

User Guide for Hospice Quality Reporting Data Entry Site

User Guide for use in Voluntary Reporting cycle:

Data Collection from October 1, 2011 – December 31, 2011

Data Submission January 2012

PRA Disclosure Statement:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1153. The time required to complete this information collection is estimated to average 15 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimates or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

OMB Control Number: 0938-1153

Expiration Date: 1/31/2014



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Help Desk:

A Help Desk will be staffed during regular EST business hours November 1, 2011 to January 31, 2012. Should you have any questions or technical difficulties, please contact the Help Desk by calling 1-800-647-9670 or sending an e-mail to help.hospicequality@rti.org.

Quality Reporting Data Entry Website:

To access the Data Entry website for the Voluntary Reporting Period, please visit CMS’s homepage for LTCH-IRF-Hospice Quality Reporting at <https://www.cms.gov/LTCH-IRF-Hospice-Quality-Reporting> . From here, click on the “Hospice Quality Reporting” link located on the left sidebar of the webpage. On the bottom of this next page under “Related Links Outside CMS,” you will find the hyperlink to access the “Hospice Quality Reporting Data Entry Site” homepage. Once on the Data Entry Site homepage, it might be helpful to bookmark this page directly for easy future access.

I. Introduction: Explanation of Data Collection

a. Purpose:

CMS finalized a voluntary quality reporting period for hospices to precede the mandatory quality reporting for the FY 2014 payment determination as set forth in Section 1814(i)(5) of the Affordable Care Act for Hospice Programs. For the voluntary reporting, hospices may report one structural measure collected from October 1, 2011 through December 31, 2011. The structural measure hospices may report for the voluntary reporting cycle is: Participation in a Quality Assessment and Performance Improvement (QAPI) Program that Includes at Least Three Quality Indicators Related to Patient Care.

Data submitted during the voluntary reporting period will not affect any annual payment updates. Submission of data collected during this timeframe will serve only to inform the future development of the quality reporting program. Data submitted during this voluntary period will be aggregated prior to being shared with CMS. Therefore, CMS will not have access to identifiable hospice data. Voluntary data collected will permit CMS to understand the current state of QAPI programs in hospices across the nation in order to enhance the quality reporting program for subsequent years.

IMPORTANT INFORMATION – PLEASE TAKE NOTE:

There will be a lag between the data entry period and the data submission period for the voluntary reporting cycle. The Quality Reporting website will be active for data entry beginning November 2011. However, you will not be able to submit data until the submission periods opens in January 2012. Should you wish to enter data before the submission period opens, please use the  function that appears at the bottom of the webpage containing Q1 – Q4. This function will allow you to save data for changes/additions at a later date, and to access saved data for submission in January. If you enter data before the submission period opens and do not hit the  button, all data entered in your current session will be lost and you will have to re-enter the data upon your next login. All data must be completed and submitted to CMS no later than 11:59 pm EST January 31, 2012. However, please note, if you begin entering data into the system before the submission window opens in January, the 'Submit Response' button will be disabled. This means before January 2012, you will only be able to use the 'Save without Submitting' button to save data and you will have to return to submit your data once the submission period opens. If you have created a User Name and password through the Quality Reporting site, a reminder email will be sent to you when the submission window opens.

b. Who, What, When & How:

Each hospice may voluntarily complete the Hospice Quality Data Submission Form. If you choose to participate in the voluntary reporting, you should:

- Read the instructions carefully before completing each data field.
- Visit the data collection form online to enter your responses: <https://www.cms.gov/LTCH-IRF-Hospice-Quality-Reporting> .From this link, click the “Hospice Quality Reporting” link, located on the left sidebar of the webpage. The link to the data entry site (“Hospice Quality Reporting Data Entry Site”) is located under “Related Links Outside CMS” at the bottom of the webpage.
- Report whether or not during the timeframe from **October 1, 2011 through December 31, 2011**, you had a QAPI program that included at least three quality indicators related to patient care for the voluntary reporting period.
- List the patient care related quality indicators used in your hospice’s QAPI program from **October 1, 2011 through December 31, 2011**.
- You may enter your QAPI program information on the Hospice Quality Reporting Data Entry Site beginning in November 2011. Enter and submit your data no later than **January 31, 2012**.

c. How to access and use the web entry system:

The Hospice Quality Reporting data entry form can be found online by visiting CMS’s homepage for LTCH-IRF-Hospice Quality Reporting at <https://www.cms.gov/LTCH-IRF-Hospice-Quality-Reporting> . From here, click on the “Hospice Quality Reporting” link located in left sidebar. On the bottom of this next page under “Related Links Outside CMS,” you will find the hyperlink to access the “Hospice Quality Reporting Data Entry Site” homepage. Once on the Data Entry Site homepage, it might be helpful to bookmark this page directly for quick and easy future access. You are required to create a user account before entering any information about your hospice and QAPI Program. Although you are able to save data entered on the site and return to it at a later date, please remember your username and password if you wish to revisit the site to complete your responses in multiple sessions. **Also note, the window for data submission will not open until January 2012. This means that if you complete your data entry in one sitting before the window for data submission opens, you will still need to make note of your username and password to log back into the site and submit your data. If you have created an account through the quality reporting website, you will receive a reminder email notifying you that the data submission window has opened and to log back into your account to submit your saved data.**

No specific browser is required to access the site, however you must have the cookies feature enabled in order to visit the quality reporting website. If you try to access the site, a message will pop up in your browser window if cookies are not enabled. Your browser should prompt you with further instructions to enable cookies and access the quality reporting site.

d. How to submit data for non-web users:

If you are not able to access the web data submission form, please contact our Help Desk to request an alternative method for data submission. You can reach the Help Desk by calling 1-800-647-9670 or sending an e-mail to help.hospicequality@rti.org

Before you begin:

Before you begin the data entry process, please familiarize yourself with the kind of information you will be asked to submit by reviewing this User Guide (screen shots provided in-text will give you specific details for each question). Outside of the general overview this manual can provide, there are a few key pieces of information you will need to know before you begin your data entry. If you do not know it already, it might be helpful to find this information beforehand and have it written down for reference while entering your data on the Quality Reporting site. The necessary pieces of information are:

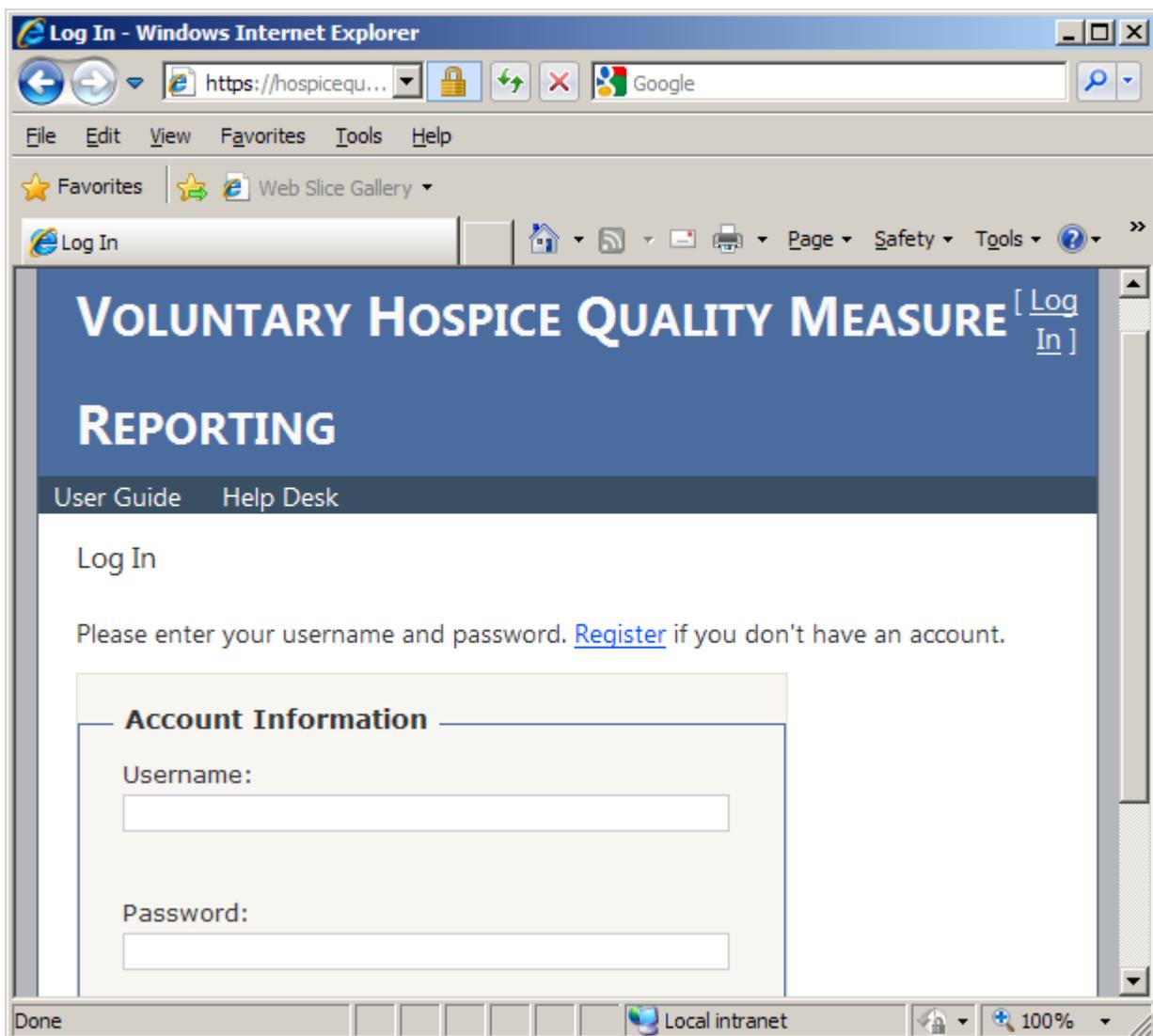
- ✓ NPI Number
- ✓ CMS Certification Number (CCN)
- ✓ Details of your hospice's QAPI program and the patient care-related indicators you track. You may cut and paste from a Word or Excel file if your hospice has an indicator list prepared.

What to do if you Have Questions:

A Help Desk will be staffed during normal EST business hours November 1, 2011-January 31, 2012. Should you have any questions or technical difficulties, please contact the Help Desk by calling 1-800-647-9670 or sending an e-mail to help.hospicequality@rti.org. A hyperlink to both the Help Desk and the User Guide also appears at the top left corner of each page on the Quality Reporting Website.

II. Getting Started: How to Create Your Account

- 1) Access the Quality Reporting homepage by typing or pasting <https://www.cms.gov/LTCH-IRF-Hospice-Quality-Reporting> in your web browser's address bar. Click on the "Hospice Quality Reporting" link, located on the left sidebar of the webpage. The link to the Hospice Quality Reporting Data Entry site is located under "Related Links Outside CMS" at the bottom of the webpage. Once on the Data Entry site, it might be helpful to bookmark this page directly for quick and easy future access.
- 2) If you are a new user, click on the 'Register' button, located above the Account Information box on the Hospice Quality Reporting webpage. If you are a returning user, log in using the user name and password you created in your initial session.



3) Enter the information requested on the 'Create A New Account' page:

Register - Windows Internet Explorer

https://hospicequ... Google

File Edit View Favorites Tools Help

Register

User Guide Help Desk

Create A New Account

Please provide the following information. All fields are required. The security question and answer will allow you to recover your password in case you forget it.

User Name:

Password:

Confirm Password:

E-mail:

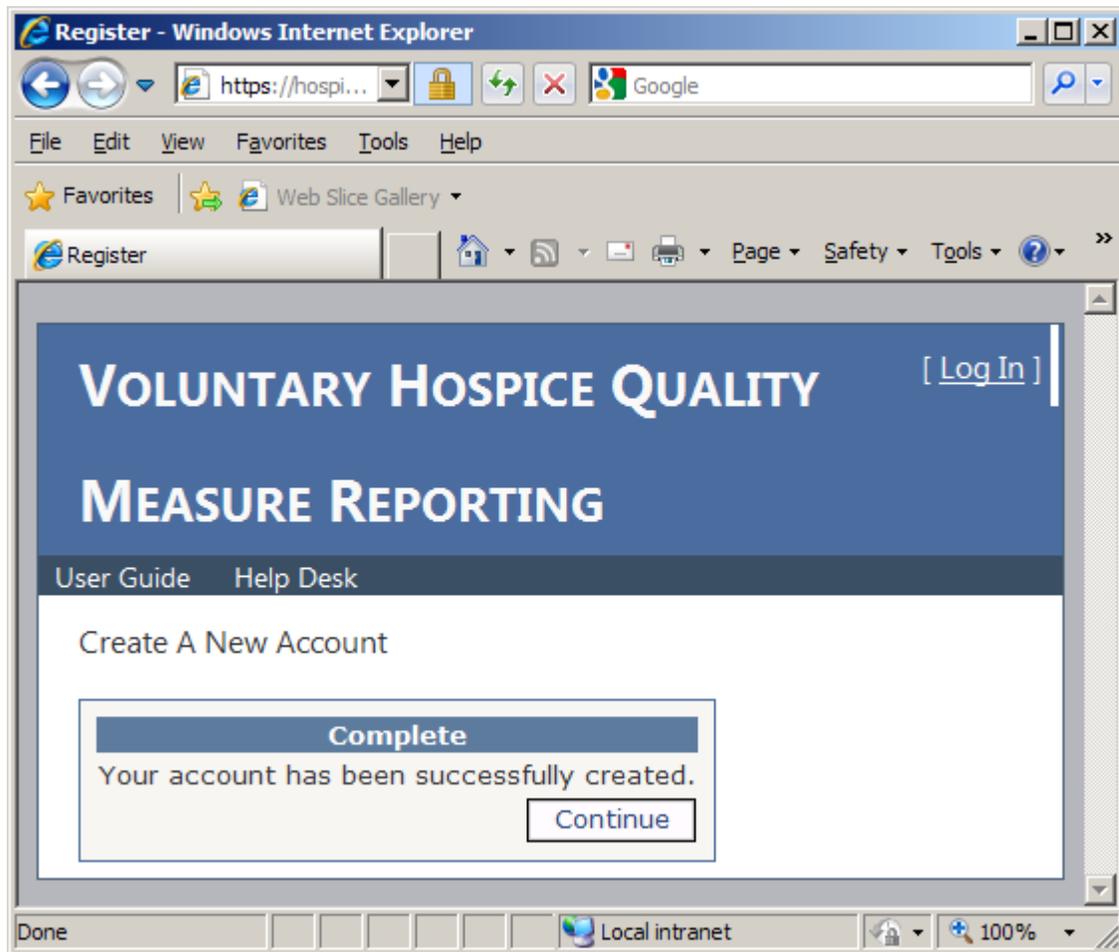
Security Question:

Security Answer:

Local intranet 100%

- **User Name** – Create your own user name. Your username can be any length and any combination of letters, numbers, or symbols. Usernames are not case-sensitive.
- **Password**– Create your own password. Passwords must be a minimum of 6 characters, but can be any combination of letters, numbers, or symbols. Passwords *are* case-sensitive.
- **Confirm Password** – Re-enter the password that you created.
- **E-mail** – Please provide a valid e-mail address where you currently receive e-mail messages. The Quality Reporting Team will use this email account to send updates on data submission windows and data submission confirmations.
- **Security Question** - Create your own security question to be used if you forget your password. Make sure it is something you can answer correctly in the future.

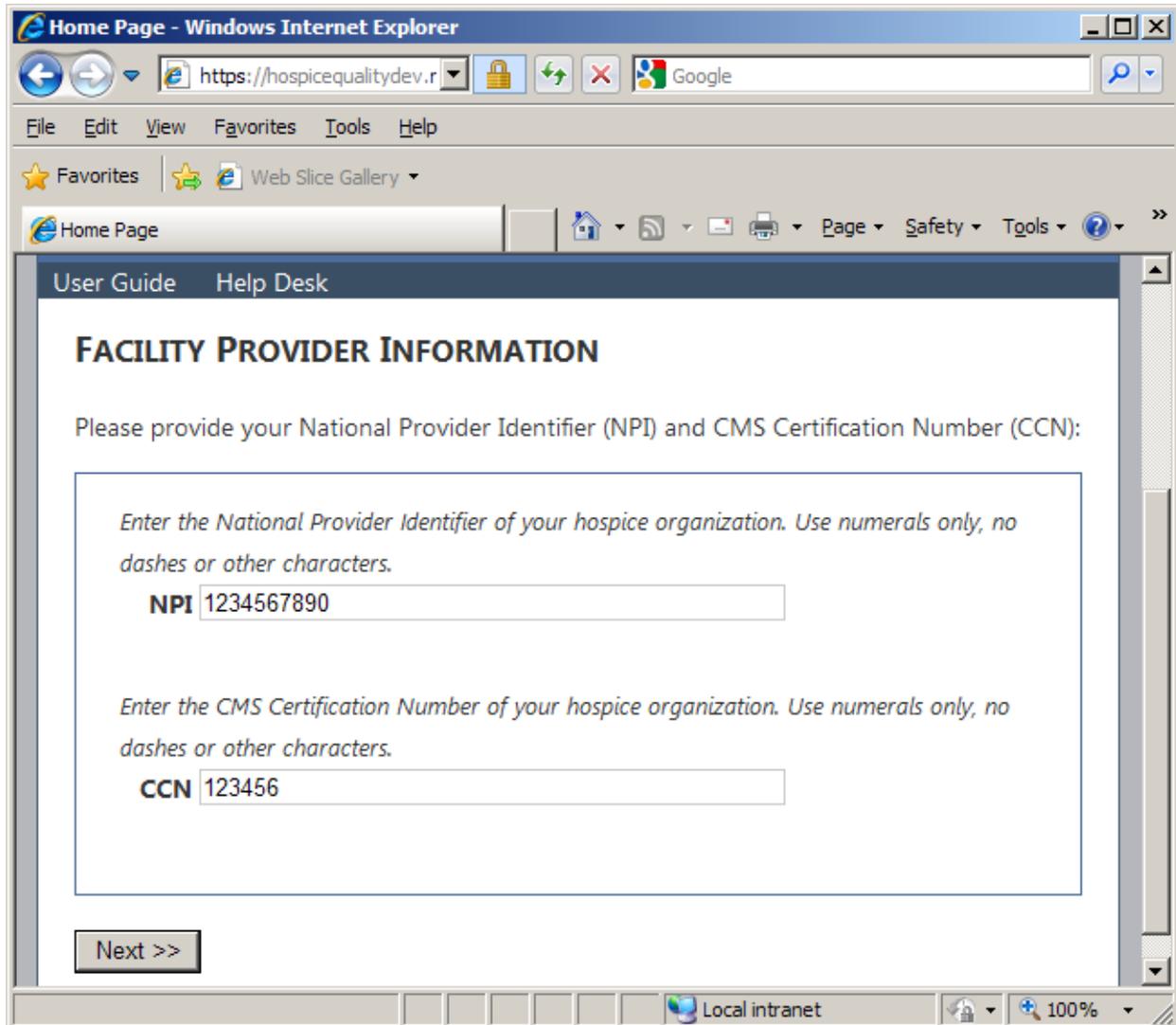
- **Security Answer** – Create an answer to your Security Question. Make sure it is something that you will remember in the future if you forget your password. The answer to your security question is not case-sensitive.
- 4) Click 'Register' to create your account.
 - 5) You will be taken to a screen that confirms your account was created. To proceed to the data collection page, click the button that says 'Continue.'



III. Completing the Web-Based Data Entry Form:

a. Section 1: Facility Provider Information

- 1) Enter the National Provider Identification number (NPI) and CMS Certification Number (CCN) for your hospice in the first screen that appears after you log in. The NPI is a unique, 10-digit number assigned to each health care provider. The CCN is a 6-digit number, formerly known as the Medicare Provider Number.



The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL <https://hospicequalitydev.r>. The page title is "Home Page - Windows Internet Explorer". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar are icons for Favorites and Web Slice Gallery. The main content area of the browser displays a web page with the following elements:

- Navigation links: [User Guide](#) and [Help Desk](#)
- Section title: **FACILITY PROVIDER INFORMATION**
- Instructional text: "Please provide your National Provider Identifier (NPI) and CMS Certification Number (CCN):"
- Input field for NPI: A text box containing "1234567890" with the label "NPI" to its left. Above the box is the instruction: "Enter the National Provider Identifier of your hospice organization. Use numerals only, no dashes or other characters."
- Input field for CCN: A text box containing "123456" with the label "CCN" to its left. Above the box is the instruction: "Enter the CMS Certification Number of your hospice organization. Use numerals only, no dashes or other characters."
- Next button: A button labeled "Next >>" located at the bottom left of the form area.

The browser's status bar at the bottom shows "Local intranet" and a zoom level of "100%".

- **National Provider Identification (NPI)** – Enter ten numerals only; no dashes, spaces, or other characters.
- **CMS Certification Number (CCN)** – Enter six numerals only; no dashes, spaces or other characters.

b. Section 2: Contact Information

- Enter the business contact information for your hospice. Also, please enter the personal contact information of someone at your hospice that can, if necessary, answer questions the Hospice Quality Reporting Team might have regarding data submitted by your hospice.

Home Page - Windows Internet Explorer
https://hospicequalitydev.rti.org/Survey/ProviderInfo2.aspx

File Edit View Favorites Tools Help

Home Page

VOLUNTARY HOSPICE QUALITY MEASURE REPORTING

User Guide Help Desk

FACILITY PROVIDER INFORMATION

Please provide information about your facility below. All fields are required.

Enter the legal name of your hospice organization.
Business Name Sunnyside Hospice

Enter the mailing address of your hospice organization.
Mailing Address 999 Maple Lane
City Sunnyside State AL Zip 99999

Enter the physical address of your hospice organization.
 Same As Mailing Address
Physical Address 999 Maple Lane
City Sunnyside State AL Zip 99999

Enter the business telephone of your hospice organization during weekdays 8:30 a.m. to 4:30 p.m. Use numerals only, no dashes or other characters.
Business Telephone Number 9105554444

Enter the contact name from your hospice organization for questions about this form.
Contact Name Jane Smith

Enter the contact phone number from your hospice organization for questions about this form.
Contact Phone 9105554445

Done

- **Hospice Provider's Business Name** – Enter the legal name of your hospice organization.
- **Hospice Provider's Mailing Address** – Enter the mailing address of your hospice organization.

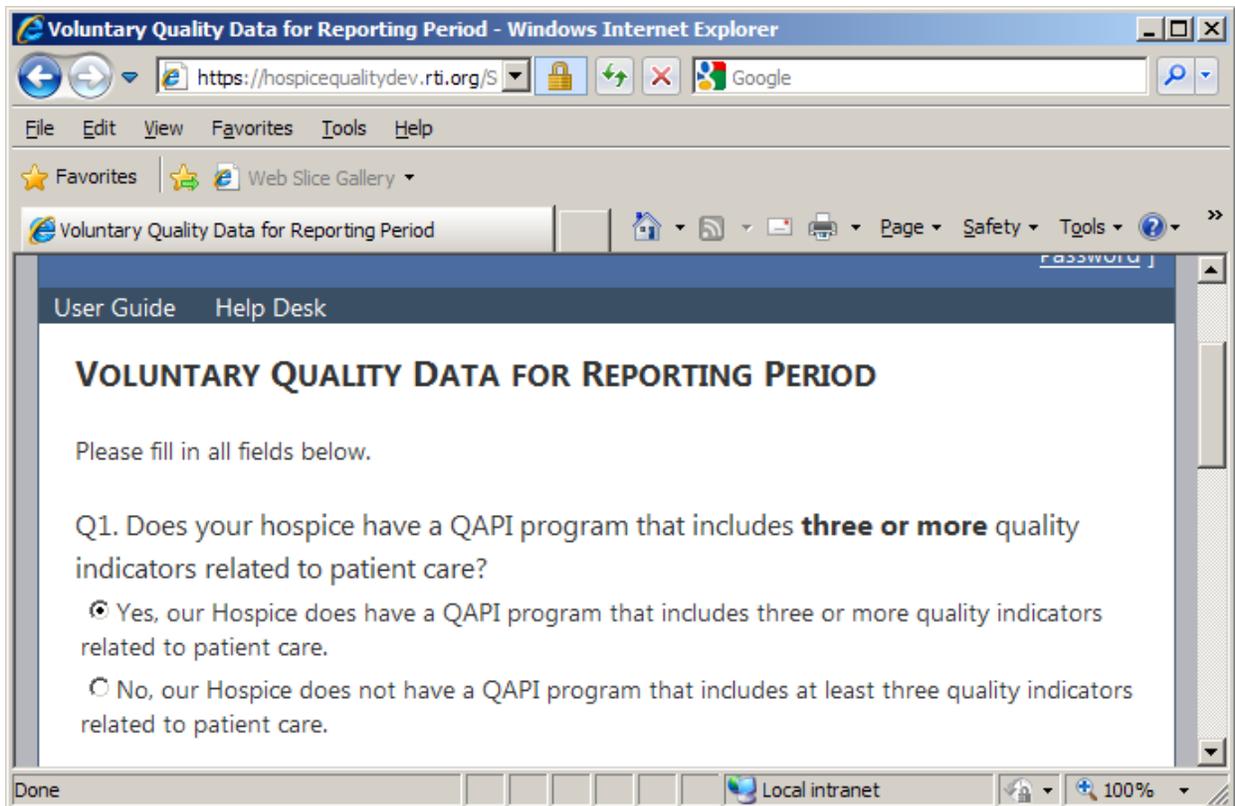
- **Hospice Provider's Physical Address** – Enter the physical address of your hospice organization if this is different than the mailing address.
- **Hospice Provider's Business Phone Number** – Enter the phone number to reach your hospice organization during weekdays 8:30 to 4:30. Numerals only, no dashes, spaces, or other characters.
- **Contact Name** – Enter the name of a contact person who will be able to answer questions about data entered on this form. This may or may not be the individual who completes the data entry form
- **Contact Phone** – Enter the phone number of a contact for questions about this form. Numerals only, no dashes, spaces, or other characters.
- **Contact Email** – Enter the email address of a contact for questions about this form.

c. Section 3: QAPI Program Information

Q1: Does your hospice have a QAPI program that includes three or more quality indicators related to patient care?

- Answer 'Yes' if your hospice organization's QAPI program includes 3 or more patient care-related quality indicators during the reporting period October 1, 2011 – December 31, 2011. Patient care-related quality indicators include indicators that address topics such as:
 - symptom management such as pain, dyspnea, nausea, anxiety, depression;
 - care coordination such as management of transitions and communication between staff and with other providers ;
 - patient safety such as falls, medication errors, infections;
 - care provision in accordance with documented patient/family preferences such as presence of documentation of advance directives and surrogate decision makers

- Answer 'No' if your hospice organization's QAPI program includes fewer than 3 patient care-related quality indicators during the reporting period October 1, 2011 – December 31, 2011.



The image is a screenshot of a Windows Internet Explorer browser window. The title bar reads "Voluntary Quality Data for Reporting Period - Windows Internet Explorer". The address bar shows the URL "https://hospicequalitydev.rti.org/S". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". Below the menu bar, there are "Favorites" and "Web Slice Gallery" sections. The main content area displays a survey form with the following text:

User Guide Help Desk

VOLUNTARY QUALITY DATA FOR REPORTING PERIOD

Please fill in all fields below.

Q1. Does your hospice have a QAPI program that includes **three or more** quality indicators related to patient care?

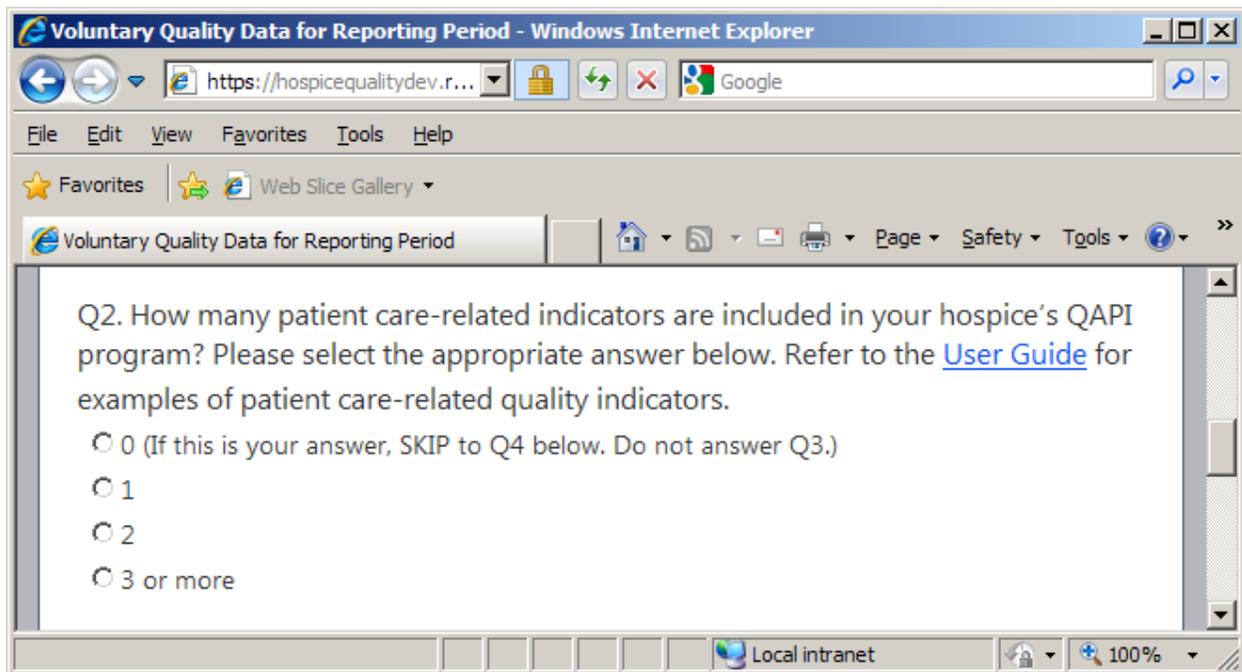
Yes, our Hospice does have a QAPI program that includes three or more quality indicators related to patient care.

No, our Hospice does not have a QAPI program that includes at least three quality indicators related to patient care.

The browser's status bar at the bottom shows "Done", "Local intranet", and a zoom level of "100%".

Q2: How many patient care-related indicators are included in your hospice's QAPI program?

- Indicate the number of patient care-related indicators your QAPI program includes. If you select "0" as your response for Question 2, skip Question 3 and go directly to Question 4.



The screenshot shows a Windows Internet Explorer browser window titled "Voluntary Quality Data for Reporting Period". The address bar displays a URL starting with "https://hospicequalitydev.r...". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar, there are icons for Favorites and Web Slice Gallery. The main content area displays the following text:

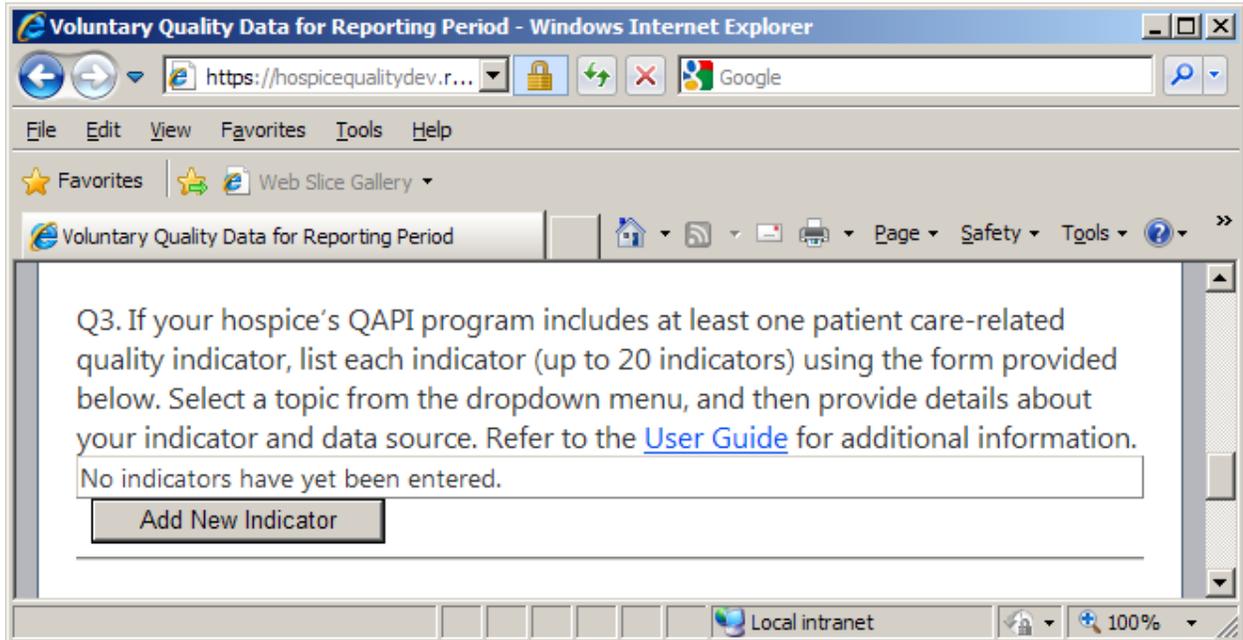
Q2. How many patient care-related indicators are included in your hospice's QAPI program? Please select the appropriate answer below. Refer to the [User Guide](#) for examples of patient care-related quality indicators.

- 0 (If this is your answer, SKIP to Q4 below. Do not answer Q3.)
- 1
- 2
- 3 or more

The browser's status bar at the bottom shows "Local intranet" and a zoom level of "100%".

Q3: List the indicators in your QAPI program

- All hospices with a QAPI program that includes at least one patient care-related indicator should list their indicators (up to 20) for Question 3.
- To begin listing the patient care-related indicators in your QAPI program click the 'Add New Indicator' button.



- After you click the 'Add New Indicator' button, a new screen will appear with drop down menus and text boxes to fill in information for the selected patient care-related Indicator Topic, Indicator Name, Indicator Description, Numerator, Denominator, and Data Source.

The screenshot shows a web browser window titled "Voluntary Quality Data for Reporting Period - Windows Internet Explorer". The address bar shows the URL "https://hospicequalitydev.rti.org/Survey/Questions.aspx". The page content includes a question: "Q3. If your hospice's QAPI program includes at least one patient care-related quality indicator dropdown menu, and then provide details about your indicator and data source. Refer to th No indicators have yet been entered." Below the question is an "Add New Indicator" button. The form fields are as follows:

- Indicator Topic:** A dropdown menu with "Pain assessment or management" selected.
- Indicator Name:** A text box containing "Percent of patients screened for pain."
- Indicator Description:** A text box containing "This indicator reflects the percent of patients who were screened for pain during their initial admission assessment. We collect this indicator on all patients. We calculate and report this indicator monthly."
- Numerator:** A text box containing "Number of patients screened for pain during admission assessment."
- Denominator:** A text box containing "Total number of patients admitted."
- Data Source:** A dropdown menu with "Electronic Medical Record" selected.

At the bottom of the form are "Save" and "Cancel" buttons.

- **Indicator Topic** – Select from the drop-down list the topic that best describes the QAPI indicator.
- **Indicator Name** – Write in the full name of the indicator. You may cut and paste from a Word or Excel file if you already have an indicator list prepared.
- **Brief Description** – Describe the indicator more completely. Include any information that will help us understand what the indicator measures. This description should include the type of score (e.g., percentage, proportion, number) and the target population and focus of measurement.
- **Numerator** – The variable that is on the top part of the fraction that describes the process,

condition, event, or outcome that satisfies the measure focus or intent.

- **Denominator** – The variable that is on the bottom part of the fraction that describes the population evaluated by the individual measure. Please also specify any denominator exclusions.
 - **Data Source** – Select the data source for the indicator for the choices provided. Note that if none of the choices apply, you can choose “Other”.
- After you have filled in each information field, click the ‘Save’ button. After you click ‘Save’, the information just entered will be saved and converted into a table format on your web browser.
- From here, you can click ‘Add New Indicator’ to continue adding additional QAPI indicators or you can edit/delete previously added indicators using the edit/delete buttons that now appear in the table. After you enter your last QAPI indicator and add it to the table by clicking ‘Save,’ continue to Question 4.

The screenshot shows a web browser window titled "Voluntary Quality Data for Reporting Period - Windows Internet Explorer". The address bar shows the URL "https://hospicequality.rti.org/Survey/Questions.aspx". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with various icons. Below the browser window, a table displays two QAPI indicators. The table has the following structure:

Number	Indicator Topic	Indicator Name	Brief Description	Numerator	Denominator	Data Source	
1	Pain assessment or management	Percent of patients screened for pain.	This indicator reflects the percent of patients who were screened for pain during their initial admission assessment. We collect this indicator on all patients. We calculate and report this indicator monthly.	Number of patients screened for pain during admission assessment.	Total number of patients admitted.	Electronic Medical Record	Edit Delete
2	Pain assessment or management	Percent of patients with pain that receive a comprehensive pain assessment.	This indicator reflects the percent of patients who screened positive for pain who had a comprehensive assessment of their pain (frequency, intensity, what alleviates it etc) within 48 hours of pain screening.	Number of patients who screened positive for pain AND received a comprehensive pain assessment within 48 hours of the pain screening.	Total number of patients who had a positive pain screen.	Electronic Medical Record	Edit Delete

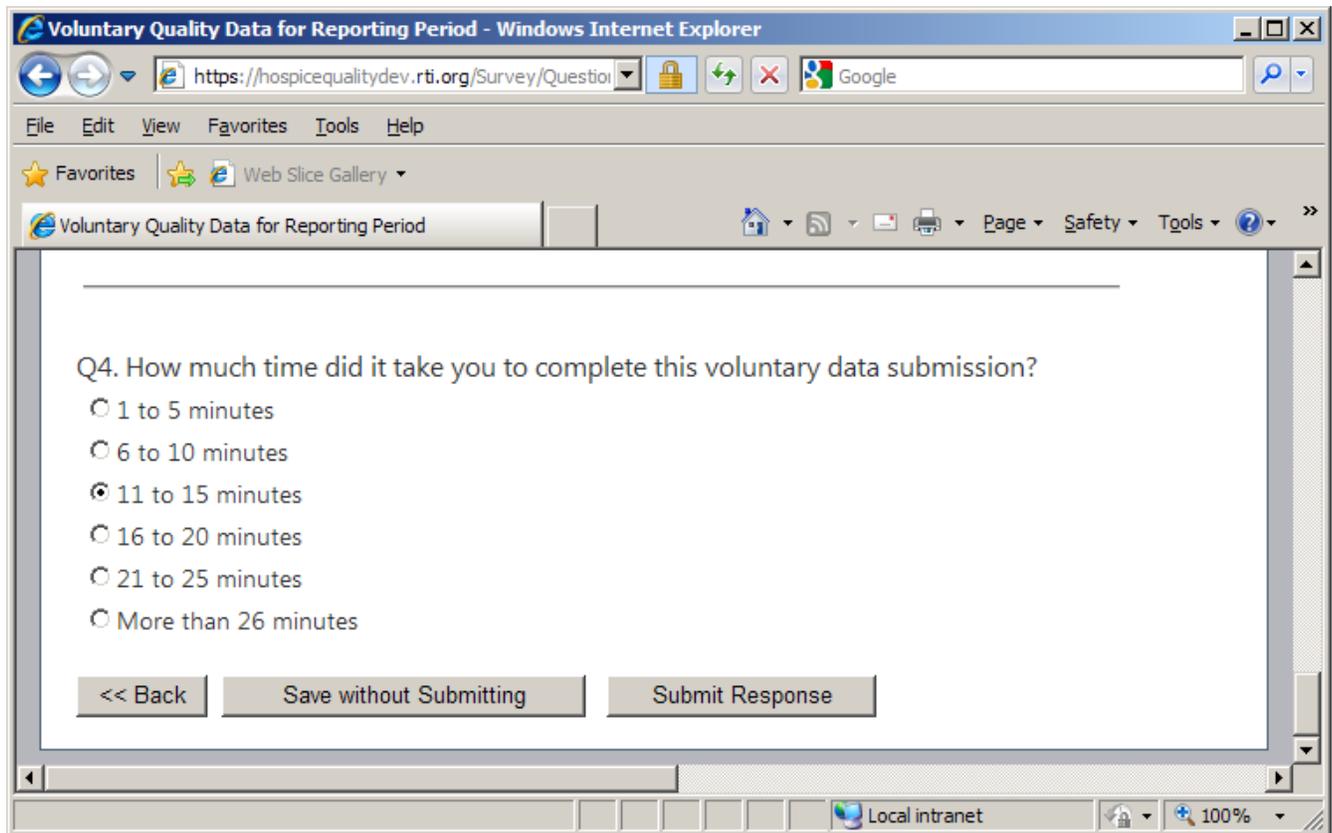
Below the table, there is a button labeled "Add New Indicator".

PLEASE NOTE:

- **If you are entering data BEFORE the submission period opens in January 2012:** Please note, at this point in time *you will only be able to enter and save data; you cannot submit any data during this time.* During this time frame, the 'Submit Response' button will be deactivated. Thus, to save work you will *only* be able to use the 'Save without Submitting' button. ***You must click this button before closing or logging out of your session or all data will be lost and you will have to re-enter data upon your next login.*** Even if you complete all information in all fields and save your work, you will have to login again in January to **submit** your saved work to the Quality Reporting database. Data entries will not be considered complete until you click 'Submit Response' in January. If you have created a login through the data reporting website, you will receive an email in January reminding you to submit any saved data to the Quality Reporting database.
- **If you are entering data AFTER submission period opens in January 2012:** Please note, you have 2 options. You can complete all data entry in one session and click 'Submit Response' when you are done. This will send your data to the database and your participation will be considered complete. Alternatively, you can enter data in multiple sessions. To do this, you will use the 'Save without Submitting' button. Return to the site as many times as you would like to edit existing data or add new data. Until you are ready to submit, use the 'Save without Submitting' button before each logout or your data will be lost. When you feel your data entry is complete, click the 'Submit Response' button to send your data to the Quality Reporting database.
- **If you use the 'Save without submitting function'** please make sure to carefully review all data you had entered in previous sessions before submitting your final data entry to the Quality Reporting database. You will want to verify that no information has been lost or compromised before submitting your data entry.
- **All data must be submitted no later than 11:59 pm EST January 31, 2012.** No late submissions will be accepted. Once you submit your data, you will receive a confirmation email from the Quality Reporting Team. Please keep a copy of this email for your records.
- **You can make edits and revisions to already submitted data before 11:59 pm January 31, 2012.** To make edits to your data, log back in to the system, and make any changes necessary. **If you are editing your QAPI indicators in Question 3, please make sure to click the 'Update' button that will appear beneath the text boxes to save your updated QAPI information.** When you are done with all your revisions, click the 'Submit Response' button. You will receive another confirmation email to confirm your second data submission. Any and all changes must be made before the deadline for submission on January 31, 2012. After this date you will be locked out of the data entry system and will not be able to make changes/edits to your data.

Q4: How much time did this take?

- Indicate the number of minutes it took you to complete the data collection form.



The screenshot shows a Windows Internet Explorer browser window. The title bar reads "Voluntary Quality Data for Reporting Period - Windows Internet Explorer". The address bar shows the URL "https://hospicequalitydev.rti.org/Survey/Question...". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". Below the menu bar is a "Favorites" section with a "Web Slice Gallery" dropdown. The main content area displays the question "Q4. How much time did it take you to complete this voluntary data submission?" with six radio button options: "1 to 5 minutes", "6 to 10 minutes", "11 to 15 minutes" (which is selected), "16 to 20 minutes", "21 to 25 minutes", and "More than 26 minutes". At the bottom of the content area are three buttons: "<< Back", "Save without Submitting", and "Submit Response". The status bar at the bottom indicates "Local intranet" and "100%".

- At this point, please use either the 'Save without Submitting' button or the 'Submit Response' button to either save your work and return to it at a later date or, if you feel your data entry is complete, to submit your response. ***If you logout or close your browser without first clicking one of these buttons, all data you have entered will be lost and you will have to re-enter your responses upon your next login.***

IV. Frequently Asked Questions (FAQs)

I. Technical How-To's:

1) Q: Does it matter which web browser I use to access the data entry system?

A: No. While no specific browser is required to access the site, you must have the cookies feature enabled in order to visit the quality reporting website. See the last paragraph of page 4 for additional information about cookies. However, if the page is not loading correctly, please try an alternate browser. Should the page still not load correctly, please contact the Help Desk.

2) Q: Can I save my work if I want to come back to it another day or must I complete the entire form at once?

A: Yes, you can save your work and return for another session to enter more information or make changes. Use the 'Save without Submitting' button to save entered data and return to it at a later date. This is the *only* button that will save your data for editing/additions in a future session. Should you log out without clicking this button, data will be lost and you will have to re-enter data.

3) What's the difference between 'Save without Submitting' and 'Submit Response'?

A: You can 'Save without Submitting' if you'd like to return to the data entry site to add more information later. You can click 'Submit Response' if you feel the information you have entered is complete. This will send your data to the Quality Reporting database and your participation will be considered complete. However, please note, if you begin entering data into the system before the submission window opens in January, the 'Submit Response' button will be disabled. This means before January 2012, you will *only* be able to use the 'Save without Submitting' button to save data and *you will have to return at a later date* to submit your data.

4) Q: Do I have to login from the same computer each time to access my hospice's data?

A: No, you can log in to the web system from any computer and use the same account login information.

5) Q: What if I forget my username/password?

A: You can click the 'Forgot password?' link next to the Log In button on the main page of the web system. The system will then ask you your security question that was created upon registration. If you answer your security question correctly, your password will be emailed to the email address that was specified on registration. There is no 'Forgot Username?' function, so please make note of your username upon registering with the site. If you do forget your username, please call the HelpDesk for assistance.

6) Who can I contact if I need additional help/support or if I cannot access the website?

A: Contact the Help Desk at 1-800-647-9670 or help.hospicequality@rti.org.

Alternatively, links to the User Guide will be placed throughout the web-based form. These links might prove especially useful should you be completing the data entry form during non-business hours.

II. Data Entry Fields:

7) Q: What if I don't have a CCN or NPI?

A: Please contact the Help Desk for further information if you do not have a CCN and/or NPI.

8) Q: Who should I list as the 'Contact Name' under 'Facility Provider Information'?

A: The contact person should be someone who can answer questions about the responses provided in the voluntary data collection. This may or may not be the individual who completes the data entry form.

9) Q: What if I have fewer than 3 patient-care related QAPI indicators?

A: We want to hear from all hospices. As long as you have at least 1 QAPI indicator, you can still complete *all* questions (Question 1 – Question 4) of the voluntary reporting data entry form.

10) Q: What if I have no patient-care related QAPI indicators? Can I still participate in the voluntary reporting period?

A: Yes, you can still submit data and participate in the voluntary reporting period. If you have no QAPI indicators, you should respond and submit data for Questions 1, 2, and 4, leaving question 3 blank.

11) Q: What is a patient care-related indicator?

A: Patient care related quality indicators include indicators that address topics such as:

- i. symptom management such as pain, dyspnea, nausea, anxiety, depression;
- ii. care coordination such as management of transitions and communication between staff and with other providers ;
- iii. patient safety such as falls, medication errors, infections;
- iv. care provision in accordance with documented patient/family preferences such as presence of documentation of advance directives and surrogate decision makers

12) Q: What if I have patient care-related indicators but I don't know the numerator/denominator?

A: The numerator and denominator can be left blank and the web system will still allow you to submit your information.

13) Q: How many indicators can I list?

A: Although we expect most organizations will have 20 or fewer patient-care related QAPI indicators, you may add more than 20 if you wish. Alternatively, if you have more than 20 QAPI indicators, you could list only the 20 you feel *best* capture patient care-related data for your organization.

14) Q: What if the topic of my indicator is not listed in the drop down menu or fits under more than 1 category in the drop down menu?

A: If the topic is not listed, please select 'Other' from the drop down menu. If the topic fits more than one category, please select the option you think *best* reflects the indicator.

15) Q: What if data for calculation of my indicator is obtained from more than 1 source?

A: The drop down menu for data source under Question 3 will only allow you to choose one data source. If data for the calculation of your indicator is obtained from more than 1 source, please choose the source that the *majority* of data is pulled from.

Submission Questions:

16) Q: Can I enter/save information before the submission period opens in January?

A: Yes, the system will save the data you have previously entered. You will receive a reminder email once the submission period opens in January. At that point, you will be able to submit your saved data.

17) Q: When should I submit my data?

A: You can **enter** data into the form and save it beginning in November 2011. You can **submit** data once CMS indicates the data submission period is open, sometime in January 2012. CMS will post an announcement on their website informing hospices that the data submission function is now available. Please check <https://www.cms.gov/LTCH-IRF-Hospice-Quality-Reporting> for updates and announcements. If you have already created a username/password through the quality reporting website, you will also receive a reminder email once the period has opened.

18) Q: How will I know if my data has been received once submitted?

A: You will see a confirmation screen once your data has been submitted. You will also receive a confirmation email. Please keep a copy of this email for your records.

19)Q: Once I submit data, can I go back and make changes to what has been submitted?

A: If you submit your data *before* the submission window closes on January 31, 2012 you will be able to login again to the system and make changes to your submission. See page 17 for instructions. However, *once the window closes on January 31, 2012, you will no longer have access to the system* and, at this point, can no longer amend submitted data. Should you need to change your submission after January 31, please contact the Help Desk for more information.

20)Q: Who will read this/what will be done with my data?

A: Data submitted during the voluntary reporting period will not affect any annual payment updates. Data submitted during this voluntary period will be aggregated prior to being shared with CMS. Therefore, CMS will not have access to identifiable hospice data. Data submitted during the voluntary reporting period will not affect any annual payment updates. Submission of data collected during this timeframe will serve only to inform the future development of the quality reporting program.

21)Q: Are there any consequences for not submitting data?

A: Submission of the data is voluntary. There are no consequences for not submitting data, but we hope you will participate in this opportunity to help shape the future of Hospice Quality Reporting.