

## 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 March 28, 2023.

Date	Time	Meeting Information	Facilitator	Presenter
March 28, 2023	10:30am EST	<a href="#">Registration Link</a>	Shamire Casselle	Alyssa Rolfe

## Meeting Description

During the inaugural iQIES Dashboard Office Hours session, the dashboard team shared the ACC S&C Dashboard. The ACC S&C Dashboard is embedded in iQIES, allowing users to easily navigate to the dashboard directly within the iQIES application.

## Q&A

<p>1. Where can I get additional training on the dashboard?</p>	<p>A training video on the S&amp;C Dashboard is available on the Quality, Safety &amp; Education Portal, known as the <a href="#">QSEP</a>. Please be aware that we recorded the training video in the initial version of the dashboard, so some things might look different from the current version of the dashboard.</p> <p>In addition to the training video on the QSEP, you can also access the dashboard <a href="#">Survey and Certification (S&amp;C) Dashboards User Manual</a> for more training.</p>
<p>2. What is QCOR?</p>	<p><a href="#">Quality, Certification and Oversight Reports (QCOR)</a> is a public-facing website where you can view Survey &amp; Certification (S&amp;C) data for various provider types.</p> <p>QCOR won't reflect accurate information for provider types that have been migrated to iQIES. If you are on QCOR and searching for data related to a provider type that is in iQIES, then you should use the ACC S&amp;C Dashboard rather than QCOR.</p>
<p>3. Have the QuickSight dashboards been updated for Nursing Homes (NH)? Often the data is lagging in being refreshed.</p>	<p>NH data is not located in the ACC S&amp;C Dashboard, but you can view NH data in the separate NH S&amp;C Dashboard. To access the NH S&amp;C Dashboard, login to <a href="#">CMS IDM</a> with your HARP ID and click on the CCSQ QuickSight Icon. Once in QuickSight, you can search for the NH S&amp;C Dashboard.</p>

	<p>Need more help with accessing QuickSight? Check out the beginning of this <a href="#">training video</a> for instructions on how to access QuickSight.</p>
<p>4. Has there been any thought to breaking these filters down further? Such as: Under the Complaint/Incident tab: by subcategory i.e., Medical Breach; under Intake Status: by Received Date and Closed Date?</p>	<p>We've recently added a filter on the Complaint/Incident tab labeled "Intake Subtype". There's also an Intake Status filter where you can filter down further. Currently, the more granular subtypes that include categories like "Medical Breach" are not yet in iQIES. However, once they are migrated we will add them to the dashboard as filters.</p>
<p>5. Will the dashboard be available to all surveyors with iQIES access?</p>	<p>Yes, the dashboard is available to surveyors within iQIES.</p>
<p>6. Would we be able to break down information from a State perspective regarding surveyors and the type of citations they cite, frequency, etc.?</p>	<p>That information is not available in the dashboard, but we will note this item as a potential future enhancement.</p>
<p>7. Can I save filters?</p>	<p>Yes. QuickSight does this automatically. QuickSight remembers filters selected, and continues the filters applied to future sessions.</p>
<p>8. Will month by month flexibility of viewing data be built in? This will serve analysts' needs. We need to be able to view data month by month, or in customized timeframes.</p>	<p>We appreciate this feedback and will note this as a potential future enhancement.</p>
<p>9. I know you can filter down to the state level. If the state is bigger and has established regions within the state and those teams are in iQIES (example, 10 different teams), will states be able to filter data down to those different team levels? We have several teams in MI; it would be great to see trends among teams. This will more so apply when Nursing Homes are included.</p>	<p>Under State Region, you can select the state and then select a particular state region. Teams are not currently available in the dashboard. We will note this as a potential future enhancement request.</p>
<p>10. Is there a way to search for recent surveys that have a Condition of Participation (CoP) out and what day it's at in the timeline? In Aspen, we could see by conditions out and we were able to monitor them.</p>	<p>Go to the Enforcements and select Condition under the Tag Citation Level filter. Scroll down to the Enforcement Details table. The Enforcement Cycle Start Date is listed, but doesn't tie directly to a survey on the Surveys tab. We can see this at the survey level under HHA surveys by Type over Time.</p>
<p>11. How do the state regions get added?</p>	<p>State regions are currently being added as data and provider types are migrated over into iQIES.</p>
<p>12. You used QCOR as the foundation and enhanced it? We use CASPER because it has slightly more granularity. Will this be</p>	<p>We used QCOR as the starting point to get information in to iQIES. We are currently doing gap analysis. If there are particular reports that</p>

Q&A from iQIES Dashboard Office Hours

<p>the case with dashboards, or will we have reporting options? Some locations have a need not consistent with a state need. Sometimes we end up improvising things.</p>	<p>you currently use that will be valuable for you in the future, please reach out to us and we will conduct research on that report.</p>
<p>13. Regarding the surveys due in 90 days, 365 days chart, would there be a way to get all providers listed with the last recertification survey date, date due, and a category for when due - like due in 90 days, due in 365 days, due in two years, overdue, etc.? So instead of just due in the next year, all providers and when due. It would be even more beneficial if you could filter that by category of when due.</p>	<p>We appreciate this feedback. We will note this as a potential enhancement for the future.</p>
<p>14. Will the ACC dashboard display 670 data in the near future? We find that very useful on QCOR and have submitted a dashboard enhancement request.</p>	<p>We are actively working on a 670 Workload dashboard and we look forward to sharing it with you in the near future.</p>
<p>15. Can we send you a list of reports that we use and would like to see, particularly in preparation for NH coming over to iQIES?</p>	<p>Absolutely! You can contact us at <a href="mailto:dashboardofficehours@icf.com">dashboardofficehours@icf.com</a>. Please use the subject line "dashboard support".</p>