**QPP Submissions Experience Survey**

**Survey Guide**

Note - no user will encounter *all* of these questions. This survey is written to account for all the possible ways someone might submit data to QPP in a given performance year. They might use a Registry, Web Interface, or the SFUI but not all three. Expected burden: 10 minutes.

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| --- |
| **Screener (All Users)**  |
| **Q1.** **Years of Reporting experience**[multi select] | What performance years (PY) have you submitted data for (in any way). Select all that apply.* PY 2022 will be my first year I submit data to QPP
* In PY2021 I submitted data [MUST SELECT]
* PY2020
* PY2019
* PY2018
* PY2017
* I have not personally submitted data
 |
| **Q2. Submission Method - Registry**[Single select] | Are you a **Registry or QCDR vendor** who submitted data for **PY2021**? Select which best applies. * I personally submitted data via the **Submissions API** [*Skip to Registry section*]
* I personally uploaded data via the **Registry Dashboard** [*Skip to Registry section*]
* I submit via the **Submissions API** *and* **Registry Dashboard** [*Skip to Registry section*]
* None of the above
 |
| **Q3. Submission Method - Work with a Registry**[Single select] | For PY2021, did you***personally* *work with* a** Qualified Registry orQCDR **to collect data**?* Yes, I worked with a QCDR [*Display Registry questions*]
* Yes, I worked with a Qualified Registry (QR) [*Display Registry questions*]
* No, I didn’t work with either
* I’m not sure
 |
| **Q4. Submission Method - Work with a Registry**[Single select] | For PY2021, did a Qualified Registry or QCDR **submit Quality data** on your organization's **behalf**? * Yes, a QCDR submitted on my behalf [*Display Registry questions*]
* Yes, a Qualified Registry (QR) submitted on my behalf [*Display Registry questions*]
* No, neither submitted data for me
* I’m not sure
 |
| **Q5. Submission Method***Show only if selected PY2021 for Q1.***[**Single select] | **Who** did you ***personally* *submit*** data for PY2021? (Please answer for just PY2021). Select which best fits your situation. * On behalf of an **individual(s)**.
* On behalf of a **Virtual Group.**
* On behalf of a **group/TIN(s).**
* I personally **did not submit** the data; I shadowed those who did.
* I was **not personally involved** in data submissions for PY2021
* None of the above.
 |
| *NOTE to survey programmer: users will be screened out unless ONE of the following is true:** *Must be a Registry/QCDR vendor (Q2)*
* *Must work with a Registry / QCDR (Q3 or Q4)*
* *Must personally submit data to QPP for PY2021 (individual, group, and/or virtual group) (Q5)*
 |
| **Screener: Web Interface and QPP Portal Users**  |
| **Q6. Reporting Pathway**[Multi-select] | Which **pathway** did you submit data for? Select all that apply.* Traditional MIPS
* APP (APM Performance Pathway)
* I don’t know [mark exclusive] [Screen Out]
 |
| **Q7. Submission** **Reporting Pathway > APP**Show if selected *Reports APP*[Multi select] | For **the APP**, what **categories** did you personally submit data and/or do a manual entry for? Select all that apply.* Quality [*Display Q8]*
* Promoting Interoberpabiliy (PI)
* I’m not sure [mark exclusive]
 |
| **Q8. Submission** **Reporting Pathway > APP > Quality Measures**Show only if selected *Quality for APP* [Single select] | Thinking of submitting **Quality measures** for the **APP** for PY2021, which best describes you? * I personally submitted CMS Web Interface Measures [*Display WI questions*]
* I personally uploaded a file of CQMS, eCQMs, and/or QCDR measures [*Display* *QPP Portal Question*]
* None of the above [*Skip APP Quality questions*]
 |
| **Q9. Submission** **Reporting Pathway > Traditional MIPS**Show if selected *Reports Traditional MIPS.*[Multi select] | For **Traditional MIPS**, what **categories** did you personally submit data and/or do a manual entry for? Select all that apply.* Quality [*Display Q10*]
* Promoting Interoperability (PI)
* Improvement Activities (IA)
* I’m not sure [mark exclusive] [screen out]
 |
| **Q10. Submission** **Reporting Pathway > Trad. MIPS > Quality Measures**Show only if selected Quality for Trad. MIPS  | Thinking of submitting **Quality measures** for Traditional MIPS for PY2021, which best describes you? * I personally submitted CMS Web Interface Measures [*Display WI questions - Trad. MIPS*]
* I personally uploaded a file (e.g. CQMS, eCQMs and/or QCDR measures) [*Show QPP Portal Question - Trad MIPS*]
* None of the above [skip Quality questions]
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| **Q11. How data is submitted**[Single Select] | Generally, how did you **typically submit** data?* I typically submit all data for a TIN or NPI at once
* I typically submit only some data in one sitting, so I visit the same record multiple times to add more data.
* A combination of both
* Other (\_\_)
 |
| **Submissions Experience (Web Interface)***Note to survey programmer:* *DISPLAY the Web Interface block ONLY if selected Reporting Pathway > Measures > Quality Measures = CMS Web Interface (APP OR Trad MIPS)* |
| **Q12. Submissions Experience -** Full Experience [Maxtrix; randomize order of responses] | Take a moment to think about your experience using the QPP website to submit CMS Web Interface measures for PY2021.Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)* The QPP website is **easy to use**
* It is **easy to navigate** within the QPP website
* The information on the QPP website is **credible**
* The information on the QPP website is **trustworthy**
* I find the QPP website to be **attractive**
* The QPP website has a clean and **simple presentation**

1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q13. Web Interface - Clarity**[Likert] | Rate how **difficult or easy** it was to **submit CMS Web Interface** measuresfor PY20211= Very difficult 2 3 4 5 = Very EasyThinking of the **information** (content, messaging) you encountered when submitting the CMS Web Interface measures. . . How **unclear or clear** was that information?1=Not at all clear 2 3 4 5 = Very Clear |
| **Q14. Preliminary score and Submission time**[Likert] | Rate how you disagree or agree with the following statement. (1=Strongly Disagree . . . 5= Strongly agree)* It took me a **reasonable amount of time** to complete submitting data.

1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q15. Submissions Received - Confidence** [Likert] | How confident are you that CMS/QPP **accurately received** all the **data you submitted**?1 = Not at all confident 2 3 4 5 = Very Confident  |
| **Q16. PY Comparison** Show if *selected Submission Method > Log-in for Web Interface*and*user reported data for PY2020 and P2021*[Likert] | How does your submissions experience for PY2021 **compare** to the submissions for PY2020?1 - PY2021 was much worse than PY20202 - PY2021 was a little worse3 - neutral4 - PY2021 was a little better5 - PY2021 was much better than PY2020X I did not submit data via Web Interface in PY2020 [mark exclusive] |
| **Q17. Web Interface - Open End**[Open ended]*Optional*  | If you could **change** anything about submitting Web Interface measures that would **improve** your experience, what would you change?  |
| **Submissions Experience (QPP Portal)** |
| **Q18. Submissions Experience -** Full Experience for QPP Portal[Maxtrix; randomize order of responses] | Take a moment to think about your experience uploading and/or attesting to data for PY2021.Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)* The QPP website is **easy to use**
* It is **easy to navigate** within the QPP website
* The information on the QPP website is **credible**
* The information on the QPP website is **trustworthy**
* I find the QPP website to be **attractive**
* The QPP website has a clean and **simple presentation**

1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q19. Submission - Quality** Show if *Submission Method is Quality, not Web Interface (Q8 or Q10)*[Likert]  | Rate how difficult or easy it was to **prepare the files for Quality** data to submit to QPP for PY2021.1= Very difficult 2 3 4 5 = Very EasyRate how difficult or easy it was to **submit/upload Quality** datato QPP for PY2021.1= Very difficult 2 3 4 5 = Very EasyRate how **unclear or clear** the **content**, messaging, and information was in the QPP Portal for uploading Quality data. 1= Not at all clear 2 3 4 5 = Very Clear |
| **Q20. Submission - PI**Show if Submission Method is PI[Multi-select][Likert]  | How did you **submit PI** data? [select all that apply]* Upload a file
* Manual entry/attestation

[*Display if selected upload a file*] Rate how difficult or easy it was to **prepare the files of PI** data to submit to QPP for PY2021.1= Very difficult 2 3 4 5 = Very EasyRate how **difficult or easy** it was to **submit/attest to PI** for PY2021.1= Very difficult 2 3 4 5 = Very EasyRate how **unclear or clear the content**, messaging, and information was in the QPP Portal for **submit/attest to PI.**1=Not at all clear 2 3 4 5 = Very Clear |
| **Q21. Submission - IA***Show only if Submission Method is IA - Traditional MIPS (Q9)*[Multi-select][Likert]   | How did you **submit** for Improvement Activities (IA) [select all that apply]* Upload a file
* Manual entry/attestation

[*Display if selected upload a file*] Rate how **difficult or easy** it was to **prepare the files of IA** data to submit to QPP for PY20211= Very difficult 2 3 4 5 = Very EasyRate how **difficult or easy** it was to **submit/attest to IA** for PY2021.1= Very difficult 2 3 4 5 = Very EasyRate how **unclear or clear the content**, messaging, and information was in the QPP Portal for submitting/attesting to **IA**.1=Not at all clear 2 3 4 5 = Very Clear |
| **Q22. Preliminary score and Submission time**[Likert] | Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)* The **preliminary scores** **matched my expectations** based on the data I submitted.
* It took me a **reasonable amount of time** to complete submitting data.

1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q23. Submissions Received - Confidence** [Likert] | How confident are you that CMS/QPP **accurately received** all the **data you submitted**?1 = Not at all confident 2 3 4 5 = Very Confident  |
| **Q24. PY Comparison** Show if *user reported data for PY2020 and P2021*[Likert] | How does your submissions experience for PY2021 **compare** to the submissions for PY2020?1 - PY2021 was much worse than PY20202 - PY2021 was a little worse3 - neutral4 - PY2021 was a little better5 - PY2021 was much better than PY2020X I did not submit data in the QPP portal for PY2020 [mark exclusive] |
| **Q25. Issues** [Multi-Select]  | During your submissions experience for PY2021, what, if any, of the following **did you encounter?** Select all that apply. * How a score was **calculated** did not make sense to me (e.g. Quality, Preliminary score, etc)
* How **bonus points** were calculated did not make sense
* Issue **logging** into the QPP portal
* Issue/confusion with **exceptions**
* Issue or confusion with how **Special Status impacts my score**
* I got an **error** when attesting/uploading/submitting data
* I had an issue uploading **Quality** data (that was not an error) [*Display only if submits Quality*]
* I had an issue **attesting to PI,** other than an error message [*Display only if attested to PI*]
* I had an issue with **attesting to IA,** other than an error message [*Display only if attested to IA*]
* A file(s) I submitted was **rejected**
* Data had **already been submitted** that I was not expecting
* I had to contact the **Help Desk** about my submission.
* Confusion moving between the different pages for IA, PI, and /or Quality
* Other (\_\_\_)
* I didn’t encounter any issues [mark exclusive].
 |
| **Q26. Impact of the issue***Display only issues that were selected in the previous question.*[Likert] | Rate the **impact** of these issues on your **experiencing reporting data** to QPP for **PY2021.** 1. No impact2. Slight impact3. Moderate impact 4. Strong impact5. Very strong impact |
| **Q27. QPP Portal Open End**[Open ended]*Optional*  | If you could **change** anything about submitting data to QPP (for Quality, PI, and/or IA) that would **improve** your experience, what would you change?  |
| **Submissions Experience (as a Registry)***Note to Survey Programmer: Display Block only if User reports as Registry (Q2)* |
| **Q.28 Reporting Pathway - Registry API and Dashboard**[Multi-select] | Which **pathway** did you submit data for? [Select all that apply].* Traditional MIPS
* APP (APM Performance Pathway)
* I don’t know [mark exclusive]
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| **Q29. Registry - API**Show if *Submission Method -Registry is API* [Likert] | Rate how **difficult or easy** it was to **submit** data via the **API** for PY20211= Very difficult 2 3 4 5 = Strongly Easy |
| **Q30. Registry Dashboard** Show if *Submission Method is Registry Dashboard* [Maxtrix] | Take a moment to think about your experience submitting data using the Registry Dashboard for PY2021.Use the rating to select how you **disagree or agree with each of the following statements** as it relates to the Registry Dashboard (1=Strongly Disagree . . . 5= Strongly agree).* The Registry Dashboard was **easy to use**
* It is **easy to navigate** within the Registry Dashboard
* The information on the Registry Dashboard is **credible**
* The information on the Registry Dashboard is **trustworthy**
* I find the Registry Dashboard to be **attractive**
* TheRegistry Dashboard has a clean and **simple presentation**

1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q31. Registry - Dashboard**Show if *Submission Method is Registry Dashboard*[Likert] | Rate how **unclear or clear** the **content,** messaging, and information was for **submitting** data using the Registry Dashboard. 1=Not at all clear 2 3 4 5 = Very Clear |
| **Q32. Registry - Dashboard - Time**Show if *Submission Method is Registry Dashboard Dashboard OR API*[Likert] | It took me a **reasonable amount of time** to complete submitting data.1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **Q33. Submissions Received - Confidence** Show if *Submission Method is Registry Dashboard OR API*[Likert] | How confident are you that CMS/QPP **accurately received** all the **data you submitted**?1 = Not at all confident 2 3 4 5=Very Confident  |
| **Q34. PY Comparison**Show if *Submission Method is Registry Dashboard OR API*Show if *user reported data for PY2020 and P2021* [Likert] | How does your submissions experience for PY2021 **compare** to the submissions for PY2020?1 - PY2021 was much worse than PY20202 - PY2021 was a little worse3 - neutral4 - PY2021 was a little better5 - PY2021 was much better than PY2020 |
| **Q35. Registry - Suggestion for Improvement**Show if *Submission Method is Registry (API or Dashboard)*[Open ended]*Optional*  | As a Registry/QCDR, what **suggestions** do you have to improve your **experience submitting data to QPP**? |
| **Submissions Experience - *Used a Registry****Note to Survey Programmer: Display Block only if User worked with Registry (Q3 or Q4)* |
| **Q36. Registry - Used a Registry**Show if *used a Registry (Q3 or Q4)*[Likert] | Rate how **difficult or easy** was it to **work with a Qualified Registry/QCDR** to report data to QPP for PY2021?1= Very difficult 2 3 4 5 = Strongly EasyRate the **likelihood** of working with the ***same* QR/QCDR** in the future1 = Not at all likely. . . 5 = Very likely  |
| **Q37. Registry - Used a Registry**Show if *Submission Method is Registry submitted on my behalf -* (Q4 only)[Likert] | How **confident are you in the accuracy of the data** the QR /QCDR submitted to QPP?1= Not at all confident 2 3 4 5 = Very confident |
| **Q38. Registry - Used a Registry**Show if *used a Registry (Q3 or Q4)*[Open ended]*Optional*  | In a sentence or two, could you share **why you chose to work with a Qualified Registry or QCDR vendor**?  |
| **Q39. Registry - Used a Registry**Show if *used a Registry (Q3 or Q4)*[Open ended]*Optional*  | What **suggestions** do you have for QPP that would **improve your experience** using a QR / QCDR to submit data?  |
| **Program Follow-Ups (ALL USERS)** |
| **Q40. Program requirements - Trad. MIPS**Show only if *Pathway is Trad. MIPS (Q6)*[Likert] | Thinking ahead, rate your level of **confidence** with understanding the program **requirements for reporting Traditional MIPS** for PY2022.1 = Not at all confident 2 3 4 5 = Very confident |
| **Q41. Program requirements - APP** Show only if *Pathway is APP (Q6)*[Likert]  | Thinking ahead, rate your level of **confidence** with understanding the program **requirements for APP** (APM Performance Pathway) for PY2022.1 = Not at all confident 2 3 4 5 = Very confident |
| **Q42. Suggestion for Improvement**Show if *Pathway is Traditional MIPS (Q6)*[Open ended]*Optional*  | If you could change anything to **improve your experience submitting data for Traditional MIPS,** what would you change?  |
| **Q43. Suggestion for Improvement - APP**Show if *Pathway is APP (Q6)*[Open ended]*Optional*  | If you could change anything to **improve your experience submitting data for the APP,** what would you change?  |
| **Demographic Follow-Ups**  |
| **Q44. Size of Org (no. of NPIs reporting for)**[Single Select] | About how many **clinicians/providers total** participate in QPP through your organization.* 1-5 providers
* 6-15
* 16-24
* 25 - 49
* 50 -99
* 100 - 999
* 1,000 - 4,999
* 5,000 or more
 |
| **Q45. No. of TINS reporting for**[Single Select] | About **how many individuals/TINS participate** in QPP through your organization?* 1 TIN
* 2-15
* 16 - 24
* 25-49
* 50 -99
* 100 or more TINs
 |
| **Q46. Participation in QPP**[Select all that apply] | How did you/your participants take part in the Quality Payment Program for PY2021? [Select all that apply]* Traditional MIPS
* MIPS APM
* APM
* Advanced APM
 |
| **Q47. APM Model*****[****Show if MIPS APM. APM, Advanced APM is selected]* | What APM model do you participate in?* CPC+
* Medicare Shared Savings Program (MSSP)
* Primary Care First (PCF)
* Other \_\_\_
 |
| **Q48. Organization**[Single select] | What type of organization do you work for?* Primary Care
* Specialty
* Multi-Specialty
* CAH
* Hospital
* Healthcare System
* ACO
* QCDR/Qualified Registry
* Professional Society
* EHR / EMR
* IT vendor
* Other [\_\_\_]
 |
| **Q49. Duties in the Org**[Multi select] | Which of the following duties do you perform when it comes to the Quality Payment Program? Select all that apply.* I **manage** the team that does the reporting
* I **track down** missing patient records
* I **train** staff and/or clinicians on the Quality Payment Program (e.g. on reporting, data collection, etc).
* I **choose** what measures to report
* I **audit/troubleshoot** data in my organization’s EHR/EMR
* I **abstract data** for submission
* I **enter and/or upload** the **data** in QPP for reporting
* I serve as my team’s **point of contact** for **CMS / QPP**
* Other [\_\_\_]
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