



QASP



**California Department of Public Health
(CDPH) & Department of Healthcare
Services (DHCS)
Quality and Accountability
Supplemental Payment Program
(QASP) Data Portal Users' Guide**

Updated: September 2018





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Introduction

This document is created to support California facilities in their use of the Quality Accountability Supplemental Payment (QASP) Program Data Portal, which is supported by the California Department of Public Health (CDPH) and Department of Healthcare Services (DHCS) and powered by Health Services Advisory Group, Inc. (HSAG). Facilities must have a user account with Facility Administrator, Facility Manager, or Facility Viewer privileges to access the portal. This document will guide users through several topics in the following areas:

- Initial Login
- Setting Up User Accounts
- Quarterly Benchmarks Dashboard
- Reports

To access the QASP Data Portal, go to: <https://ca-qasp.hsag.com>

System Requirements

Users must have a connection to the Internet and a browser which supports secure socket layer (SSL) encryption. Currently, the website supports the use of Internet Explorer 8 or higher and Google Chrome.

Technical Assistance

If your facility needs technical assistance with the site, HSAG will acknowledge all emails and respond to all telephone messages within three business days. If your facility has questions about the QASP Program, CDPH will acknowledge all emails and respond within an appropriate timeframe based on the request.

- For Application Support, please contact via email QASPSitehelp@hsag.com or via telephone at the toll-free number (844) 472-4270.
- For QASP Program Support and Questions, please contact via email QASP@cdph.ca.gov.

Initial Login

A HSAG Portal Administrator will send the registration invitation to the Facility Administrator(s) via email. The link for registration will expire in 72 hours. If you are unable to register within the 72

HSAG QASP User Information from Your Administrator: 72 Hours to Respond

Hello,

You have been invited to register to use the QASP Secure Data Portal by your facility's administrator.

Please register within 72 hours of receiving this email. If you are unsure as to the originator of this email, please contact QASPSitehelp@hsag.com.

[Click here to register.](#)



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hour period, you will need to request a new link or click on the “Forgot your password?” link on the Secure Login page.

Once you receive your registration email, your email address will be designated as your user name and you will be prompted to set up a password that encompasses the following strength criteria:

- A minimum length of eight characters.
- At least one upper case letter.
- At least one lower case letter.
- At least one number.
- At least one special character (i.e., “#\$%&’()*”).

Once you have set up a password, you will be redirected to a confirmation page with a link that redirects you to the QASP Data Portal. Upon clicking the link, you will be redirected to the Secure Login page where you will need to enter your credentials in order to access the site.



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Secure Login



This is the State of California QASP Program data portal for Skilled Nursing Facility (SNF) quality of care metrics. This data portal provides SNFs with their latest quarterly quality measure rates and tools to improve resident care quality.

Sign in using your assigned email address

User Name

User Name...

Enter your User Name and Password then click “Login.”

Password

Login

Forgot your password?

To reset your password, click on the “Forgot your password?” link.

The California Department of Health Care Services (DHCS) sponsor data access in partnership with Health Services Advisory Group (HSAG) so facilities can access, track and improve their quality of care.



Questions? Email QASP@cdph.ca.gov

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Setting Up User Accounts

The Facility Administrator will be able to set up user accounts for the Facility Manager or Facility Viewer, as well as additional Facility Administrators, if needed. The Facility Administrator will create each additional account by clicking the User Administration tab and providing the required contact information and privileges. Upon account creation, each user will receive an invitation for registration via email from HSAG Portal Administrator. The Facility Administrator(s) will have the ability to create or modify all account users.

The screenshot displays the QASP Administration interface. At the top, there are navigation tabs: Home, Quarterly Benchmarks Dashboard, Reports, and Administration (highlighted with a red box). Below the navigation is a banner image showing people in a meeting. The main content area is titled 'Manage Users' and features an 'Invite User' button (highlighted with a red box). A blue callout box points to this button, stating: 'Selecting the "Invite User" button will bring the Facility Administrator to the Invite User Page.' Below the button are dropdown menus for 'System' (set to 'All Systems') and 'Facilities' (set to 'All Facilities'). A note below these menus reads: 'Please search for the user prior to adding a new one'. Below this is a blue bar labeled 'Existing Users' and a table with columns: Name, Email Address, Role, and Is Active. Each column has a 'Filter using...' input field. A second blue callout box points to the 'Administration' tab, stating: 'The QASP Data Portal contains an "Administration" tab where the Facility Administrator has access to maintaining User(s) and Facility(s) accounts.'

Invite User



User Information

Email	<input type="text" value="test@caqasp.org"/>	Role	<input type="text" value="Facility Manager"/>
First Name	<input type="text" value="Sally"/>	Last Name	<input type="text" value="Tester"/>
Title	<input type="text" value="Director"/>	Telephone	<input type="text" value="(555) 555-5555"/>

System

Currently assigned facility systems are displayed in the box to the right. To add or remove rights for individual facilities for a user, select a system from the currently assigned box which will display a full list of facilities in the Facility banner below. To add facility system rights for a user, please use the Facility Systems Available box to the left and add to the Currently Assigned Facility System box.

Facility Systems Available for Assignment

>
<
>>
<<

Follow the directions under the System and Facilities sections to select the facility for the User to be assigned to.

Currently Assigned Facility Systems

Click on the Facility name to add or remove facilities.

Facilities

To add or remove facility rights for a user, please check or uncheck from each facility shown below. Once you have made changes, review and submit/save the changes.

BRIER OAK ON SUNSET

Click to provide the registration email to the user.

- Email Address
- First Name and Last Name
- Title
- Phone Number
- Role:
 - **Facility Administrator**— Permitted to add and delete users and view Quarterly Benchmarks dashboards. Ability to view and download reports will be added at a later date.
 - **Facility Manager**—View Quarterly Benchmarks dashboards. Ability to view and download reports will be added at a later date.
 - **Facility Viewer**—View Quarterly Benchmarks dashboards. Ability to view and download reports will be added at a later date.

When users are invited, they will receive an email confirmation that is identical to the email sent to the Facility Administrator. Email addresses must be configured to allow messages from noreply@CA-QASP.org.

If the email address of the person you wish to add (User Name) is already in the QASP Data Portal, you will not need to re-invite the user to your organization but will be required to add the user to the desired facility. Within the Administration tab, you will find the Existing Users for your organization and as a Facility Administrator, modify the user's details.

Manage Users



Invite User

System

Facilities

Please search for the user prior to adding a new one

Existing Users

Selecting the User Name will bring you to the User Details page.

Name	Email Address	Role	Is Active
Filter using...	Filter using...	Filter using...	<input type="text"/>
Sally Tester	test@caqasp.org	Facility Administrator	<input checked="" type="checkbox"/>
John Doe	jdoe@abcfacility.com	Facility Viewer	<input checked="" type="checkbox"/>
Jane Smith	jsmith@xyzfacility.com	Facility Manager	<input checked="" type="checkbox"/>

User Details



User Information

Email

Role

First Name

Last Name

Title

Telephone

Is Active

Is Locked Out

The Facility Administrator can modify components of user information in the User Details page.

System

Currently assigned facility systems are displayed in the currently assigned box which will display a full list of facilities in the Facility banner below. To add facility system rights for a user, please use the Facility Systems Available box to the left and add to the Currently Assigned Facility System box.

Facility Systems Available for Assignment



Currently Assigned Facility Systems

BRIER OAK ON SUNSET
LONG BEACH HEALTHCARE CENTER

Facilities

To add or remove facility rights for a user, please check or uncheck from each facility shown below. Once you have made changes, review and submit/save the changes.

LONG BEACH HEALTHCARE CENTER

Save Cancel



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Quarterly Benchmarks Dashboard

The Quarterly Benchmarks Dashboard gives the user a visual representation of their facility's performance. Users only have access to their system and/or facility(s).

Quarterly Benchmarks Dashboard Tabs

Once you have access to the dashboard, you will be able to view information about your facility's measures. The measures that will be available on the dashboard are the following:

- Facility-Acquired Pressure Ulcer Incidence (Long Stay)
- Use of Physical Restraints (Long Stay)
- Influenza Vaccination (Short Stay)
- Pneumococcal Vaccination (Short Stay)
- Urinary Tract Infection (Long Stay)
- Loss of Bowel or Bladder Control (Long Stay)
- Self-Report Moderate to Severe Pain (Short Stay)
- Self-Report Moderate to Severe Pain (Long Stay)
- Increased Need for Help with Activities of Daily Living (Long Stay)
- 30-day SNF Rehospitalization
- Staff Retention

The screenshot displays the Quarterly Benchmarks Dashboard interface. At the top, there are logos for CDPH, QASP, and DHCS. A navigation menu includes 'Home', 'Quarterly Benchmarks Dashboard', 'Reports', and 'Administration'. The main content area features a 'Start Here' button with a right-pointing arrow and a banner for the 'California Skilled Nursing Facility Quality and Accountability Supplemental Payment Program'. A left sidebar contains navigation icons for 'Home', 'Improvement Calculator', and 'Facility-Specific Rates'. The bottom of the page is powered by HSAG.



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Quarterly Benchmarks Dashboard Tab: Improvement Calculator

On the Improvement Calculator tab, users can view any measure and see what their current rate is for that measure. Users can also select target goals for each measure, see the re-calculated measure rates based on the relative improvement goals, and an estimation of their total facility points will be calculated. Users can select an improvement goal for each measure, in 5 percentage point increments, by using the slider bar or the arrows to increase or decrease the percentages.

Please note, a facility's performance on a measure will still be evaluated and scored even if the facility does not meet the minimum denominator size threshold for that measure or does not report data on that measure, with the exception of the Staff Retention measure. Since the information displayed within the Improvement Calculator tab is being used for quality improvement purposes, it will be most beneficial to users to see their current rates and estimated rates on a quarterly basis.

Landing Page | Improvement Calculator | Facility-Specific Rates

Select a Facility: (All)

Measure Description	Current Numerator	Denominator	Current Measure Rate	Relative Improvement	Estimated Numerator	Recalculated Measure Rate
Facility-Acquired Pressure Ulcer Incidence (Long Stay)	5,940	219,810	2.70%	0.00%	5,940	2.70%
Use of Physical Restraints (Long Stay)	1,985	300,405	0.66%	0.00%		
Influenza Vaccination (Short Stay)	431,665	475,685	90.75%	0.00%	4	
Pneumococcal Vaccination (Short Stay)	532,925	590,267	90.29%	0.00%	5	
Urinary Tract Infection (Long Stay)	6,814	295,482	2.31%	0.00%	6,814	2.31%
Loss of Bowel or Bladder Control (Long Stay)	49,858	114,202	43.66%	0.00%	49,858	43.66%
Self-Report Moderate to Severe Pain (Short Stay)	28,920	409,770		0.00%	28,920	7.06%
Self-Report Moderate to Severe Pain (Long Stay)	8,384	220,228		0.00%	8,384	3.81%
Increased Need for Help with Activities of Daily Living (Long Stay)	22,962	220,464		0.00%	22,962	10.42%
30-day SNF Rehospitalization Rate				0.00%		16.44%
Staff Retention	60,708	83,875	72.38%	0.00%	60,708	72.38%
Facility Total Points:			38.89			38.89

Dashboard Instructions: To use this workbook, change the slider in the Relative Improvement field. The remaining fields will automatically calculate based on your input.

Please note, the facility total points displayed are estimates.

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Drop down box will display the facility or facilities the user is assigned to.

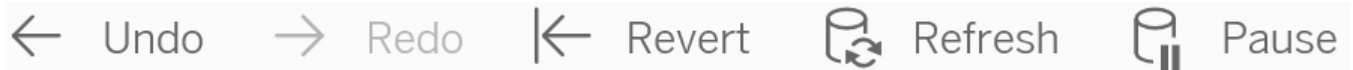
Move the slider bar or click on the arrows to select a desired improvement goal for the measure.

The colors displayed in the Recalculated Measure Rate column indicates where the facility's performance falls compared to the 75th percentile and statewide average.

Facility Total Points will be totaled across all measures. There is a possible total of 100 points.

Quarterly Benchmarks Dashboard Buttons

Bottom Left Buttons



- **Undo:** This button allows you to cancel the previous action.
- **Redo:** This button allows you to re-perform the previous action.
- **Revert:** This button is intended to revert the report to its default view; undoing all user selections and/or filtering.
- **Refresh:** In some scenarios, reports may store your filter selections in memory and automatically open the report at that filter combination. To confirm that you are viewing the latest data available for the report, click Refresh.
- **Pause:** This button allows the user to pause the updates of data while the user applies multiple filters. Tableau processes filter selections as they are made, by pausing, you can make multiple filter selections without updates for each selection.

Note: Use the Resume button only when you are ready for Tableau to proceed. Refresh and Pause will probably be the most useful buttons.

Bottom Right Buttons



- **View: Original:** This button allows the user to switch between the default view and a custom view created based on the updates applied. If you have made any changes, clicking this button will take the users back to the original view.
- **Download:** This button provides the option to export the report in one of the following formats:
 - **PDF:** A user can download the current dashboard or the entire report as a PDF, allowing you to print what you see.
 - **Image:** This allows a user to save an image of the current page (with updates). (*Note:* You may need to click a second time.)
- **Full Screen:** This button allows the user to maximize the dashboard into a full screen view.

PDF Downloads

- Click the Download button and select PDF.

The screenshot shows the 'Download PDF' dialog box with the following sections and callouts:

- Layout:** Two options: 'Portrait' and 'Landscape'. A callout box says: "Select the Layout: Portrait or Landscape."
- Paper Size:** A dropdown menu set to 'Letter'.
- Scaling:** A dropdown menu set to 'Automatic'. A callout box says: "To select a PDF of the entire dashboard that would be shown if you scrolled all the way down the report, select Sheets in Dashboard."
- Content:** Three options: 'This Dashboard', 'Sheets in Dashboard', and 'Sheets in Workbook'. A callout box says: "To create a PDF Screenshot, select the Improvement Calculator or Facility-Specific Rates." (with an arrow pointing to the 'Improvement...' option in the 'Sheets to Download' section).
- Sheets to Download:** A section with a thumbnail for 'Improvement...'. A callout box says: "Click Generate and a pop-up will appear notifying when the PDF file has been generated. Select Download. You will see the downloaded file in the corner of your screen; open and save."
- Buttons: 'Cancel' and 'Generate'.

Note: If you want a picture of your dashboard, HSAG recommends using the PDF option, not the image option. Selecting “This Dashboard” will export ONLY the current tab to PDF as it appears on the screen. Selecting “Sheets in Workbook” will export all tabs in the report to PDF.



QASP



Reports

The Reports tab will provide facility-level reports on a quarterly basis to show your facility's performance on quality measures. Additional reporting options may become available as the QASP Program evolves.



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Home

Quarterly Benchmarks
Dashboard

Reports

Administration

Reports



Coming Soon: Additional reports and analyses will be available to your facility to assist with quality improvement efforts. Notifications will be sent out to portal users when the reports have been posted.

Questions? Email QASP@cdph.ca.gov

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