



Centers for Medicare & Medicaid Services
Center for Clinical Standards and Quality

User Guide for the *CMS ESRD Measures Manual* JIRA Feedback System

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1. Introduction

This document provides guidance to members of the End-Stage Renal Disease (ESRD) community when posing questions and comments about the recent Centers for Medicare & Medicaid Services (CMS) release of the *CMS ESRD Measures Manual (Manual)*.

The *Manual*—available from the [ESRD Quality Incentive Program \(QIP\) section of CMS.gov](#), along with this user guide—contains the detailed specifications that underwrite clinical performance measures in the ESRD QIP and Dialysis Facility Compare (DFC). CMS recognizes that seemingly minor and esoteric aspects of the measure specifications may have a substantial impact on measure scores. Accordingly, the *Manual* provides a transparent and detailed description of how CMS ESRD measures are calculated, offering the public a comprehensive understanding of how CMS evaluates the quality of care provided by dialysis facilities.

In order to provide a forum for the public to pose questions and provide feedback about the measure specifications contained in the *Manual*, CMS created a [Manual section](#) on the Office of the National Coordinator (ONC) Issue Tracking System's JIRA platform. The ONC Issue Tracking System is a collaboration platform that supports the implementation of health information technology by providing a space in which users can transparently log, prioritize, and discuss issues with appropriate subject matter experts on a host of topics. The section also serves as a repository by which the public can submit recommendations for non-substantive, technical changes.

Because the JIRA platform contains sections for a wide variety of Department of Health and Human Services (HHS) projects, users should take care to post comments concerning the *Manual* only in the appropriate section. In addition, anything posted on JIRA (whether in the *Manual* section or sections for other projects) is available for public viewing.

This document addresses the basics of acquiring a JIRA account, signing onto the site, and providing or receiving information on the *Manual* ONC/JIRA site.

2. Setting Up a JIRA Account and Logging Into JIRA

The following steps are required to set up a JIRA account and to then log into the JIRA system at the *CMS ESRD Measures Manual* site.

1. Go to the link:

<https://jira.oncprojecttracking.org/browse/CMSESRDMM>

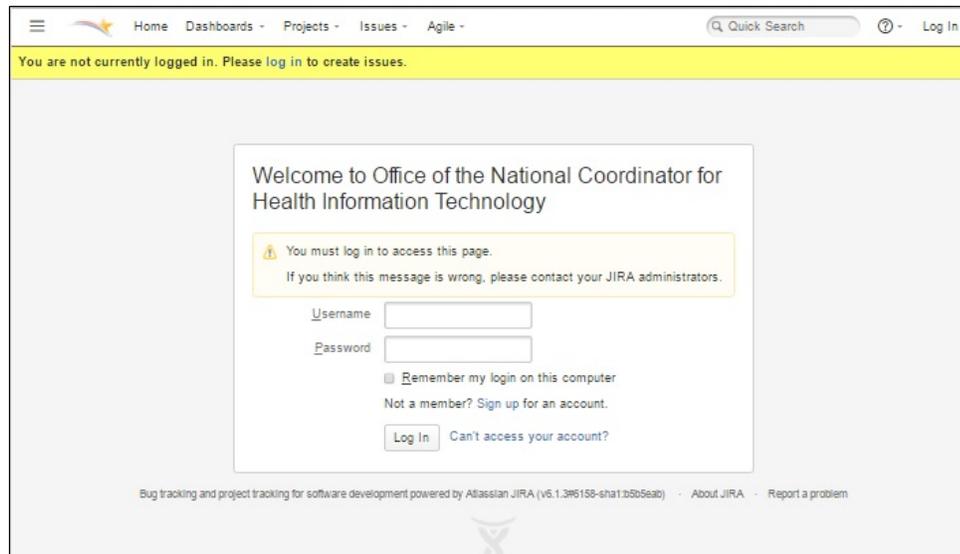


Figure 1. JIRA Login Screen

2. After the screen appears, click on the “Sign up” link on the screen.

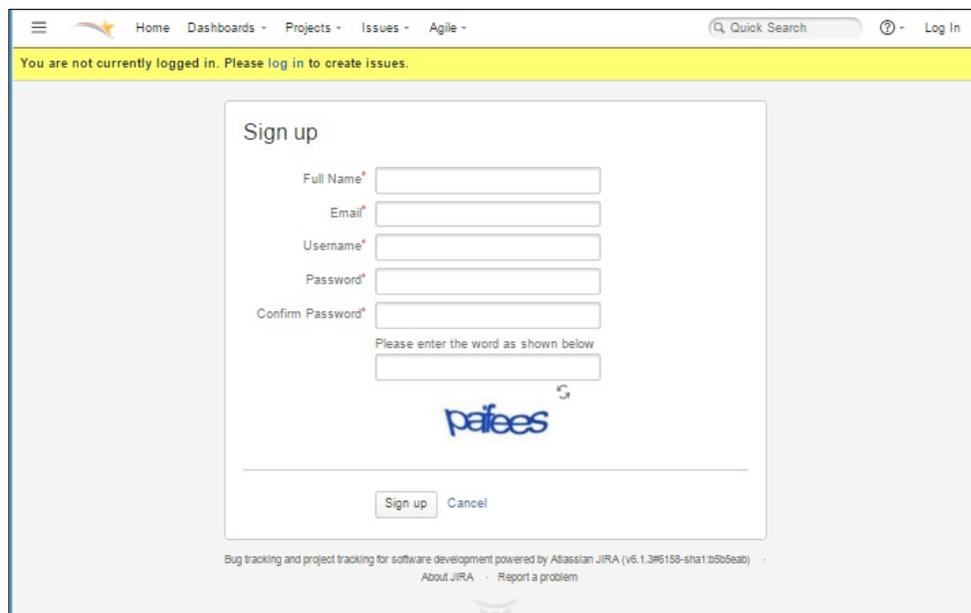


Figure 2. JIRA Sign-Up Screen

3. A screen will appear requesting:
 - a. Full name – This is what will appear with things associated with you in JIRA (e.g., issue ownership, comments)
 - b. Email address
 - c. Username – used to sign into JIRA
 - d. Password – used to sign into JIRA
 - e. Confirm Password – used to validate new password
 - f. Security word – Enter the word as requested.
4. Enter this information and click the “Sign Up” button.
5. A “Congratulations” screen will appear. Do not log in via the link that offered on that acknowledgment screen. Instead, go back to the original link (<https://jira.oncprojecttracking.org/browse/CMSESRDMM>) and log in again.
6. This link will take you the correct summary screen titled “CMS ESRD Measures Manual.”

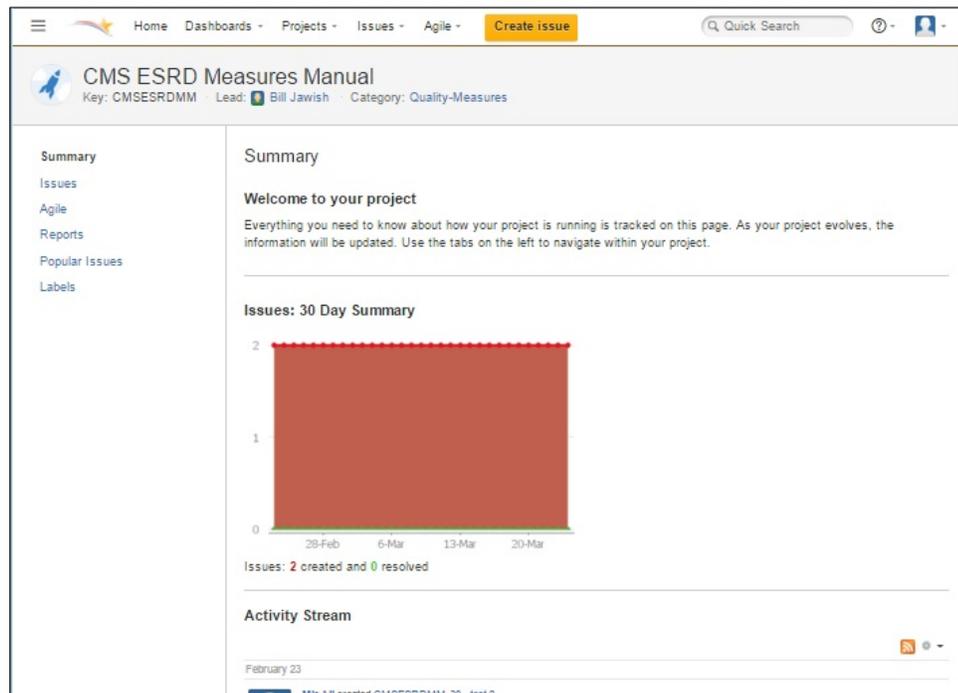


Figure 3. CMS ESRD Measures Manual Home Screen

7. A “What’s new in JIRA” pop-up window may occur. You can check the “never show again” box and/or close the window.
8. Store your username and password.

3. Password Reset

Complete the following steps in the event that you forget your username or password.

1. Go to the link: <https://jira.oncprojecttracking.org/browse/CMSESRDMM>
2. Click on “Can’t access your account?”
3. Select whether you have forgotten your username or password
4. Follow the instructions to gain access your account.

4. Creating and/or Tracking an Issue

All user accounts have the rights to:

- Create an issue;
- View all issues and the accompanying information; and
- Add comments to all issues.

An issue may present a recommendation for or question about the *Manual*.

Note that an issue may have only one question associated with it. Nevertheless, a user may submit multiple issues.

After signing onto JIRA and landing on the summary screen, create an issue by following these steps.

1. Click on the menu item on the upper portion of the screen labelled “Create an Issue.”

The screenshot shows the JIRA 'Create Issue' dialog box. The 'Project' is set to 'CMS ESRD Measures Manual'. The 'Issue Type' is 'Improvement'. The 'Priority' is 'Minor'. The 'Attachment' section shows 'Choose Files' and 'No file chosen'. The 'Description' field is empty. The 'Impact' field is empty. The background shows the JIRA interface with a sidebar on the left and a main content area on the right.

Figure 4. JIRA “Create Issue” Dialog Box

2. Fill out the information requested on the screen. Note that the items with an asterisk (*) are required. With this in mind, providing additional information will help with the resolution of the issue.
3. Please be as specific and comprehensive as possible when filling out the “Description” field.
4. Click the “Create” button at the bottom of the screen after filling in the needed information. This will submit the issue to the ONC/JIRA system.
5. A message will appear at the top of the screen telling you that your issue has been submitted, along with other identifying information. You will also receive an email telling you that your issue has been submitted; you will also receive subsequent emails as the issue progresses toward its resolution.

The owner of an issue is known as the “Reporter.” Reporters receive emails when their issue has advanced to the next status or a comment has been posted concerning the issue.

If an issue other than yours is of interest to you, then you can become a “Watcher” of that issue. You will then receive emails when that issue has advanced to the next status or a comment has been posted about the issue. To become a “Watcher” of an issue, press the “Start watching this issue” link on the right side of the individual issue screen (described later). If you want to stop being a “Watcher” of an issue, click the “Stop watching this issue” link.

4.1 Issues Dashboard

The issues dashboard is the best place to start tracking the status of your issue and view any comments that are posted. The issues dashboard shows a summary of all issues in a variety of different ways. There are also predefined queries that will select issues in a variety of different ways.

To reach the issues dashboard, click on the “Issues” link located at the left side of the summary screen/landing page after you sign onto JIRA.

Once on the issues dashboard screen, select a link to run various queries that have already been developed to sort the existing issues. When you select a query link from this screen, you will be taken to a different screen that gives a detailed view of an issue selected by this query, in order of priority. If you have selected a view that shows more than your issues, you can find your issue listed on the left side of the screen if it was selected by this particular query.

As stated, there are many views to select from, however the views that most directly align with you are titled “Assigned to me” and “Reported by me” on the top half of the Issues screen.

4.2 Individual Issue Screen

After you select a query link from the Issues Dashboard and have located the issue of interest to you, a screen will appear showing more detailed information about this particular issue. This information includes:

- The title
- The description
- The type

- The priority
- The status
- Comments
- The person that submitted the issue (the Reporter)
- The Watcher link
- As well as other information

You can select other issues from the same query listed on the left of the screen if desired. To get back to the overall Issues Dashboard, press the CMS ESRD Measures Manual link in the top center of the screen.

4.3 Issue Status

The status of an issue represents its stage in the workflow process. The available status' are:

- Open – status when issue has been received by the JIRA system
- Assigned – status when issue has been assigned to a group for review
- In Progress – status when the assigned group is working with the issue
- Resolved – status when an initial resolution has been reached
- Closed – status when the issue has been closed

5. Email Notifications

The JIRA system tends to be forthcoming in communication with respect to your issue (or an issue you are watching). You will receive emails when the issue has been successfully submitted, a status change has occurred, or a comment is added.

6. Detailed JIRA Manual

As noted, this is a preliminary guide for new JIRA users. A [more-detailed user guide available on JIRA](#) delves into a variety of additional topics, including administration of specific sections.

Acronyms

Acronym	Definition
CMS	Centers for Medicare & Medicaid Services
DFC	Dialysis Facility Compare
EQRS	ESRD Quality Reporting System
ESRD	End-Stage Renal Disease
ESRD QIP	End-Stage Renal Disease Quality Incentive Program
HHS	Department of Health and Human Services
ONC	Office of the National Coordinator

Appendix: Frequently Asked Questions

Q: Can all communication concerning an issue's resolution to be viewed on the feedback system?

A: No. For example, when an issue reaches the "In Progress" status but before it is "Resolved," all communication takes place among CMS staff (and contractors, where appropriate) outside of the JIRA system (e.g., phone or email).

Q: How will issues submitted with multiple questions be handled?

A: Currently on the JIRA system, each issue involves only one question. If the user includes more than one question when submitting the issue, only the first one will be considered.

Q: Is information that CMS conveys in JIRA binding?

A: No discussions or responses within JIRA are binding. The *Manual* represents CMS's best attempt to articulate calculations that underwrite measure scores. Nevertheless, it is sub-regulatory guidance, and does not carry the same force as regulations and statutes.

Q: To what extent will the public be able to make comments on a *Manual* issue prior to its resolution?

A: The public can make comments prior to resolution, and those comments will be reviewed on a frequent basis. Please note that CMS will post no response to such comments.

Q: Will time limits be imposed on the advancement of issue statuses (e.g., when an issue has been assigned or resolved; when a resolution will be closed), or a when a comment must be answered?

A: Not at first. CMS may reconsider this in the future as the JIRA comment process evolves.

Q: How often will the ESRD Quality Reporting System (EQRS) Measures Manual Committee meet?

A: They will have an opportunity to meet every week.

Q: To whom will reports containing information on issues be distributed?

A: They will be distributed only to CMS at first. CMS will consider whether it will distribute these reports to stakeholders at a later time.

Q: How will CMS respond via JIRA when a user submits a recommendation to change a measure specification?

A: CMS will acknowledge receipt of all recommendations promptly. In the event that the EQRS Measures Manual Committee decides not to accept a recommendation, CMS will inform the submitter about the the decision. If the committee decides to accept a recommendation, CMS will document this outcome by listing the change in a “future” section of the *Manual* once the change has been prioritized and scoped for release.