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# Clinical Quality Metrics Registry (CQMR) Subject Matter Expert Workgroup

October 24, 2018



# Agenda

- Welcome and agenda review
- Status update and User Acceptance Testing
- CQMR roles and affiliations scenarios
- Onboarding overview
- Operational training plan

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# CQMR Project and UAT Update

Ron Yann, Peraton

Laura Reichert, Peraton



# General Project Update

- Our team had a challenge with the OneHealthPort/MiHIN integration, and we have experienced a 4-week delay
- Test cases and defects needed for UAT were jointly identified by OHA, Peraton, and MiHIN
- We are currently on track to complete and test all pre-UAT defects and test cases in advance of our planned UAT date of November 13.
- We are also expediting the post-UAT work to enable the system to go live for CCO incentive measures and Medicaid EHR Incentive Program eCQMs in early January 2019

# UAT Update and Q&A

- UAT Kickoff Briefing and Training will be held on November 13 and 14 in the Portland State Office Building (PSOB).
  - On-site attendance is preferred, but remote capability is available.
- UAT Testers have been identified and will soon receive an email from “DocuSign” to agree with the basic terms and conditions for UAT Testing.
- Representatives from MiHIN and Peraton will be on-site during the Kickoff to provide guidance and assistance.
- After Kickoff, UAT Testing will be performed remotely; however, OHA will have a space available for anyone who wishes to test on-site.

# UAT Update and Q&A (Cont.)

- UAT Testing will begin after the Kickoff and will run for 20 days, or until all UAT test cases have been completed successfully, whichever occurs first.
- All test data used is artificial and will not contain actual patient information.
- OHA PSOB has been fully prepared with all software and hardware needs for conducting the UAT Kickoff Briefing and Training.
- OHA's SharePoint will be used for storage and collaboration of needed materials throughout UAT.
  - All testers will be set up with access to the SharePoint site.

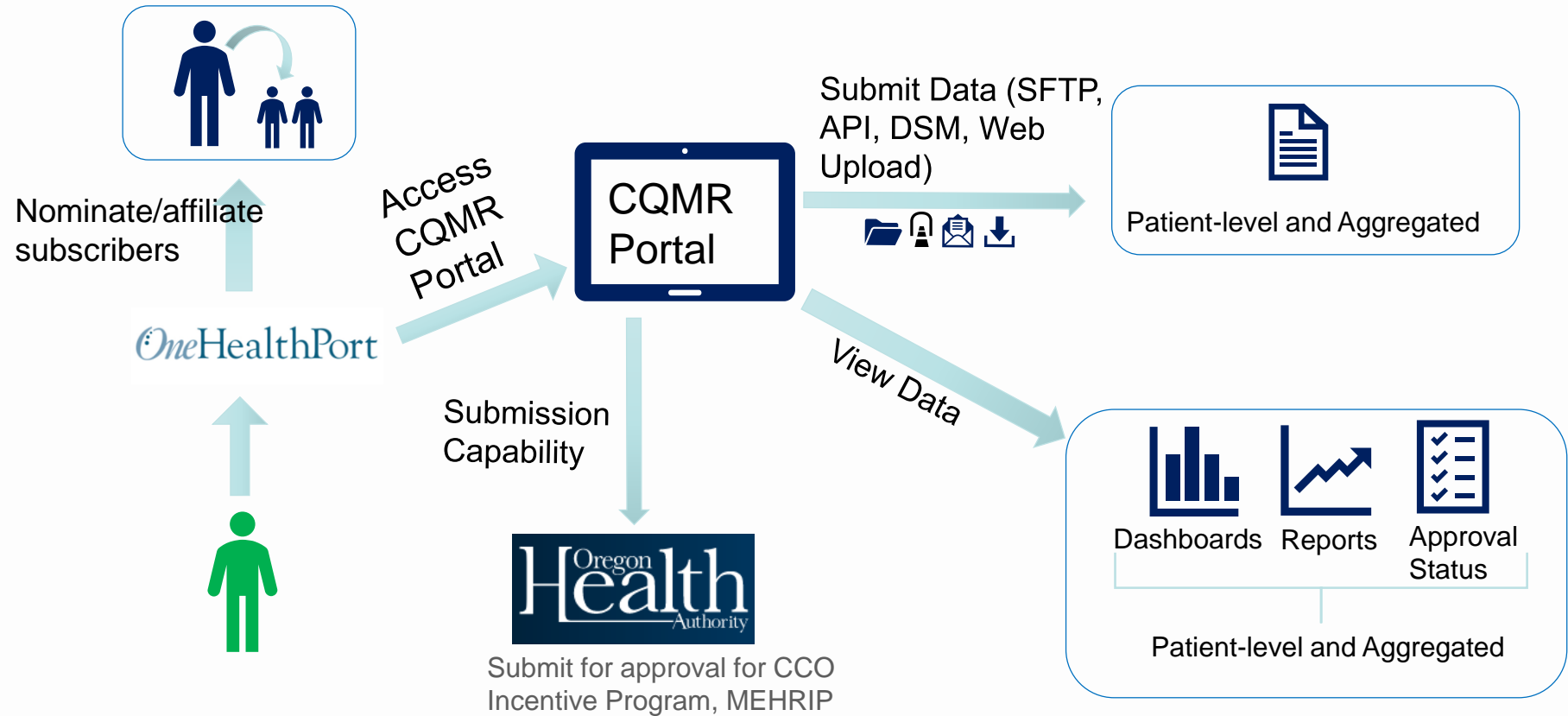
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# Role Refresher and Affiliations Scenarios

Julia Young, MiHIN

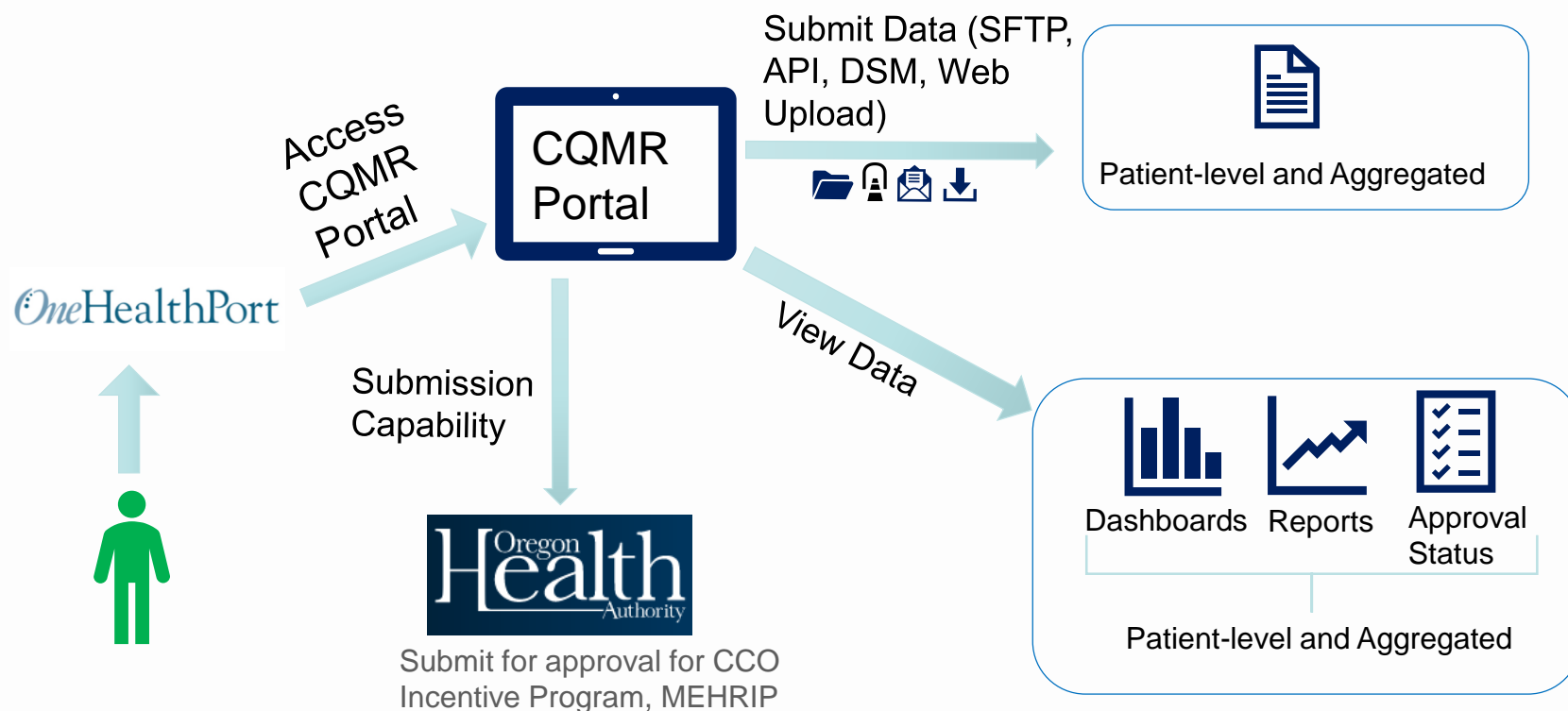


# Quality Reports and Data Entry + OneHealthPort Administrator

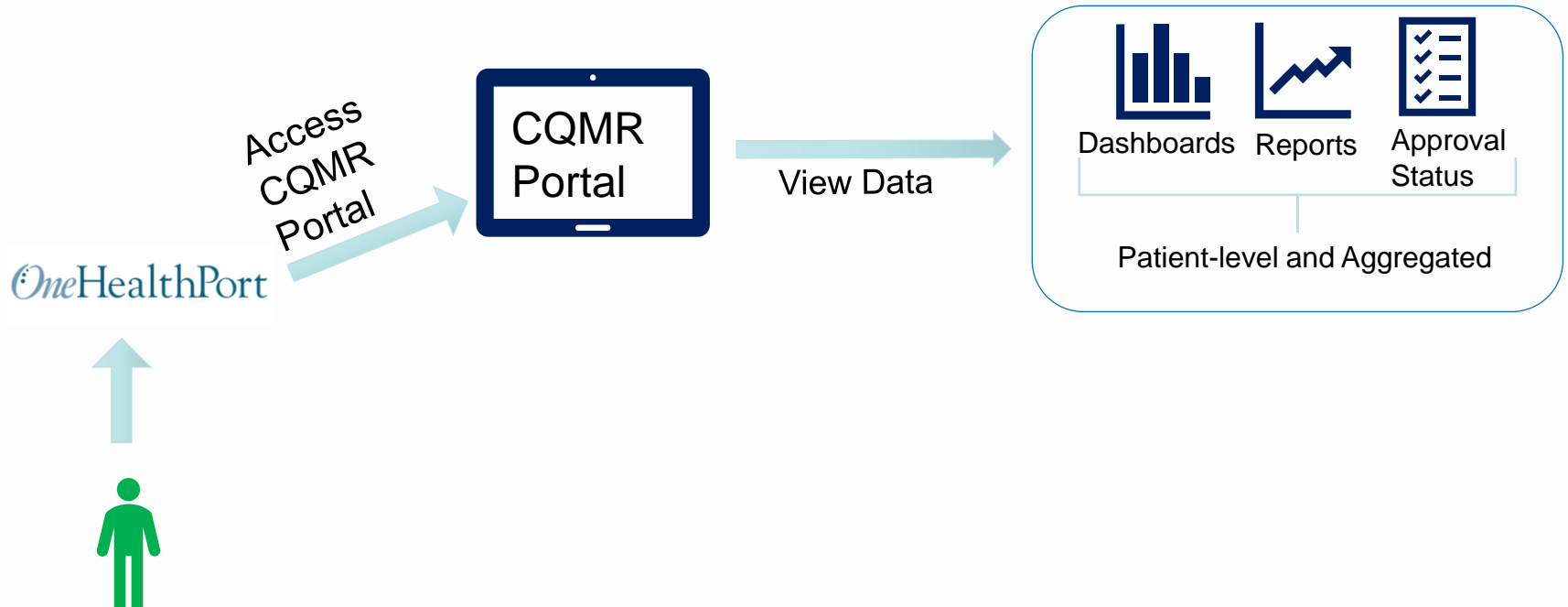




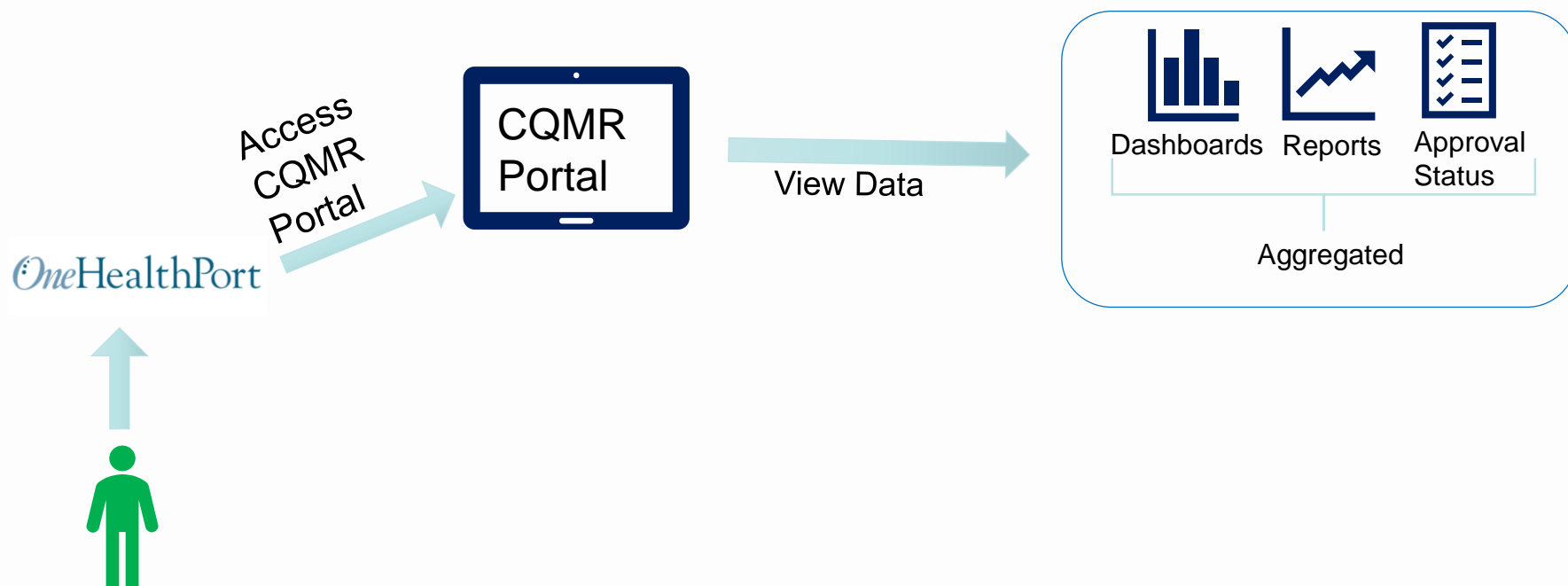
# Quality Reports and Data Entry



# Quality Manager (View Only)



# Quality Reports (View Only)



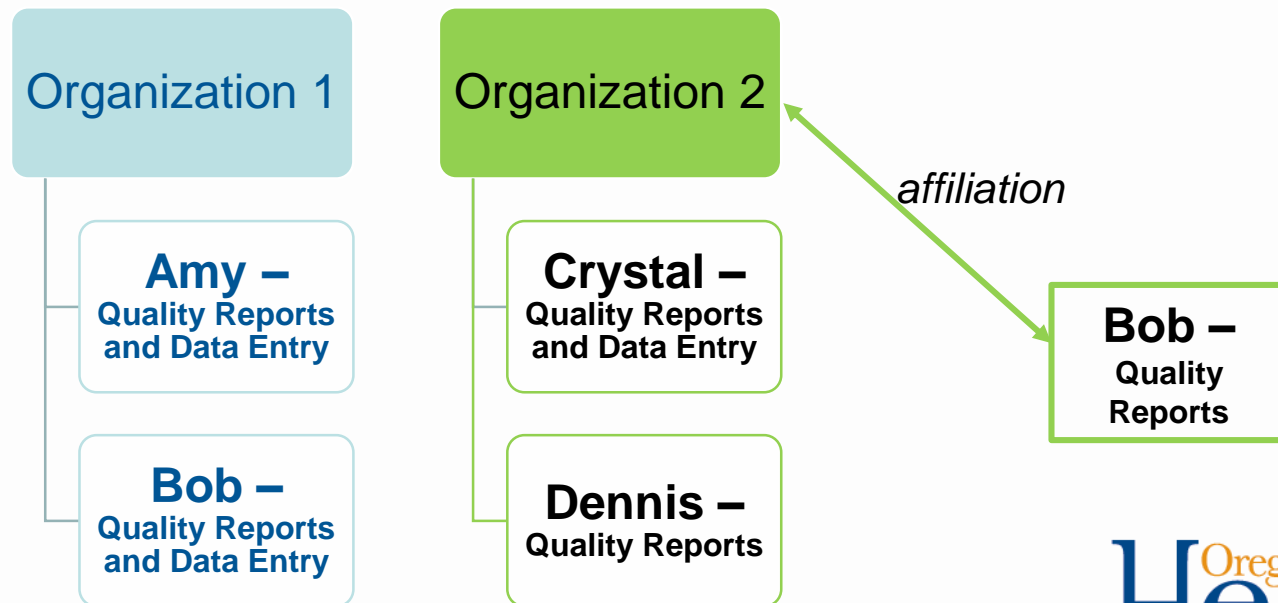
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# Understanding User Affiliations



# Affiliations in OneHealthPort

- Affiliation process occurs in OneHealthPort
- When an administrator for an organization affiliates an individual from another organization, that individual will have a role in each organization
  - Affiliations are made to individual users and do not carry over to other users within an organization



# Affiliations – Process

- Affiliations are not complicated to complete in OneHealthPort, but...
- There are considerations to understand:
  - Not required to do affiliations in order to complete Single Sign On into CQMR and submit data
  - If you choose to affiliate users from other organizations, recommended to talk through process with OneHealthPort
- Regardless of whether your organization chooses to affiliate other users, the first step is setting up your organization with administrator(s) in OneHealthPort

# Affiliations – Effect in CQMR

- Affiliations are needed *only if* an organization wants to create the opportunity for an external partner to act or view data on the organization's behalf
- To view or export data for an organization, a user must either be a subscriber under the organization *or* be affiliated to the organization
  - Without an affiliation, a user sees data for their organization only
  - With an affiliation, the user also sees data for the organization to which they are affiliated – the user sees the same data as any other user with the same role within that organization

# No Affiliations – Effect in CQMR

- A CQMR user can submit data without any affiliation
- CCO Incentives:
  - A CCO user can complete the CCO's data proposal, gather data from clinics, and submit that data in the CQMR
  - A clinic user with no CCO affiliation can upload the clinic's data; the data will be matched to the CCO's approved data proposal
    - For Excel template, the clinic will be matched on *both* CCO, organization, practice name in uploaded template *and* Practice TIN in CCO's approved data proposal
    - For QRDA 3 files, will be matched on the Practice TIN or (if applicable) Provider NPI
- MEHRIP: Affiliation is not a prerequisite to upload data; data can be submitted for eligible providers by a user with Quality Reports and Data entry role



# Scenario 1: Data Submission with No Affiliation

*CCO Green and ABC Clinic are each registered in OneHealthPort.*

*Alice has an account in OneHealthPort as a Quality Reports and Data Entry user for ABC Clinic, and she has no affiliation to CCO Green.*

- CCO Green completes Data Proposal and lists ABC Clinic as submitting data attributed to CCO Green
- Alice from ABC Clinic completes the clinic's Data Submission, which is matched on the approved Data Proposal
- Alice from ABC Clinic can see the clinic's own submitted data, but not CCO Green's data

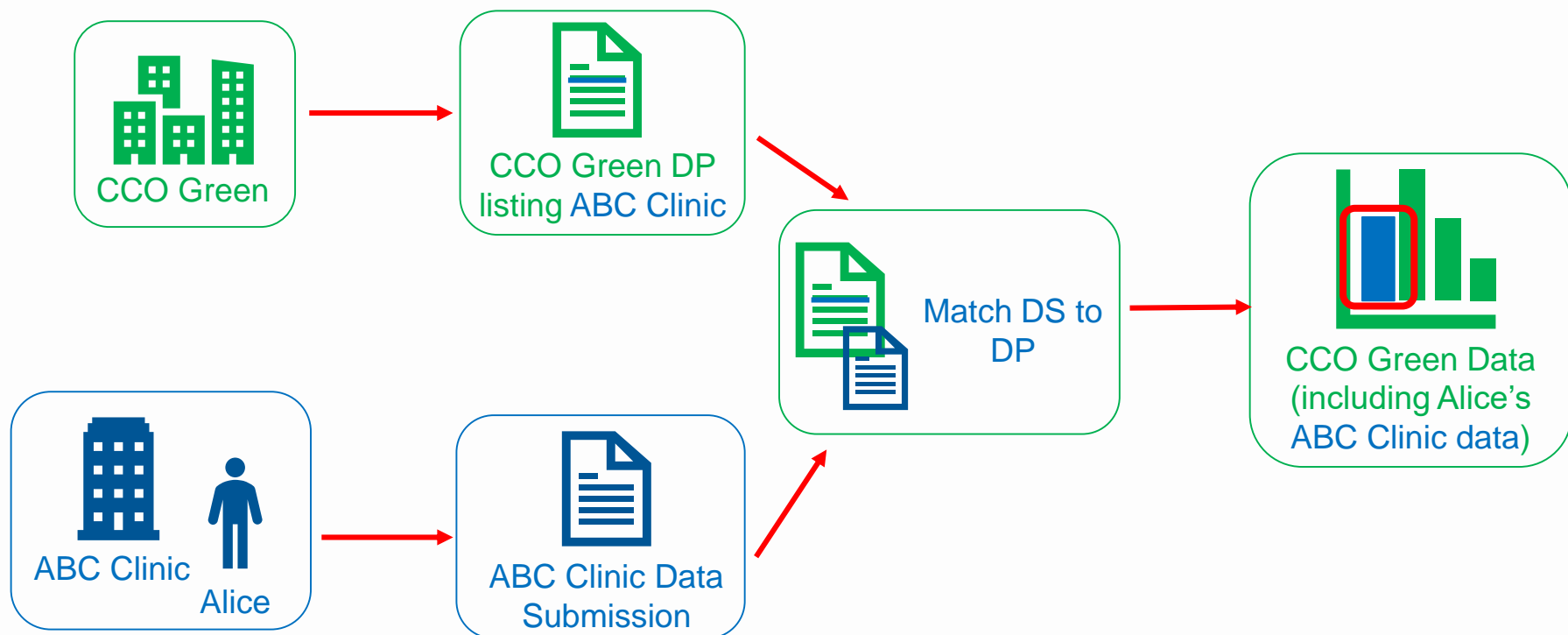
## Scenario 2: Data Submission with Affiliation

*CCO Green and ABC Clinic are each registered in OneHealthPort.*

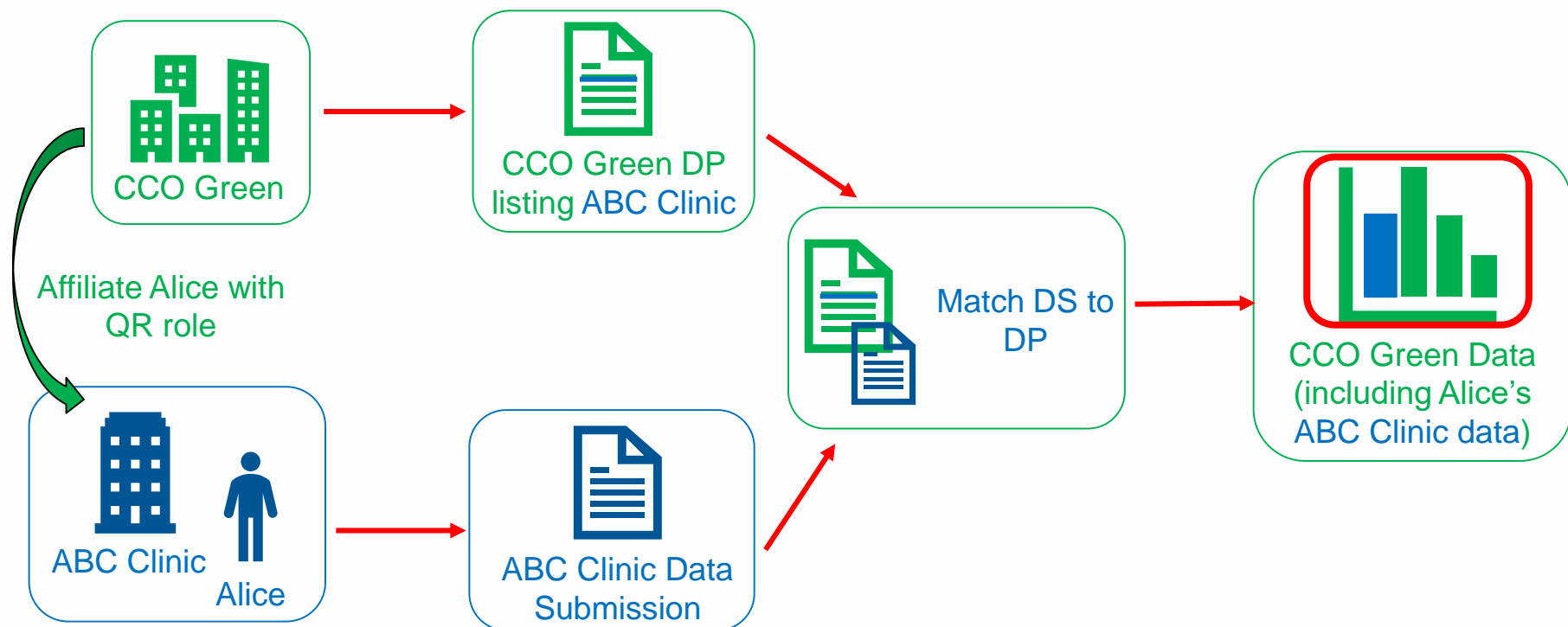
*Alice has an account in OneHealthPort as a Quality Reports and Data Entry user for ABC Clinic, and she is affiliated to CCO Green with a Quality Reports (view only) role.*

- Alice from ABC Clinic can already submit data for Green CCO, which will be matched on the approved Data Proposal
- Green CCO wants ABC Clinic to be able to view Green CCO's data as well as submit data
- Green CCO's Administrator affiliates Alice from ABC Clinic and assigns Alice the Quality Reports role
- Alice from ABC Clinic can view and export Green CCO's aggregated data like any other Quality Reports user from Green CCO

# Scenario 1 Diagram: No Affiliation



# Scenario 2 Diagram: With Affiliation



# Discussion

- If your organization is likely to affiliate users or you are likely to be affiliated to other organizations, what materials would be helpful for you?
- Other feedback?

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# Onboarding Outline

Kate Lonborg, OHA

Erin Vaquera and Julia Young, MiHIN



# High-level View of Onboarding

- Steps
  - Set up in OneHealthPort for Single Sign-On
  - Review and execute organization legal agreements
    - Organization: Organizational Participation Agreement, MiHIN Terms of Services with HIPAA Addendum (BAA)
    - End users: Click sign Authorized User Agreement and applicable MiHIN Terms of Service the first time they access the CQMR
  - Have end users review training materials and CQMR Policies and Procedures
- Process
  - These steps may be done concurrently
  - Onboarding page will outline process, with supporting materials

# Set Up OneHealthPort Accounts - Steps

- Identify Administrator(s) to manage your organization's OneHealthPort account
- Your Administrator(s) will
  - Register your organization (if not already registered)
  - Nominate subscribers (create end user accounts) with appropriate roles
  - Affiliate subscribers from other organizations as needed
- Contact OneHealthPort if you don't know whether your organization is registered or who your Administrator is
  - Teresa Davis, [tdavis@onehealthport.com](mailto:tdavis@onehealthport.com)



# Set Up OneHealthPort Accounts - Resources

- Training materials
  - OneHealthPort Setup Step-by-Step Guide
  - OneHealthPort condensed guide for administrators
  - OneHealthPort FAQs:  
<https://www.onehealthport.com/sso/frequently-asked-questions>
  - OneHealthPort Help Desk: Help with registration and account
    - 1-800-973-4797
    - <https://www.onehealthport.com/sso/technical-support>
  - CQMR training materials – written guide and video on roles
- Feedback?

# Data Transport Method Onboarding

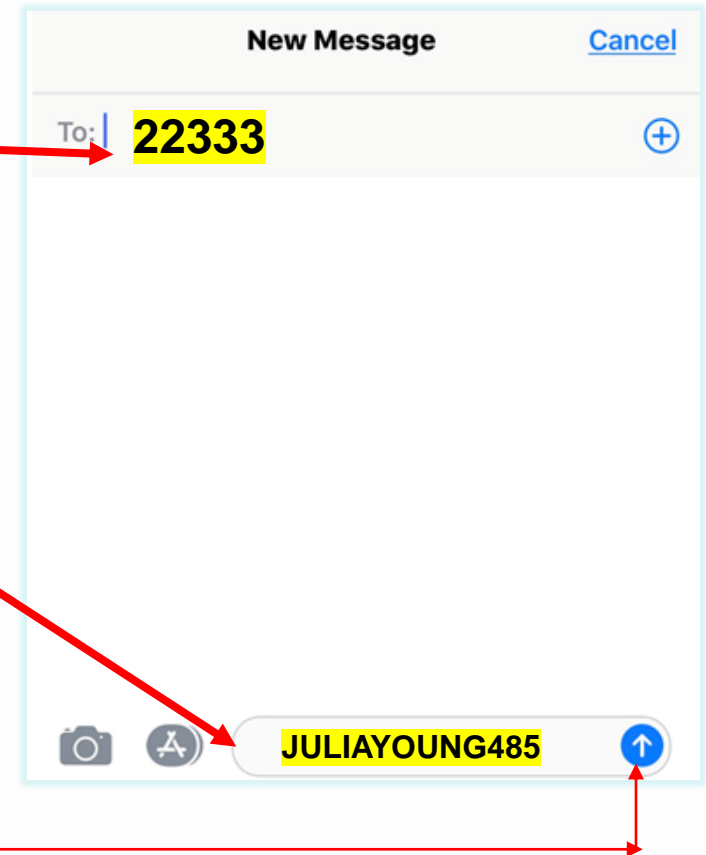
- Onboarding required to submit data using:
  - Direct Secure Message
  - Application Programming Interface
  - Secure File Transport Protocol
- Onboarding *not* required to submit data using:
  - Web upload
  - CCO data submission webform (CCO users only)

# Get your cell phones out!

## Instructions to join the poll:

1. Type **22333** in the To: field
2. Type **JULIAYOUNG485** in the message field
3. Click **send**
4. Wait for a response message to confirm you have joined the poll:

You've joined Julia Young's session (JULIAYOUNG485).  
When you're done, reply LEAVE



# What is your anticipated preferred data submission method?



When poll is active, respond at **PollEv.com/juliayoung485**



Text **JULIAYOUNG485** to **22333** once to join

A - Web Upload

B - Direct Secure Message  
(DSM)

C - Secure File Transport  
Protocol (SFTP)

D - Application Programming  
Interface (API)

# CPC + and MIPS Onboarding

- Onboarding required for access to CPC + and MIPS file uploader
- Submit a ticket through the CQMR user interface
- CPC + and MIPS functionality will not be tested during UAT

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# Operational Training Plan

Julia Young and Erin Vaquera, MiHIN



# CQMR Training

- Live Webinar Training Sessions
  - CCO Incentive Program End User
  - MEHRIP/CPC +/-MIPS End User
  - Train the Trainer
  - OHA Program Staff
- Training Videos
- Training Materials, Implementation Guide
- In-Person Training Event
  - CQMR overview and demo for all programs
  - Open discussion + Q&A session

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# CQMR Help Desk options

Julia Young, MiHIN





# Contacting the CQMR Help Desk

- Monday – Friday, 8AM – 5PM PST
- Contact the CQMR Help Desk (MiHIN team):
  - Submit a ticket through the user interface
  - Call the Help Desk
  - Email [help@oregon-cqmr.org](mailto:help@oregon-cqmr.org)
- Questions to ask the CQMR Help Desk
  - General CQMR questions
  - Questions on how to submit data, view data
  - Experiencing issues with expected functionality

# CQMR Help Desk Processes

- Help Desk will triage all ticket received into tiers within two hours, based on content and urgency
  - Tier 1 tickets resolved within 8 business hours
  - Tier 2 tickets resolved within 2 business days
  - Tier 3 tickets resolved within 5 business days
- Help desk will email users through the ticket to provide updates on ticket status
- All incidents affecting production of the CQMR will be addressed immediately

# Next Steps

- Next meeting: User Acceptance Testing kick-off!!
  - November 13 and 14 at Portland State Office Building
  - 11/14 SME Workgroup meeting will be canceled and replaced with UAT kick-off meeting invitation
- Feedback and suggestions for future meetings:  
[katrina.m.lonborg@state.or.us](mailto:katrina.m.lonborg@state.or.us)