



Support Page Usability Report

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HQR User
Research

2021

HQR UX Research & Design Team



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 **Ad Hoc**



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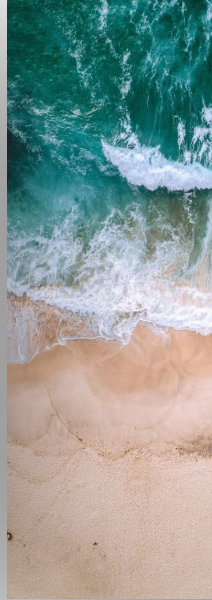
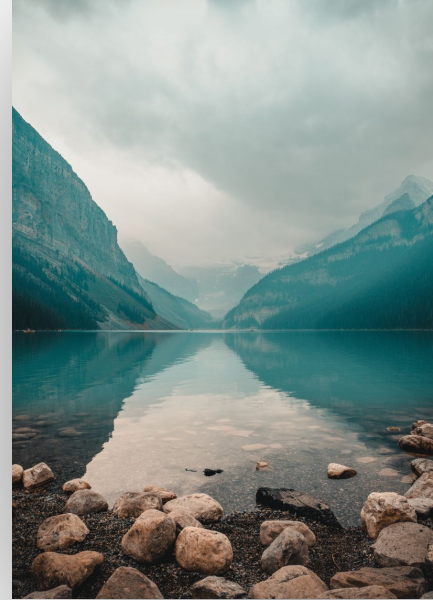
Stephanie Warren
UX Content





AGENDA

1. Overview
 - a. Background
 - b. Methodology
 - c. Aggregate usability
2. Findings
 - a. A/B test
 - b. Revisions
3. Conclusion
4. Next Steps



Overview





Background

- Finding support in QualityNet's legacy system has historically been challenging for users
- The new modernized support pages are designed to help reduce the amount of time users spend struggling with QualityNet and allow them to focus more on improving quality.
- All of these pages come together to provide a clear, thoughtful support experience, and reliable information to help users throughout the year.



Users

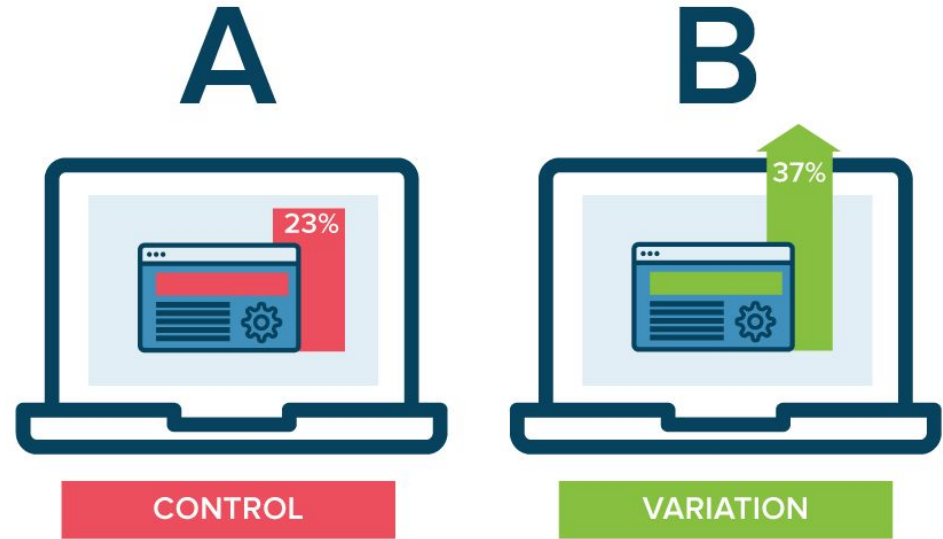
Participants	User Role	Facility Type
A	Data Supervisor	Hospital
B	(Unknown)	HCS
C	(Unknown)	Hospital
D	IT	Vendor
E	(Unknown)	Hospital
F	Informational Developer	Vendor

Methods

Unmoderated Remote Usability Test (Maze)

- 3 users
 - Tasks Questions
 - Comprehension Questions
 - Rating Questions
 - A/B Content Test

Comparing two versions of the same product with subtle differences against each other to determine which one performs better or drives a desired interaction.



We wanted to know which way of organizing content users prefer on the new support page?

Version A

Top Articles

Submissions

- * How to Check Submission Status
- * How to Upload a File
- * How to Upload Data
- * How do I Turn Off Emails
- * How to Drag'n'Drop a File
- * How to submit DACA


Reports

- * Where are FSN reports?
- * Where is File Accuracy?
- * How to check Reporting Requirements
- * Where do I find Program Reporting
- * How to find HBVP Reports?
- * What is a Baseline Measure?

Access

- * How to Request Access
- * How to Check Permissions
- * How to Request to Become SA/O
- * How to add a Vendor
- * How to remove a Vendor
- * How to remove access after termination

Version B



What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select **HOW** you would like to submit your data sets (**eCQM, Chart Abstracted, Population & Sampling, Web-based measures, or HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

[View More Examples >](#)

More specifically

- Does the messaging make sense?
- Does the messaging meet your expectations on the kinds of help you can expect to receive?
- 1 Prototype for usability testing
- Content pieces shown at the end of usability testing as open-ended questions
- Does not impact usability



Aggregate Usability

86.7%

3.67/5

"Easy" to use our prototype to complete tasks.

4.0/5

Much "easier" compared to the way they currently use QualityNet.

3.67/5

"Faster" to complete tasks on our prototype compared to the way they currently complete tasks in QualityNet.

Findings



The new interim support pages provides users with a great deal of comfort and confidence to find help and resolve issues on their own.

Well designed, easy to find programs, *instant* help, great feature.

- Vendor

Key Findings

- 1 Finding additional support documents was a bit of a challenge for some users.
- 2 Organized support information provides deep value to users.
- 3 Explicit information in designs are very clear to users.



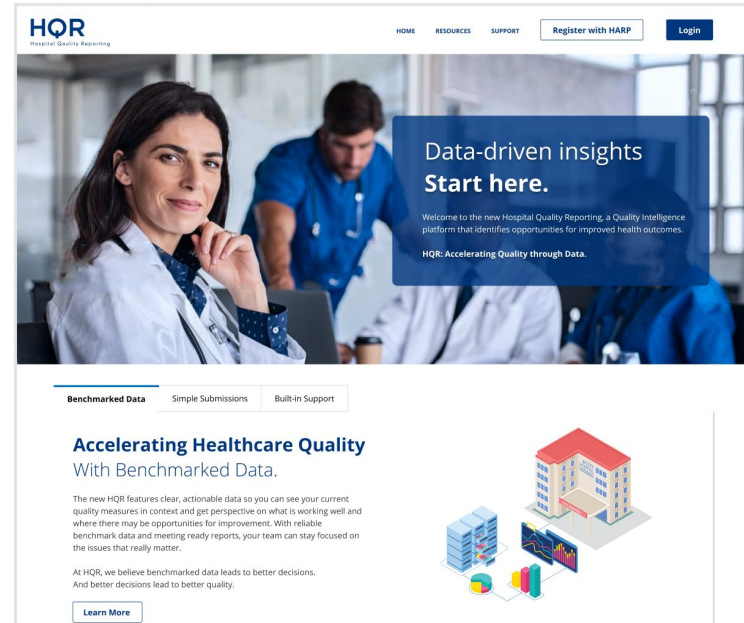
We asked users to access the HQR system

Task:

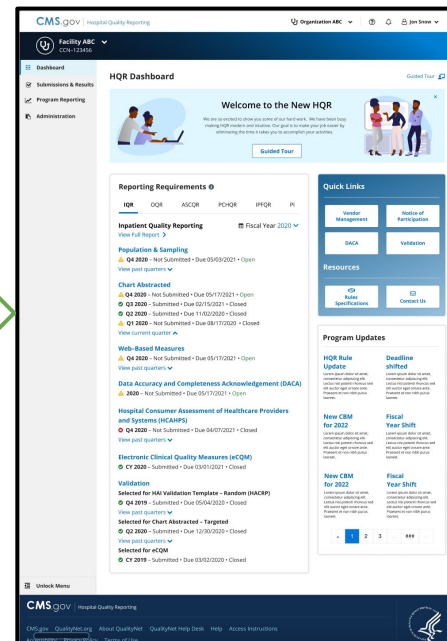
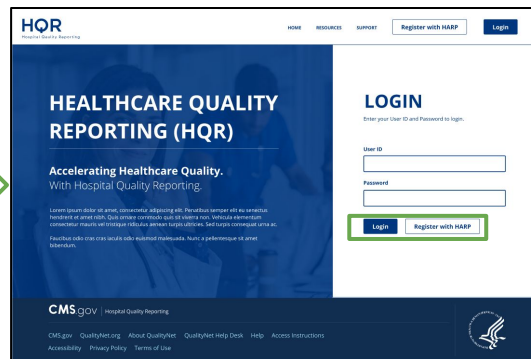
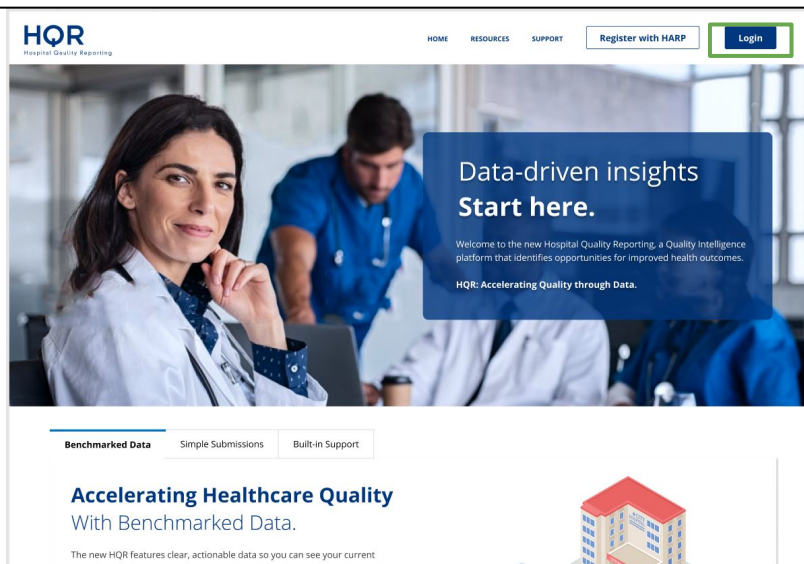
Access the HQR system.

Scenario:

Let's say you're back at work after a great weekend and you're ready to start the week. Show me how you would access the HQR system from this homepage.



We asked users to access the HQR system



Aggregate Task Score

100%

HQR
Hospital Quality Reporting

HOME

RESOURCES

SUPPORT

Register with HARP

Data-driven insights Start here.

Welcome to the new Hospital Quality Reporting, a Quality Intelligence platform that identifies opportunities for improved health outcomes.

HQR: Accelerating Quality through Data.

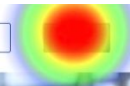
Benchmarked Data

Simple Submissions

Built-in Support

Accelerating Healthcare Quality

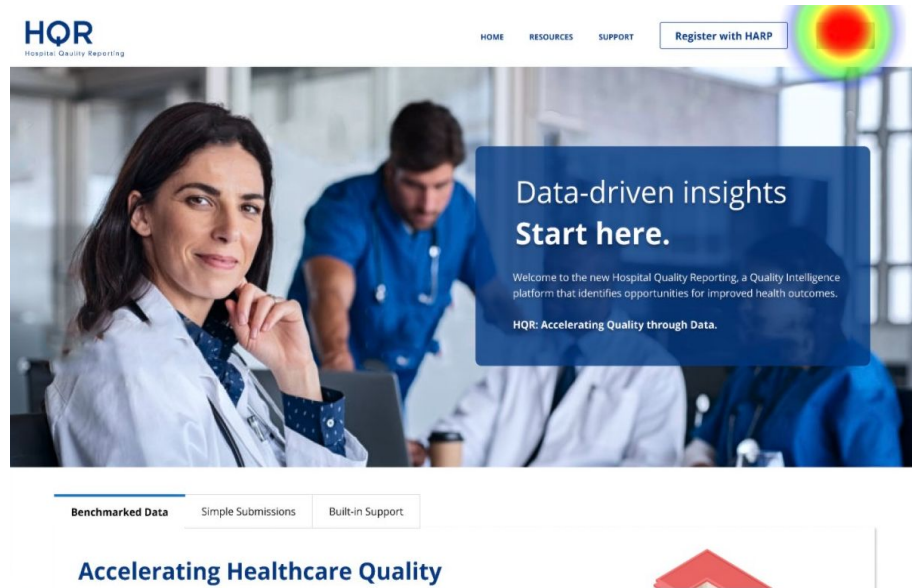
User First Clicks



Then we asked follow up questions about the login experience

Ranking Question:

Was that login experience easier or more difficult than the current way you log in to HQR?

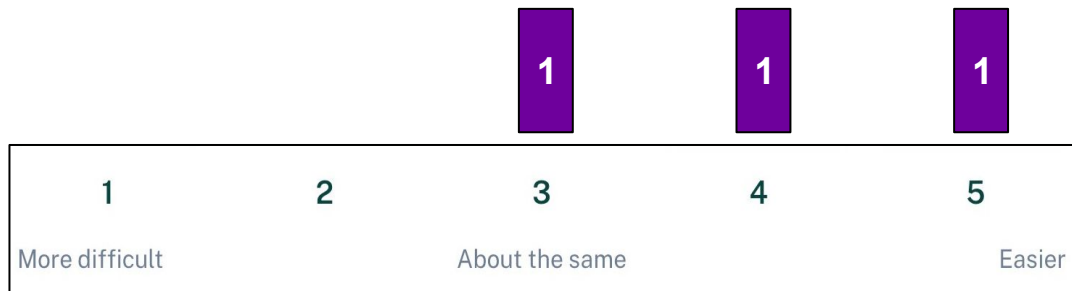




Overall, it seemed to be slightly easier

Average Score

4



Next we asked users to find additional support documents

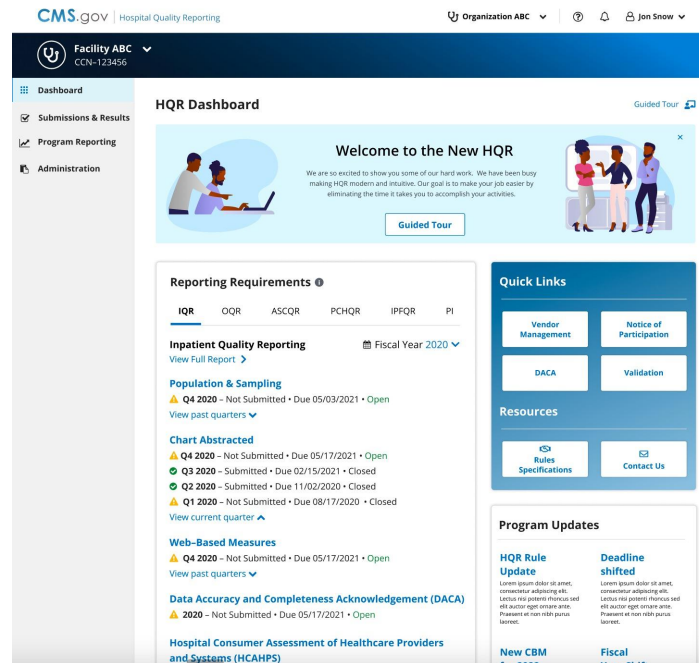
Task:

Find additional support documentation.

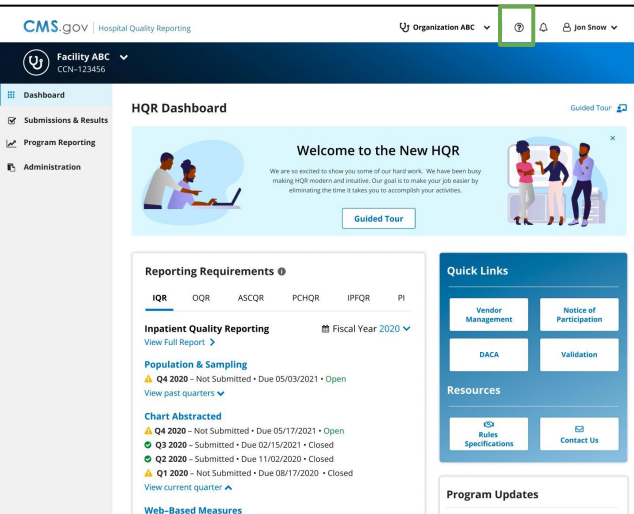
Scenario:

Let's say you were trying to learn more about how to upload files in HQR.

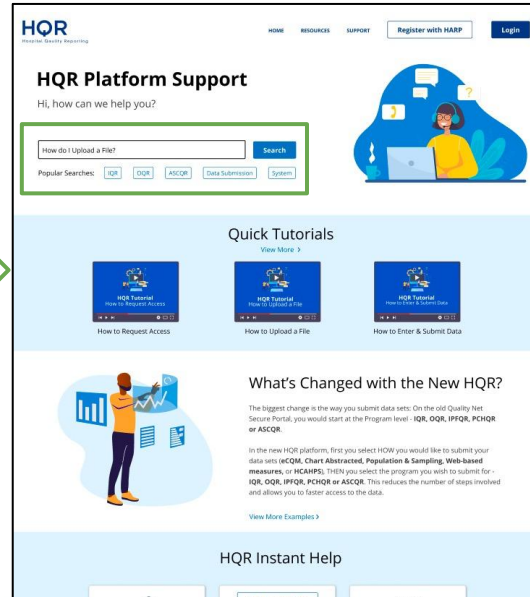
Show me how you could find support documentation to answer your questions.



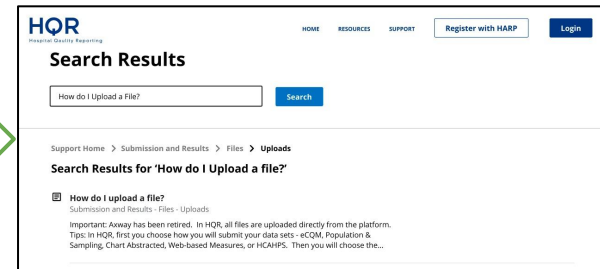
Intended pathway to navigate to the support documents



The CMS.gov Hospital Quality Reporting dashboard shows the user's profile (Organization ABC, Facility ABC, CCN-123456) and a sidebar with navigation options: Dashboard, Submissions & Results, Program Reporting, and Administration. The main content area is the 'HQR Dashboard' with a 'Welcome to the New HQR' message and a 'Guided Tour' button. Below this, there are sections for 'Reporting Requirements' (listing IQR, OQR, ASCQR, PCHQR, IPFQR, PI), 'Inpatient Quality Reporting' (Fiscal Year 2020), 'Population & Sampling' (Q4 2020 - Not Submitted), 'Chart Abstracted' (Q4 2020 - Not Submitted, Q3 2020 - Submitted, Q2 2020 - Submitted, Q1 2020 - Not Submitted), and 'Web-Based Measures'. A 'Quick Links' section on the right includes Vendor Management, Notice of Participation, DACA, Validation, Rules Specifications, and Contact Us. A 'Program Updates' section is at the bottom.



The HQR Platform Support page features a search bar with the text 'How do I Upload a File?' and a 'Search' button. Below the search bar are 'Popular Searches' for IQR, OQR, ASCQR, Data Submission, and System. The 'Quick Tutorials' section includes three links: 'How to Request Access', 'How to Upload a File', and 'How to Enter & Submit Data'. The 'What's Changed with the New HQR?' section explains the biggest change in the way data is submitted, noting that users now start at the Program level (IQR, OQR, IPFQR, PCHQR, or ASCQR) instead of the old Quality Net Secure Portal. A 'View More Examples' link is at the bottom.



The HQR Search Results page shows the search results for 'How do I Upload a File?'. The results include a link to 'Support Home > Submission and Results > Files > Uploads' and a section titled 'Search Results for 'How do I Upload a file?'. The results list 'How do I upload a file?' with a sub-link to 'Submission and Results - Files - Uploads'. A note states: 'Important: Away has been retired. In HQR, all files are uploaded directly from the platform. Tips: In HQR, first you choose how you will submit your data sets - eCQM, Population & Sampling, Chart Abstracted, Web-based Measures, or HCAPHS. Then you will choose the...'

Landing you on the Support Article Page

Support articles are:

- Informative
- Instructional

The screenshot shows the HQR (Hospital Quality Reporting) website. At the top, there's a navigation bar with 'HOME', 'RESOURCES', 'SUPPORT', 'Register with HARP', and 'Login'. The main heading is 'Search Results'. Below it is a search bar containing the text 'How do I Upload a File?' and a 'Search' button. The breadcrumb trail reads 'Support Home > Submission and Results > Files > Uploads'. The main content area is titled 'How do I Upload a File?' and contains the following text: 'How do I upload a file? Important: Away has been retired. In HQR, all files are uploaded directly from the platform. Tips: • In HQR, first you choose how you will submit your data sets - eCQM, Population & Sampling, Chart Abstracted, Web-based Measures, or HCAHPS. Then you will choose the program to submit for. • You can open your file menu and drag and drop any file into the upload table and it will upload them immediately. To upload a file, start at the left-hand navigation: 1) Go to **Submission & Results** > Choose your submission method - eCQM, Population & Sampling, Chart Abstracted, Web-based Measures, or HCAHPS 2) Then choose the program you are submitting for 3) Next choose **File Upload** on the toggle bar 4) From here you can select the **File Upload** button or Drag'n'Drop your files onto the table'. On the right side, under 'Similar Results', there are four links: 'Where do I find the webform?', 'What is the Data Form used for?', 'My File Errors aren't showing', and 'Why aren't programs on the navigation?'. At the bottom, there's a blue section titled 'Still need help?' with contact information: 'cms.help@support.com', '555-867-5309', and '9:5pm EST'. There's also a 'Submit a Support Ticket' button. The footer includes 'CMS.gov | Hospital Quality Reporting' and a list of links: 'CMS.gov', 'QualityNet.org', 'About QualityNet', 'QualityNet Help Desk', 'Help', and 'Access Instructions'. The CMS.gov logo is also present in the bottom right corner.

Aggregate Task Score

66.6%

* 1 Failure *

* 1 Partial success *

The screenshot displays the CMS.gov Hospital Quality Reporting (HQR) dashboard for Facility ABC (CCN-123456). The dashboard includes a sidebar with navigation links for Dashboard, Submissions & Results, Reporting, and Administration. The main content area features a 'Welcome to the New HQR' message, a 'Reporting Requirements' section with tabs for IQR, OQR, ASCQR, PCHQR, IPFQR, and PI, and a 'Quick Links' section with links for Vendor Management, Notice of Participation, DACA, and Validation. A 'Guided Tour' button is also visible.

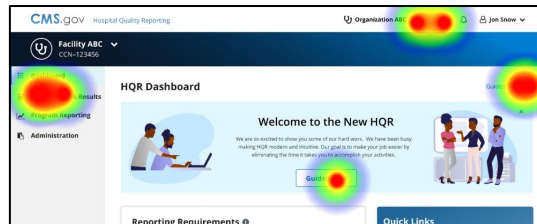
Looking deeper into participant misclicks

Misclicks

- Side navigation menu
- Organization name
- Guided tour
- QualityNet Help Desk

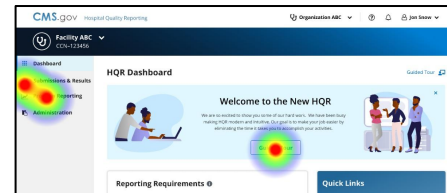
Partial success (Participant F)

- 7 Misclicks
- 213.7 Seconds



Failure (Participant D)

- 4 Misclicks
- 0.0 Seconds



Getting past the dashboard was challenging.

Only 1 way to access support page articles.

Next, we asked participants to find more support documents

Scenario:

Let's say you wanted to browse through our help documentation on other topics. Where would you go to find that information?

The screenshot shows the HQR website interface. At the top, there's a navigation bar with links for HOME, RESOURCES, SUPPORT, Register with HARP, and Login. The main heading is 'Search Results'. Below it is a search bar containing the text 'How do I Upload a File?' and a 'Search' button. The search results show a breadcrumb trail: Support Home > Submission and Results > Files > Uploads. The main content area displays the title 'How do I Upload a File?' followed by a subheading 'How do I upload a file?' and a paragraph of text. Below this is a 'Tips:' section with two bullet points. To the right of the main content, there's a 'Similar Results' section with four links: 'Where do I find the webform?', 'What is the Data Form used for?', 'My File Errors aren't showing', and 'Why aren't programs on the navigation?'. At the bottom of the page, there's a blue footer section with the text 'Still need help?' and a 'Submit a Support Ticket' button. The footer also includes contact information for CMS.gov and Hospital Quality Reporting, and a list of links: CMS.gov, QualityNet.org, About QualityNet, QualityNet Help Desk, and Help - Access Instructions.

Intended pathway to navigate back to the support page

The screenshot shows the HQR (Hospital Quality Reporting) website. The top navigation bar includes 'HOME', 'RESOURCES', 'SUPPORT' (highlighted with a green box), 'Register with HARP', and 'Login'. A search bar at the top left contains the text 'How do I Upload a File?' with a 'Search' button. Below the search bar, the breadcrumb trail reads 'Support Home > Submission and Results > Files > Uploads'. The main content area is titled 'How do I Upload a File?' and contains a 'How do I upload a file?' section with a tip about Axway being retired. A 'Similar Results' sidebar on the right lists links like 'Where do I find the waveform?' and 'What is the Data Form used for?'. A green box highlights the 'SUPPORT' link in the top navigation bar.

HQR
Hospital Quality Reporting

HOME RESOURCES **SUPPORT** Register with HARP Login

Search Results

How do I Upload a File? Search

Support Home > Submission and Results > Files > Uploads

How do I Upload a File?

How do I upload a file?
Important: Axway has been retired. In HQR, all files are uploaded directly from the platform.

Tips:

- In HQR, first you choose how you will submit your data sets - eCQM, Population & Sampling, Chart Abstracted, Web-based Measures, or HCAHPS. Then you will choose the program to submit for.
- You can open your file menu and drag and drop any file into the upload table and it will upload them immediately.

To upload a file, start at the left-hand navigation:

- Go to **Submission & Results** > Choose your submission method - eCQM, Population & Sampling, Chart Abstracted, Web-based Measures, or HCAHPS
- Then choose the program you are submitting for
- Next choose **File Upload** on the toggle bar
- From here you can select the **File Upload** button or Drag'n'Drop your files onto the table

Similar Results

- Where do I find the waveform?
- What is the Data Form used for?
- My File Errors aren't showing
- Why aren't programs on the navigation?



The screenshot shows the 'HQR Platform Support' page. The top navigation bar includes 'HOME', 'RESOURCES', 'SUPPORT', 'Register with HARP', and 'Login'. The main heading is 'HQR Platform Support' with a subheading 'Hi, how can we help you?'. A search bar is present with a 'Search' button. Below the search bar, there are 'Quick Tutorials' with three cards: 'How to Request Access', 'How to Upload a File', and 'How to Enter & Submit Data'. A section titled 'What's Changed with the New HQR?' explains the transition from old Quality Sets to new ones. Below this, there are 'HQR Instant Help' cards for 'New Feature Tour' and 'Tooltip'. At the bottom, there is a 'HQR Program Support' section with a toggle bar for 'HQR', 'CDR', 'ASCQR', 'PCHQR', 'IPFQR', and 'R'.

HQR
Hospital Quality Reporting

HOME RESOURCES SUPPORT Register with HARP Login

HQR Platform Support

Hi, how can we help you?

Search by Program, Measure, or Tool Search

Popular Searches: HQR CDR ASCQR New Submissions System

Quick Tutorials

View More >

- How to Request Access
- How to Upload a File
- How to Enter & Submit Data

What's Changed with the New HQR?

The biggest change is the way you submit data sets. On the old Quality Set, Secure Portal, you would start at the Program level - HQR, CDR, IPFQR, PCHQR or ASCQR.

In the new HQR platform, first you select HQR you would like to submit your data sets - eCQM, Chart Abstracted, Population & Sampling, Web-based Measures, or HCAHPS. Then you select the program you wish to submit for - HQR, CDR, IPFQR, PCHQR or ASCQR. This reduces the number of steps involved and allows you to faster access to the data.

View More Examples >

HQR Instant Help

- New Feature Tour
- Tooltip

HQR Program Support

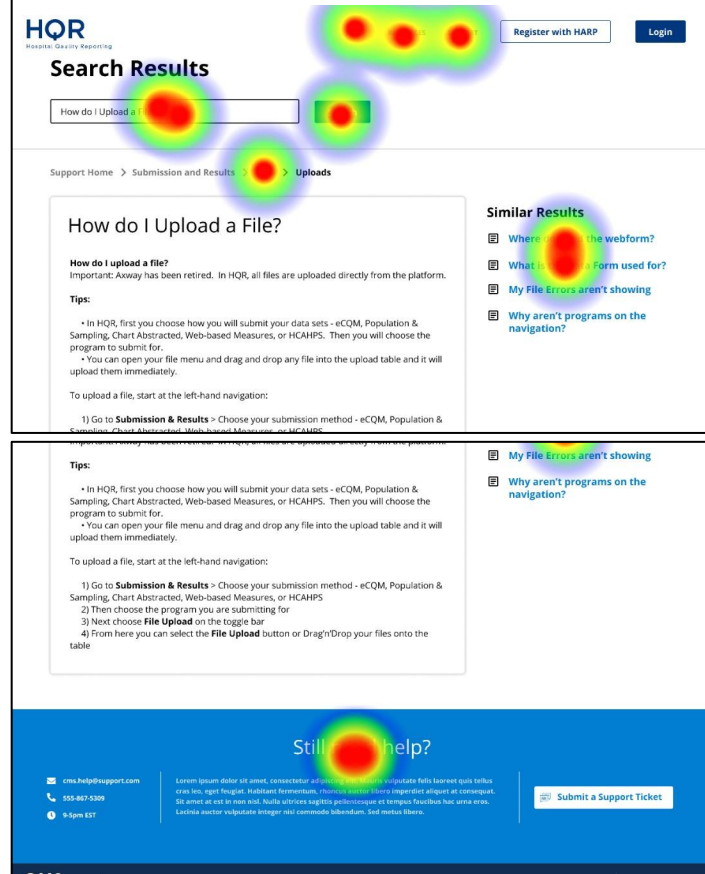
HQR CDR ASCQR PCHQR IPFQR R

Aggregate Task Score

89%

* 1 Partial success *

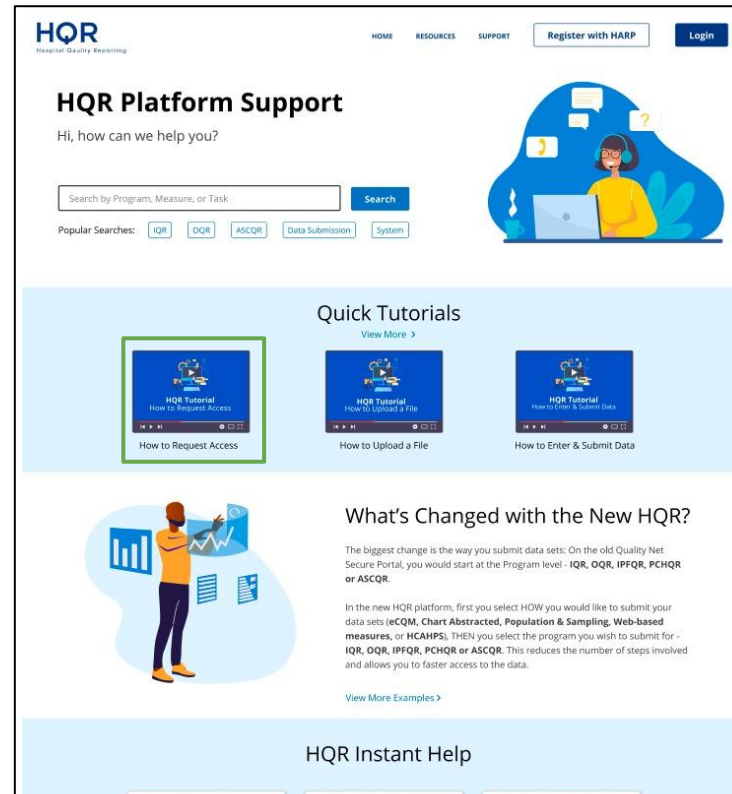
- 10 Misclicks
- 23.25 Total seconds



Then we asked participants to view walkthroughs of how to gain access to HQR

Scenario:

Let's say you wanted to browse through our help documentation on other topics. Where would you go to find that information?

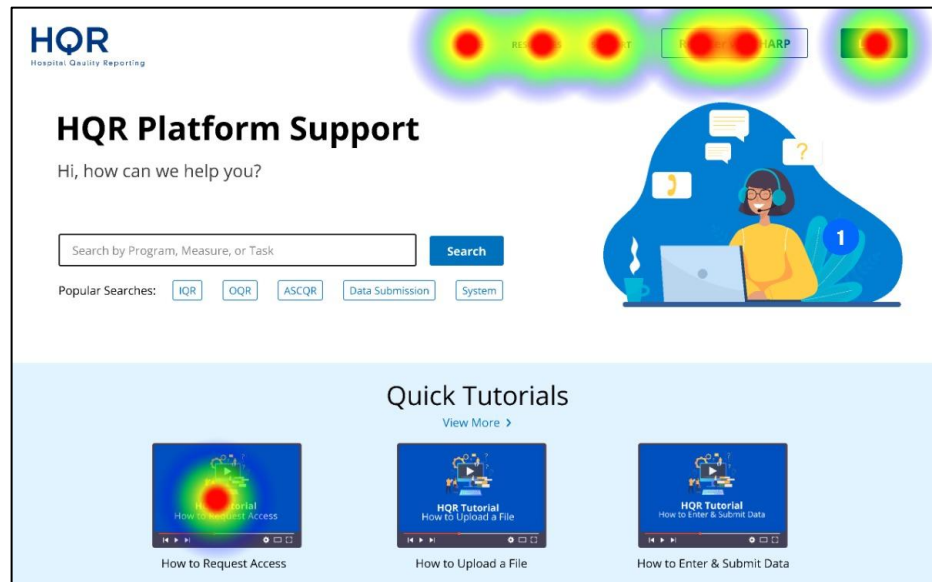


Aggregate Task Score

89%

* 1 Partial success *

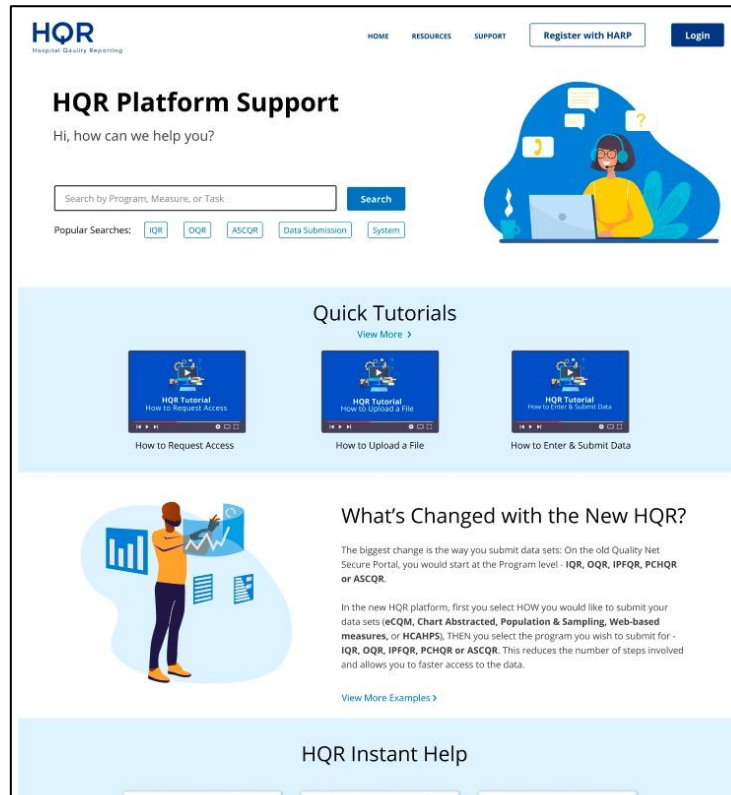
- 6 Misclicks
- 22.94 Seconds



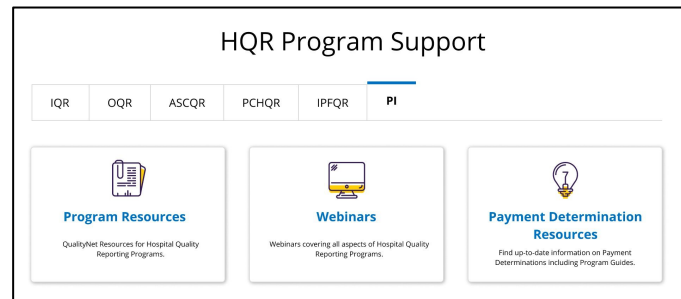
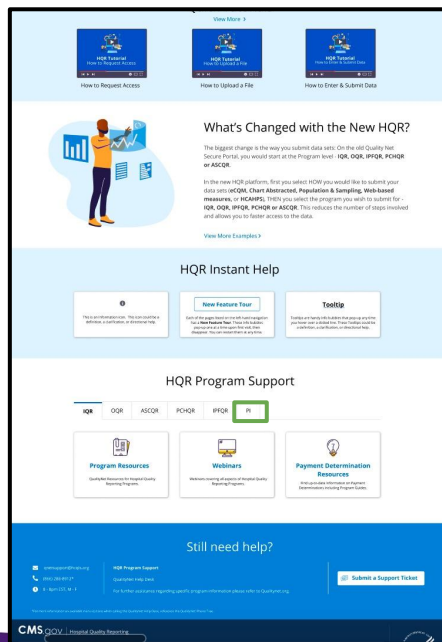
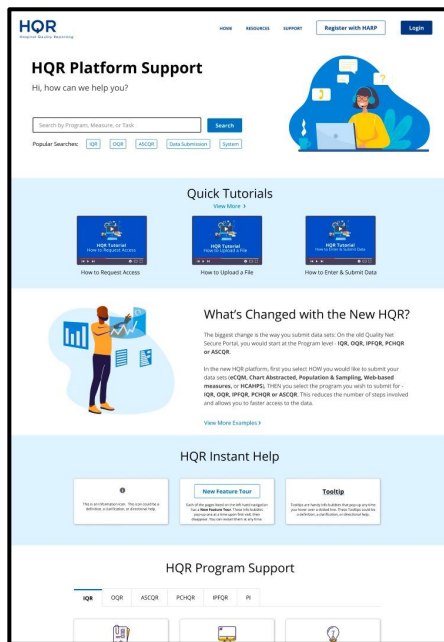
Lastly, we asked users to find PI material from the support page

Scenario:

Let's say you just started working for the Promoting Interoperability program. If you wanted to find additional documentation about it, where would you go?



Intended pathway to find PI material

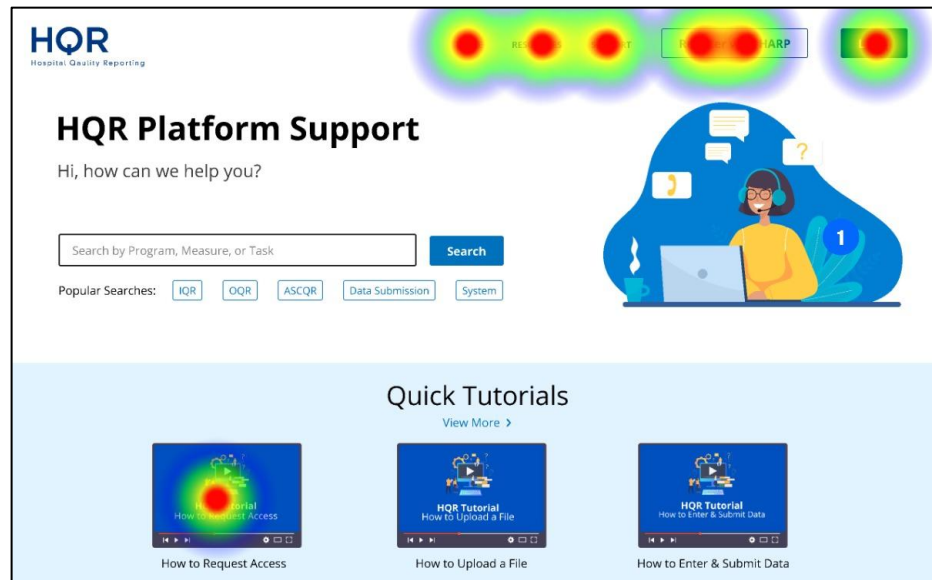


Aggregate Task Score

77.6%

* 1 Partial success *

- 62 Misclicks
- 433.58 Seconds



We asked users what they like most about the design

"well designed,easy to find programs. instant help great feature"

TESTER #29401962

February 22nd 2021, 8:01:26 pm

"HQR Program Support section"

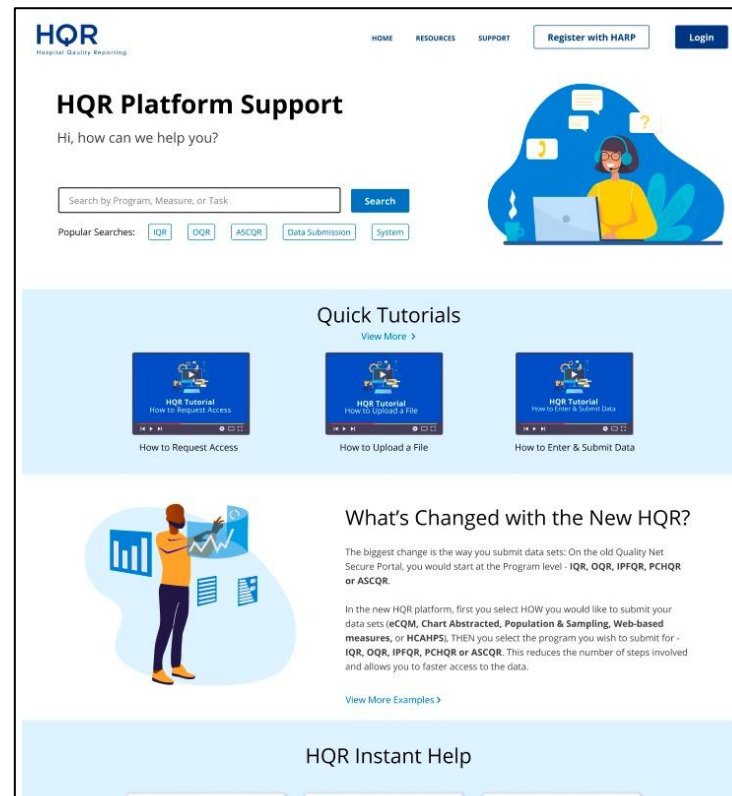
TESTER #18799495

February 22nd 2021, 1:10:59 pm

"large font, bright screens/colors"

TESTER #29495802

February 23rd 2021, 1:12:50 pm



We also asked users what kind of support content would be the most valuable

"Program support,resources, tutorials!"

TESTER #29401962

February 22nd 2021, 8:02:26 pm

"What can be found under each menu topic"

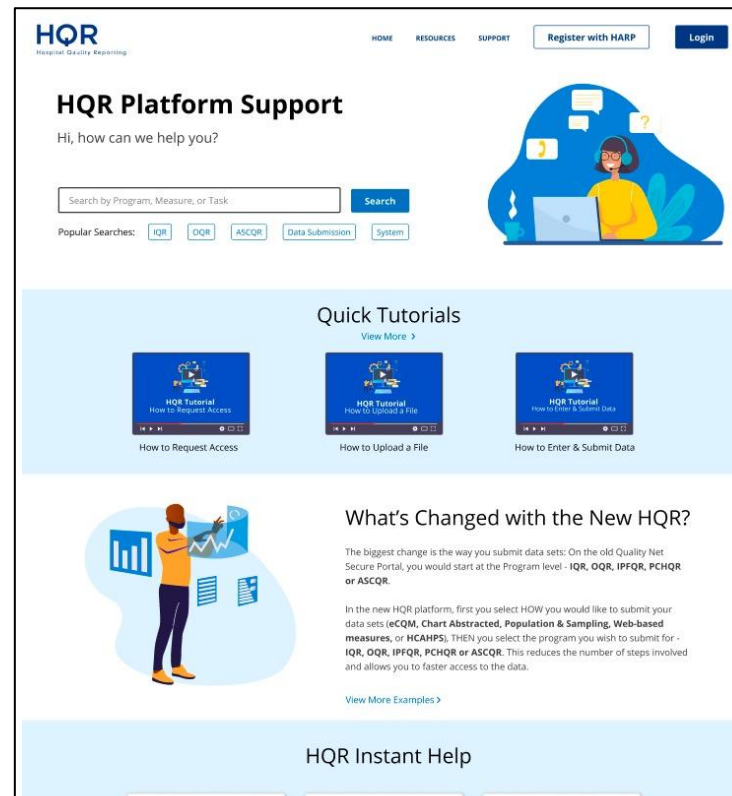
TESTER #18799495

February 22nd 2021, 1:15:48 pm

"ability to speak to a real human"

TESTER #29495802

February 23rd 2021, 1:13:17 pm



Content users thought would be least valuable

"program support if difficult to navigate content"

TESTER #29401962

February 22nd 2021, 8:02:44 pm

"Unable to answer until I can see what's beneath each thing that I can click on."

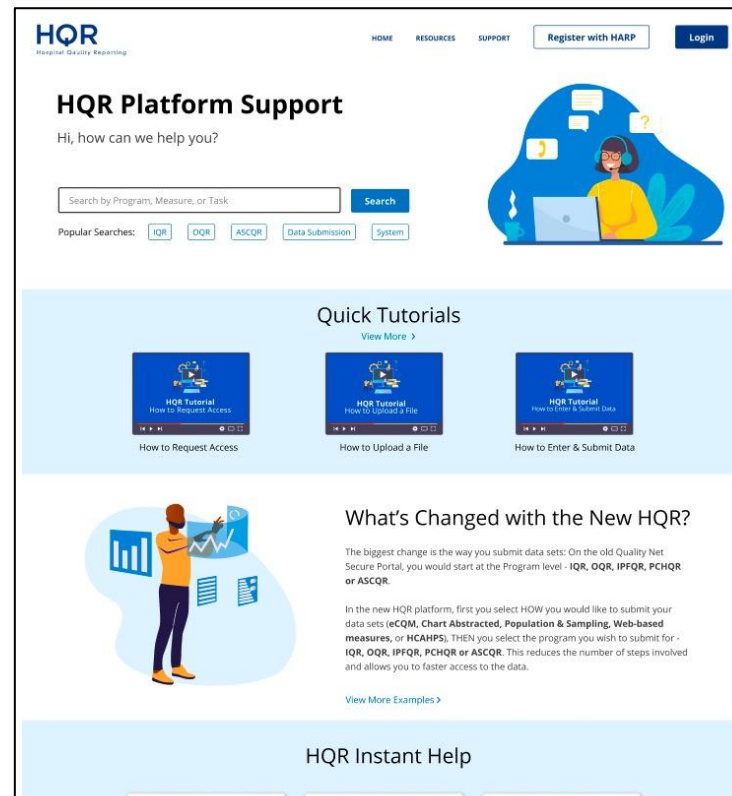
TESTER #18799495

February 22nd 2021, 1:17:43 pm

"Videos. If I have to watch a video, I think it's probably too complex."

TESTER #29495802

February 23rd 2021, 1:13:40 pm



Content Testing: $\frac{2}{3}$ users think version B is more helpful for communicating support users can find on the support page

Version A

Top Articles

Submissions

- * How to Check Submission Status
- * How to Upload a File
- * How to Upload Data
- * How do I Turn Off Emails
- * How to Drag'n'Drop a File
- * How to submit DACA


Reports

- * Where are FSN reports?
- * Where is File Accuracy?
- * How to check Reporting Requirements
- * Where do I find Program Reporting
- * How to find HBVP Reports?
- * What is a Baseline Measure?

Access

- * How to Request Access
- * How to Check Permissions
- * How to Request to Become SA/O
- * How to add a Vendor
- * How to remove a Vendor
- * How to remove access after termination

Version B



What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select **HOW** you would like to submit your data sets (**eCQM, Chart Abstracted, Population & Sampling, Web-based measures, or HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

[View More Examples >](#)

But 3/3 Prefer to see content version A on the support page

Version A

Top Articles

Submissions

- * How to Check Submission Status
- * How to Upload a File
- * How to Upload Data
- * How do I Turn Off Emails
- * How to Drag'n'Drop a File
- * How to submit DACA

Reports

- * Where are FSN reports?
- * Where is File Accuracy?
- * How to check Reporting Requirements
- * Where do I find Program Reporting
- * How to find HBVP Reports?
- * What is a Baseline Measure?

Access

- * How to Request Access
- * How to Check Permissions
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- * How to add a Vendor
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Version B



What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select **HOW** you would like to submit your data sets (**ecQM, Chart Abstracted, Population & Sampling, Web-based measures, or HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

[View More Examples >](#)

Explicit

Descriptive

At the end, we asked users if there's anything else they'd like to share

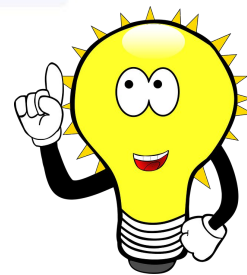
"It would be good to have the Known Issues as a link on the page."

TESTER #18799495

February 22nd 2021, 1:21:29 pm

*** Very interesting comment ***

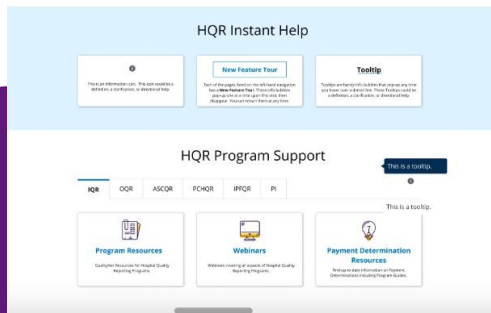
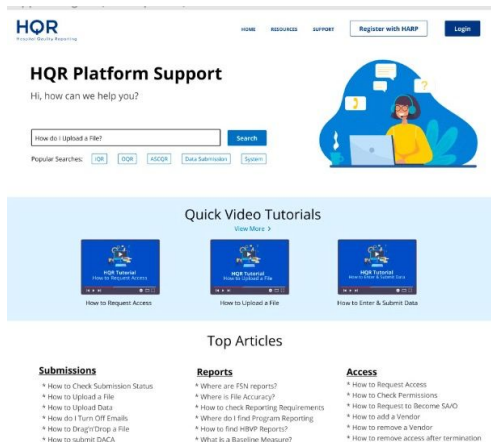
- Will require high level conversations around feasibility



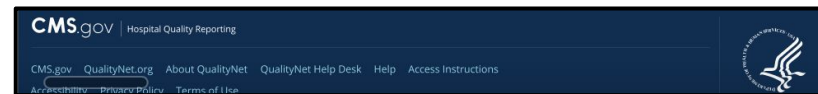
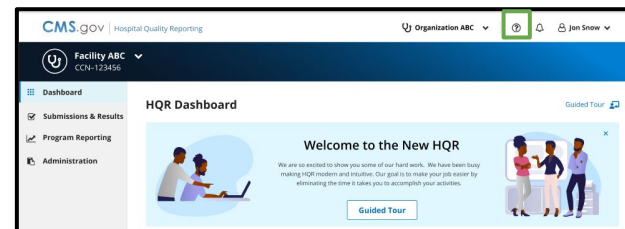
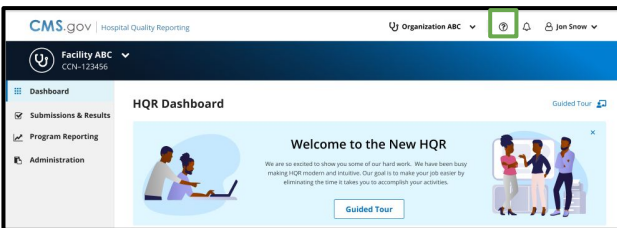
Revisions



We designed the interim support page with content from version A



We made accessing the support page more accessible





Conclusion

Overall, the new support page will not only be essential for users to independently resolve issues, but will also save the help desk with less tickets



Triage for next steps

Recommendations	Impact	Cost
Discussions around enhancement for “known issues” in the support page	Low	Low
Adding additional linkage on the footers of our designs that takes users to the interim support page	Low	Low

To Find Documented Deliverables

1. Research Plan
2. Prototype Requirements Guide
3. Usability Test Conversation Guide
4. Usability Analysis
5. Usability Report
6. Journey Map

More on Confluence



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