer be active.

The menu options at the top of the landing page appear on every page of the tool to provide easy access to the main features: submitting a question, searching existing articles, and reviewing questions that you submitted.

You can submit feedback about the Q&A tool by clicking the Site Feedback button, located on the right side of the screen, throughout the *QualityNet* Q&A Tool. I will demonstrate how to submit feedback about a specific article later in the presentation.

In the next part of today's presentation, I will review the various ways that you can search for existing articles in the *QualityNet* Q&A Tool.

Whenever you have a question about the IPFQR Program requirements, measure abstraction, or measure specifications, we encourage you to first use the search function within the *QualityNet* Q&A Tool to determine if an existing article would meet your needs. As you can see from the image on this slide, there are three ways to search for published articles: the search bar, the Browse Program Articles drop-down menu, and the Browse View existing articles button.

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In the next several slides, I will describe how to use the search bar followed by a brief review of how to leverage the Browse Program Articles and Browse View existing articles options.

The most direct way to search for an existing article in the *QualityNet* Q&A Tool is to type your question in the search bar. You will notice that a list of potentially relevant articles will auto-populate below the search bar as soon as you begin typing keywords associated with existing articles. You may select an article title from these options or choose to click the magnifying glass to search based on the keywords entered in the search bar. In this example, I will select an article pertaining to the Transition Record measures.

Before you can view an existing article, a disclaimer statement will appear. You must click the Continue button in order to view the selected article. As indicated in the image on slide 18, if you click the Cancel button, you will not be able to view the article and will return to the *QualityNet* Q&A Tool homepage. This message should only appear once per day, the first time you access an article in the tool.

Next, you will see the published article prominently displayed on the webpage. There will also be a list of other published articles associated with that topic, indicated by the number 2 on this slide. You will also find the top-rated articles, indicated by the number 3 on this slide.

The article title and number are in the blue bar at the top of the article box. The number of times the article has been viewed appears above the question. Below the answer are the options to rate the article, indicate whether it is helpful, print the webpage, or send a link to the article to someone via email.

After you review the article, you have multiple options from which to choose to continue searching for existing articles. The number 1 on this slide shows where you can click *QualityNet* Q&A Tool to navigate back to the homepage. Number 2 indicates where you can click Browse Program Articles to search by program.

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Refer to the menu options in box number 3, if you wish to go to a different page to view lists of articles within a category, such as all knowledge bases, the IPF knowledge base, the IPFQR Measures topic, or specifically pertaining to the topic associated with the article, which in this example is the Transition Record measures. As indicated by the number 4, you can submit keywords in the search field; or, in the area designated by the number 5, you can select another published article to review within the same category or listed among the top-rated articles.

As noted on previous slides, the Browse Program Articles link in the top menu is another option you can use to search for existing articles. To view articles specific to the IPFQR Program, click on the link and select Inpatient Psychiatric Facilities from the drop-down menu.

In addition to the static menu at the top of the page, the landing page for Inpatient Psychiatric Facilities articles includes four main sections. Section 1 contains the Program Knowledge Bases. Below, in Section 2, are the Categories. Section 3 lists the Top Rated Articles, and the Most Viewed Articles are listed in Section 4.

The image on the left side of the screen displays the Program Knowledge Bases section of the page, which has a drop-down menu that allows you to navigate to the articles page for another CMS program or initiative. The image on the right side of the screen is the Categories section, where you can click the plus (+) sign to expand IPFQR Measures to view the volume of articles published under each measure category, as well as the IPFQR DACA category.

Click the category name to see a list of the articles associated with that category. The example on this slide displays the articles that appear for the 30-Day All-Cause Unplanned Readmission Following Psychiatric Hospitalization in an IPF measure.

The third way to search for an existing article in the *QualityNet* Q&A Tool that will be addressed in this presentation is to click the Browse View Existing Article button on the homepage.

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This takes you to the All Knowledge Bases page. The landing page for All Knowledge Bases includes the same four categories. The first section displays a drop-down menu for the Program Knowledge Bases; the second section lists Categories of articles; the Top Rated Articles are listed in the third section; and the Most Viewed Articles are listed in the section indicated by the number 4 on this slide. Note that the IPFQR Program-related categories are listed toward the bottom of the list in the Categories section.

In the next part of this presentation, I will review the steps you can follow to submit a question to the *QualityNet* Q&A Tool use the Ask a Question function.

If, upon searching the existing articles, you do not find the answer to your question(s), you can submit a question to CMS via the Ask a Question hyperlink at the top of the page or the Ask a Question button on the homepage. Both avenues will lead to the same webpage.

In the top portion of the webform, you will notice a warning to not include Protected Health Information, or PHI, as doing so is a violation of the Health Information Portability and Accountability Act of 1996, also known as HIPAA, and the Privacy Act of 1974. Note that any questions containing PHI will be deleted from the system and not processed.

All required fields in the webform are indicated by a red star. In the next part of the webform, you will enter information about yourself, including your first and last name. You will enter your email address twice, and you have the option to include your phone number, including area code and extension, if applicable.

In the bottom portion of the webform, you will enter the information specific to your question. This is an image of the blank form prior to making any selections.

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Next, click on the drop-down menu below Program and select IPF – Inpatient Psychiatric Facility. This will update the webform to include additional fields for you to complete, specifically the Hospital CCN (1) and Discharge Period_IPF (2) fields. These will be addressed shortly.

Click on the field below Topic and a list of topics related to the IPFQR Program will appear in a separate window, as displayed in the image on slide 34.

In the next field, enter the CMS Certification Number (or CCN) for your facility, if applicable. If you are a vendor or other such entity that does not have a CCN, leave the Hospital CCN field blank. If you are a facility and do not enter your CCN, you will be asked to provide it before your question is reviewed. Below Discharge Period_IPF choose the appropriate time period pertaining to your question from the drop-down menu (2). This information ensures that your question is answered based on the appropriate specifications pertinent to the selected discharge period. Select N/A if the discharge period is not relevant to your question.

Next, enter a short description of your question in the field below Subject indicated by the number ! on this slide. Then, enter your question in the field below the text Please Describe Your Question. Notice that a box will appear above the text box advising you to ensure that you exclude Personally Identifiable Information (PII) and/or Protected Health Information (PHI) from your submission.

Click the box next to “I’m not a robot” to complete the reCAPTCHA and follow the prompts. Then, click the blue Submit Question button.

On the next screen, you will see a statement confirming that your question was successfully submitted and the reference number assigned for follow up, as indicated by the number 1 on this slide. At this point, you have a few options. You can choose one of the menu options at the top of the page, displayed in the box with the number 2 on this slide. You can also click the button above number 3 to Go To Main Page or click the Submit Another Question button above the number 4.

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You will receive an email from CMS Quality Support – Production stating that the case was opened.

You will receive an email from CMS Quality Support – Production if additional information is required to provide a response to your inquiry. Follow the directions in the email to reply with the requested information.

Anytime that an update is made to your case, you will receive an email from CMS Quality Support – Production.

Once a response is provided to your question, you will receive an email again from CMS Quality Support – Production stating Resolution Confirmation Required. If the question was answered to your satisfaction, click the Case Resolved button and you will receive a message about a brief customer feedback survey and a message thanking you for contacting the *QualityNet* Q&A Help Desk. If the question was not answered to your satisfaction, click the Case Not Resolved button and you will have an opportunity to describe why your case was not resolved via email.

In the final portion of today’s presentation, I will talk about how you can review your questions in the *QualityNet* Q&A Tool.

The My Questions feature of the *QualityNet* Q&A Tool can be accessed either from the My Questions link found at the top of all pages within the tool or from the homepage by clicking the My Questions Both Old & New Q&A Tools button below the search bar.

Using either method will lead you to the webpage displayed on slide 45. The top of the page includes a summary of how you can leverage this feature. Specifically, you can query the legacy and new Q&A tool databases by case or reference number, or you can review a summary of your most recent questions by entering your email address. CMS transitioned to the current *QualityNet* Q&A Tool in September 2019. The legacy system refers to the Q&A tool to which questions were submitted to CMS prior to September 2019, and those Q&A pairs were identified by a 12-digit reference number which is separated by a dash. (Example: Reference # 123456-123456)

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To receive a summary of your most recent questions, you must select Email Address Used For Questions from the drop-down menu. Type your email address in the Enter Your Email Address field.

Then, you will click the box next to “I’m not a robot” to complete the reCAPTCHA and follow the prompts. Next, you will click the Submit button. Then, on the next screen, you will see a message confirming receipt of your request, as displayed on slide 47.

To see a detailed report of a specific ticket, you must first select Case/Reference # of a Question from the drop-down menu. Then, type the ticket number in the Enter Your Ticket Number field. To access a ticket from the legacy system, that is anything prior to September 2019, enter the 12-digit reference number, separated by a dash. To access a ticket from the current system, enter the case number which begins with CS followed by seven digits. (Example: Case # CS1234567)

Once you have entered the ticket number, click the box next to “I’m not a robot” to complete the reCAPTCHA and follow the prompts. Then, click the Submit button. On the next screen, you will see a message confirming receipt of your request, as displayed on slide 49.

This slide displays a list of the acronyms that were referenced during this presentation.

The next several slides include links to helpful resources.

This slide lists several upcoming webinar topics. We use the IPFQR Program Listserv to notify subscribers of future webinar information. In a few moments, I will provide more information about how you can subscribe to the IPFQR Program Listserv to receive email notifications about upcoming webinar events and other information about the IPFQR Program.

CMS recommends that IPFs refer to the updated IPFQR Program Manual for information pertaining to the IPFQR Program. The manual is located on the *QualityNet* and Quality Reporting Center websites, which can be accessed by clicking on the icons on this slide.

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The IPFQR Program Manual contains information about program requirements, program measures, and various tools pertinent to the IPFQR program.

We encourage you to keep us up to date with points of contact at your facility by sending the completed Contact Change Form to us whenever there are staff changes relevant to the IPFQR Program or other quality reporting programs. We also recommend that you sign up for the IPFQR Program Listserve, if you have not already, by clicking on the Listserve Registration icon on this slide. Once enrolled in the IPFQR Program Listserve, you will receive communications pertaining to IPFQR Program webinars, program updates, and other announcements. Information about upcoming webinars can be viewed by clicking on the Upcoming Webinars icon. We encourage everyone to leverage the Find an Answer function in the *QualityNet* Q&A Tool to find information about program requirements and measures, OR, if not found, submit your inquiries to us via the tool. We also welcome your recommendations for future webinar topics via the Q&A tool, which you can access by selecting the Q&A Tool icon. You can click on the Email Support icon to send an email to us with questions regarding eligibility, such as next steps for a newly-eligible provider or to notify us that an IPF is closed or will be closing. You can also contact the Inpatient VIQR Support Contract team via phone at (866) 800-8765 or via secure fax at (877) 789-4443.

This concludes the content portion of today's webinar titled, *Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program: Navigating the QualityNet Q&A Tool*. Thank you for your time and attention. Have a great day!