INTERACTIVE SURVEY SYSTEM

Document Library User's Manual

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WELCOME TO THE INTERACTIVE SURVEY SYSTEM!

The NCQA Interactive Survey System (ISS) improves and streamlines the survey process and makes it faster, more efficient and more supportive of quality improvement efforts. Moreover, the ISS features communication and data collection management and tracking capabilities that support and simplify survey preparations.

There are two ISS Web publications available for each NCQA evaluation program: the **Standards and Guidelines** and the **Survey Tool.**

- The **Standards and Guidelines** publication includes the *Policies and Procedures*, standards information and other program details in a searchable, read-only format.

- The **Survey Tool** is an interactive version of the **Standards and Guidelines** publication that is designed to help you evaluate your organization's readiness to undergo a full survey against NCQA's standards. During your readiness evaluation, the Survey Tool can be used to self-score elements, attach and reference supporting documentation, access and complete supplemental worksheets, and provide notes on your self-evaluation. Organizations applying for NCQA Accreditation, Certification or Recognition must submit a completed Survey Tool to NCQA to begin the survey process.

NCQA is proud to offer you the best in survey technology, and we look forward to working with you to create a productive and successful survey experience.

BEFORE YOU BEGIN

This manual is intended for organizations that have purchased ISS Web publications for readiness evaluation or NCQA survey, and provides instructions on how to conduct a readiness evaluation of your organization against NCQA standards using the Survey Tool and the Document Library.

Refer to the *Interactive Survey System User's Manual* for information.

FEATURES

Callout boxes **emphasize important sections of screens.**

Circled items **highlight the section of a figure being described.**

*Notes***: Draw attention to, or offer additional insight into, ISS features.**

*Cautions***: Advise users to pay close attention.**

INTRODUCTION TO MANAGING DOCUMENTS

Supporting Documents

The **Survey Tool** includes features to allow you to reference ("link") documentation to specific elements to support data entry and evaluation. During your NCQA survey, you will submit ("upload") these documents to NCQA with your **Survey Tool**.

> *Note*:   **In most cases, referencing a maximum of three documents for each element is sufficient to demonstrate compliance.**

Documents linked to the **Survey Tool** during your readiness evaluation are for your organization's reference only. You may update reference information or revise linked documents any time during your readiness evaluation (e.g., modify, move, rename). When you submit your **Survey Tool** for NCQA survey**,** the verified and linked documents are presented to NCQA for review. Refer to *Submitting the Survey Tool for NCQA Survey* for information.

During the readiness evaluation, you can link, unlink and view documents linked to any element using the either of the following two areas of the **Survey Tool** (also described in detail below):

1. The *Standard and Element* screen, *or*

2. The Document Library.

> *Note:*   **The maximum file size for uploading a document in 80 MB.**

Linking and Managing Documents From the Standard and Element Screen

1. Click the Documents button, located below an element. The *Document Linked* screen opens (Figure 33). From this screen you can upload and link a new document (one that has not already been linked to another location of your Survey Tool) or link an existing document from the Document Library.

Figure 33. *Document Linked* **screen**
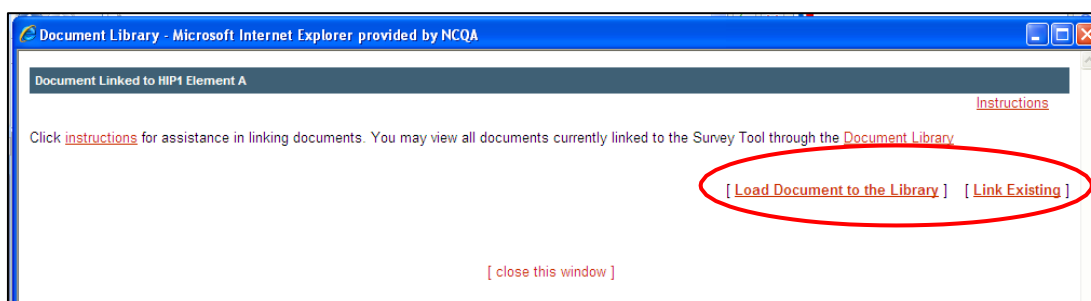
Linking a New Document

1. On the *Document Linked* screen (Figure 33), click the **Load Document to the Library** link.

2. Complete all fields (Figure 34):

   - ***Document Name:** Give the document a unique name. (required)

   - **Reference Pages:** The location of evidence that supports your evaluation. Enter a page number, or a range of page numbers, and a paragraph (e.g., page 2, paragraph 3).

   - **Relevance Level:** Indicate whether the document is Primary, Secondary or Supporting.

   - ***Document File Path:** Where the document resides on the drive. The Survey Tool will link to this document. (required)

Figure 34. *Link Document* **screen**

> *Note:* **Multiple documents can be uploaded and linked to an element from the *Link Document* screen.**

3. To complete the Document File Path field, use the **Browse** button to launch the file "look-in" prompt of your local drives.

4. Locate and select the document from the directory.

5. Double click the document name to open the document, or single click the document name to highlight the document.

6. Click the **Open** button located on the file "look-in" prompt.

7. Click the **Save and Close** button. The *Link New Document* window will close and the linked document title will display with the file path on the *Document Linked* screen. (Figure 34)

Linking an Existing Document

1. Click **Link Existing** on the *Document Linked* screen. (Figure 35)

Figure 35. *Document link* screen

2. The *Link Document Screen* displays. (Figure 36)

Figure 36. *Link Document* screen

Note: **The screen displays all documents that have been uploaded into the Document Library but are not linked to a specific element.**

3. Complete all fields:
   - **Reference Pages**
   - **Relevance Level**

4. Click **Link to Element**.

5. Click **OK** when the pop-up message appears. The document is now linked to the element. (Figure 37)

Figure 37. Additional linked document displayed

Opening a Linked Document

1. Click the $\boxed{\text{Documents}}$ button, located below the element text.

2. Click the document link on the *Documents Linked* screen.

3. Click the document name to view the document.

Editing a Linked Document's Name, Reference Information and Document File Path

1. Click the $\boxed{\text{Documents}}$ button, located below the element text.

2. Click the document's file path on the *Documents Linked* screen. The *Link Document* screen displays. (Figure 38)

Figure 38. *Link Document* screen

4. Change the document name, reference pages or reference level, or update the document file path.

5. Click the Save and Close button. The *Document Library* screen will reflect the changes.

Unlinking a Document

1. Click the Documents button, located below the element text.

2. Click Unlink on the *Documents Linked* screen. A prompt displays.

Message from webpage

? Click 'OK' to remove this element from this document; click 'Cancel' to skip.

OK   Cancel
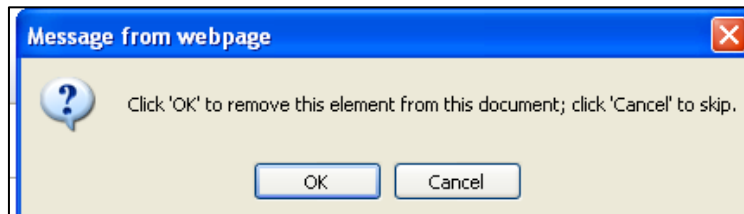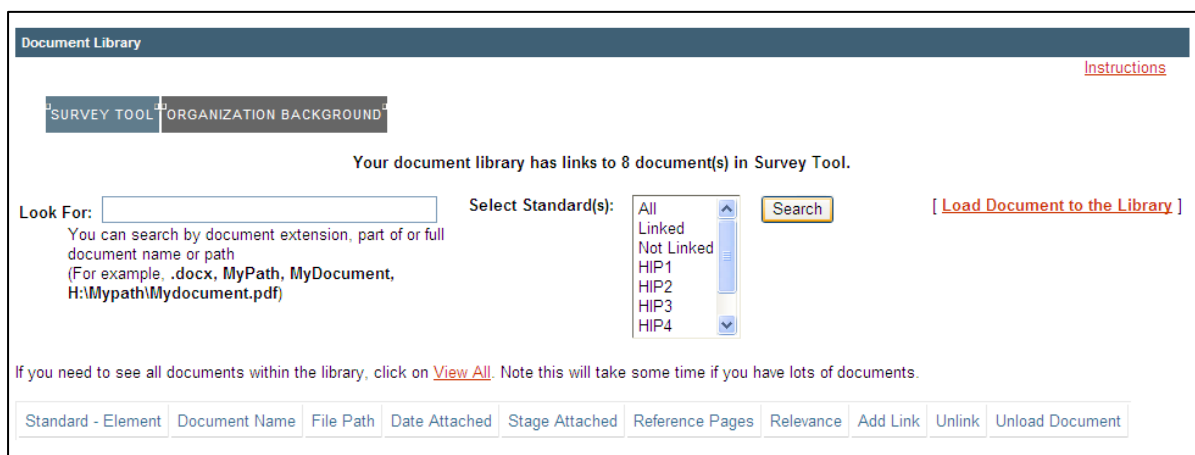
3. Click OK. The document will be unlinked from the element but remain in your Document Library. Refer to *Using the Document Library* for more information.

Using the Document Library

The Document Library provides a central location for viewing, linking, unlinking or editing a document linked to the Survey Tool. A one-step process lets users upload and view documents. Follow these steps to access the Document Library.

1. After you select your publication from the *Welcome* screen and enter the Survey Tool, click **Document Library** on the Top Navigation Bar. The *Document Library* screen opens. (Figure 39)

Figure 39. *Document Library* **screen**

Document Library

Instructions

SURVEY TOOL   ORGANIZATION BACKGROUND

Your document library has links to 8 document(s) in Survey Tool.

Look For: [   ]   **Select Standard(s):**   All / Linked / Not Linked / HIP1 / HIP2 / HIP3 / HIP4   [Search]   [**Load Document to the Library**]

You can search by document extension, part of or full document name or path
(For example, **.docx, MyPath, MyDocument, H:\Mypath\Mydocument.pdf**)

If you need to see all documents within the library, click on View All. Note this will take some time if you have lots of documents.

Standard - Element	Document Name	File Path	Date Attached	Stage Attached	Reference Pages	Relevance	Add Link	Unlink	Unload Document

2. Click **View All** to see all documents in the Document Library. (Figure 40)

Figure 40. View All documents

Sort by Element, Document Name, File Path, Date and Stage Attached

There are five ways to view the Document Library. (Figure 41)

1. **Sort by Standard Element.** Lists only documents linked to each element, by standard order. This view lets users view documents linked to a specific category or subset of categories. View document relevancy by selecting the document during attachment.

2. **Sort by Document Name.** Lists documents in alphabetical order by document name, and lists the elements to which each document is linked. Users can filter by the following document types: .csv, .doc, .gif, .jpg, .mpp, .pdf, .ppt, .rtf,.txt, .vsd, .xls, .xlsx, .docx.

3. **Sort by File Path.** Sort by the full document file path in ascending order; restricted to the license mode of a survey.

4. **Sort by Date Attached.** Displays the date when the document was attached. This screen can be accessed in both license and project modes. (i.e., Document, Standard, File Path, Date Attached) Documents are sorted in descending order, with the most recent document first (regardless of document type).

5. **Sort by Stage Attached.** Displays the stage attached for each document. The page can be accessed in Project Mode (i.e., Document, Standard, File Path, Date Attached). Documents are sorted in descending order, with the most recent document first (regardless of document type).

Note: **Use the <u>Select Standard(s)</u> box to view documents attached to a specific standard. (Figure 41)**

Figure 41: Document Library sorting

Sort by Standard Element (Default Sorting)

1. Click the **Standard Element** column head on the *Document Library* screen. Uploaded documents are sorted by standard element in ascending order, and grouped by element. (Figure 41)
   Note: Rows shaded in gray indicate documents attached to different elements.

Sort by Document Name

1. Click the **Document Name** column head on the *Document Library* screen. Uploaded documents are sorted by document name in ascending order, and grouped by document. (Figure 41)
   Note: Alternate gray shading is applied for different documents.

Sort by File Path

1. Click the **File Path** column head on the *Document Library* screen. Uploaded documents are sorted by file path. (Figure 41)
   Note: Rows shaded in gray indicate documents saved at same paths.

Sort by Date Attached

1. Click the **Date Attached** column head on the *Document Library* screen. Uploaded documents are sorted by upload date. (Figure 41)
   Note: Rows shaded in gray are documents uploaded on the same date.

Sort by Stage Attached

1. Click the **Stage Attached** column head on the *Document Library* screen. Uploaded documents are sorted by upload stage in Project Mode. (Figure 42)
   Note: Rows shaded in gray are documents uploaded at a specific stage.

Figure 42: Sort by Stage Attached

Linking Documents to the Library

Note: **You can load a document directly to the Document Library and link it to individual elements later. After a document is loaded to the Document Library, it is immediately uploaded to NCQA's ISS server.**

To upload a document to the Document Library:

1. Click the **Document Library** link on the Top Navigation Bar.

2. Click the **Load Document to the Library** link to open the *Add Document to Document Library* screen. (Figure 43)

3. Complete both fields:
   - **Document Name.** Give the document a unique name.
   - **Document File Path.** Where the document resides on the drive. The Survey Tool will link to this document.

4. To complete the **File Path** field, use the Browse button to launch the file "look-in" prompt of your local drives.

5. Click the [Open] button located on the file "look-in" prompt.

6. Click the [Save and Attach More] button to add documents.

7. Click the [Save and Close] button to save your changes and return to the Document Library.

Figure 43. *Add Documents to Document Library* **screen**

Linking a Document to an Element

1. Click the **Document Library** link on the Top Navigation Bar.

2. Click the **View All** link to view all documents. Standard Element is the default sort. Scroll down to locate the document you want to link.

3. Click **Add Link** in the document's table. The *Link Document to Element* screen displays. (Figure 44)

4. Complete these fields:
   - **Reference Pages**.
   - **Relevance Level**.
   - **Please pick an element to link:** Use the drop-down list to select an element.

5. Click the [Save and Close] button. The document is now linked to the element.

Figure 44. *Link Document to Element* **screen**

Editing a Linked Document's Name, Reference Information or File Path

1. Click the **Document Library** link on the Top Navigation Bar.

2. Click the **View All** link to view all documents. Standard Element is the default sort. Scroll down the screen to locate the document you want to link.

3. Click the **File Path Link** of the document you want to edit.

4. Update one or all of the following fields:

   - **Document Name**.
   - **Reference Name**.
   - **Reference Level**.
   - **Document File Path**.

5. Click the **Save and Close** button when complete.

Figure 45. *Link Document to Element screen*

Unlinking a Document From an Element

Note: **Unlinking a document from the Document Library** *does not* **remove the document from the ISS server.**

1. Click the **Document Library** link on the Top Navigation Bar.

2. Click **View All** to view all documents. Standard Element is the default sort. Scroll down the screen to locate the document you want to unlink.

3. Click **Unlink** for the selected document.

4. Click **OK** on the confirmation prompt.

Unloading a Document from the Document Library

> *Note:* **Unloading a document from the Document Library will completely remove the document from NCQA's ISS server. The <u>Unload</u> link does not appear if the document is linked to an element.**

1. Click the **<u>Document Library</u>** link on the Top Navigation Bar

2. Click **<u>View All</u>** to view all documents. Standard Element is the default sort. Scroll down the screen to locate the document you want to unload.

3. Click **<u>Unload</u>** for the selected document

4. Click $\boxed{\text{OK}}$ on the confirmation prompt.

Upload Documents

> *Note:* **This section only applies to documents that were linked to ISS before March 26, 2012, but *were not* uploaded to NCQA's ISS server.**

After a document is loaded, it is automatically uploaded to NCQA's ISS server. NCQA does not have access to uploaded documents until the Survey Tool is submitted.

> *Caution:* **Documents that were attached but not uploaded before March 26, 2012, will appear in the Document Library but cannot be viewed until they are uploaded to NCQA's ISS server.**

To upload documents linked to the Survey Tool:

1. From the Survey Tool menu, click **<u>UPLOAD DOCUMENTS</u>** on the Top Menu Bar to open the *Document Verification and Upload* screen. (Figure 46) The screen shows all documents linked to your Survey Tool by document name, in alphabetical order. If your Survey Tool has an Organization Background section, documents for that section are on the lower part of the screen.

Figure 46. *Document Verification and Upload* **screen**

2. Complete the **Verify Document File Path** field for all documents to be uploaded. There are three ways to verify the document file path and link a document:

- Type the full name of the document, including the file path, in the box in the **Verify Document File Path** column.

- Use the mouse to highlight the document file path in the **Document File Path** column and copy and paste it into the **Verify Document File Path** column. *Make sure the file path is correct.*

- Click the Browse button in the **Verify Document File Path** column, locate the document on the drive or server and double click on it to open it, or single click on it to highlight it.

3. Repeat step 2 until all documents that you want to upload in the current batch are verified and listed in the **Verify Document File Path** column.

4. Click the Upload Documents button to upload the verified batch of files.

5. A *Document Upload* indicator screen displays. When a document has been successfully uploaded, the upload indicator closes and the screen refreshes. **Yes** displays in the **Upload Complete** column and the file path no longer appears in the **Verify Document Path File** column. When you receive confirmation of the successful upload of all files in a batch, you can continue with another batch.

Note: **If you have trouble uploading a document from a network location, copy the document to a local (hard) drive and try uploading it from there. You do not need to change the document file path or element references if you did not rename the document when you move it.**

After a document is confirmed as successfully uploaded, there is no need to verify and upload it again, even if you choose to submit the Survey Tool at a later date.

Loading Documents to the Organization Background Section

To link a downloaded worksheet or other reference material to the *Organization Background* section:

1. Click the <u>Load Document to the Library</u> link.

2. Complete all fields:
   - **First, you must select the Organization Background Category to which you want to attach a file.**
   - **Next, enter a Document name.** Give the document a unique name.
   - **Next, you must click on a Question Number that pertains to the selected Organization Background Category to highlight the number.** Always select "1" for Category = Organization Background. For all other categories (e.g., Survey Resources, Org File Submission Instructions, Surveyor File Review Worksheets, Delegation Information) select and highlight a Question number corresponding to the numbered questions in the tabs in the Organization Background section of the Survey Tool. To select multiple numbers, press and hold CTRL and click the numbers.
   - **Next, navigate to the Document file path where the document resides on the drive**. The Survey Tool will link to this document.

3. To complete the **Document File Path** field, use the Browse button to launch the file "look-in" prompt.

4. Locate and select the document.

5. Double click the document name to open it, or single click the document name to highlight it.

6. Click the ⟨Open⟩ button located on the file "look-in" prompt. Click the ⟨Save and Upload⟩ button.

7. Documents attached to each tab of the *Organization Background* section are listed at the bottom of the tab screen and are available in the Document Library.

Figure 49. Example *Organization Background* form – selecting category

Figure 50. Example *Organization Background* form – selecting Question number

SUPPORT

HELP AND INSTRUCTIONS SCREEN

Access the *Help* screen (Figure 76) by clicking the **Help & Instructions** link on the Top Navigation Bar. The *Help* screen displays links to the following resources:

- Interactive Survey System Instructions.
- General Support.
- Standards and Policy Clarification.
- General Inquiries or Comments.

Figure 76. *Help* screen

Interactive Survey System Instructions

General Instructions provide information on ISS log in, sessions and top-level navigation, including basic menu information and user management information for Administrators.

After you select specific Standards and Guidelines or Survey Tool, the *Help* screen also gives you the option to view **Instructions for the Standards and Guidelines and Survey Tool** that explain key features specific to the publication and offer detailed information on how to:

- Set up the Survey Tool to use it for a readiness evaluation.
- Enter data to conduct a readiness evaluation.
- Reference and manage documents to support your evaluation.
- Submit the Survey Tool to NCQA.

General Support

Contact **customersupport@ncqa.org** or call toll free at 888-275-7585 for questions or comments related to ISS, including general use or technical issues; the survey process, including application information; publications and conferences, including purchasing and registration; information about a specific organization; information about accreditation, certification or recognition.

Standards and Policy Clarification

Contact NCQA for specific answers to standards and policy questions as follows:

NCQA Accreditation and Certification Programs

For specific answers to standards and policy questions related to NCQA Accreditation and Certification programs.

- Click **FAQs** to review answers to commonly asked questions about accreditation or certification.
- Click **Policy Updates** to access the *Policy Updates* screen.
- Click **Ask a Question** to submit a question to the NCQA Policy Clarification Support (PCS) staff.

Recognition Programs

For standards and policy questions specifically related to a recognition program, click **customersupport@ncqa.org** to contact NCQA.

General Inquiries or Comments

If you have general questions or comments about the NCQA Web site, submit them to the Webmaster or contact NCQA.

Webmaster@ncqa.org or 888-275-7585

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