
Clinical Quality Metrics Registry (CQMR) Subject Matter Expert Workgroup

April 11, 2018



Agenda

- Welcome and agenda review
- Status Update
- User Acceptance Testing
- CQMR Communications
- Submission Flows – CCO Data Proposals and Submissions
- QRDA I
 - Framing and program expectations
 - Experience with vendors
- Wrap up and next steps

CQMR High Level Schedule

2017	2018												2019										
D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Implementation Period													Year 1 - Technical Support and Onboarding (TS&O)										
CQMR Configuration, Implementation, and Testing													Help Desk Services										
Reqs & Architecture			Enhancements		Component Testing								Warranty										
									System Test														
											UAT												
CQMR IOC/ Operational Go Live													Δ										

Highlights:

- **Initial Operational Capacity:** Full Clinical Quality Metrics Registry Functionality
- **Implementation Period:** Contract amendment execution date through to deployment of final release
- **CQMR Warranty Period:** Starts with completion of the Implementation Period and continues for the greater of 3 months or all Warranty exit criteria met.
- **Year 1 Technical Support and Onboarding:** 12 months of Technical Support and Onboarding, starting at the end of the Implementation Period and overlapping with the Warranty Period

Project Phase	Key Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Design	Create Legal Agreements	█											
	Defining System Requirements		█	█									
	Design Architecture		█	█	█								
	OneHealthPort Design			█	█	█							
Development	Create Development Environment		█										
	Configure Development Environment		█	█	█	█							
	Configure CPC+					█							
	OneHealthPort Configuration					█							
Testing	OneHealthPort System Testing					█							
	Create Test Environment					█							
	Configure Test Environment					█	█						
	System Testing						█	█					
	Install System Fixes								█				
	OneHealthPort User Testing									█			
	User Acceptance Testing (UAT)									█	█		
Training	Draft Training Materials						█	█					
	Update Training Materials From Testing								█	█			
	OneHealthPort Training									█			
	Update Training Materials From UAT										█	█	
	Train OHA Staff											█	█
Transition to Production	Create Production Environment								█				
	Configure Production Environment									█			
	OneHealthPort Go-Live										█		
	Install System Fixes From UAT											█	
	Test Production Environment											█	
	Go/No-Go Assessment												█
	Go-Live 11/29/18												

Role of OneHealthPort: User Access

- OneHealthPort will be used for single sign-on
 - OneHealthPort also will support CQMR's sister projects: Common Credentialing and Provider Directory
 - Analyzing overlaps between OneHealthPort current users and CQMR users: Oregon Medicaid EHR Incentive Program, CCO incentive metrics, potentially CPC+

CQMR Program UAT (User Acceptance Testing)

Who?

- We want YOU!
- CQMR SME working group is invited to participate in the CQMR UAT test event

What?

- UAT is an opportunity for a small group of users to verify the CQMR solution prior to official “Go Live”.
- Testers will be given scenarios or test scripts to follow and will have the opportunity to report essential feedback to OHA.

When?

UAT scheduled for **October 2018**

Suggested Time commitment:

- First 2 weeks: max 4-6 hours per week
- Second 2 weeks: max 2-4 hours per week

A Kick-Off event (1-2 days) will be hosted at an OHA facility to present expectations, testing process, and training. Testers will receive a suggested timeline to complete test activities. The goal will be to focus on getting critical input the first 2 weeks and then shift to lighter support the last 2 weeks.

Where?

- Although the Kick-Off sessions will be on-site, all testing can be conducted remotely

Why?

- The purpose of UAT is to ensure the CQMR solution will meet the workflow needs of providers, CCOs, and other end users participating in Oregon’s CCO incentive program or the EHR incentive program.

CQMR Communications and FAQs

Input from last meeting and updates:

- Provide implementation status updates at Metrics TAG and other forums
 - Update: Underway (e.g., March Metrics & Scoring and Metrics TAG meetings) and will continue throughout implementation
 - Working with Brink Communications on communications planning
- Communicate something like a PDSA cycle on implementation and refinements
 - Update: On workplan for later in implementation
- Post CQMR SME WG roster so organizations can see who is participating and connect with their colleagues
 - Update: Done

FAQs, Issues, and Solutions

Issue/Question Type	Issue/Question	Answer/Solution	Contact/Resource
File Submission	Drag and drop box to upload files is inaccessible	<ol style="list-style-type: none"> 1. Log out and log back in to the site 2. If problems persist, contact MiHIN support. MiHIN will verify whether service is up or down. 3. If MiHIN service is down, MiHIN will address the issue. 4. If MiHIN service is up, the problem is the user's internal Firewall or Anti-virus software blocking access. The user should add https://ecqmwebupload.mihin.net as a trusted site. 	MiHIN Support: - Email: help@mihin.org - Phone: (517) 336-1430
File Submission	Entire Web upload window is black, except a connection reset message	<ol style="list-style-type: none"> 1. An Anti-virus software or Firewall is blocking the user's access to the site. 2. The user should add http://ecqmwebupload.mihin.net as a trusted site. 	
File Submission	File was successfully uploaded, but unable to send	<ol style="list-style-type: none"> 1. The user's Firewall could be blocking the file as malicious and not allowing it to send. 	MiHIN Support: - Email: help@mihin.org - Phone: (517) 336-1430



FAQs, Issues, and Solutions

Issue/Question Type	Issue/Question	Answer/Solution	Contact/Resource
File Submission	What is the benefit of including a description when uploading a file?	1. The description box will allow users to search or filter for different groups of submissions from the status page.	
File Submission	What does “finalize CQM QRDA Category I submission” mean?	1. Most reporting programs want the aggregated data for submission of quality measures. Since a QRDA Category I file is a piece of information, it would need to be calculated or finalized into a QRDA Category III. QRDA Category I files are used for report once programs in that the data can be used for multiple quality programs.	

FAQs, Issues, and Solutions

Issue/Question Type	Issue/Question	Answer/Solution	Contact/Resource
File Submission	What is Direct Secure Message?	<ol style="list-style-type: none"> 1. Direct Secure Message is similar to secure web e-mail and is specifically designed for the exchange of patient health information across different EHR networks. 	
File Validation	What happens and what should be done if a file fails validation?	<ol style="list-style-type: none"> 1. A file can fail validation for one or many reasons. When a file fails, an email will be generated and sent to the submitter providing details of the issue(s). 2. In most cases, the user's EHR vendor will need to be contacted when a file fails validation 3. MiHIN is available to assist users when possible. Email quality@mihin.org for assistance, including contact information as well as the reference ID from the validation feedback email. 	<p>MiHIN Support:</p> <ul style="list-style-type: none"> - Email: quality@mihin.org - Phone: (517) 336-1430

CCO Data Proposal Overview

- CCOs submit data proposals annually, showing that planned data submissions will meet requirements
- Currently submitted in an Excel template – will be in web form in CQMR solution

	A	B	C	D	E	F	G	H	I	J	Screening for Clinical Depression and Follow-up Plan (NQF 0418)			Controlling High Blood Pressure Hypertension (NQF 0018)		
1			Provider Name (only if level of data aggregation is provider)	Organization, Practice, or Provider Address	EHR Product Name	EHR Version Number	# of Providers who will report data for Practice	# of CCO Members empaneled at Practice - ADULTS	# of CCO Members empaneled at Practice - CHILDREN	# of CCO Members empaneled at Practice - TOTAL	Report Type for NQF 0418	Level of Data Aggregation	Payer Type	Report Type for NQF 0018	Level of Data Aggregation	Payer Type
2	Organization Name	Practice Name														
6										0						
7										0						
8										0						
9										0						

Navigation: Instructions | **Orgs & Practices** | NQF 0418 | Cig Smoking Prev | Additional info | (+)

CQMR Quality File Submissions Flows

April 11th, 2018



Erin Vaquera, Project Manager

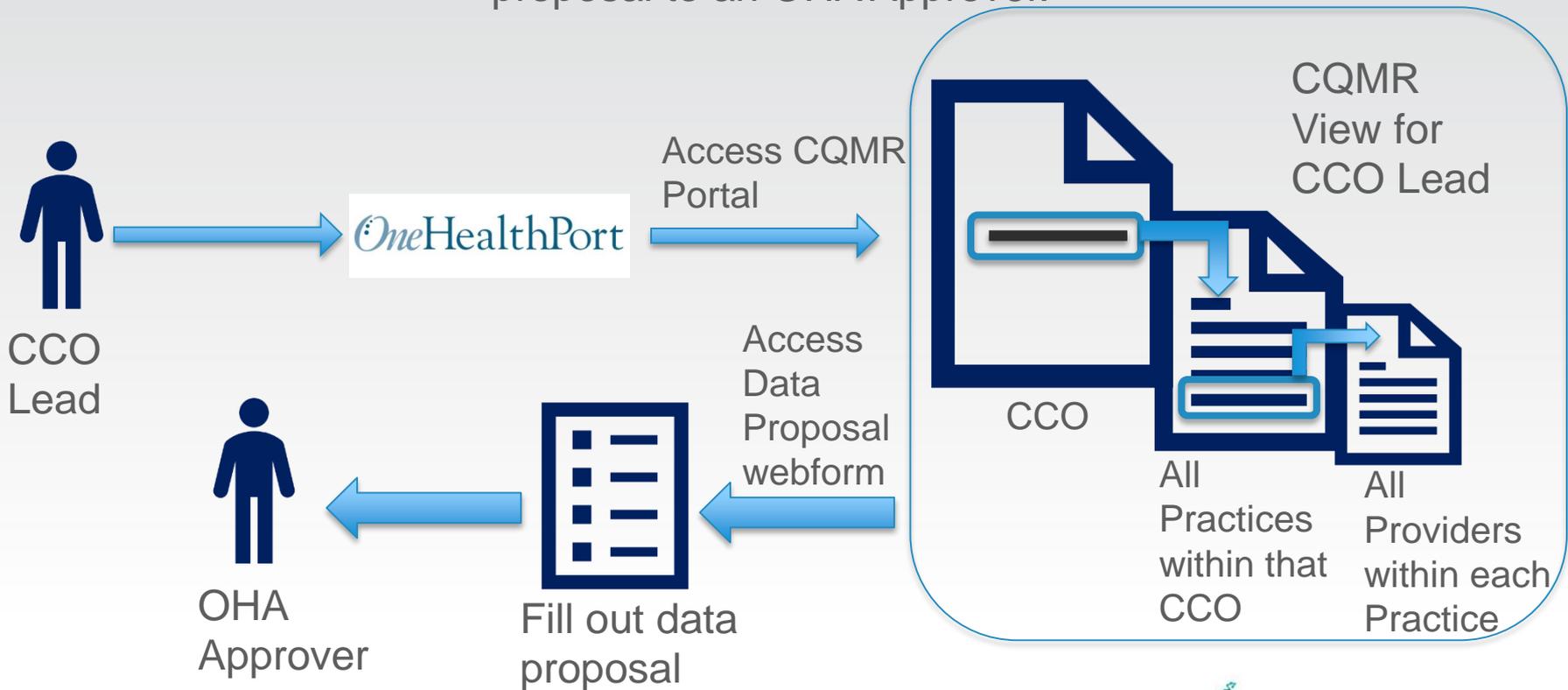


Agenda

- CCO Role and Organizational Affiliation for Data Proposal Submission Scenarios
- CCO Data Proposal Approval Process
- CCO Data Submission Scenarios
- FAQs, Issues, and Solutions

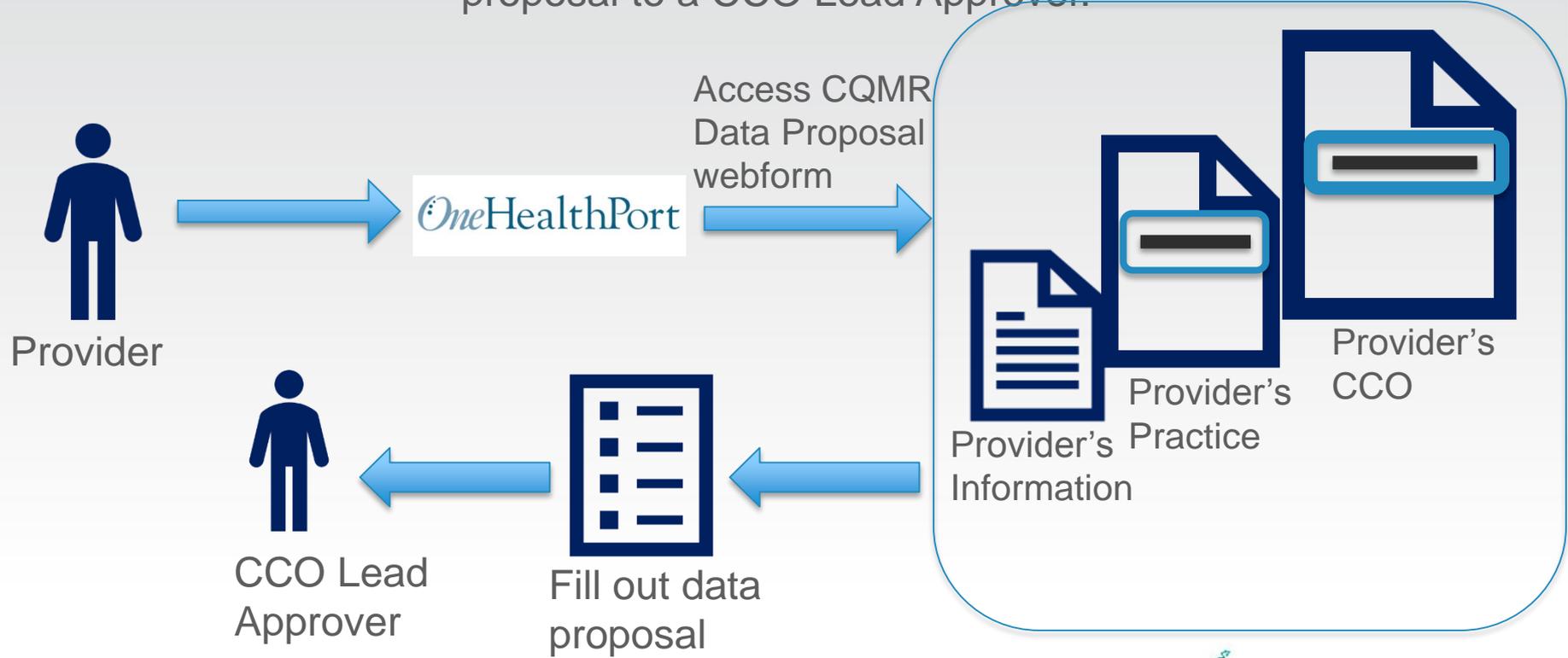
CCO Lead and Organizational Affiliation for Data Proposal Submission

The CCO Lead accesses the CQMR Data Proposal webform. Per the permissions set by role-based access control, the CCO Lead can view only information for practices and providers within his own CCO and will submit the proposal to an OHA Approver.



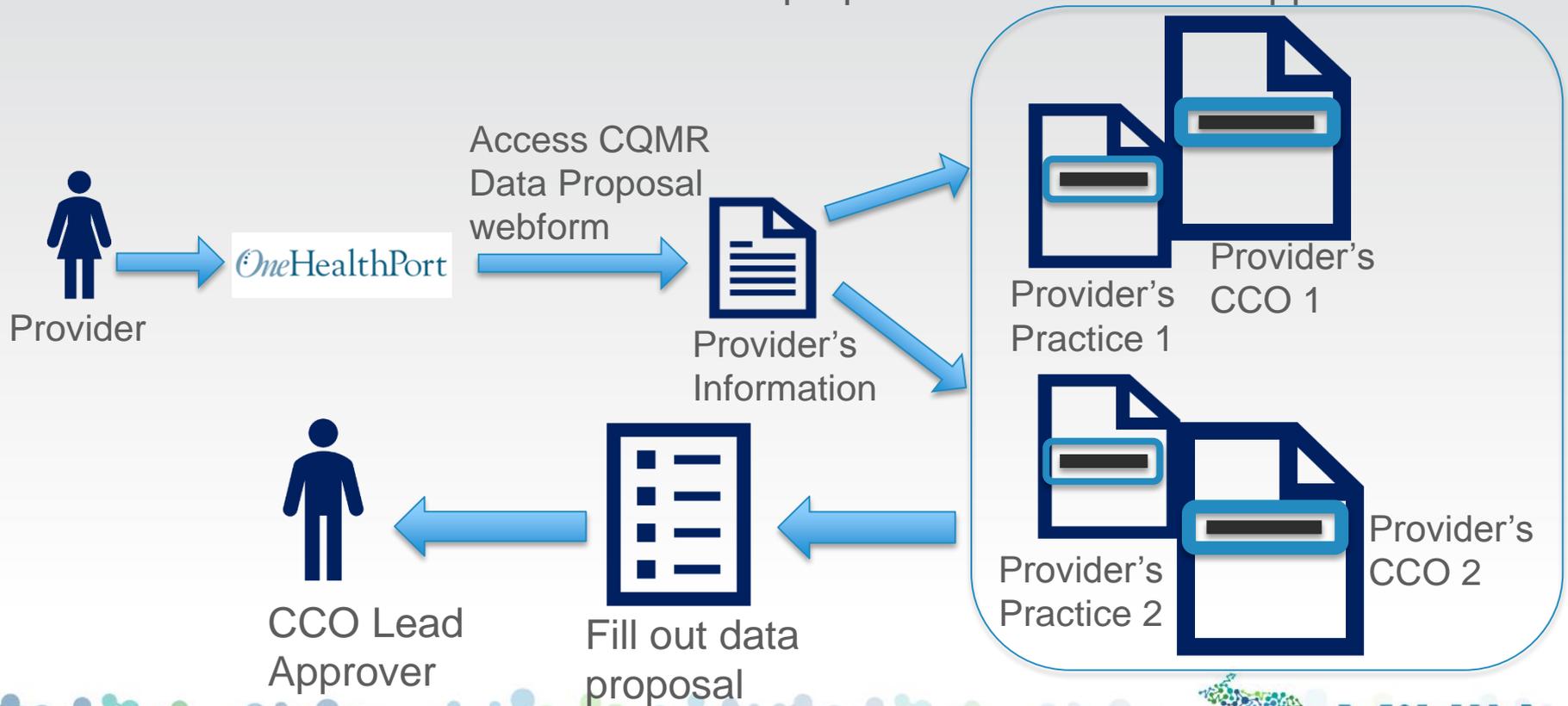
Provider and Organizational Affiliation for Data Proposal Submission – Scenario 1

A Provider accesses the CQMR Data Proposal webform. Per the permissions set by role-based access control, the Provider can view only his own information and the practice and CCO he is affiliated with and will submit the proposal to a CCO Lead Approver.



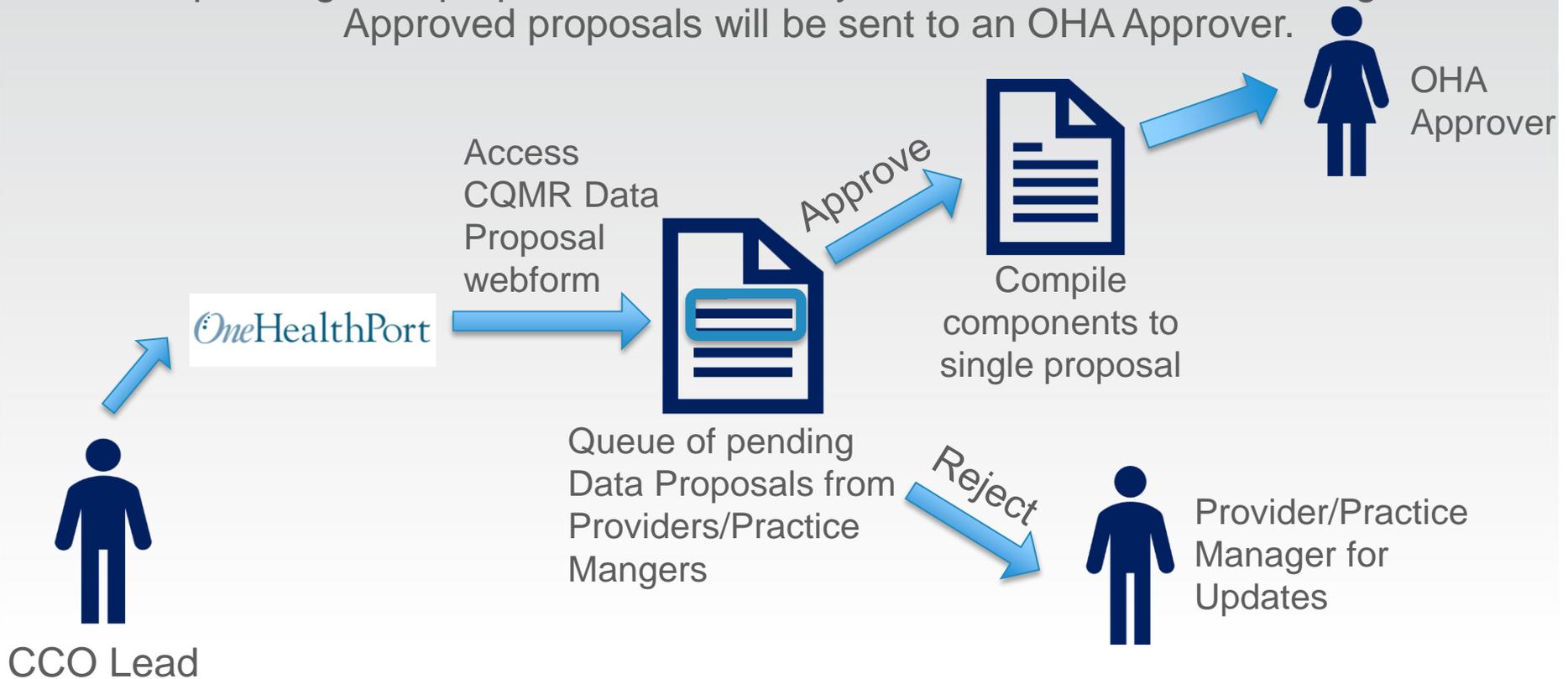
Provider and Organizational Affiliation for Data Proposal Submission – Scenario 2

A Provider affiliated with multiple CCOs logs access to the CQMR Data Proposal webform. Per the permissions set by role-based access control, the Provider can view only her own information and the practice(s) and CCO(s) she is affiliated with and will submit the proposal to a CCO Lead Approver.



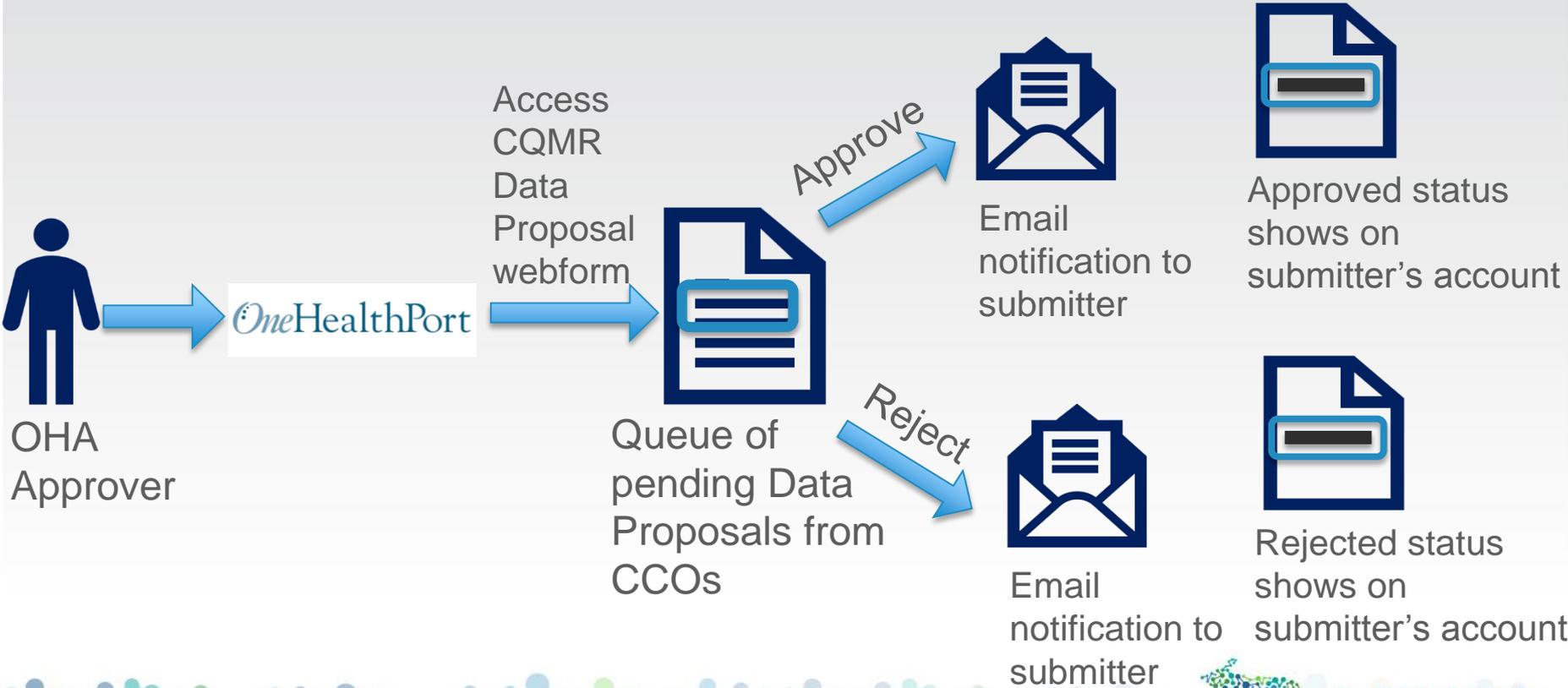
CCO Lead Submits Data Proposal to OHA Approver

An CCO Lead accesses the CQMR Portal and either approves or rejects pending data proposals submitted by Providers or Practice Managers. Approved proposals will be sent to an OHA Approver.



OHA Approver Reviews Data Proposal

An OHA Approver accesses the CQMR Portal and either approves or rejects pending data proposals submitted by CCO Leads OR data proposals submitted by Providers/Practice Managers and pre-approved by a CCO Lead.

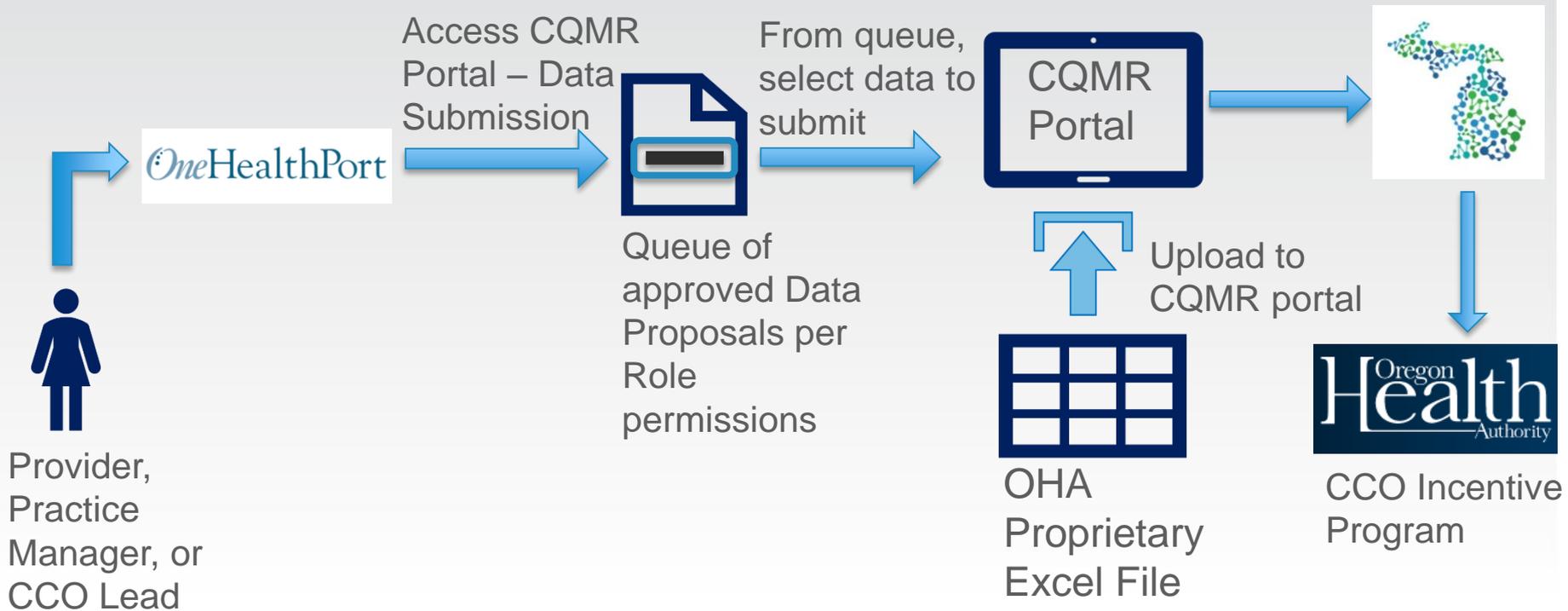


Data Proposal Clarification

- **Assumptions:**
 - When a Provider accesses the CQMR Portal, they can see their Practice's information and other Providers in their Practice
 - They can not see information for other Providers or Practices outside of their Practice within their same CCO
 - When a Provider or Practice Manager submits a Data Proposal, the Proposal will go the CCO Lead for approval, then to OHA for approval

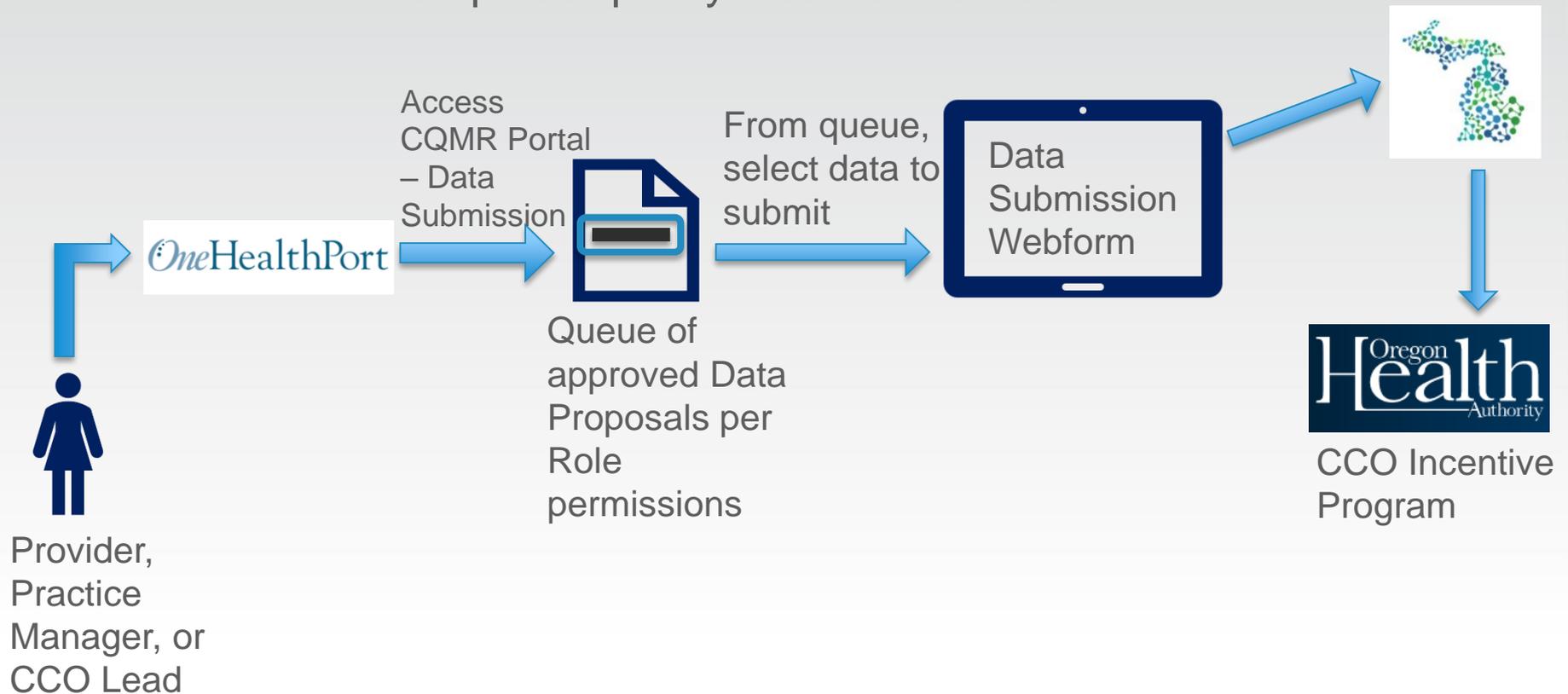
CCO Data Submission Scenario 1

A Provider, Practice Manager, or CCO Lead logs access the CQMR Portal to upload quality files in Excel format.



CCO Data Submission Scenario 2

A Provider, Practice Manager, or CCO Lead accesses the CQMR Portal to upload quality files via the webform.



Poll Everywhere: EHR QRDA Category I File Capability Awareness

- Do you know if your vendor (or the vendor of clinics you work with) can currently produce a QRDA Category I file?
 - A) Yes
 - B) No
 - C) Unsure

Poll Everywhere: EHR QRDA Category III File Capability Awareness

- Do you know if your vendor (or the vendor of clinics you work with) can currently produce a QRDA Category III file?
 - A) Yes
 - B) No
 - C) Unsure

Poll Everywhere: QRDA Exposure

- How much background do you have with QRDA?
 - I have worked with QRDA files
 - I have seen some QRDA files but not worked with them
 - I have some awareness of QRDA but no experience
 - This is the first I have heard of QRDA

QRDA I – Context

- Quality Reporting Document Architecture (QRDA) is an HL7 standard
 - QRDA I: Individual patient-level quality measure data
 - QRDA III: Quality measure data aggregated to provider or clinic level
- QRDA I has been part of ONC’s EHR certification standards since the 2014 Edition was published in 2012
 - But still problems with EHR vendor and provider readiness
- QRDA I is part of OHA’s “report once” strategy and supports more robust analytics
 - Developing glide path and technical assistance support for CCO incentive measure reporting

QRDA and Medicaid EHR Incentive Program

- Oregon Medicaid EHR Incentive Program EPs may submit CQMs
 - By attestation
 - QRDA III or QRDA I (which would be rolled up to QRDA III)
- No plans for a QRDA I reporting requirement for Oregon EPs at this time

QRDA I and 2018 CCO Incentive Measure Reporting

- Required test submission of QRDA I from at least one practice or organization/ CCO
 - Diabetes HbA1c poor control (NQF 0059/ CMS122)
 - Controlling high blood pressure (NQF 0018/ CMS165)
 - Depression screening and follow-up (NQF 0418/ CMS2)
- No test submission of weight assessment and counseling for children and adolescents (NQF 0024/ CMS155), because it is new in 2018 for CCO incentives
- No QRDA I reporting of “home-grown” or state-specific measures, such as cigarette smoking prevalence

QRDA I vendor experience

Alan Gregory, Technical Solutions Analyst



Next Steps

- Next meeting: May 9, 10-noon
 - Topics will include training materials outline
- Feedback and suggestions for future meetings:
katrina.m.lonborg@state.or.us