Purpose and Meeting Details

This document provides the iQIES user community with Q&A's that were addressed during the iQIES Dashboard Office Hours held on April 25, 2023.

Date	Time	Meeting Information	Facilitator	Presenter
April 25, 2023	1030am EST	Registration Link	Shamire Casselle	Nasrin Belbasi

Meeting Description

During this session, we shared the Nursing Home (NH) Survey and Certification (S&C) Dashboard. Interacting with the NH S&C dashboard allows you to explore and analyze data related to the certification of Nursing Homes.

The NH S&C Dashboard is located in QuickSight. To access the dashboard in QuickSight, simply log into CMS IDM with your Harp ID, the same ID you'd use to log into iQIES.

Once you are signed into CMS IDM, just click on CCSQ QuickSight -- you are now inside the QuickSight application where you can search for the NH S&C Dashboard.

Need more help with accessing QuickSight? Check out the beginning of this training video for instructions on how to access QuickSight.

Q&A

1. When using the filter options, selecting a state (i.e. Utah) and searching through provider names, the provider filter still lists all provider names across the US. Can the dashboard filter by state, then display provider names in that state?	The dashboard currently doesn't have that functionality. We will take note of this for potential future enhancement.
2. Does the dashboard have information on surveys with a citation?	The dashboard currently doesn't have that functionality. We will take note of this for potential future enhancement.
3. Will QCOR will be going away? if so, when?	It will be slowly phased out in time. We will not decommission QCOR unless we have all available reports publicly facing. Once we have that established we will start sending out communications about reports and dashboards that replace QCOR.
4. In the Recerts Detailed Facility List - why are there facilities listed three times with the same event ID?	There are three different event IDs associated with the provider.
5. Is there any way that we can download underlying data files?	Yes. All the charts in the dashboard can be exported to csv or excel.
6. How often is the data refreshed in the dashboard?	Data in the NH S&C Dashboard is updated weekly. In the top right corner of the dashboard,

		the last refresh date is indicated. The overview tab also mentions the data refresh frequency.
7.	Are there plans to move the Nursing Home dashboard to iQIES once NH S&C data is migrated to iQIES?	Yes, we plan on moving the NH S&C Dashboard to iQIES in the near future. We're eager to make this transition. You will be notified when that transition is complete.
8.	Is there a summary table of the reports that can be found in the ACC S&C dashboard?	We don't have a summary table at this time, but we will take this feedback for future consideration.
9.	The information that is showing on the Nursing Home S&C Dashboard is still dependent on surveys being uploaded in ACO to the national database, correct?	That's correct.
10.	Can an option be added to see late certifications by state region?	We appreciate the feedback. We will note this and consider it for a future enhancement.
11.	It would be helpful for the States if dashboards could help answer questions around State Performance Standards.	We appreciate this feedback. We will take this back to our CMS stakeholders for more consideration.
12.	How does iQIES interface with the ASPEN application?	iQIES dashboards do not interface with ASPEN.
13.	What would cause surveys with citations to come up under the Surveys with No Citations by State Details list?	There shouldn't be any surveys with citations popping up under that list; if you see any, please let us know and we can look into this.
14.	Is there a way to code the overdue recertification surveys on the dashboard info to show which ones have been initiated/opened in iQIES even though not closed yet?	The NH S&C dashboard is sourced with CASPER data. NH S&C data has not been migrated to iQIES yet. Incomplete surveys are not in iQIES, so we are not able to display this data.
15.	Can the dashboard display field offices for more granular data?	We currently don't have access to that information. When the data become available, we will consider making a future enhancement.