

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 MUST** register so your issue can be tracked and you will be automatically notified
- Viewing issues and searching does not require a login
- Look for the CQM Issue Tracker and CYPRESS Issue Tracker Projects

Accessing Jira

<http://www.healthIT.gov/qualityfeedback>

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 before you log in.

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.hangslieben@hhs.gov.

Filter Results: All Issues

Key	Summary	Date Reported	Assignee	Reporter
CQM-314	This is a test of the system	26/Dec/12	Jesse James	Russell Test
CQM-313	Excluding ED patients who expire	04/Jan/12	Julia Skapik	Julia Skapik
CQM-312	Intent to limit exclusions to stay vs 3-4 days PTA	04/Jan/12	Julia Skapik	Julia Skapik
CQM-311	Respiratory infection exclusion PN6	03/Jan/12	Julia Skapik	Julia Skapik
CQM-310	Missing numerator/denominator ADE	07/Jan/12	Julia Skapik	Julia Skapik
CQM-309	Use of influenza vaccine.	14/Jan/12	Julia Skapik	Julia Skapik
CQM-308	The numerator criteria will be loosened to allow some of the required events to happen out of order, as long as they happen on the same day.		Julia Skapik	Julia Skapik
CQM-307	Starts before starts urinary catheter	03/Jan/12	Julia Skapik	Julia Skapik
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

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: A regular user account allows you access to search, create, and comment on issues.

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](#)

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.

JIRA- Main Screen

ESAC Dashboards Projects Issues Create Issue D 

Click over this takes to create/change your password.



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Changing your Password



Profile: Russell Flowers



In this section you can change password

Summary

Summary



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

Click over this takes to create/update an issue.

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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 or technical implementation barriers
- **LOGIC** - Questions about programming or understanding the clinical quality measure logic
- **TERMINOLOGY** – Questions regarding vocabularies or terminologies used in the measures
- **DATA ELEMENTS/VALUE SETS** – Questions about the presence or absence of codes or content of value sets
- **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) policy and guidance
- **OTHER** - Any other clinical quality measure related questions
- **ANNUAL UPDATE** - Used internally to label pending updates to CQM logic or value sets, questions about annual updates

Creating an Issue – CYPRESS Issue Tracker

Make sure it says
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

Component/s Name

The fields in the CYPRESS tracker are labeled the same as the fields in the CQM issue tracker. Often these do not map nicely to issues in CYPRESS. Feel free to use your best guess when labeling a CYPRESS issue. These categories will be refined as the tool is further customized.

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.

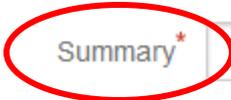
Impact

In what way is the issue affecting you and your team?

Summary*

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

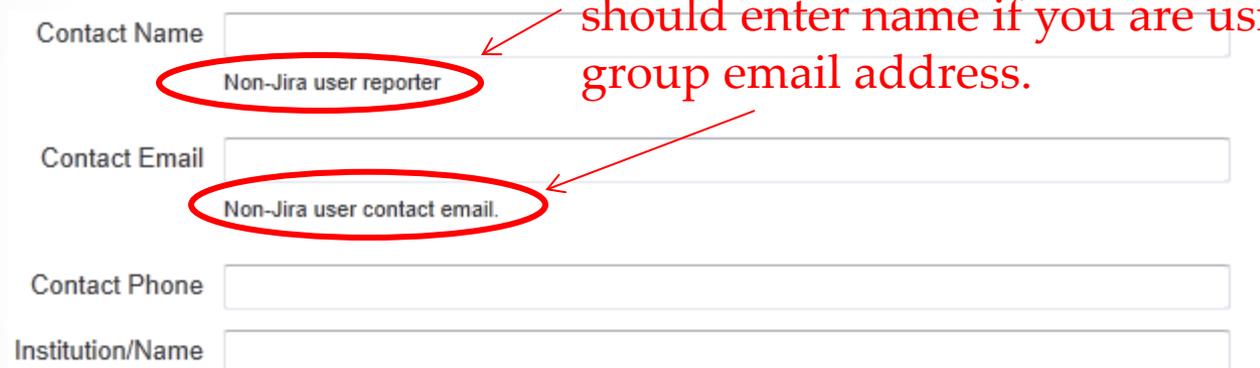
Describe how this issue is impacting your work →



Be specific when creating a summary,
i.e. “CMS 74 missing denominator exclusions present in header”

Creating an Issue (cont.)

There is no need to fill in these fields if you are logged in– your name and email will automatically populate. You should enter name if you are using a group email address.



The screenshot shows a form with four input fields. The first field, 'Contact Name', contains the text 'Non-Jira user reporter' and is circled in red. The second field, 'Contact Email', contains the text 'Non-Jira user contact email.' and is also circled in red. Red arrows point from the text above to these two fields. The third field is 'Contact Phone' and the fourth is 'Institution/Name'. A red arrow points from the word 'Optional' on the left to the 'Contact Phone' field.

Optional →

Note: The information provided is used to provide a method of requesting more information– usually this will be done via emailed comments. As your issue moves through the workflow or people comment, you will automatically get updates to your login email.

Creating an Issue (cont.)

→ EH Measures
CMS100v1/NQF142
CMS102v1/NQF441
CMS104v1/NQF435
CMS105v1/NQF439

Hold the Ctrl button down to select multiple EH measures

→ EP Measures
CMS117v1/NQF0038
CMS122v1/NQF0059
CMS123v1/NQF0056
CMS124v1/NQF0032

Hold the Ctrl button down to select multiple EP measures.

→ Description

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.)

Click this Icon to see a list of persons authorized to access Jira to date and they will be notified as the issues moves through the workflow.

Attachment ← Add attachments here
The maximum file upload size is 10.00 MB.

Tracker Notification

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

Guidance required

Note: Attachments demonstrating the exact area affected in logic or screenshots are encouraged. Tracker notification will send email to any address that you place in this box.

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.
- **Note that some issues will require research and internal discussion within federal stakeholders or external discussion with measure stewards and their stakeholders.** Therefore, although we strive to provide rapid responses, some responses, particularly those requiring policy decisions or balloting of standards, may have lengthy response times. Feel free to comment on your issue to request follow up.

What can you do to improve the process?

- Make sure you **search** for the issue you are reporting before entering it and if it is similar to existing issues, be clear about the differences– this will prevent your issue from being closed without review.
- Make sure you are entering your issue in the correct issue tracker– if you enter it in another project, such as C-CDA tracker or don't fill in the login info you will be asked to resubmit.
- Send feedback on the Jira reporting process to julia.skapik@hhs.gov.