

Welcome to



JIRA is a software program that tracks issues and bugs. It also allows you to quickly search issues that have been resolved or are currently being worked on.

CMS/ONC will be using JIRA to track issues or bugs associated with the electronic Clinical Quality Measures (eCQM)

Accessing Jira

- Jira is a tool used to track issues related to CQM's & Cypress Testing.
- If you have more than **ONE** issue, each issue must be input **INDIVIDUALLY** for tracking.
- If you do not have an issue to input, you can still view other issues and comments.
- Go to website: <http://healthit.gov/qualityfeedback>
- Anyone can create a free account to report issues and comment on existing issues.

Searching Issues in JIRA

All issues are located on the right side of the screen you can filter by selecting the grey keywords to sort or use key words to search in the search bar. Below is a screen capture of the initial home page after you log in.

The screenshot shows the ESAC JIRA interface. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', and a 'Create Issue' button. A search bar is located on the right. The main content area is divided into two sections: 'Introduction' on the left and 'Filter Results: All Issues' on the right. The 'Introduction' section contains text about the platform and instructions for submitting feedback. The 'Filter Results: All Issues' section displays a table of issues. A red circle highlights the 'Key' column, and a red arrow points to the 'CQM-305 HQM parsing' issue.

Key	Summary	Date Reported	Assignee	Reporter
CQM-314	This is a test of the system	28/Dec/12	Jesse James	Russell Test
CQM-313	Excluding ED patients who expire	04/Jan/12	Julia Skapik	Julia Skapik
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CQM-306	Strata missing in dental caries measures		Julia Skapik	Julia Skapik
CQM-305	HQM parsing	06/Jan/12	Julia Skapik	Julia Skapik


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Filter Results: In Progress Issues


Key	Summary	Date Reported	Assignee	Reporter
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Under the Key Filter the CQM issues will be labeled with CQM and the Cypress issues with Cypress in front of the number assigned to the issue

JIRA- Main Screen

 Dashboards ▾ Projects ▾ Issues ▾ [Create Issue](#)

 D ▾

 Tools ▾

Introduction

Welcome to this Electronic Clinical Quality Measure issue reporting/tracking platform, a JIRA system supported by the Nationwide Health Information Network Division of the Office of National Coordinator for Health IT (ONC).

This site is a tool for tracking and providing feedback on 2014 electronic Clinical Quality Measures (CQMs). We encourage the EHR technology developer and user communities to provide feedback regarding the implementation, structure, intent, and data elements pertaining to CQMs. As the site progresses, it is intended to be a place where EHR technology developers and users can look for answers to questions, share suggestions and code, and provide real-time feedback to CMS, ONC, and federal agencies that develop and release quality standards.



Please be as detailed as possible when submitting feedback for review. Once your submission is received, you will be notified of the status of your request as it is addressed. As issues are resolved, this information will be available to the public on the site.

Thank you for submitting feedback which will enable us to improve the CQMs in the Electronic Health Records incentive program.

You can browse all issues on the right or search for a specific issue by clicking the Issues tab on top.

To create new issue or add comment to an existing issue, you need to log in. Please click "log in" tab located at the right-top corner of this page to log in or create an account.

IMPORTANT Only log one issue per ticket submitted. The issue can contain more than one measure but should not contain more than one issue. Please fill out separate tickets for different issues.

Please note that this site is under constant enhancement. Should you encounter any technical problems, please report them to the technical support team at cqm-jira-support@esacinc.com . Other issues should be sent to mindy.hangsleben@hhs.gov .

Click over this takes to create/change your password.

Filter Results: All Issues

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1 2 3 4 5 6 7 8 9 ▶

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Issue Submission in JIRA- Initial Log In (1st time user)

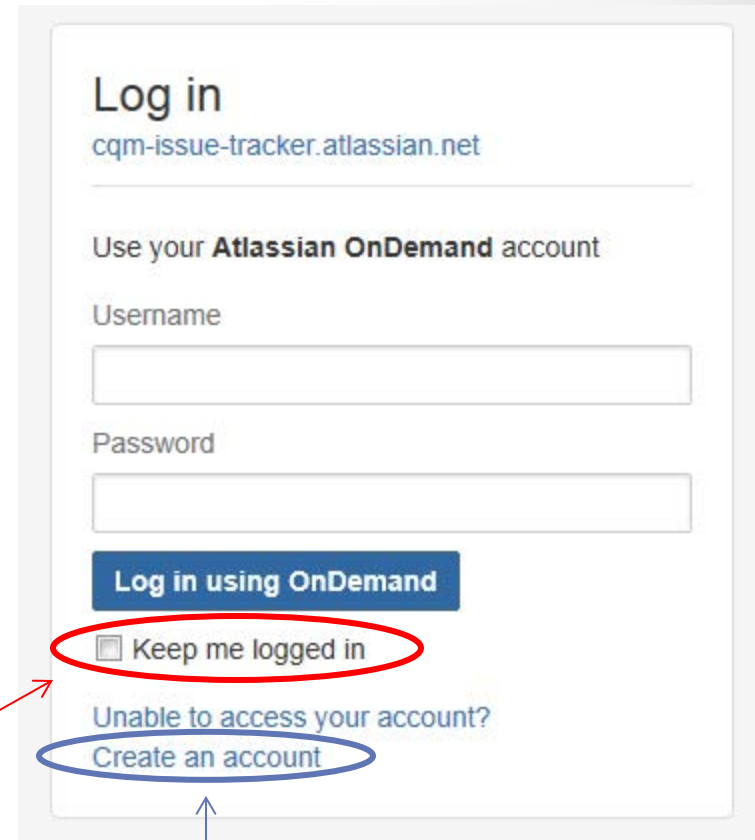
Enter a username and password to access Jira.

The next screen will allow to move forward to change your password and some settings.

Note: Some access is limited and you will not be able to make changes. *If no activity for 30 days the system will close your account and you will have to re-create a log in*

Do not check this box, you might not get any updates on information

If there are any problems click this area. You will be asked for your email address for a temporary password to be sent.



The screenshot shows the JIRA login interface for 'cqm-issue-tracker.atlassian.net'. It includes fields for 'Username' and 'Password', a 'Log in using OnDemand' button, a 'Keep me logged in' checkbox, and links for 'Unable to access your account?' and 'Create an account'. Annotations include a red oval around the 'Keep me logged in' checkbox with a red arrow pointing to the text 'Do not check this box...', and a blue oval around the 'Create an account' link with a blue arrow pointing to the text 'If there are any problems click this area...'.

Log in
cqm-issue-tracker.atlassian.net

Use your **Atlassian OnDemand** account

Username



Password


Log in using OnDemand

☐ Keep me logged in

Unable to access your account?
[Create an account](#)

Changing your Password

 **Profile: Russell Flowers**  In this section you can change password

 Tools ▾

Summary

Summary

 Filters ▾

Details

 Activity Stream

 Your details have been updated.

No activity was found

Avatar:



Username: russell.flowers
Full Name: Russell Flowers
Email: Russell.flowers@hhs.gov
Password: [Change Password](#)
Remember My Login: [Clear All Tokens](#)
Groups: cqm-admin
cqm-internal
cqm-users
users

Click here; password can be any combination that you choose.

Preferences

Page Size: 50
Email Type: Text
Language: English (United States) [Default]

Creating an Issue



You MUST search for the issue you are reporting before creating a new issue. We will not respond to duplicate issues.

Introduction

Welcome to this Electronic
the Nationwide Health Incentive

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Tools ▾

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Filter Results: In Progress Issues

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Creating an Issue

 Dashboards ▾ Projects ▾ Issues ▾ **Create Issue** D ▾ 

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Click over this takes to create/update an issue.

Tools ▾


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Filter Results: In Progress Issues				
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Creating an Issue – CQM

Issue with MU Measure

Create Issue

Make sure it is CQM Issue Tracker → **Project***  CQM Issue Tracker ▼

Issue Type*  Logic ▼ 

- **IMPLEMENTATION PROBLEM** - Transmission specifications for the CQMs
- **LOGIC** - Questions about programming or understanding the clinical quality measures logic section of the HQMF
- **TERMINOLOGY** - Are there any questions about terminologies required for the measures
- **DATA ELEMENTS/VALUE SETS** - Are there any questions about presence or absence of codes
- **HELPDESK** - Questions about the EHR Incentive Program other than Clinical Quality Measures should be directed to the Information Center
- **INTENT/Governance** - Questions about clinical quality measures (CQM)
- **OTHER** - Any other clinical quality measure related questions; questions about the intent and content of the CQM should be directed to the measure steward.
- **Annual Update** -

Creating an Issue – CYPRESS Issue Tracker

Make sure it is
CYPRESS Issue
Tracker

Create Issue

Project * CYPRESS Issue Tracker

Issue Type * Logic ?

Some issue types are unavailable due to incompatible field configuration and/or workflow associatio

Components: None

- **IMPLEMENTATION PROBLEM** - Transmission specifications for the CQMs
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Creating an Issue(cont.)

Component Choice Definitions

- **Inbox** – If your issue is not related to a Value Set or Measure or it is related to both a measure and value set
- **Measure** - Issue is related to a measure
- **ValueSet** – Issue is related to a value set



Component/s

Start typing to get a list of possible matches or press down to select.

Summary*

Fill in a brief description of what issue needs to be addressed

You must specify a summary of the issue.

Creating an Issue (cont.)

→ Contact Name
Non-Jira user reporter

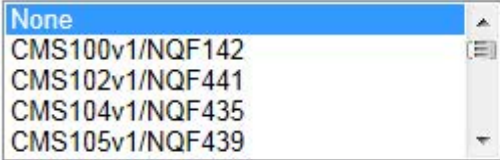
→ Contact Email
Non-Jira user contact email.

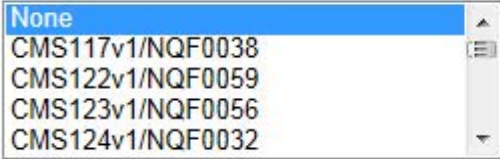
→ Contact Phone

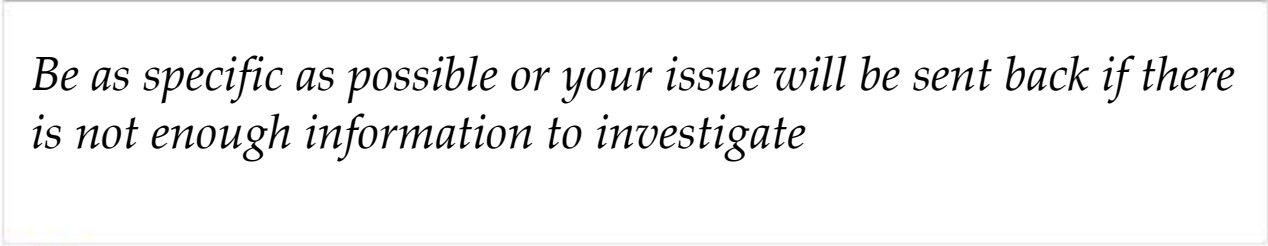

→ Institution/Name

Note: The information provided in order to respond to the appropriate person and keep them updated with the status of the issue. As your issue moves through the workflow you will get updates and the person assigned to your issue will be copied on the e-mail.

Creating an Issue (cont.)

→ EH Measures 
None
CMS100v1/NQF142
CMS102v1/NQF441
CMS104v1/NQF435
CMS105v1/NQF439
Hold the Ctrl button down to select multiple EH measures

→ EP Measures 
None
CMS117v1/NQF0038
CMS122v1/NQF0059
CMS123v1/NQF0056
CMS124v1/NQF0032
Hold the Ctrl button down to select multiple EP measures.

→ Description 
Be as specific as possible or your issue will be sent back if there is not enough information to investigate



Note: Select as many of the Measure (EH or EP) from the list. Place a concise in the description box area. You can select multiple measures within the EH and EP by holding the **Ctrl** button down.

Creating an Issue (cont.)

Attachment
The maximum file upload size is 10.00 MB.

Tracker Notification

Click this Icon to see a list of persons authorized to access Jira to date.

 Start typing to get a list of possible matches.
List of email addresses to send update notification

Guidance required

Note: Place any attachments in this area. Tracker notification will go to any email address that you place in this box and send. If there is any specific guidance requested please enter in this area as well.

What happens after your issue is submitted?

- Once you submit your issue it will be triaged and assigned an owner based on the issue. This will happen within 5 working days.
- JIRA will also send you a notification as your issue moves through the workflow all the way through to the final solution where it is approved by the Governance Group and then closed.
- As the issue moves through the workflow, you will be notified when it is advanced and when others comment on it.
- You may continue to submit comments and can designate others for tracking the same issue.