

Help Desk FAQ

The following information is intended to help nursing homes, consumers, and LANEs answer questions.

Q: Who should I contact for assistance?

A: If you are a nursing home or consumer, first, read through this FAQ and the information on the website to see if your question has been answered. If you need additional assistance, first contact your state's LANE Convener. (LANE Convener contact information is available on the campaign website under 'Find LANE Participants,' at left.) If you have additional questions after contacting your LANE, email the Help Desk: info@nhqualitycampaign.org (general questions) or help@nhqualitycampaign.org (website technical assistance).

If you are a LANE, read through this FAQ and the information on the website to see if your question has been answered. If you need additional assistance, email the Help Desk: info@nhqualitycampaign.org (general questions) or help@nhqualitycampaign.org (website technical assistance).

Help Desk email is monitored 9am-5pm ET, Monday through Friday. Help Desk staff will make every effort to respond to your email within 1-2 business days.

Q: Who can I contact for help reaching my goals?

A: For help attaining your goals, contact your state's LANE Convener. (LANE Convener contact information is available on the campaign website under 'Find LANE Participants,' at left.) Resources are also available on the website under 'For Nursing Homes' and then 'Access Technical Assistance.'

Q: I do not have my username and/or password. How do I request that information?

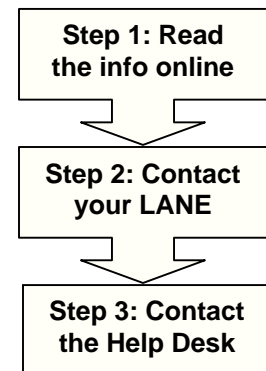
A: If you have your username, you can request a password reminder email:

1. Click on the 'Login' link at the top right of the website.
2. Click the following link on the Login page: 'Click here if you know your User Name, but have forgotten your password.'
3. An email will be sent to the primary and secondary contact e-mail addresses in your account.

If you are a nursing home and know your Medicare/Medicaid provider number, you can request both your username and password via email:

1. Click on the 'Login' link at the top right of the website.
2. Click on the following link on the Login page: 'Click here if you are a nursing home and you know your Medicare/Medicaid provider number, but have forgotten your User Name.'
3. You will be prompted for your provider number.
4. An email will be sent to the primary and secondary contact e-mail addresses in your account.

Questions?



If both the primary and secondary contact e-mail addresses in your account are no longer valid, please contact your LANE Convener for assistance in resetting your password. (LANE Convener contact information is available on the campaign website under 'Find LANE Participants,' at left.) After obtaining a temporary password from your LANE and logging in with this password, please change both your password and your contact e-mail addresses in your facility's Profile.

If you are a LANE and do not have your username, please email help@nhqualitycampaign.org and include your name, your LANE's name, and your state.

Q: How do I change the goals that I selected during registration?

A: You may add goals at any time:

1. Click on the 'Login' link at the top right of the website.
2. Browse to the 'My Profile' page.
3. Check any additional goal(s).
4. Click the 'Update' button.
5. Verify that no error messages are displayed, and that you see a confirmation message that changes have been saved.
6. Your changes will display in your Profile.

Warning: Once selected, goals cannot be removed. This is indicated on the registration form and we encourage you to review your goal selection and additions carefully before saving, since goals cannot be removed. For data entry errors, please email help@nhqualitycampaign.org with your facility name, city, state, provider number, and the goals (description and #) to be removed.

Q: I got an error message on the website. What should I do?

A: Email the Help Desk's website technical assistance address: help@nhqualitycampaign.org. Indicate your facility name, city, state, provider number, and describe the error message you received.

Q: What is the difference between a LANE and a nursing home participant?

A: The campaign relies on dedicated, proactive leaders to play a central role in driving and coordinating nursing home improvement work at the local level. The campaign's Local Area Networks for Excellence (LANEs) are groups of organizations that work together to:

- Raise awareness and encourage/promote enrollment
- Act as the communications relay point for campaign at the local level
- Coordinate provision of technical assistance for the interventions

Nursing homes are encouraged to sign up as nursing home participants, not as LANEs. Nursing home participants are homes that commit to working on three or more of the eight campaign goals, including at least one clinical quality goal and one organizational improvement goal.

Q: I am a consumer and I have registered for the campaign. Now what happens?

A: Contact the LANE Convener in your state to discuss next steps and how you can participate in the campaign in your state. (Use the blue LANE List button on the left side of the www.nhqualitycampaign.org home page.) To protect your confidentiality, LANEs do not have access to your name or contact information. In order to begin working together, you will need to contact your LANE directly.

Q: The information (either LANE or nursing home) listed on the site is incorrect or outdated. How do I change that?

A: LANEs and nursing homes have access to their enrollment information online:

1. Click on the 'Login' link at the top right of the website.
2. Use the username and password you selected during registration to login.
3. Click on the 'My Profile' link on the left menu.
4. Make the appropriate changes in your Profile and click the Update button.
5. Verify that no error messages are displayed, and that you see a confirmation message that changes have been saved.
6. Your changes will display on the website in real-time.

Q: My nursing home or LANE registered twice. How do I delete one of these registrations?

A: Email to help@nhqualitycampaign.org and include your name, nursing home or LANE name, and state. Please indicate which entry to delete.

Q: The website won't let me register using my provider number. Help?

A: Please verify that you are using your nursing home's Medicaid/Medicare six-character provider number, not facility ID or some other identification.

Q: I don't have my Medicaid/Medicare provider number. Can I register without it?

A: The provider number is used to provide the quality measure (QM) scores for Goals 1-4 and will therefore enable the campaign to track your progress. If you do have a Medicare/Medicaid provider number, please register only with that number, so that your QM data will be accessible. If you are a private nursing home without a Medicare/Medicaid provider number, you can enter "N/A" in the provider number field on the registration form.

Q: For which goals do I need to submit data?

A: The clinical quality goals (Goals 1-4) and the target-setting goal (Goal 5) do not require data entry on the campaign website. For Goal 5, however, you do need to visit the Setting Targets—Achieving Results (STAR) website, if you haven't already, and select performance goals: www.nhqi-star.org. For Goals 6-8, you will need to submit data directly to the campaign website.

Q: How do I submit data for Goals 6, 7, and/or 8?

A: To submit data for Goals 6, 7, and/or 8:

1. Click on the 'Login' link at the top right of the website.
2. Click the 'My Goals' link on the left menu.
3. On the 'Summary of Selected Goals' page, click the link for Goal 6, 7, or 8.
4. Enter the requested information for the appropriate goal(s).
5. Click 'Submit' to save your data.

For Goal 6 (resident and/or family satisfaction) and Goal 7 (nursing staff turnover), you will need to enter data twice – once in Year 1 (any time during 2006/2007) and once in Year 2 (any time during 2007/2008).

For Goal 8 (consistent assignment), you only need to enter data once. You can, however, update the information for Goal 8 if consistent assignment changes in your nursing home.

Q: As a campaign participant, can I obtain and use a copy of the campaign logo?

A: According to the campaign's logo use, the campaign logo can be used by:

- Nursing homes that have registered to participate in the campaign.
- LANE participants that are participating providers, nonprofit organizations, associations.
- Champions, with a tagline that says "Champion of."
- (State) affiliates of Founder organizations and state ombudsmen.
- Other uses will be considered on a case-by-case basis.

To obtain a copy of the logo or request use for a purpose other than those listed above, please contact your state's LANE. (LANE Convener contact information is available on the campaign website under 'Find LANE Participants,' at left.)

The use of the logo does not imply that the campaign endorses or supports any entity. Therefore, there should be no reference (with or without the logo) implying that the campaign endorses or supports a provider, a LANE member, a Champion company/organization, etc.

Q: When I login to my nursing home account, my 'Summary of Selected Goals' page doesn't show my home's progress. When will that be updated?

A: Live progress updates are coming soon; the website development team anticipates having this information available on the website within the next couple of months.