Outpatient CART Version 1.23.0

As previously noted, CART users will need to uninstall the 1.22.0 existing version of CART and install the new application 1.23.0 starting with Q3 of 2023 submissions. CART users will need to reset passwords, security questions, and re-set up users with the new installation. For CART version 1.23.0 installation details and instructions follow https://qualitynet.cms.gov/outpatient/data-management/cart/download#tab1

This reinstall is necessary due to the sex data element being reformatted starting in Q3 2023. CART is unable to handle the new sex data elements with a version update as the patient module is not tied to a time period. This means this initial install of 1.23.0 will require users to start with a new version of CART and add all patients and providers. This version of CART should be used for encounters starting July 1, 2023. But, to do this effectively, **all patient data information has to be entered as if they are new patients starting with the patient data from Q3 2023.**

Hospitals should also verify their EHR is capturing the data in alignment with the new sex data elements. This information is found in the links below in the data elements Outpatient Specifications Manual Version 16.0b - Encounters 01/01/23 to 12/31/23 (page 51)

https://qualitynet.cms.gov/files/64e38a0b2292b9001c243d56?filename=2b_DataElements_v16.0b.pdf

https://qualitynet.cms.gov/outpatient/specifications-manuals#tab3

Install 1.23.0 on the server as well:

In addition, if the organization is utilizing a client/server installation type, they will need to uninstall/reinstall their QMS database on the server as well.

The new install on the server is unique for this version since the format of the patient module changed. Many IT personnel are in disbelief because they have used their QMS database for years without having to reinstall it. Once the new one is installed on their server, they will be able to do client upgrades and installs in the future without having to reinstall on the server.

How to know if you need to uninstall/reinstall their QMS database on the server:

When hospitals go to export abstractions they will get the JAVA_LANG Null error meaning the data in the client does not match the format on the server. Another error that indicates this, starts with "The measure set has not been integrated". This tells us that the QMS database does not match the client QMS database.

Temporary Data Submission Fix: Manually Entering Sex Elements:

QualityNet also provides an option to install the CART 1.23.0 upgrade. As noted, the sex data element updates are not included in the upgrade of 1.23.0. The upgrade allows users to maintain their patients in CART but requires them to manually edit each XML file to the new sex element format.

QualityNet has found that abstractors have been successful in editing the XML files, removing the M or F and replacing it with the appropriate numerical value. They upload the files again and have been getting them accepted (details on manually updated the sex elements are below). Manually updating the sex elements allows for Q3 2023 Outpatient submission. QualityNet notes that for Q4 2023 they will need an entirely new installation, including installing the QMS database on the server. **This means that utilizing the CART 1.23.0 upgrade and manually updating Q3 sex elements only prolongs the need for the entirely new installation of CART.**

We do not recommend installing the upgrade as it is only a temporary solution and prolonging the inevitable need to uninstall/reinstall CART.

For manually updating the Sex elements:

If the hospital is working on Outpatient CART 1.23.0 upgrade not a new install, they will be able to abstract and upload into HQR. However, they will get the following error:

13550 Critical Error: Sex M is not a valid value

13550 Critical Error: Sex F is not a valid value

You will want to export your data from CART. When you export this data, you are creating XML files.

You can open these XML files using a notepad application. Find the sex data element and replace the 'm' or 'f' with the appropriate numerical value.

Details on the appropriate alpha numeric values below:

Data Element Name: *Sex*

For January 1 through June 30, 2023 encounter dates, refer to Specifications Manual v16.0.

Collected For: All records

Definition: The patient's documented sexual orientation and/or gender identity.

Suggested Data Collection Question: What is the patient's sexual orientation and/or gender identity?

Format:
Length: 1
Type: Alphanumeric
Occurs: 1- 6
Allowable Values:
     Select all that apply:
     1 = Male
     2 = Assigned/Designated Male at Birth
     3 = Female
     4 = Assigned/Designated Female at Birth
     5 = LGBTQ
     6 = Unknown

Notes for Abstraction:
- Select any of the values that are applicable. The data element and values encompass both the patient's current gender identity and one assigned at birth.
- Consider the sex to be unable to be determined and select "Unknown" if the patient refuses to provide their sexual orientation and/or gender identity. If "Unknown" is selected, then no other value should be selected.

This information is from the manuals found in the links below the Outpatient Specifications Manual Version 16.0b - Encounters 01/01/23 to 12/31/23 (page 51)
https://qualitynet.cms.gov/outpatient/specifications-manuals#tab3

https://qualitynet.cms.gov/files/64e38a0b2292b9001c243d56?filename=2b_DataElements_v16.0b.pdf

QualityNet Assistance:

These are errors QualityNet and CMS identified after the deployment of version 1.23.0. This is an issue regarding CART hardware and functionality. Due to this, we recommend connecting with QualityNet to assess hospitals' unique installation and IT barriers regarding this fix. QualityNet is triaging technical assistance regarding 1.23.0 setup. Hospitals can schedule a call with the CCSQ Support Center and include hospital quality, abstraction, and IT personnel to discuss abstraction error messages.

CCSQ Support Center:

E-mail: qnetsupport@cms.hhs.gov- Opens in new browser tab
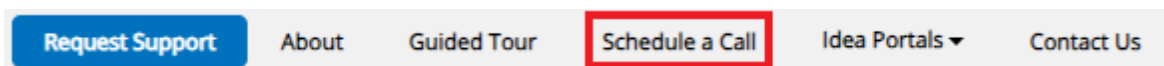Phone: (866) 288-8912*
TTY: (877) 715-6222
8 am - 8 pm ET, Monday - Friday
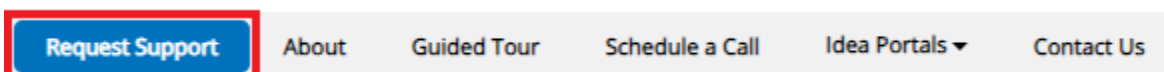
Did you know:

There are now a variety of methods to contact the CCSQ Service Center:

You can schedule a call with a Service Center Representative at a time that best works for you. Just go to the CCSQ Support Central CCSQ Support Central page and click on Schedule a Call.

CCSQ Support Central

You can also submit a ticket for support by clicking on Request Support.

- **Live Chat: CCSQ Support Central Chat and Resource Line (CARL)**

  The Support Central Chat feature, CARL, is another option to use for assistance. To contact the Service Center via Chat, you will need to go to the CCSQ Support Central page and click on the Chat icon in the lower right area: