
Clinical Quality Metrics Registry (CQMR) Subject Matter Expert Workgroup

July 11, 2018

The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, orange, serif font positioned above the word "Health", which is in a larger, blue, serif font. A thin blue horizontal line is positioned below "Health". The word "Authority" is written in a smaller, orange, serif font below the blue line.

Oregon
Health
Authority

Agenda

- Welcome and agenda review
- Status update
- User Acceptance Testing (UAT)
- Multi-Factor Authentication
- Training Materials
- Excel flat file option for Medicaid EHR Incentive Program
- Wrap up and next steps

CQMR Status Update

- Training Materials Submitted; in review
- Preparing for Integration/System Test
- Architecture Design Document in final review

Coming up:

- Initial Software Release
- Begin System Test; end of July

CQMR Program User Acceptance Testing (UAT) – Refresher

Who?

- We want YOU!
- CQMR SME workgroup 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. Goal will be to focus on getting critical input the first two week then shift to lighter support the last 2 weeks.

Where?

- Kick-Off sessions will be on-site in Portland
- 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.

Test Cases/Scripts/Feedback

- UAT Testing will include an opportunity to provide essential feedback regarding the CQMR System
 - Login and use of CQMR System
 - Includes supporting services (OneHealthPort)
- Approved UAT Scripts will be provided to UAT Testers
 - Scripts are designed to demonstrate functionality based on CQMR requirements
 - Test scripts will be in a flat file format (Excel)
 - Test scripts will include tabs for defect reporting and user satisfaction

Test Case Example

Date(s) Tested:	Tester Name:			
Title: RBAC CP CO Standard User Access				
Purpose: This test case verifies that a CO Standard User has access to functions in Client Portal as outlined by the RBAC.				
Workflow: 4 CO Standard User Account Creation				
Requirement: PM070 TD026 TD058-1 TD058-2 TD075 TD095				
Preconditions: 1. The Client Portal is available. 2. A newly created CO Standard User, who will be accessing the system for the first time has been created and is available.		Inputs from UAT Testers		
Description	Expected Result	Passed, Blocked, or Failed	Description (if actual result is different than expected result)	Screenshot of the Defect
Navigate to the Client Portal application login page.	The Client Portal application login page is successfully displayed.			
Enter the CO Standard User's valid username and password. Click "Login". Note: This is the users' initial login.	The Security Question page is displayed.			
Verify the following questions are available for selection in the drop-down list: -What is the name of your first elementary school? -What was the name of the street where you grew up? -What is your mother's maiden name? -What is the name of your pet?	The questions are successfully displayed.			
Select a question and enter text into the Answer text box.	The question is successfully selected and the text in the Answer text box is successfully displayed.			
Click the "Save" button.	Verify the user is successfully logged in and Welcome, <Username> message is displayed.			
Verify the Data Access tab>>Search by Query>>Search Results page is displayed.	Search Results page is displayed.			
Verify no access to the Client tab (no access to Client tab).	Confirmed user has no access to the Client tab (Organization's Profile).			
Verify no access to the Users tab (n access to the Users tab).	Confirmed user has no access to the Users tab (create users).			
Verify the user has access to "Reports" by clicking the "Reports" tab. Note: Reports will appear based on data available and report scheduled batch job.	"Reports" tab is available.			
Verify the user has access to the "Data Access" tab by clicking the "Data Access" tab. Verify access to Search by Query. Verify access to Search by List. Verify access to Expedite Request.	Data Access options are accessible.			
Logout of the Client Portal application.	The user successfully logs out of the application.			
End of Use Case				

Survey Example

User Satisfaction Survey	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Comments
Training						
Was the in-person training helpful?						
Was the trainer knowledgeable of the subject matter						
Was the training material easy to follow?						
Did the training material provide an overall understanding of the System?						
Did the training material cover the areas specific to your role?						
Were the training vignettes easy to follow?						
Usability Evaluation Questions						
Web pages for the script were easy to read.						
Did the web pages load quickly?						
Data fields were easy to identify and navigate.						
Information and error messages were easy to understand.						
Did you enter data into a web page without needing online help?						
The help text was helpful and intuitive						

Test Case Outline

- Registration and Account Creation
 - Account registration through OneHealthPort
 - Password lock out/recovery
 - Session time out
- CCO Incentive Measure Program
 - Data Proposals
 - Category 1, 3 and Flat File uploads
 - Single and Multiple File Uploads
 - Upload Different File Types (XML & ZIP)
 - Data Submission through CQMR Portal, DSM, SFTP and API

Test Case Outline Cont.

- EHR Incentive Measure Program
 - Category 1, 3 and Flat File uploads
 - Single and Multiple File Uploads
 - Upload Different File Types (XML & ZIP)
 - Data Submission through CQMR Portal, DSM, SFTP and API
- Quality Dashboards
 - Setting Thresholds
 - Threshold Disposition
 - Drill Down
 - Download data
 - Change Benchmark triggers for viewing data
 - View Individual Data vs Aggregated Data

Test Case Outline Cont.

- Reports
 - Standard reports
 - Operational Reports
 - Automated Reports – scheduled and emailed to requestor
 - Print, save, or store results
- Role Based Access Control
 - Verify roles and access for each user
 - Allow UAT users to “test” different roles and compare permissions
- Help Desk Support
 - Contact Help Desk with request or question (suggestions will include password lock out/recovery)

UAT Test Data Items

- QRDA Category I file
- QRDA Category III file
- MEHRIP Excel template
- Data Submission Excel template
- For UAT, test data will be provided. Testers also are welcome to use their own non-production data.

UAT Feedback and Discussion

- Feedback on test plan
- Logistics check
 - Planning for in-person kick-off session
 - Ensuring at least one API user in testing

Multi-Factor Authentication for CQMR

What is Multi-Factor Authentication (MFA)?

- MFA adds a layer of security to verify user's identity by combining multiple factors that identify an individual
 - What the user knows (e.g. username and password)
 - What the user has (like a phone/tablet that generates a token)
- OneHealthPort currently offers two options for users to complete their MFA:
 - One-Time Passcode sent to the user's email (associated with the user's OneHealthPort Single Sign On account) *or*
 - Google Authenticator Token
- Not all OneHealthPort applications require MFA, but it will be required for CQMR access

OneHealthPort Login

OneHealthPort

Subscriber ID: jao001

Password:

Login

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)

[Forgot My Password](#)

[Forgot My Subscriber ID](#)

- Login using username and password
- If the site being visited requires MFA (as CQMR does), then the authenticated user is sent to the MFA login

Multi-Factor Authentication

OneHealthPort

CHOOSE AN AUTHENTICATION METHOD

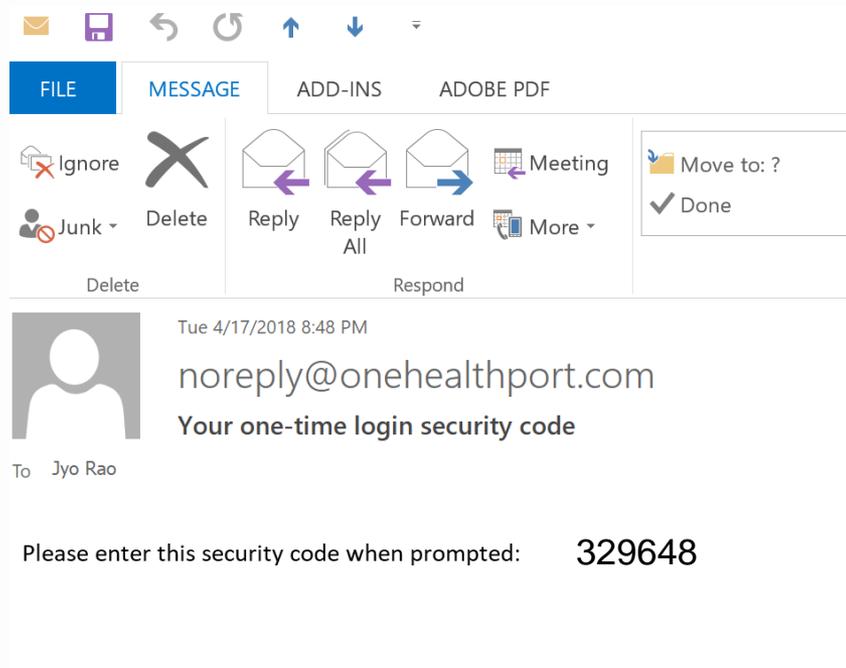
The application you are trying to access requires multi-factor authentication. Please select an authentication method from the list below.

- One-Time Passcode
- Google Authenticator Token

 [What is this?](#)

Submit

Email With One-Time Passcode



Google Authenticator

- Mobile application for cell phones or tablets
 - Android or Apple available at App stores
 - No charge
 - No cell phone minutes
- One-time setup process to link to the OneHealthPort Single Sign-On account
- Number generator can be used by other sites or apps accepting Google Authenticator as a MFA

Enter The Code From The APP Into The Web Page

OneHealthPort



MULTIFACTOR AUTHENTICATION

The application you are trying to access requires multi-factor authentication. To verify your identity, enter the code generated by the Google Authenticator application on your smartphone or tablet.

[Click here to email instructions on how to download the Google Authenticator application](#)

Training Materials – Overview

- Training Videos (Embedded + Module Links)
 - Basic Functionality
 - Modules:
 - Role Mapping
 - Submitting and Validating Quality Files
 - Data Proposal and Data Submission
 - Viewing and Exporting Quality Dashboards
- Written Training Materials
 - End User
 - OHA Admin
- Train the Trainer Guide
- Continuous Improvement

Training Video

- Example: CQMR Portal Basic Functionality Training Video
- Feedback?

Written Training Material

Example: Screen Layout and Navigation (1/2)

All CQMR End Users, regardless of their assigned roles and permissions will be on the main Home landing page upon login.

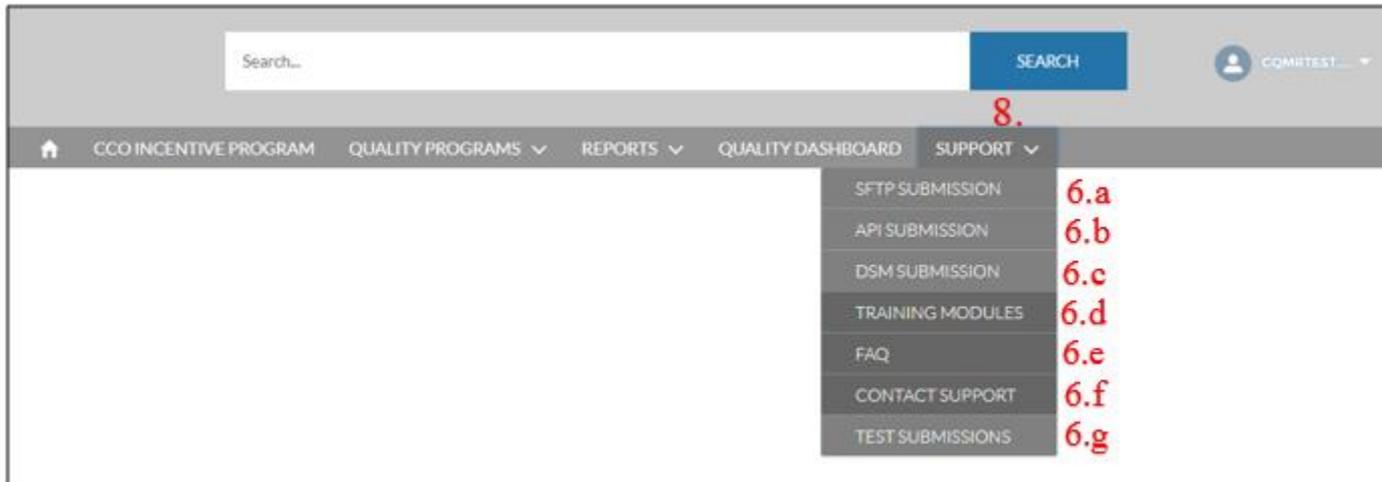


Figure 2 CQMR Home Page

1. **Home Image:** Brings users back to the main landing page
2. **CCO Incentive Program:** CCO Incentive Program data proposals and data submission via manual attestation webform
3. **Quality Programs:** CCO Incentive Program, Medicaid Electronic Health Records Incentive Program (MEHRIP) and CPC + data submission file uploader

Written Training Material

Example: Screen Layout and Navigation (2/2)

4. **Reports:** View and export operational and organizational reports
5. **Quality Dashboards:** View, export, and subscribe to quality dashboards
6. **Support:** Access to onboarding, external data submission instructions, and CQMR assistance
 - a. **SFTP Submission:** Link for onboarding and instructions for data submission via Secure File Transfer Protocol (SFTP)
 - b. **API Submission:** Link for onboarding and instructions for data submission via Application Programming Interface (API)
 - c. **DSM Submission:** Link for onboarding and instructions for data submission via Direct Secure Message (DSM)
 - d. **Training Modules:** Links to all web-based training videos
 - e. **FAQs:** List of frequent issues, questions, and answers regarding CQMR
 - f. **Contact Support:** Submit a support ticket or contact the Help Desk if in need of assistance
 - g. **Test Submissions:** Test validation of quality files via web upload without sending

Written Training Material

Example: Section on Machine User (API) (1/2)

API access requests begin from an authenticated OneHealthPort account. A user would log into CQMR and submit a request for an API account. This ensures the API account is already covered by a legal agreement and is part of an authenticated organization. The account would be provisioned by MiHIN at that point.

Application programming interfaces (APIs) allow unrelated programs to communicate with the CQMR system. The following are supported:

Written Training Material

Example: Section on Machine User (API) (2/2)

1. **Fast Healthcare Interoperability Resource (FHIR®)** is a standard framework using modular components called “resources” suitable for health information exchange. In the CQMR system, FHIR can be used for data retrieval.

Table 3 Fast Healthcare Interoperability Resource (FHIR)

FHIR Resource	Mapped Object
Practitioner	Provider
Organization	Organization
PractitionerRole	Affiliation Provider Organization
Coverage	Insurance Product Line
Coverage.contract	In-Network Provider

2. **Representational State Transfer (REST)** APIs can return formats such as XML, JSON, and YAML for transactional record update as well as data retrieval.
3. **Simple Object Access Protocol (SOAP)** APIs can be used for transactional record update as well as data retrieval.

Training Materials Feedback and Discussion

- Are these materials in line with what you were expecting to see?
- Suggestions for improvements?

Medicaid EHR Incentive Program – Excel option update

- Refresher: Options for Medicaid eligible professionals (EPs) to submit CQMs
 - QRDA III
 - Excel template
- Reviewed draft Excel template in May
- Final version includes
 - Measure description
 - Improvement notation (whether higher or lower score is better)
 - Field for clinic tax ID number (TIN) – optional field

Next Steps

- Next meeting: August 8, 2018 10-noon
 - Topics to include OneHealthPort account registration and affiliation process
- Feedback and suggestions for future meetings:
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