

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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Screeners (All Users)	
<p>Q1. Years of Reporting experience</p> <p>[multi select]</p>	<p>What performance years (PY) have you submitted data for (in any way). Select all that apply.</p> <ul style="list-style-type: none"> <input type="radio"/> PY 2022 will be my first year I submit data to QPP <input type="radio"/> In PY2021 I submitted data [MUST SELECT] <input type="radio"/> PY2020 <input type="radio"/> PY2019 <input type="radio"/> PY2018 <input type="radio"/> PY2017 <input type="radio"/> I have not personally submitted data
<p>Q2. Submission Method - Registry</p> <p>[Single select]</p>	<p>Are you a Registry or QCDR vendor who submitted data for PY2021? Select which best applies.</p> <ul style="list-style-type: none"> <input type="radio"/> I personally submitted data via the Submissions API [Skip to Registry section] <input type="radio"/> I personally uploaded data via the Registry Dashboard [Skip to Registry section] <input type="radio"/> I submit via the Submissions API and Registry Dashboard [Skip to Registry section] <input type="radio"/> None of the above

<p>Q3. Submission Method - Work with a Registry [Single select]</p>	<p>For PY2021, did you personally work with a Qualified Registry or QCDR to collect data?</p> <ul style="list-style-type: none"> ● Yes, I worked with a QCDR [<i>Display Registry questions</i>] ● Yes, I worked with a Qualified Registry (QR) [<i>Display Registry questions</i>] ● No, I didn't work with either ● I'm not sure
<p>Q4. Submission Method - Work with a Registry [Single select]</p>	<p>For PY2021, did a Qualified Registry or QCDR submit Quality data on your organization's behalf?</p> <ul style="list-style-type: none"> ● Yes, a QCDR submitted on my behalf [<i>Display Registry questions</i>] ● Yes, a Qualified Registry (QR) submitted on my behalf [<i>Display Registry questions</i>] ● No, neither submitted data for me ● I'm not sure
<p>Q5. Submission Method <i>Show only if selected PY2021 for Q1.</i> [Single select]</p>	<p>Who did you personally submit data for PY2021? (Please answer for just PY2021). Select which best fits your situation.</p> <ul style="list-style-type: none"> ● 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.
<p><i>NOTE to survey programmer: users will be screened out unless <u>ONE</u> of the following is true:</i></p> <ul style="list-style-type: none"> ● <i>Must be a Registry/QCDR vendor (Q2)</i> ● <i>Must work with a Registry / QCDR (Q3 or Q4)</i> ● <i>Must personally submit data to QPP for PY2021 (individual, group, and/or virtual group) (Q5)</i> 	
<p style="text-align: center;"> Screener: Web Interface and QPP Portal Users </p>	

<p>Q6. Reporting Pathway</p> <p>[Multi-select]</p>	<p>Which pathway did you submit data for? Select all that apply.</p> <ul style="list-style-type: none"> ● Traditional MIPS ● APP (APM Performance Pathway) ● I don't know [mark exclusive] [Screen Out]
<p>Q7. Submission</p> <p>Reporting Pathway > APP</p> <p>Show if selected <i>Reports APP</i></p> <p>[Multi select]</p>	<p>For the APP, what categories did you personally submit data and/or do a manual entry for? Select all that apply.</p> <ul style="list-style-type: none"> ● Quality [<i>Display Q8</i>] ● Promoting Interoperability (PI) ● I'm not sure [mark exclusive]
<p>Q8. Submission</p> <p>Reporting Pathway > APP > Quality Measures</p> <p>Show only if selected <i>Quality for APP</i></p> <p>[Single select]</p>	<p>Thinking of submitting Quality measures for the APP for PY2021, which best describes you?</p> <ul style="list-style-type: none"> ● I personally submitted CMS Web Interface Measures [<i>Display WI questions</i>] ● I personally uploaded a file of CQMS, eCQMs, and/or QCDR measures [<i>Display QPP Portal Question</i>] ● None of the above [<i>Skip APP Quality questions</i>]
<p>Q9. Submission</p> <p>Reporting Pathway > Traditional MIPS</p> <p>Show if selected <i>Reports Traditional MIPS.</i></p>	<p>For Traditional MIPS, what categories did you personally submit data and/or do a manual entry for? Select all that apply.</p> <ul style="list-style-type: none"> ● Quality [<i>Display Q10</i>] ● Promoting Interoperability (PI) ● Improvement Activities (IA) ● I'm not sure [mark exclusive] [screen out]

[Multi select]	
<p>Q10. Submission</p> <p>Reporting Pathway > Trad. MIPS > Quality Measures</p> <p>Show only if selected Quality for Trad. MIPS</p>	<p>Thinking of submitting Quality measures for Traditional MIPS for PY2021, which best describes you?</p> <ul style="list-style-type: none"> ● 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]
<p>Q11. How data is submitted</p> <p>[Single Select]</p>	<p>Generally, how did you typically submit data?</p> <ul style="list-style-type: none"> ● 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 (___)
<p style="text-align: center;">Submissions Experience (Web Interface)</p> <p><i>Note to survey programmer:</i></p> <p><i>DISPLAY the Web Interface block ONLY if selected Reporting Pathway > Measures > Quality Measures = CMS Web Interface (APP OR Trad MIPS)</i></p>	
<p>Q12. Submissions Experience - Full Experience</p> <p>[Maxtrix; randomize order of responses]</p>	<p>Take a moment to think about your experience using the QPP website to submit CMS Web Interface measures for PY2021.</p> <p>Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)</p> <ul style="list-style-type: none"> ● The QPP website is easy to use ● It is easy to navigate within the QPP website ● The information on the QPP website is credible

	<ul style="list-style-type: none"> ● 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 <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
<p>Q13. Web Interface - Clarity</p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to submit CMS Web Interface measures for PY2021</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Thinking of the information (content, messaging) you encountered when submitting the CMS Web Interface measures. . . How unclear or clear was that information?</p> <p>1=Not at all clear 2 3 4 5 = Very Clear</p>
<p>Q14. Preliminary score and Submission time</p> <p>[Likert]</p>	<p>Rate how you disagree or agree with the following statement. (1=Strongly Disagree . . . 5= Strongly agree)</p> <ul style="list-style-type: none"> ● It took me a reasonable amount of time to complete submitting data. <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
<p>Q15. Submissions Received - Confidence</p> <p>[Likert]</p>	<p>How confident are you that CMS/QPP accurately received all the data you submitted?</p> <p>1 = Not at all confident 2 3 4 5 = Very Confident</p>
<p>Q16. PY Comparison</p> <p>Show if <i>selected Submission Method > Log-in for Web Interface</i> and <i>user reported data for PY2020 and P2021</i></p>	<p>How does your submissions experience for PY2021 compare to the submissions for PY2020?</p> <p>1 - PY2021 was much worse than PY2020 2 - PY2021 was a little worse 3 - neutral 4 - PY2021 was a little better 5 - PY2021 was much better than PY2020</p> <p>X I did not submit data via Web Interface in PY2020 [mark exclusive]</p>

[Likert]	
Q17. Web Interface - Open End [Open ended] <i>Optional</i>	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) <ul style="list-style-type: none"> ● 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 <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
Q19. Submission - Quality Show if <i>Submission Method is Quality, not Web Interface (Q8 or Q10)</i> [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 Easy Rate how difficult or easy it was to submit/upload Quality data to QPP for PY2021. 1= Very difficult 2 3 4 5 = Very Easy Rate 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	How did you submit PI data? [select all that apply] <ul style="list-style-type: none"> ● Upload a file ● Manual entry/attestation <p>[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</p>

<p>[Multi-select]</p> <p>[Likert]</p>	<p>PY2021.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to submit/attest to PI for PY2021.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how unclear or clear the content, messaging, and information was in the QPP Portal for submit/attest to PI.</p> <p>1=Not at all clear 2 3 4 5 = Very Clear</p>
<p>Q21. Submission - IA</p> <p><i>Show only if Submission Method is IA - Traditional MIPS (Q9)</i></p> <p>[Multi-select]</p> <p>[Likert]</p>	<p>How did you submit for Improvement Activities (IA) [select all that apply]</p> <ul style="list-style-type: none"> ● Upload a file ● Manual entry/attestation <p>[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 PY2021</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to submit/attest to IA for PY2021.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how unclear or clear the content, messaging, and information was in the QPP Portal for submitting/attesting to IA.</p> <p>1=Not at all clear 2 3 4 5 = Very Clear</p>
<p>Q22. Preliminary score and Submission time</p> <p>[Likert]</p>	<p>Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)</p> <ul style="list-style-type: none"> ● The preliminary scores matched my expectations based on the data I submitted. ● It took me a reasonable amount of time to complete submitting data. <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
<p>Q23.</p>	<p>How confident are you that CMS/QPP accurately received all</p>

<p>Submissions Received - Confidence</p> <p>[Likert]</p>	<p>the data you submitted?</p> <p>1 = Not at all confident 2 3 4 5 = Very Confident</p>
<p>Q24. PY Comparison</p> <p>Show if <i>user reported data for PY2020 and P2021</i></p> <p>[Likert]</p>	<p>How does your submissions experience for PY2021 compare to the submissions for PY2020?</p> <p>1 - PY2021 was much worse than PY2020 2 - PY2021 was a little worse 3 - neutral 4 - PY2021 was a little better 5 - PY2021 was much better than PY2020</p> <p>X I did not submit data in the QPP portal for PY2020 [mark exclusive]</p>
<p>Q25. Issues</p> <p>[Multi-Select]</p>	<p>During your submissions experience for PY2021, what, if any, of the following did you encounter? Select all that apply.</p> <ul style="list-style-type: none"> <input type="radio"/> How a score was calculated did not make sense to me (e.g. Quality, Preliminary score, etc) <input type="radio"/> How bonus points were calculated did not make sense <input type="radio"/> Issue logging into the QPP portal <input type="radio"/> Issue/confusion with exceptions <input type="radio"/> Issue or confusion with how Special Status impacts my score <input type="radio"/> I got an error when attesting/uploading/submitting data <input type="radio"/> I had an issue uploading Quality data (that was not an error) [<i>Display only if submits Quality</i>] <input type="radio"/> I had an issue attesting to PI, other than an error message [<i>Display only if attested to PI</i>] <input type="radio"/> I had an issue with attesting to IA, other than an error message [<i>Display only if attested to IA</i>] <input type="radio"/> A file(s) I submitted was rejected <input type="radio"/> Data had already been submitted that I was not expecting <input type="radio"/> I had to contact the Help Desk about my submission. <input type="radio"/> Confusion moving between the different pages for IA, PI, and /or Quality <input type="radio"/> Other (___) <input type="radio"/> I didn't encounter any issues [mark exclusive].

<p>Q26. Impact of the issue</p> <p><i>Display only issues that were selected in the previous question.</i></p> <p>[Likert]</p>	<p>Rate the impact of these issues on your experiencing reporting data to QPP for PY2021.</p> <ol style="list-style-type: none"> 1. No impact 2. Slight impact 3. Moderate impact 4. Strong impact 5. Very strong impact
<p>Q27. QPP Portal Open End</p> <p>[Open ended] <i>Optional</i></p>	<p>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?</p>
<p>Submissions Experience (as a Registry)</p> <p><i>Note to Survey Programmer: Display Block only if User reports as Registry (Q2)</i></p>	
<p>Q.28 Reporting Pathway - Registry API and Dashboard</p> <p>[Multi-select]</p>	<p>Which pathway did you submit data for? [Select all that apply].</p> <ul style="list-style-type: none"> <input type="radio"/> Traditional MIPS <input type="radio"/> APP (APM Performance Pathway) <input type="radio"/> I don't know [mark exclusive]
<p>Q29. Registry - API</p> <p>Show if Submission Method - Registry is API</p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to submit data via the API for PY2021</p> <p>1= Very difficult 2 3 4 5 = Strongly Easy</p>
<p>Q30. Registry Dashboard</p> <p>Show if Submission Method is Registry Dashboard</p>	<p>Take a moment to think about your experience submitting data using the Registry Dashboard for PY2021.</p> <p>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).</p>

<p>[Maxtrix]</p>	<ul style="list-style-type: none"> ● 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 <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
<p>Q31. Registry - Dashboard</p> <p>Show if <i>Submission Method is Registry Dashboard</i></p> <p>[Likert]</p>	<p>Rate how unclear or clear the content, messaging, and information was for submitting data using the Registry Dashboard.</p> <p>1=Not at all clear 2 3 4 5 = Very Clear</p>
<p>Q32. Registry - Dashboard - Time</p> <p>Show if <i>Submission Method is Registry Dashboard Dashboard OR API</i></p> <p>[Likert]</p>	<p>It took me a reasonable amount of time to complete submitting data.</p> <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
<p>Q33. Submissions Received - Confidence</p> <p>Show if <i>Submission Method is Registry Dashboard OR API</i></p>	<p>How confident are you that CMS/QPP accurately received all the data you submitted?</p> <p>1 = Not at all confident 2 3 4 5=Very Confident</p>

[Likert]	
<p>Q34. PY Comparison</p> <p>Show if <i>Submission Method is Registry Dashboard OR API</i></p> <p>Show if <i>user reported data for PY2020 and P2021</i></p> <p>[Likert]</p>	<p>How does your submissions experience for PY2021 compare to the submissions for PY2020?</p> <p>1 - PY2021 was much worse than PY2020 2 - PY2021 was a little worse 3 - neutral 4 - PY2021 was a little better 5 - PY2021 was much better than PY2020</p>
<p>Q35. Registry - Suggestion for Improvement</p> <p>Show if <i>Submission Method is Registry (API or Dashboard)</i></p> <p>[Open ended]</p> <p><i>Optional</i></p>	<p>As a Registry/QCDR, what suggestions do you have to improve your experience submitting data to QPP?</p>
<p>Submissions Experience - Used a Registry</p> <p><i>Note to Survey Programmer: Display Block only if User worked with Registry (Q3 or Q4)</i></p>	
<p>Q36. Registry - Used a Registry</p> <p>Show if <i>used a Registry (Q3 or Q4)</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy was it to work with a Qualified Registry/QCDR to report data to QPP for PY2021?</p> <p>1= Very difficult 2 3 4 5 = Strongly Easy</p> <p>Rate the likelihood of working with the same QR/QCDR in the future</p> <p>1 = Not at all likely. . . 5 = Very likely</p>

<p>Q37. Registry - Used a Registry</p> <p>Show if <i>Submission Method is Registry submitted on my behalf - (Q4 only)</i></p> <p>[Likert]</p>	<p>How confident are you in the accuracy of the data the QR /QCDR submitted to QPP?</p> <p>1= Not at all confident 2 3 4 5 = Very confident</p>
<p>Q38. Registry - Used a Registry</p> <p>Show if <i>used a Registry (Q3 or Q4)</i></p> <p>[Open ended]</p> <p><i>Optional</i></p>	<p>In a sentence or two, could you share why you chose to work with a Qualified Registry or QCDR vendor?</p>
<p>Q39. Registry - Used a Registry</p> <p>Show if <i>used a Registry (Q3 or Q4)</i></p> <p>[Open ended]</p> <p><i>Optional</i></p>	<p>What suggestions do you have for QPP that would improve your experience using a QR / QCDR to submit data?</p>
<p>Program Follow-Ups (ALL USERS)</p>	
<p>Q40. Program requirements - Trad. MIPS</p> <p>Show only if <i>Pathway is Trad. MIPS (Q6)</i></p>	<p>Thinking ahead, rate your level of confidence with understanding the program requirements for reporting Traditional MIPS for PY2022.</p> <p>1 = Not at all confident 2 3 4 5 = Very confident</p>

[Likert]	
<p>Q41. Program requirements - APP</p> <p>Show only if Pathway is APP (Q6)</p> <p>[Likert]</p>	<p>Thinking ahead, rate your level of confidence with understanding the program requirements for APP (APM Performance Pathway) for PY2022.</p> <p>1 = Not at all confident 2 3 4 5 = Very confident</p>
<p>Q42. Suggestion for Improvement</p> <p>Show if Pathway is Traditional MIPS (Q6)</p> <p>[Open ended] Optional</p>	<p>If you could change anything to improve your experience submitting data for Traditional MIPS, what would you change?</p>
<p>Q43. Suggestion for Improvement - APP</p> <p>Show if Pathway is APP (Q6)</p> <p>[Open ended] Optional</p>	<p>If you could change anything to improve your experience submitting data for the APP, what would you change?</p>
Demographic Follow-Ups	
<p>Q44. Size of Org (no. of NPIs reporting for)</p> <p>[Single Select]</p>	<p>About how many clinicians/providers total participate in QPP through your organization.</p> <ul style="list-style-type: none"> ● 1-5 providers ● 6-15 ● 16-24 ● 25 - 49 ● 50 -99 ● 100 - 999 ● 1,000 - 4,999 ● 5,000 or more

<p>Q45. No. of TINS reporting for</p> <p>[Single Select]</p>	<p>About how many individuals/TINS participate in QPP through your organization?</p> <ul style="list-style-type: none"> ● 1 TIN ● 2-15 ● 16 - 24 ● 25-49 ● 50 -99 ● 100 or more TINs
<p>Q46. Participation in QPP</p> <p>[Select all that apply]</p>	<p>How did you/your participants take part in the Quality Payment Program for PY2021? [Select all that apply]</p> <ul style="list-style-type: none"> ● Traditional MIPS ● MIPS APM ● APM ● Advanced APM
<p>Q47. APM Model</p> <p><i>[Show if MIPS APM. APM, Advanced APM is selected]</i></p>	<p>What APM model do you participate in?</p> <ul style="list-style-type: none"> ● CPC+ ● Medicare Shared Savings Program (MSSP) ● Primary Care First (PCF) ● Other ____
<p>Q48. Organization</p> <p>[Single select]</p>	<p>What type of organization do you work for?</p> <ul style="list-style-type: none"> ● 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 [___]