



Topline Research Findings

HARP User Roles

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Thank-yous

- Project definition
- Notetakers
- Recruiting help
- Observers
- Noting key takeaways
- Answering follow-up questions

What we did

Sessions

1. Remote interviews
2. In-person focus group
3. Participatory activity:
whiteboarding ideal future roles

Corporate Uber user

20 people

Access to all 2,700 facilities -
automatically get access if the
clinic is assigned to Fresenius

user management

editing patient data

QIP functionality - reports,
submit inquiries

Corporate area user

1

Access to a large portion of
facilities - per region (multiple
states, some less than a state - it's
complicated). Automatically get (or
request) access to Fresenius
clinics in the region

user management

editing patient data

QIP functionality - reports,
view-only access to inquiries

Corporate viewer

Access to all 2,700 facilities -
automatically get access if the
clinic is assigned to Fresenius

view patient data

Participants

User Roles study

- 7 sessions
- 7 Network managers
- 6 Corporate LDO managers

QIP study

- 7 sessions
- 4 Independent facility managers
- 3 Corporate LDO managers

User management
burden is shifted from
facilities to others

Help Desk

“When they changed the system a couple of years ago, they deactivated everybody, and then you had to recreate your user ID. **It took about three months for them to figure out what I was talking about trying to get access to my facilities.**”

- Point of Contact at LDO

“The sign in would never be good. I’d always have to recreate a new signon, so that would hold things up.”

- Admin Assistant at LDO

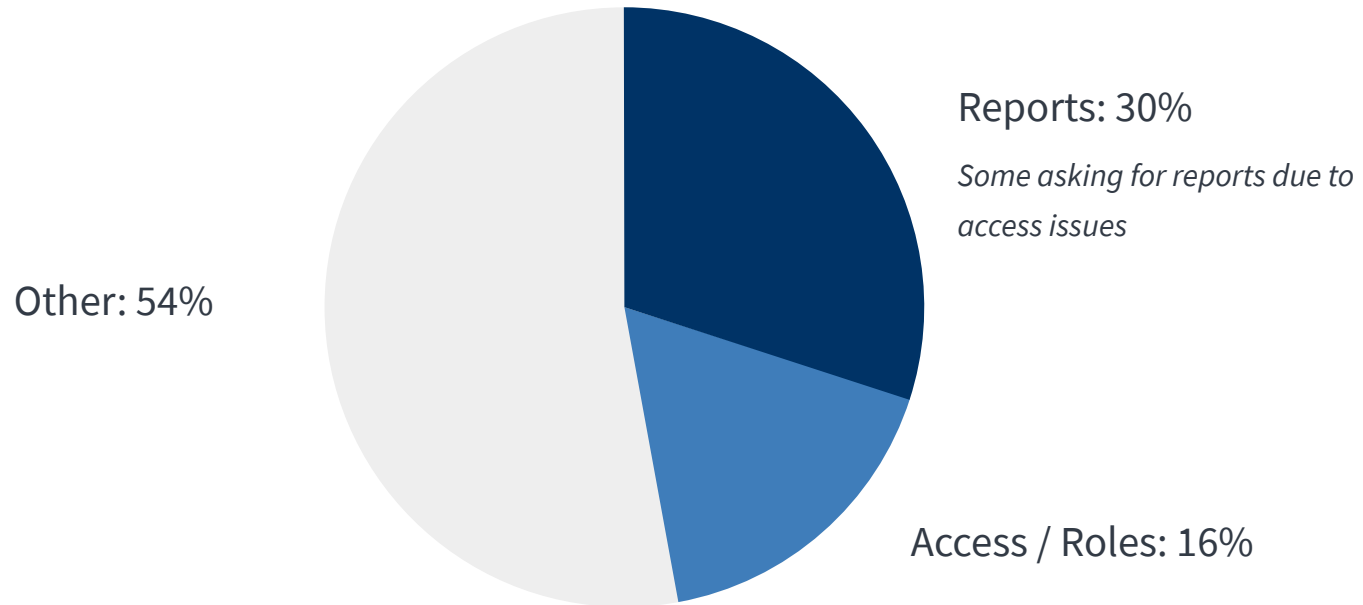
4/7

Participants who mentioned significant account access issues
- QIP Research, November 2019

686

Support tickets related to QIP in past year
- QIP Research, November 2019

ServiceNow tickets related to QIP: topics



Corporate

“One of the goals of our department is to reduce the burden on facility staff, so that they can focus on giving care to the patients. We go into the QIP portal for all 2,700 of our clinics. We also manage user access.”

- Corporate Quality Data Manager, Fresenius

“Our expectation is that facilities have a local security official, but because of turnover in the field and lack of understanding on how to utilize that role, we also get all the role requests.”

- Corporate Quality Data Manager, DaVita

Network

“We get the phone calls from facilities. I will walk them through as much as I can, but for the more technical issues, I have to refer facility users to the QualityNet Help Desk.”

- Data Manager, Network

Independent facilities
suffer most

“One of the network folks that facilitate the password reset sent me the wrong password, and I had to contact the help desk, who told me the password was set correctly. It took a good month before I was able to get into the system.”

- Manager, Independent Facility

“All of us managers were working as staff nurses because we were very understaffed, and we did not get time to do any of the rebuttal.”

- Quality Manager / Nurse, Independent Facility

Takeaways

1. **Fresenius has given up** on facility users being able to get into the system themselves. Corporate duplicates QIP reports in their Intranet to make them available for facilities.
2. **DaVita encourages facilities to manage their own data.** Corporate acts as a backup.
3. **Networks act as a middle layer** of support, but this can complicate communication.
4. **Independent facilities suffer most** with access issues due to lack of time and resources.

Corporate / network
users need visibility
into all their facilities

High demand for new corporate role

1. **Need access to all the corporation's facilities**, even if CMS systems are not up to date with “ownership” as it changes.
2. Suggestion to use “**Authorized BSO**” to indicate ownership

Auditing facility users

1. Ensure there's **someone in place at each facility** who can do everything they need to do
2. **Remove user accounts for facility staff who have left** - security issue

Don't make me “switch organization”

Network users often **represent multiple networks**

The Roles

3/6 participants: predefined roles

Access: all corporation's facilities

Corporate admin

- Manage users
- Edit facility & patient data
- View preview scores
- Submit inquiries

Corporate editor

- Edit facility & patient data
- View preview scores
- Submit inquiries

Corporate viewer

- View facility & patient data

Access: all network's facilities

Network admin

- Manage users
- Edit facility & patient data
- View preview scores
- Submit inquiries

Network editor

- Edit facility & patient data
- View preview scores
- Submit inquiries

Network viewer

- View facility & patient data

Access: my facilities

Facility admin

- Manage users
- Edit facility & patient data
- View preview scores
- Submit inquiries

Facility editor

- Edit facility & patient data
- View preview scores
- Submit inquiries

(2-3)/6 participants: customized permissions per user

Access: all corporation's facilities

Corporate user: Leslie

- Edit facility data
- Edit patient data
- View preview scores
- Submit inquiries

Corporate user: Ann

- Edit patient data

Corporate user: Ron

- Edit facility data

More in Confluence