



## **Handbook I: Getting Started with QualityNet**

This training handbook is a resource for the *QualityNet* website for use by individuals, hospitals, QIOs, vendors, and other interested stakeholders.

**[12.05.2011]**

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# Getting Started with QualityNet

## Section 1: Overview

Established by the Centers for Medicare & Medicaid Services (CMS), the *QualityNet* public website, <http://www.qualitynet.org/>, is a comprehensive resource for hospitals. *QualityNet* provides up-to-date information on quality measures, healthcare quality improvement news, resources for data reporting tools, and applications used by healthcare providers and others. All inpatient e-mail notifications distributed through LISTSERV are stored on the “E-mail Notifications” page in the **[Hospital-Inpatient]** tab drop-down list. *QualityNet* is the only CMS-approved website for secure communications and healthcare quality data exchange between: Quality Improvement Organizations (QIOs), hospitals, physician offices, nursing homes, End Stage Renal Disease (ESRD) networks and facilities, and data vendors.

### My QualityNet

The secure side of *QualityNet*, named *My QualityNet*, allows hospital participants access to confidential data reports for the Hospital Inpatient Quality Reporting (IQR) Program and the Hospital Outpatient Quality Reporting (OQR) Program.

To electronically submit data for hospital reporting, hospitals must register for *My QualityNet*. It is recommended that users log in *at least* once a month to keep the account active. Notarization of the registration form is required for any user requesting access to *My QualityNet* and for user registration.

If additional assistance is needed beyond the instructions provided in this handbook, contact the QualityNet Help desk using the following e-mail address: [qnet-support@sdps.org](mailto:qnet-support@sdps.org).

### Handbook Scope

This handbook reviews information applicable to the Hospital IQR Program.

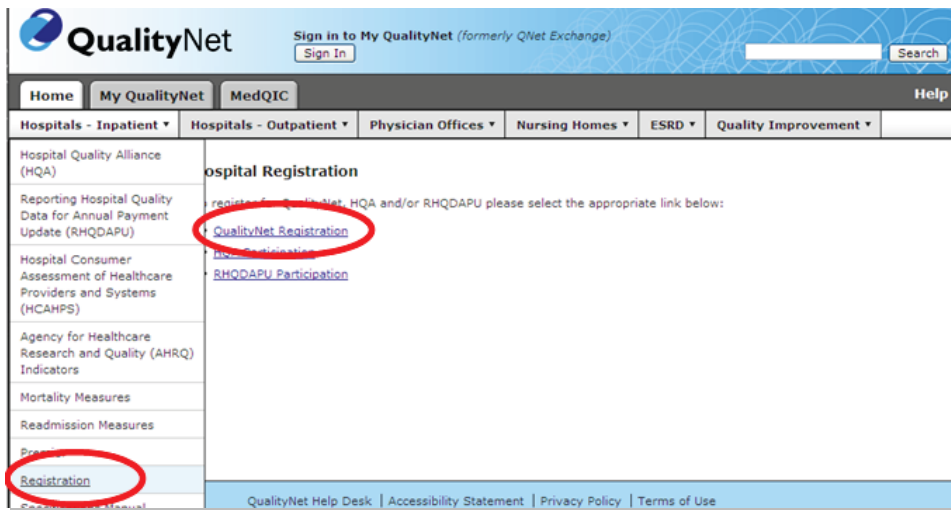
### Additional Information

After review of the Help Guide for questions or detailed guidance on a specific issue, contact the hospital’s state QIO. QIOs may contact the program support contractor for assistance. For a list of QIO contacts, visit the *QualityNet* website, <https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPag e%2FQnetTier3&cid=1138900297541>.

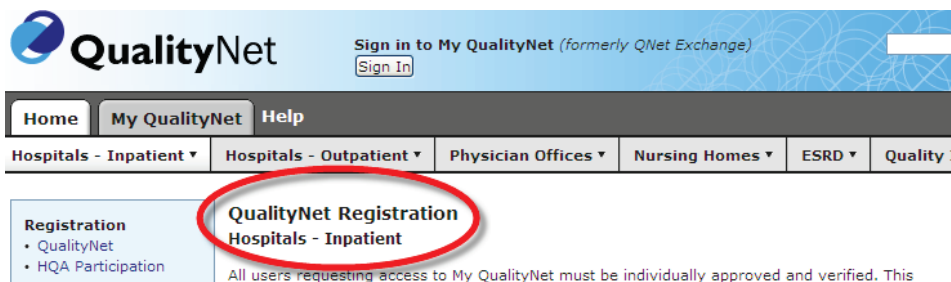
## Section 2: QualityNet Registration

All users requesting access to *My QualityNet* must be individually approved and verified. This mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via *My QualityNet*.

1. Access *QualityNet* at <http://www.QualityNet.org>.
2. Hover the cursor over the **[Hospitals – Inpatient]** tab (top left) and select “Registration” from the drop-down list.
3. Select the “QualityNet Registration” link.



4. Follow the directions provided on the “QualityNet Registration Hospitals - Inpatient” screen.



## Section 3: QualityNet Requirements

Each Hospital IQR Program participating hospital must identify and maintain an active QualityNet Security Administrator. A QualityNet Security Administrator for the Hospital IQR Program may also be a QualityNet Security Administrator for the Hospital OQR Program.

The Hospital IQR Program requires each hospital to have an active QualityNet Security Administrator.

**Best Practice Note:** It is recommended that a hospital designate a minimum of two QualityNet Security Administrators - one to serve as the primary QualityNet Security Administrator and the other to serve as backup.

As part of the registration process, the QualityNet Security Administrator or Designate enters the associated hospital's information on the secure sections of *QualityNet* and, if appropriate, provides a registration form to be notarized.

The hospital's QualityNet Security Administrator must be individually approved and verifies all users requesting access to *My QualityNet* for that hospital. The mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via *My QualityNet*.

### QualityNet Security Administrator Registration

1. Access *QualityNet* at <http://www.QualityNet.org>.
2. Select the "Hospitals – Inpatient" link from the left-side navigation bar.



3. Select the “Security Administrator” link in the QualityNet Registration screen.



The QualityNet Security Administrator Registration screen provides instructions to obtain a registration packet.



4. To locate the e-mail and telephone contact information for the two QIO contacts in each state, select the “Quality Improvement Organization” link.
5. Submit the completed registration materials to the appropriate state QIOs QualityNet Security Administrator. That individual at the QIO will enter the registration information and forward the original registration materials to the QualityNet Help Desk.

The hospital will be notified by e-mail when the registration process is complete and *My QualityNet* is accessible. The Security Administrator’s User ID will be provided in the notification e-mail. The QIOs QualityNet Security Administrator will provide the initial password to the Security Administrator.

For questions or to request more information, contact your state’s QIO or the QualityNet Help Desk. Contact the Help Desk by e-mail at, [qnetssupport@sdps.org](mailto:qnetssupport@sdps.org), or telephone, 1-866-288-8912, 7 a.m. - 7 p.m. CT, Monday – Friday.

During the registration process, the hospital's QualityNet Security Administrator or Designate assigns a User ID and initial password for each user to sign in to *My QualityNet*. Upon completion of registration, each user will receive an e-mail notification containing an assigned User ID. Users who have not received an initial password can contact the QualityNet Security Administrator for the participating hospital. At initial sign in, the system will immediately prompt for a password change and require answers to six of ten security questions.

The QualityNet Security Administrator or Designate selects the appropriate QualityNet Roles as determined by the responsibilities of each user. The user's QualityNet Classification (QualityNet Security Designate or Non-Administrative User), as described below, is also assigned by the QualityNet Security Administrator or Designate.

## Classification - QualityNet Security Administrator

The QualityNet Security Administrator facilitates the registration process for other users at the hospital. A QualityNet Security Administrator:

- Creates, approves, edits and/or terminates QualityNet User accounts (except Security Administrator) within the hospital.
- Monitors *QualityNet* usage at the hospital to maintain proper security and confidentiality measures.
- Serves as the point of contact at the hospital for information regarding *QualityNet*.

A list of Security Administrator Responsibilities is located at <http://www.QualityNet.org> on the "QualityNet Registration Hospitals - Inpatient" screen.

The screenshot shows the QualityNet website interface. At the top, there is a navigation bar with 'Home', 'My QualityNet', and 'MedQIC'. Below this is a menu with 'Hospitals - Inpatient', 'Hospitals - Outpatient', 'Physician Offices', 'Nursing Homes', 'ESRD', and 'Quality In'. The main content area is titled 'QualityNet Registration Hospitals'. It contains a sidebar with 'Registration' options: QualityNet, HQA Participation, and RHQDAPU Participation. The main text states: 'All users requesting access to My QualityNet must be individually approved and verified. This mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via My QualityNet.' It then says: 'For registration instructions, select your user classification below:' followed by a bullet point for 'Security Administrator'. The description for 'Security Administrator' reads: 'The QualityNet Security Administrator facilitates the registration process for other users at the organization. See the Security Administrator Responsibilities for a more complete list of duties. (Typically, an organization designates two Security Administrators—one, to serve as the

Hospital IQR Program participating hospitals submitting data via *My QualityNet* (or using a vendor to submit data) are required to register with *QualityNet* and designate a QualityNet Security Administrator. To be a QualityNet Security Administrator, a user must have, at a minimum, the **OARS Approve Users role** and the **OARS Final Approval role**. The Security Administrator can have additional roles.

This allows the Security Administrator to approve new user accounts and any account modifications.

## Classification - QualityNet Security Designate

QualityNet Security Administrators can designate other users as Security Designates by assigning the **OARS Create/Edit Users role**. With this role, the Security Designate can assist the QualityNet Security Administrator with the responsibilities of creating, editing, terminating and viewing user accounts as well as resetting passwords.

Required Role: OARS Create/Edit Users role

The Security Designate can have additional roles.

## Classification - Non-Administrative User

Any user not designated as a QualityNet Security Administrator or a QualityNet Security Designate is considered a **Non-administrative User** (basic user). Various roles to fit job needs can be assigned to the Non-administrative User.



## Section 4: My QualityNet Sign-In Procedure

1. Access *QualityNet* at <http://www.QualityNet.org/>.
2. Select the **[Sign In]** button (located at top of screen).



3. Enter your assigned My QualityNet User ID and Password and select **[Sign In]**. If the password has been forgotten, select “Forgot your password?” and follow the directions.

**Sign In to My QualityNet**

User ID

Password [Forgot your password?](#)

By signing in you agree to our [Terms of Use](#).

4. Read the Terms and Conditions and select **[Accept]** to display the “My Task” screen. QualityNet Tools available on this screen are dependent on the assigned User ID role(s). **Note:** If **[Decline]** is selected, the program does not allow access.

\*\*\*\*WARNING\* \*WARNING\* \*WARNING\*\*\*\*

You have accessed a U.S. Government information system. There is no right of privacy on this system.

All data contained within this system is owned by the Centers for Medicare & Medicaid Services of the U.S. Department of Health and Human Services. For the purpose of protecting the rights and property of the Department, and to monitor compliance with all applicable statutes, regulations, agreements and policies; data access, entry and utilization may be monitored, intercepted, recorded, copied, audited, inspected or otherwise captured and/or analyzed in any manner.

Use of this system by any user, authorized or unauthorized, constitutes consent to this monitoring, interception, recording, copying, auditing, inspecting or otherwise capturing and/or analyzing of data access, entry and/or utilization through this system.

Unauthorized access is prohibited by Title 18 of the United States Code, Section 1030. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. System personnel may give any potential evidence of crime found on Department computer systems to law enforcement officials.

System users are required to adhere to all applicable statutes, regulations, agreements and policies governing their access to and use of the data contained within this system including, but not limited to, "CMS Information Security Policies, Standards and Procedures."

\*\*\*\*WARNING\* \*WARNING\* \*WARNING\*\*\*\*

I accept the above Terms and Conditions.

## Section 5: Vendor Authorization Process

Functionality available in the *My QualityNet* “Authorize Vendors to Submit Data” section of the “My Tasks” screen allows hospitals to authorize vendors to submit clinical and HCAHPS data on behalf of the hospital, as well as update existing authorizations. Vendor authorization takes effect immediately upon completion of the authorization in *My QualityNet*.

### Role Selection Notes

**Hospital Inpatient Clinical:** When more than one vendor has been setup for the same topic and time frame, on **[Continue]**, a message displays indicating that more than one vendor is authorized to submit data for the same measure set **and** time period. The system will proceed; however, it is recommended that dates are verified prior to continuing.

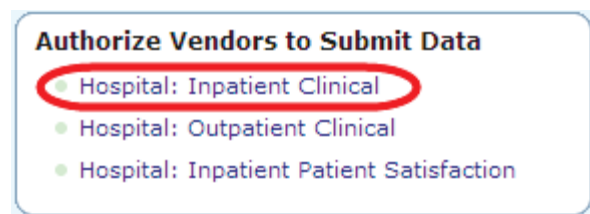
**Hospital Inpatient Patient Satisfaction:** When dates to authorize a vendor to submit data overlap a current authorization, on **[Continue]**, a message displays indicating a date range has been entered that overlaps with a previously added vendor’s authorization date range. The system will **not** proceed until the overlapping date conflict has been corrected. Either the “Transmission Dates” or the (Discharge) “Encounter Dates” may overlap; however, both sets of dates can not overlap.

**Required Role: HDC Vendor Auth and/or HCAHPS Vendor Auth**

The hospital must have the “HDC Vendor Auth” role to authorize vendors to submit Inpatient Clinical data or the “HCAHPS Vendor Auth” role to authorize vendors to submit Inpatient Patient Satisfaction data.

### Select Role

1. Access *QualityNet* at <http://www.QualityNet.org>. Refer to [Section 4: My QualityNet Sign-In Procedure](#) in this handbook for complete details on how to sign-in.
2. Select: “Hospital: Inpatient” **or** “Hospital: Inpatient Patient Satisfaction” to authorize a new vendor to submit data.



3. Select the **[Add New Vendor Authorization]** button when no current vendor authorizations exist and to enter a new authorization.

Authorize Vendors to Submit Data | Hospital: Inpatient Clinical 03/04/2011 12:03 ET

Provider: SPRING VALLEY TEST HOSPITAL - 123456    CCN: 123456    NPI: 0123456789

- To add a new vendor to the list, click 'Add New Vendor Authorization'
- To edit a currently authorized vendor, click 'Update Vendor Authorization'

Vendors Currently Authorized

Vendor	Vendor ID	Measure Set	Discharge Date	Data Transmission Date
Vendor: SAMPLE VENDOR - 01	Vendor ID: V030303			
		Acute Myocardial Infarction	Start: 08/01/2008 End:	Start: 08/20/2008 End:
		Emergency Department	Start: 08/12/2010 End: 02/11/2011	Start: 08/07/2010 End: 04/22/2012
		Heart Failure	Start: 08/01/2008 End:	Start: 09/19/2008 End:
Vendor: TEST VENDOR	Vendor ID: J010101			

Update Vendor Authorization    **Add New Vendor Authorization**

4. Select a vendor name from the drop-down list and select **[Continue]**. Verify the correct vendor is displayed. Use the **[Cancel]** button to return to the previous page to make a vendor change.

Authorize Vendors to Submit Data | Hospital: Inpatient Clinical 03/04/2011 12:23 ET

Provider: SPRING VALLEY TEST HOSPITAL - 123456    CCN: 123456    NPI: 0123456789

Add a New Vendor to Authorized List of Vendors

Vendor:

--Select--

Cancel    Continue

- Enter dates or use the calendar buttons to select the timeframes and measure sets by selecting a “Discharge Date>Start” and “Data Transmission Date>Start” for the measure sets for which this vendor is allowed to submit data.

Authorize Vendors to Submit Data | Hospital: Inpatient Clinical

Add a new vendor to authorized vendors list

Provider:  
State:  
Provider ID/CCN:

Vendor:  (Select One)

Vendor ID:      Telephone #:  
Contact Name:      Fax #:  
Address:

\*Enter dates for which this vendor is authorized to submit data on your behalf.\*  
\*Enter End dates only if you intend to discontinue authorization for this vendor on those dates. Otherwise, leave end dates blank.\*

Measure Set	Discharge Date (MM/DD/YYYY)	Data Transmission Date (MM/DD/YYYY)
Acute Myocardial Infarction	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>
Heart Failure	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>
Pneumonia	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>
Surgical Care Improvement Project	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>	Start: <input type="text"/> <input type="button" value="Calendar"/> End: <input type="text"/> <input type="button" value="Calendar"/>

**Date Entry Notes:**

- The “Data Transmission Date>Start” must be equal to or greater than the current date.
- The “Discharge Date>End” and “Data Transmission Date>End” fields are optional entry. It is recommended that “End Dates” are not entered unless the specific vendor will not submit data after the specified “End Dates” or when converting from one CMS Certification Number (CCN) to a new one.
- For example, when a vendor relationship will be terminated at the end of a submission period, it is recommended that the submission deadline date is not entered as the “Data Transmission Date>End” due to the possibility of a Data Submission Deadline extension. Enter the “Data Transmission Date>End” only after the quarter has been closed for submissions by CMS.
- Also, it is recommended that the “Data Transmission Date>End” is not entered until all data has been transmitted.

- Select **[Continue]**.

7. Verify that the vendor information and dates authorized are correct. Use the **[Edit]** button to return to the previous page to make any date changes. Select **[Cancel]** to return to the “Vendors Currently Authorized” screen without saving changes. **Note:** Once an authorization has been submitted, the *only* dates that can be modified are future dates. When incorrect dates have been entered and need to be modified, please contact the QualityNet Help Desk for assistance, [gnetsupport@sdps.org](mailto:gnetsupport@sdps.org).
8. Enter your Password and select **[Submit]**.

Authorize Vendors to Submit Data | Hospital: Inpatient Clinical 03/04/2011 12:16 ET

**Provider** SPRING VALLEY TEST HOSPITAL - 123456    **CCN** 123456    **NPI** 0123456789

- Carefully review the information you have entered.
- Authorize the associated agreement by entering your password and clicking 'Submit'.

**Approve New or Changed Vendor Authorization(s)**  
Vendor: SAMPLE VENDOR - 03    Vendor ID: V030303

Measure Set	Discharge Date	Data Transmission Date
Acute Myocardial Infarction	<b>Start:</b> 08/01/2008 <b>End:</b> 03/04/2011	<b>Start:</b> 08/20/2008 <b>End:</b> 03/04/2011
Emergency Department	<b>Start:</b> 08/12/2010 <b>End:</b> 02/11/2011	<b>Start:</b> 08/07/2010 <b>End:</b> 04/22/2012
Heart Failure	<b>Start:</b> 08/01/2008 <b>End:</b>	<b>Start:</b> 09/19/2008 <b>End:</b>

**[Edit]**

SPRING VALLEY TEST HOSPITAL - 123456 authorizes SAMPLE VENDOR - 03 transmit data for the specified dates. The vendor agrees to transmit data for all payers via QualityNet to the warehouse in the agreed-upon data format provided by CMS (XML). The data collected has also met the CMS standard protocols and transmission requirements. The vendor ensures that all of its data collection and transmission activities are in accordance with HIPAA regulatory requirements regarding security and privacy.

This authorization remains in effect for the specified vendor until dates are entered to end the authorization.

By entering my password, I hereby issue this authorization.  **[Submit]**

The “Vendor Authorization Successful” screen displays a summary and allows selection of **[Print]** to generate a printer friendly copy of the authorization.

Vendor Authorization successful.

Authorize Vendors to Submit Data | Hospital: Inpatient Clinical 03/04/2011 12:20 ET

**Provider** SPRING VALLEY TEST HOSPITAL - 123456    **CCN** 123456    **NPI** 0123456789

**Vendor Authorization Complete**  
03/04/2011 12:20:08  
Vendor: SAMPLE VENDOR - 03    Vendor ID: V030303

Measure Set	Discharge Date	Data Transmission Date
Acute Myocardial Infarction	<b>Start:</b> 08/01/2008 <b>End:</b> 03/04/2011	<b>Start:</b> 08/20/2008 <b>End:</b> 03/04/2011
Emergency Department	<b>Start:</b> 08/12/2010 <b>End:</b> 02/11/2011	<b>Start:</b> 08/07/2010 <b>End:</b> 04/22/2012
Heart Failure	<b>Start:</b> 08/01/2008 <b>End:</b>	<b>Start:</b> 09/19/2008 <b>End:</b>

SPRING VALLEY TEST HOSPITAL - 123456 authorizes SAMPLE VENDOR - 03 transmit data for the specified dates. The vendor agrees to transmit data for all payers via QualityNet to the warehouse in the agreed-upon data format provided by CMS (XML). The data collected has also met the CMS standard protocols and transmission requirements. The vendor ensures that all of its data collection and transmission activities are in accordance with HIPAA regulatory requirements regarding security and privacy.

This authorization remains in effect for the specified vendor until dates are entered to end the authorization.

< Exit to My Tasks    **[Print]**

## Section 6: Requesting, Accessing and Viewing Reports

This section is limited to information about requesting reports, using report parameters, and viewing reports. Additional handbooks offer details on reports specific to those handbook topics.

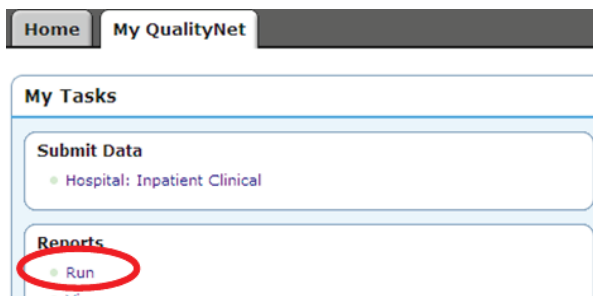
**Feedback Reports** - Display feedback and measure information on files submitted to the QIO Clinical Warehouse. Feedback reports also display hospital performance information on select quality measures.

**Submission Reports** - Provide information on the data submitted through *QualityNet* to the QIO Clinical Warehouse for the submitter of the data. Only the submitter of the data can view the feedback provided on the QIO Clinical Warehouse Submission Reports. Providers contracting with a vendor to submit data may access the QIO Clinical Warehouse Feedback Reports for feedback and measure information on files submitted to the QIO Clinical Warehouse.

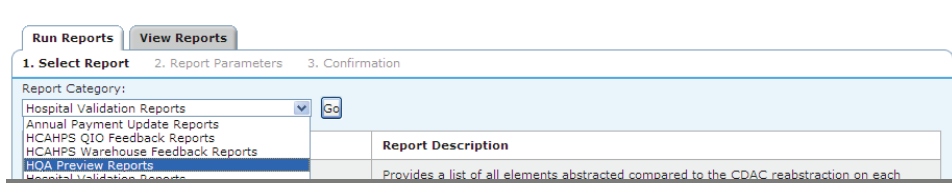
**Best Practice Note:** Review reports frequently to identify potential action areas.

### Report Selection

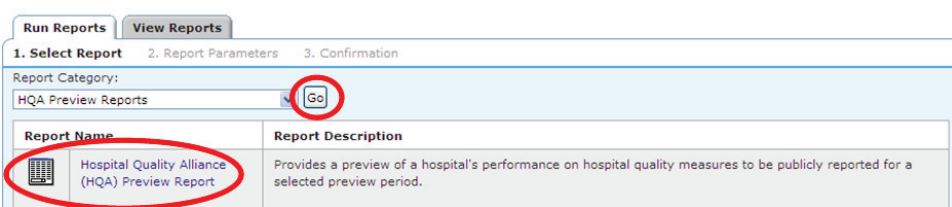
1. Access *QualityNet* at <http://www.QualityNet.org/>. Refer to [Section 4: My QualityNet Sign-In Procedure](#) for complete details on how to sign-in.
2. Select the “Run” link (located in the Reports section).



3. Select a report category using the drop-down arrow in the Report Category section and select **[Go]**. Available report categories display in the drop-down based on the role(s) assigned to the user.



4. Select the desired report from the list of reports available given the selected report category. This will open the Report Parameters screen.



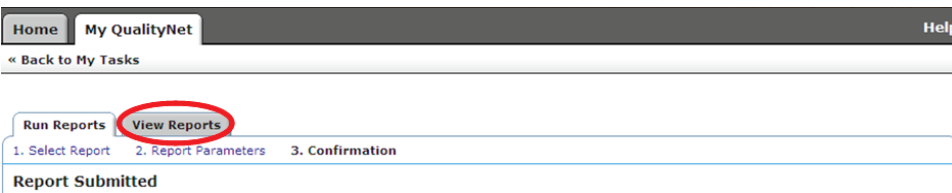
## Report Parameters

Parameter selections populate based on the specific report being requested. A hospital can access data submitted only by the hospital (or authorized third party). However, QIOs have access to multiple hospitals, and possibly have access to multiple states (if the QIO serves multiple states).



## Confirmation and View Reports

The View Reports screen displays a list of Reports requested by a user.



## Report Status and Actions

The Report Viewer has two sections: New Reports and Downloaded Reports.

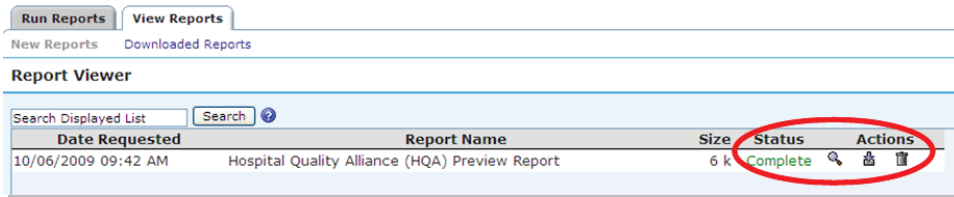
By default, both sections display reports requested in the last seven days. The date range and total number of requested reports displayed can be viewed at the bottom of the page in both sections. Search functionality is available to locate previously generated reports.

The default view is New Reports and displays links to reports that have been generated and not downloaded. The current status of the report displays in the Status column.




Status options include:

1. Requested - The report is in the queue to run.
2. Processing - The report is currently being processed.
3. Complete - The report is available to view, download, or delete.

After report requests are submitted, the Status changes from requested, to processing, to complete. The Status may change quickly and be completed by the time the New Reports screen is opened.



### Report Options Matched to Icons

Task	Icon	Action
View Report		Select the <b>[Magnifying glass]</b> icon.
Download Report		Select the <b>[Download]</b> icon, select the directory location for the file, and select the <b>[Save]</b> button.
Delete Report		Select the <b>[Delete]</b> icon to permanently remove the report from the Report Viewer.

When a Report status displays “Complete”, the hospital or QIO may either view (and print) the report by selecting the **[Magnifying glass]** icon **or** download the report by selecting the **[Download]** icon (immediately to the right of the magnifying glass). The **[Delete]** icon removes the report permanently from the Report Viewer.

This material was prepared by IFMC, Hospital Inpatient Quality Reporting Program Support Contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services.  
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