

Assisted Living Community (ALC)

# Onboarding to The Joint Commission Direct Data Submission Platform

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February 23, 2023


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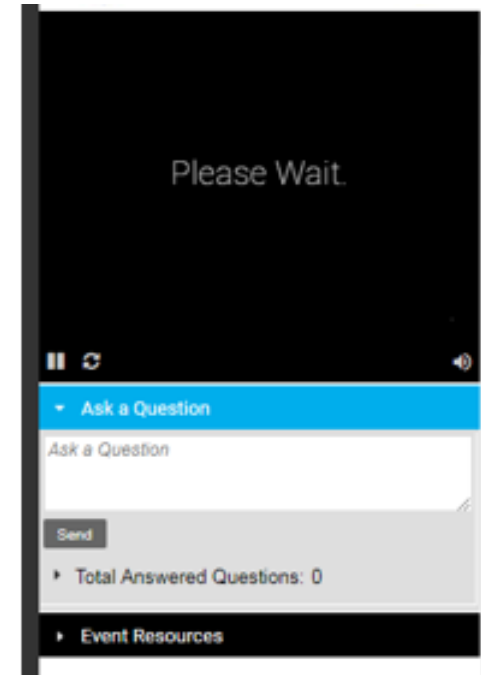


If you are still experiencing issues, please use the question mark icon to view more audio troubleshooting suggestions



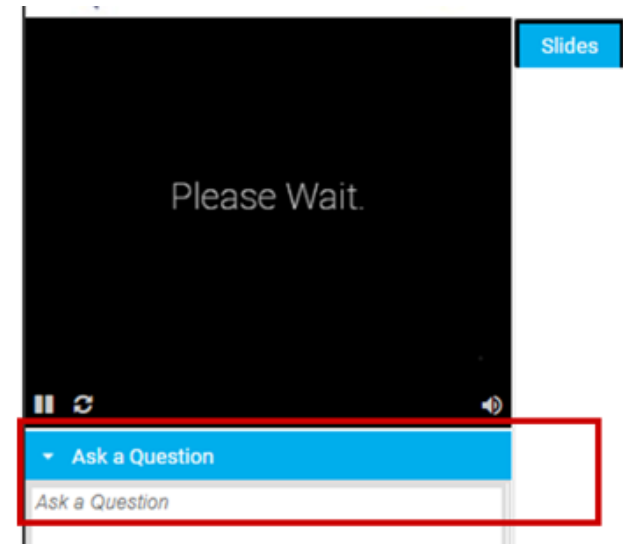
# Slides are available now!

- To access the slides, see the Event Resources Pane
- Select the slides for today's session
- A new window will open where you can download, save, or print the PDFs



# Housekeeping Information

- Visit any links or resources provided in the slides
- Recording and slides will be available via the same link used to join the live session 2 hours after the session concludes.
- Please share the recording with your colleagues
- Submit questions through the “Ask a Question” pane



# Topics covered in this webinar:

- Onboarding to the Direct Data Submission Platform (DDSP)
- Multi-Factor Authentication (MFA)
- Platform Modules
- ALC Data Abstraction
- ORYX Data Submission Requirements- and Timeline
- Specifications Manual
- Data Entry into the Chart Abstracted Module on the DDSP
- Q & A
- ALC Education and Resources

# Direct Data Submission Platform (DDSP): Onboarding

# DDSP Resources: Platform Demo Videos

**Platform demo videos** covering many of the topics in this webinar are available via the [Education](#) section of the DDSP “Need Help?” button and included in the table below for your convenience:

TOPIC	Duration
<a href="#">Multi-Factor Authentication (MFA)</a>	7:47 minutes
<a href="#">DDSP Onboarding</a>	8:43 minutes
<a href="#">DDS Platform Overview</a>	19:11 minutes
<a href="#">Chart-Abstracted Measures Submission</a>	13:55 minutes



# Platform Onboarding: Invitations

## Platform invitations will be sent to Signatory Authorities in February

- ALC's provided Signatory Authority information via e-mail
  - If an organization did not indicate a Signatory, the invite will be sent to the ORYX contact indicated in Joint Commission Connect
- The Signatory Authority signs the Supplemental Use agreements for the platform on behalf of the facility.
- The initial invitation to the platform will be send to the Signatory Authority in February.
- If staff expected but did not receive an invitation:
  - They should identify who the Signatory Authority is
  - Check junk/spam/clutter e-mail
  - Verify with their internal IT department the invitation is not blocked by security/firewall systems.

# Platform Onboarding: Invitations

**Platform invitations** are sent via an automated **unmonitored** email account: [ddsp-manager@jointcommission.org](mailto:ddsp-manager@jointcommission.org)

**NOTE:** Any email sent to the *ddsp-manager* address will not be answered.

Dear Leslie Lee:

Congratulations, your access to the Joint Commission's Direct Data Submission Platform (DDSP) has been approved for Your Organization Name HCO (999999730) as the organization's Signature Authority.

During login, you will agree to and accept the HCO's Supplemental Terms of Use Agreement. This Agreement must be signed before your organization can access the DDSP.

Your login via username [YourUsername@ALC.org](mailto:YourUsername@ALC.org) has the following permissions for this HCO:

- Signature Authority - Yes
- Security Administrator - Yes
- Chart Abstracted Data Entry - Full
- Data Submission - Full

Once the login process is completed, you may invite other staff and / or modify your own permissions.

Note: There must be a Security Administrator for this HCO.

You can access the DDSP now at <https://ddsp.jointcommission.org/HCO/Invitation/AcceptInvitation/abc123d94e-56ff-7a11-a300-5be4cfaa1c2b>

If this is the first time you are logging in, you will create your password. Please choose a password with at least 8 characters including at least one uppercase letter, one lower-case letter, one numeral, and one special character.

Click on the link in the Invitation email to initially access the platform

For assistance outside the platform, email [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org) and include your HCO ID # in the subject line.

# Platform Onboarding: Invitations

**Users logging in** to the DDSP via the invitation will:

1. Create a password.
2. Check the “Accept Invitation” box
3. Click the “Accept Invitation” button
4. Then set up Multi-Factor Authentication (MFA) in the next screen

The screenshot shows a web form titled "The Joint Commission" with a header logo. The main content area contains the following elements:

- A message: "You have been invited to the following HCO as a Signature Authority. After accepting the invitation, you will need to sign the HCO Agreement."
- A table with HCO details:

HCO ID:	999999730
HCO Name:	General Hospital Mock HCO
Location:	Oakbrook Terrace, IL
- An email address display box showing "TJCTestingDDSPonboardingin.vite@gmail.com".
- A list of password requirements:
  - Minimum length of eight characters.
  - At least 1 uppercase letter (A-Z)
  - At least 1 lowercase letter (a-z)
  - At least 1 number (0-9)
  - At least 1 special character
- A "Password" input field with a red arrow labeled "1" pointing to it.
- A "Confirm password" input field.
- An "Accept Invitation" checkbox with a red arrow labeled "2" pointing to it.
- A blue "Accept Invitation" button with a red arrow labeled "3" pointing to it.
- A "Cancel" link in the bottom right corner.

# Platform: Multi-Factor Authentication (MFA)

**Multi-Factor Authentication** (MFA) is a separate third-party application that adds another level of security and is required to access the DDSP:

- Please review the guidance documentation on supported MFA tools here: <https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/24707087/>
- We *strongly encourage* organizations to work with their internal IT staff to install and understand the use of MFA applications.
- If one MFA application does not work well for you, we encourage trying a different one, such as Authy for Desktop, which does not require the use of a cell phone or scanning a QR code.
- Users can email [hcooryx@jointcommission.org](mailto:hcooryx@jointcommission.org) if they need their MFA reset.

# Platform: Multi-Factor Authentication (MFA)

**The MFA Help content** covers three options for authenticator applications:

- Organizations may choose other authenticators they prefer
- HCO's IT team may have a different preferred/approved MFA



# Platform: Multi-Factor Authentication (MFA)

**Common issues with setting up MFA:** When initially setting up the DDSP, open the DDSP AND the authenticator application at the same time .

- Create an account specific to the DDSP and select that account

The image shows two side-by-side screenshots. The left screenshot is of the Twilio Authy desktop application. It has a title bar 'Twilio Authy' and a menu bar 'Authy Desktop Edit Window Help'. Below is a search bar and a list of accounts: 'HCO ORYX' and 'PROD DDSP'. The 'PROD DDSP' account is highlighted with a red rectangle. A large black arrow points from this rectangle towards the right screenshot. The right screenshot is of the 'DDSP' 'Multi-Factor Authentication Registration' screen. It shows a progress bar with three steps: 1. Multi Factor Authentication (active), 2. Registration & Verification, and 3. Multi-factor authentication activated. The first step contains text explaining that two-factor authentication is required and lists recommended authenticator apps: Google Authenticator, Microsoft Authenticator, and Authy. At the bottom of the first step are 'Continue' and 'Cancel' buttons.

**Note:**  
This example  
uses tool  
"Authy" MFA  
authenticator

# Platform: Multi-Factor Authentication (MFA)

**Initial registration of an MFA on the DDSP: open the MFA application and the DDSP at the same time**

### DDSP

Direct Data Submission Platform (DDSP)


#### Multi-Factor Authentication Registration

- Multi-factor Authentication
- Registration & Verification
- Multi-factor authentication activated

Scan the image below with the Multi-Factor Authentication app on your phone.

If you can't use a QR code, enter this text code instead:

vox7f in5m rspr mwqc rmv3 gmbu opsb tliz



Once you have scanned the QR code or input the key above, your Multi-Factor Authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification Code

Verify

Cancel

### Authenticator

Twilio Authy

Authy Desktop Edit Window Help

← Add Account

You can add Authenticator accounts such as Gmail, Facebook, Dropbox and many more using Twilio Authy. For the time being it is not possible to scan QR codes, but you can add accounts by entering the code provided by the service in which you want to enable 2FA.

Enter Code given by the website

sw3g lkzc rt2d prwo as3k uysd wisd

Add Account

Tokens Requests Settings

# Platform: Multi-Factor Authentication (MFA)

**Subsequent log in to the DDSP** using the unique code - *open the MFA application and the DDSP :*





## Platform: Multi-Factor Authentication (MFA)

### Going forward, Multi-Factor Authentication (MFA) may need to be reset if you:

- change your mobile phone
- change your mobile phone number
- change computers
- Please email [hcooryx@jointcommission.org](mailto:hcooryx@jointcommission.org) if your MFA needs to be reset

# DDSP: Additional Information

# Platform: How is the platform accessed?

After a user has accepted the email invitation to initially access the platform, going forward, they log in to the DDSP via the Joint Commission [Website](#) “Login” button.

**Tip:** Bookmark / add DDSP site [ddsp.jointcommission.org](https://ddsp.jointcommission.org) to “favorites”

The screenshot shows the Joint Commission website's login page. The browser address bar displays [jointcommission.org/login/](https://jointcommission.org/login/), which is highlighted with a red box. A yellow arrow points from the text "Add to favorites" to the star icon in the browser's address bar. The website header includes the Joint Commission logo, a search bar, and a "Login" button, which is also highlighted with a red box. The main navigation menu includes links for Accreditation & Certification, Standards, Measurement, Performance Improvement, Resources, and About Us. The "Login" section is titled "Login" and instructs users to "Select the login link below for the resource you desire to access." There are three main login options: "Joint Commission Connect®", "JCR® Store", and "Joint Commission Direct Data Submission Platform (DDSP)". The "Joint Commission Connect®" option includes links for "Joint Commission Connect", "Request guest access", "Forgot password", and "Login help". The "JCR® Store" option includes links for "Store", "Create an account", and "Contact the store". The "Joint Commission Direct Data Submission Platform (DDSP)" option includes a link for "Direct Data Submission Platform", which is highlighted with a red box. A yellow arrow points from the text "Add to favorites" to the star icon in the browser's address bar.

# Platform: Forgot Password

If you have previously accessed the new DDSP but forgot your password, select “*Forgot Password*” and follow the prompts.

**Note:** For security purposes, the reset link emailed to you is **only valid for 30 minutes** so should be acted upon promptly.

DDSP Login

Email Address

Password

[Log In](#)

☐ Remember me?

Help Center

[Forgot Password](#)

[Login Help](#)

[FAQ](#)

## Direct Data Submission Platform (DDSP) Login

This is a secure application intended only for Joint Commission accredited organizations with [ORYX Requirements](#) to submit performance measurement data.

Note: Certification performance measurement data is submitted within the Certification Measurement Information Process (CMIP) application within [JC Connect](#).

If you experience difficulties logging in to the DDSP, please review the Login Help in the Help Center (on this page); if, after reviewing, you continue to have difficulty logging in, please contact [HCOOryx@jointcommission.org](mailto:HCOOryx@jointcommission.org). In the subject line of your email, include your HCO ID and "DDSP Login Issue".

# Platform: Forgot Password

**TIP:** Some organizations internal IT security may modify embedded links to prevent users from inadvertently clicking on unknown sites.

- You can “hover” your mouse over the embedded link in the invite or password reset emails to see if the text matches.
- In cases where your IT security has modified the link, users can instead copy & paste the text from your email into your web browser.

Dear Your Name:

You recently requested to reset the password for your account on the Direct Data Submission Platform (DDSP).

Please follow the link to reset your password. This link is only valid for 24 hours.

<https://ddsp.jointcommission.org/identity/account/resetpassword?code=Q2ZESjhLbWdEM0ZKN2JKUGk5ZjhtMEhNYkVjWNVr0tnv2t0ZlxlME5iV3Bpd1pwdjgzYzhxeghCWS9oYjJMqM1Fd3Q1bXVDWUMzSXhuQ2d0WVlrQXRaSmhRe>

Username: [your.name@hospital.org](mailto:your.name@hospital.org)

Email: [your.name@hospital.org](mailto:your.name@hospital.org)

If you did not request a password reset, please ignore this email. If you need additional assistance, please contact the ORYX Help Desk at (630) 792-5085 or email [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org)

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, distribution, or use of this information by anyone other than the intended recipient is strictly prohibited.

# Platform Navigation

# DDSP Navigation: Home Page

Upon logging in to the DDSP, you will see the Home Page:

The screenshot shows the DDSP Home Page interface. At the top, the header includes 'The Joint Commission' logo, 'Your Organization Name (999999813)' with 'Oakbrook Terrace, IL' and a 'Mock HCO' button, and a welcome message 'Welcome HCO Oryx' with 'Last Log In: 02/17/2023 2:44 PM'. The main navigation bar features a 'Home' button (highlighted with a red box), 'Direct Data Submission Platform (DDSP)', a 'Switch HCO' button, a 'Submission Period' dropdown set to '2022', a 'Need Help?' button (highlighted with a red box), and a 'Logout' button. A left sidebar menu is also visible, with items: 'Invite & Manage Users', 'HCO Characteristics', 'eCQM Submission', 'Chart-Abstracted Measure Submission', and 'User Settings'. This sidebar is enclosed in a red rounded rectangle, and an orange arrow points from the text 'Navigate to areas within the platform' to it. The main content area is divided into three sections: 'Your Organization Name (999999813)' with 'Chart Abstracted Status: 1Q2022 Not Started' and 'eCQM Status: eCQM Module Disabled'; 'Chart-Abstracted Measure Submission Status' showing a submission deadline of '6-14-2023 11:59 PM' and a list of items with status indicators (0, 0, 2, 1, 0) and 'Open' buttons; and 'Important Updates' (highlighted with a red box) containing links for 'DDSP Is Open for CY2022 Data Submission' and 'DDSP CAM and eCQM Known Issues List - Updated 2/16/2023'. Below this is an 'Outstanding Tasks' section stating 'There are no Outstanding Tasks.'

Navigate to  
areas within  
the platform

# DDSP Navigation: Invite & Manage Users

When selecting 'Invite and Manage Users' from the menu, the 'User' page opens and provides the ability to:

- Invite new users by sending invitations
- Review list of current users and their associated permissions
- Manage and Edit permissions for existing users

The screenshot displays the 'Users for HCO - Your Organization Name HCO (12345)' page. The left sidebar menu has 'Invite & Manage Users' highlighted. The main content area includes a search bar and a table of users.

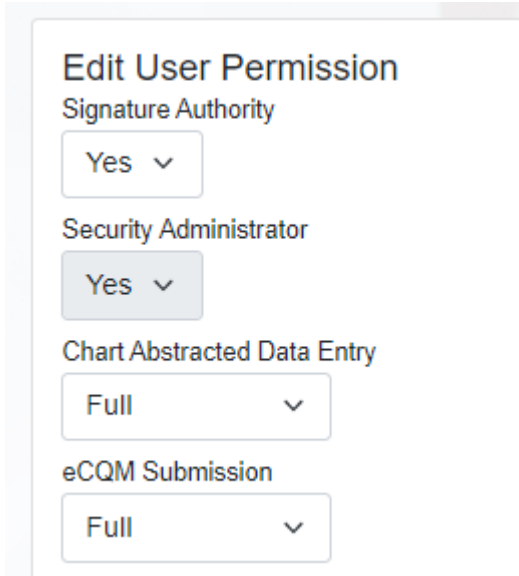
Name	Email	Signature Authority	Security Administrator	Chart Abstracted Data Entry	eCQM Submission	Status
Lee Quality	Lee.Quality@HCO.com	Yes	Yes	Full	Full (no restrictions)	Active <a href="#">Manage User</a>
Pat CEO	Pat.CEO@HCO.com	No	No	ViewOnly	ViewOnly	Inactive <a href="#">Manage User</a>



# DDSP Navigation: Invite & Manage Users

## User Permission Definitions:

- **Signatory Authority:** The purpose of the signatory is to sign off on Supplemental Terms agreement for the platform on behalf of all users for your facility. **If you are designated as a signatory authority for your facility, this setting should not be transferred to another user.**
- **Security Administrator:** A Security Administrator can access and modify all areas of the platform on behalf of a facility. A facility may have more than one Security Administrator. They can invite and manage other users and set permissions for all users on the platform.
- Once on the platform, a Signatory Authority may (and is often likely to) designate other facility staff as Security Administrator(s).



The screenshot shows a web form titled "Edit User Permission". It contains four sections, each with a label and a dropdown menu:

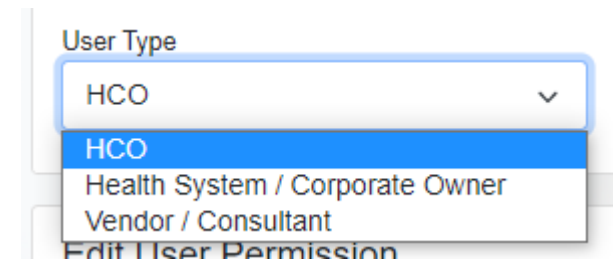
- Signature Authority:** A dropdown menu with "Yes" selected.
- Security Administrator:** A dropdown menu with "Yes" selected.
- Chart Abstracted Data Entry:** A dropdown menu with "Full" selected.
- eCQM Submission:** A dropdown menu with "Full" selected.

# DDSP Navigation: Invite & Manage Users

## User Type Definitions:

This setting is primarily used by Joint Commission staff to determine types of users on the platform. It has no impact on what users of the platform have access to or can see within the platform.

- **HCO:** Individual user within facility, such as Quality, Analyst, Informatics, Information Systems staff
- **Health System / Corporate Owner:** Often acts as a single point source / liaison on behalf of multiple facilities or large healthcare systems
- **Vendor / Consultant:** Organizations should apply this designation to any third-party outside the facility providing support



# DDSP Navigation: HCO Characteristics

When selecting “HCO Characteristics” from the menu, there are four available tabs:

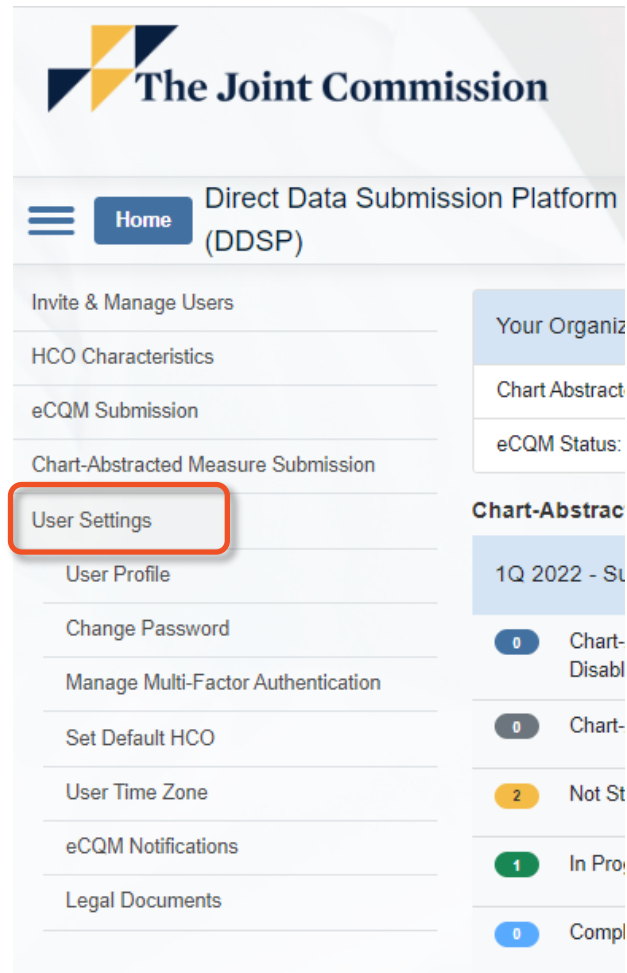
- Organization Information
- eAPP data (information pulled from Joint Commission Connect)
- Organization Requirements
- Extenuating Circumstances (timeframe/history of any requests)

The screenshot shows the DDSP interface. The top header includes 'The Joint Commission' logo and 'Your Organization Name (999999813) Oakbrook Terrace, IL' with a 'Mock HCO' button. The main navigation bar has 'Home', 'Direct Data Submission Platform (DDSP)', and 'Switch HCO'. The left sidebar menu includes 'Invite & Manage Users', 'HCO Characteristics' (highlighted with a red box), 'eCQM Submission', 'Chart-Abstracted Measure Submission', and 'User Settings'. The main content area is titled 'HCO Characteristics' and features four tabs: 'Organization Information' (highlighted with a red box), 'EApp Data', 'Organization Requirements', and 'Extenuating Circumstances'. Below the tabs, the 'HCO ID' is displayed as '999999813' and the 'Organization Legal Business Name' is 'Your Organization Name'.

# Platform: User Settings

When selecting “User Settings” from the menu, you can view/manage your profile and preferences on the DDSP, including:

- Setting a default HCO if you have access to multiple facilities
- Setting your time zone



# Platform: Multi HCO / Switch

**Users with access to multiple organizations** should always check the Header of the page to ensure they are “active” for the correct organization. Select the “Switch HCO” button to navigate to a different HCO.

- If there’s no “Switch” button, you only have access to the organization that appears in the Header.
- If you should have access to another organization, contact a Security Admin at the facility you need access to, and request they send you an invitation.

The screenshot shows the DDSP interface. At the top right, the header displays 'Your Organization Name (999999813)' and 'Oakbrook Terrace, IL' with a 'Mock HCO' label. Below this, a 'Switch HCO' button is highlighted. The main content area shows a sidebar with 'Home' and a list of links: 'Invite & Manage Users', 'HCO Characteristics', 'eCQM Submission', and 'Chart-Abstracted Measure Submission'. The main panel displays 'Your Organization Name (999999813)', 'Chart Abstracted Status: 1Q2022 Not Started', and 'eCQM Status: eCQM Module Disabled'.

Below the main panel, a 'Switch HCO' modal is shown. It has a search bar and a table of organizations:

HCO ID	HCO Name	Location	
999999706	Mock HCO That Other Organization Name	Oakbrook Terrace, IL	Switch
999999812	Mock HCO Your Other Organization Name	Oakbrook Terrace, IL	Switch
999999813	Mock HCO Your Organization Name	Oakbrook Terrace, IL	Switch

# Education & Resources: “Need Help?”

- **The “Need Help?” button** provides access to resources on a variety of topics that answer many of the common platform related issues and questions. Additional resources will be added as new functionality is added.
  - If you are unable to find help content to address your question or issue, please create a support ticket.

Help & Resources ×

DDS Platform (DDSP) eQMs Chart-Abstracted Measures Learning & Resources

[How To's](#)  
[Invite and Manage Users](#)  
  
[Hospital Characteristics and Requesting Changes](#)  
  
[Education: Webinar & Office Hours Archive](#)  
  
[Multi-Factor Authentication](#)

[Learn About Platform Navigation](#)  
  
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[+ Create Support Ticket](#)

[View All Support Tickets](#)

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# ALC Measures

## Data Collection & Data Entry

# Assisted Living Community (ALC) Measures

## ALC ORYX DATA SUBMISSION REQUIREMENTS

### REQUIRED CHART-ABSTRACTED MEASURES

Measure	Measure Short Name	Measure Data Source
ALC-01	Off-Label Antipsychotic Drug Use	Chart-Abstracted
ALC-02	Resident Falls	Chart-Abstracted
ALC-03	Resident Preferences and Goals of Care	Chart-Abstracted
ALC-04	Advanced Care Plan/ Surrogate Decision Maker	Chart-Abstracted
ALC-05	Staff Stability	Chart-Abstracted

### Additional Information

#### General:

- Although reporting for Assisted Living Communities (ALCs) is optional for CY2022 and CY2023, organizations should accept the initial platform invitation and complete the onboarding process.
- For CY2022 and/or CY2023, organizations may elect to submit no measure data, some measure data, or all measure data.
- Reporting on all measures for all four quarters is required CY2024, effective 1/1/2024.
- Chart-abstracted data will be due quarterly (3 months after the end of the quarter), reporting monthly, aggregate data points for each quarter.
- All organizations with reporting requirements must submit their data via the Direct Data Submission Platform (DDSP), accessed via The Joint Commission website after initial onboarding: <https://www.jointcommission.org/login/>
- Organizations that have not used the DDSP to submit data, or have not been onboarded previously will need to request to be onboarded via email to [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org)

#### Extenuating Circumstances:

- HCOs requesting extenuating circumstance for chart-abstracted measures must submit an Extenuating Circumstance Request (ECR) form prior to the deadline of the respective quarter's data submission deadline.
- HCOs must submit a new ECR form for any subsequent years and in no case may an HCO be granted an exception for more than five consecutive years.
- Organizations request ECR forms via email to: [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org)

#### Resources

- Joint Commission Website - Measurement: <https://www.jointcommission.org/measurement/measures/assisted-living-community-measures/>
- Joint Commission Measure Specifications: <https://www.jointcommission.org/measurement/specification-manuals>
- Joint Commission Measure Data Submission Timeline: <https://www.jointcommission.org/measurement/resources>
- Joint Commission FAQs for ALCs: <https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/79331329>



# Process Steps

## 5 Steps for ALC Abstraction and submission

1. Determine the quarter of data you are planning to submit
2. Refer to the associated Specification Manual
3. Collect the denominator
4. Collect data for the measure in the numerator population
5. Enter data into DDSP

# Process Walk Through With Example Measure

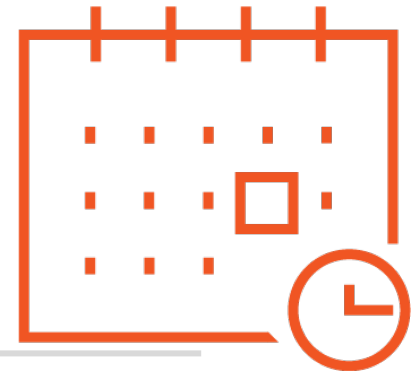
ALC-01: Off-Label  
Antipsychotic Drug Use

## Step 1:

**Determine the quarter of data** you are planning to submit:

- Quarter 1, 2, 3, or 4 for 20xx year
- Data is optional for CY2022/CY2023: any or all 4 quarters may be submitted
- Data is required for CY2024: all 4 quarters must be submitted
- For Reporting Requirements see the [Measurement](#) section of the external Joint Commission website:

<https://www.jointcommission.org/measurement/accreditation---alc/>



## Step 2:

# Refer to the associated Specification Manual Chart-Abstracted Manual Link Web Location

### ORYX Performance Measurement Reporting

Information about ORYX® reporting requirement for the Assisted Living Community (ALC) Accreditation Program.



Measurement	
Measures	+
Specifications Manuals	+
Reporting	+
Pioneers in Quality	+
Resources	
ORYX FAQs	
Quality Measurement Webinars & Videos	+
Assisted Living Community (ALC)	

### Facts about ORYX for ALC Program

- The Joint Commission's ORYX initiative integrates performance measurement data into the accreditation process.
- ORYX measurement requirements support Joint Commission-accredited organizations in their quality improvement efforts.

The following sections provide the ORYX reporting requirements for the respective year and links to important resources and supporting material.

#### 2023 ORYX Reporting Requirements for ALC Program

+

#### Key Communications

+

#### Resources

+

#### Specifications

-

Measure specifications are detailed in the Specifications Manual which is accessible on The Joint Commission's website under the Specifications Manuals/Chart Abstracted Measures page.

[Joint Commission Specifications Manuals](#)

## Step 2 (continued):

Refer to the  
associated  
[Specification](#)

Manual

Chart-Abstracted  
Manual Link  
Web Location

<https://manual.jointcommission.org/Home/WebHome>

## Chart Abstracted Measure Specifications

? Have a question?

Hospitals and Outpatient Centers

Assisted Living Community

Health Care Staffing

Q3/Q4 2023 - Version 2023B <small>NEW</small>	Applicable 07-01-23 (3Q23) through 12-31-2023 (4Q23) <small>Future</small>	+
Q1/Q2 2023 - Version 2023A	Applicable 01-01-23 (1Q23) through 06-30-23 (2Q23) <small>Current</small>	+
Q3/Q4 2022 - Version 2022B	Applicable 07-01-22 (3Q22) through 12-31-22 (4Q22) <small>Recent Past</small>	+
Q3 2021 - Version 2021B	Applicable October 2021 through June 30, 2022 <small>Recent Past</small>	+

### Additional Documentation

Assisted Living Community (ALC) Certification Program Performance Measure Abstraction Template:

[ALC Abstraction Template](#)

Data Entry Guide for Chart-Abstracted Measures:

This guide describes the aggregate data requirements for Assisted Living Communities (ALC) submitting chart-abstracted measure data the Direct Data Submission Platform. The guide is available under the "Guide for Data Entry" section of the [Chart Abstracted Measures page](#) on The Joint Commission Website.

## Step 2 (continued):

### Refer to the associated Specification

Manual

Chart-Abstracted  
Manual Link Web  
Location

<https://manual.jointcommission.org/Home/WebHome>

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Release Notes:  
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Version 2023B

#### Assisted Living Community Measures

ENHANCED BY Google



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#### Measure Sets

##### Section 1: Measure Information Forms

- [Assisted Living Community \(ALC\)](#)
  - [ALC-1](#)
  - [ALC-2](#)
  - [ALC-3](#)
  - [ALC-4](#)
  - [ALC-5](#)

##### Section 2: Data Dictionary

- [Introduction to the Data Dictionary](#)
- [Alphabetical List of Data Elements](#)

##### Section 3: Overview of Measure Information Form and Flowchart Formats

- [Overview of Measure Information Form and Flowchart Formats](#)

# Step 3:

**Collect denominator:**  
ALC-01 Gather a list of ALL Residents on the last day of the month

**Denominator Statement:** Number of residents who resided in the community on the last day of the month.

**Included Populations:** Not applicable

**Excluded Populations:** Not applicable

**Data Elements:**

- Assisted Living Community Resident



**Name:** Assisted Living Community Resident

**Collected For:** ALC-01, ALC-02

**Definition:** Resident of an assisted living community.

**Question:** Number of residents who were a resident of the community on the last day of the month?

**Format:**

Length: 3

Type: Numeric

Occurs: 1

**Allowable Values:** Number 0-199 or UTD

## Step 3:

### Collect denominator:

ALC-01 Gather a list of ALL Residents on the last day of the month

- The initial population = the denominator
- Add the number of residents and put the count in the total population and denominator fields

*	Initial Populations (Initial Populations = Denominators)	Initial Populations (Initial Populations = Denominators)	Measures	Measures	Measures	Measures
Counts	Total Residents	New Residents	<a href="#">ALC-01 Off-Label Antipsychotic Drug Use</a>	<a href="#">ALC-02 Resident Falls</a>	<a href="#">ALC-03 Resident Preferences and Goals of</a>	<a href="#">ALC-04 Advanced Care Plan/ Surrogate Decision Maker</a>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Total Population			*	*	*	*
Denominator			*	*	*	*
Numerator	*	*				
* These cells intentionally left blank.						



# Step 4:

## Collect numerator: Collect data for the measure in the numerator population

**Numerator Statement:** Number of residents with an off-label antipsychotic drug prescribed

**Included Populations:** Not applicable

**Excluded Populations:** Not applicable

**Data Elements:**

- Off-Label Antipsychotic Drug Prescribed

**Name:** Off-Label Antipsychotic Drug Prescribed

**Collected For:** ALC-01

**Definition:** Off-label use of antipsychotic drugs.

**Question:** Has the resident been prescribed an antipsychotic for off-label use?

**Format:**

Length: 1

Type: Alphanumeric

Occurs: 1

**Allowable Values:**

Y (Yes) The resident been prescribed an antipsychotic for off-label use.

N (No) The resident has not been prescribed an antipsychotic listed for off-label use.

**Notes for Abstraction:**

- FDA Approved Uses for antipsychotics are listed in the table below. Select yes when the resident is prescribed an antipsychotic for purposes other than those described in the table below.
  - Select yes if the antipsychotic is prescribed as a PRN.
  - Example: resident given haldol for aggressive behavior, select 'Yes'.

**Antipsychotics Table**

Conventional Antipsychotics (Generic Name)	FDA Approved Uses
Haldol (Haloperidol)	Schizophrenia, Tourette's Disorder

## Step 4 (continued):

### Collect data for the measure in the numerator population:

- Numerator Data Element "Off-Label Antipsychotic Drug Prescribed" - Has the resident been prescribed an antipsychotic for off-label use?
- Add the number of residents for which you answered yes and put it in the Numerator field

*	Initial Populations (Initial Populations = Denominators)	Initial Populations (Initial Populations = Denominators)	Measures	Measures	Measures	Measures
Counts	Total Residents	New Residents	<a href="#">ALC-01 Off-Label Antipsychotic Drug Use</a>	<a href="#">ALC-02 Resident Falls</a>	<a href="#">ALC-03 Resident Preferences and Goals of</a>	<a href="#">ALC-04 Advanced Care Plan/ Surrogate Decision Maker</a>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Total Population			*	*	*	*
Denominator			*	*	*	*
Numerator	*	*				
* These cells intentionally left blank.						

# Step 5:

## Enter Data into DDSP:

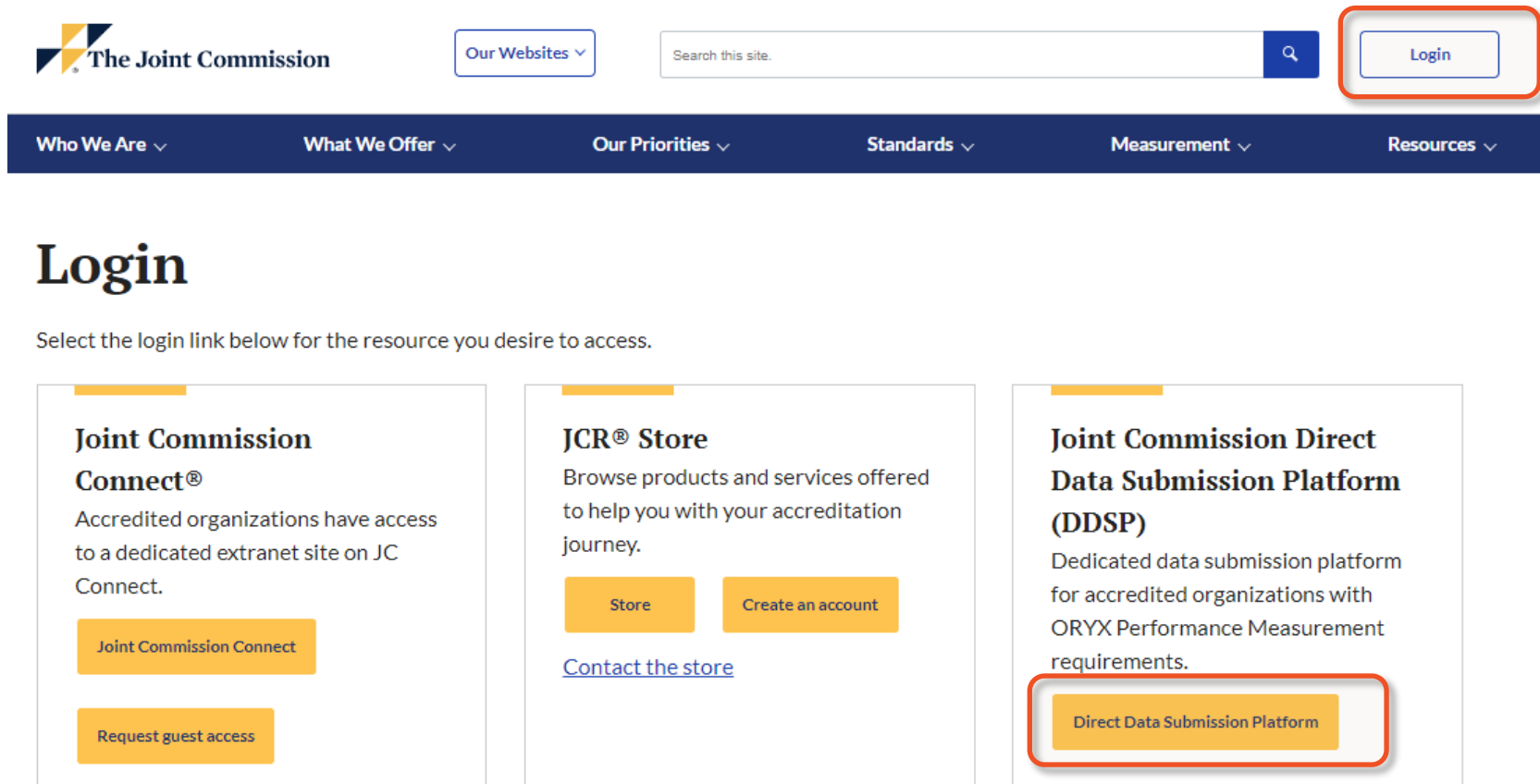
**Example:** You abstract cases for the month of January. On January 31<sup>st</sup> there are 10 residents living at the assisted living community. Your denominator will be 10. When you look back through the 10 resident's records, there were 2 residents that were prescribed an antipsychotic for off-label use. Your numerator will be 2.

**You enter in DDSP:**  
Denominator = 10;  
Numerator = 2

*	Initial Populations (Initial Populations = Denominators)	Initial Populations (Initial Populations = Denominators)	Measures	Measures	Measures	Measures
Counts	Total Residents	New Residents	<a href="#">ALC-01 Off-Label Antipsychotic Drug Use</a>	<a href="#">ALC-02 Resident Falls</a>	<a href="#">ALC-03 Resident Preferences and Goals of</a>	<a href="#">ALC-04 Advanced Care Plan/ Surrogate Decision Maker</a>
1	a			x		
2	b	x			x	x
3	c		x			
4	d					
5	e					
6	f	x	x		x	
7	g					
8	h	x			x	x
9	i					
10	j					
Total Population	10	3	*	*	*	*
Denominator	10	3	*	*	*	*
Numerator	*	*	2	1	3	2
* These cells intentionally left blank.						

## Step 5 (continued):

### Login to DDSP from [The Joint Commission website](#):



The screenshot shows the top navigation bar of The Joint Commission website. The 'Login' button is highlighted with a red box. Below the navigation bar, the 'Login' section is titled. A message states: 'Select the login link below for the resource you desire to access.' Three options are presented in cards:

- Joint Commission Connect®**: Accredited organizations have access to a dedicated extranet site on JC Connect. Buttons: 'Joint Commission Connect', 'Request guest access'.
- JCR® Store**: Browse products and services offered to help you with your accreditation journey. Buttons: 'Store', 'Create an account'. Link: '[Contact the store](#)'.
- Joint Commission Direct Data Submission Platform (DDSP)**: Dedicated data submission platform for accredited organizations with ORYX Performance Measurement requirements. Button: 'Direct Data Submission Platform' (highlighted with a red box).

# Step 5 (continued):

From home page select:  
Chart-Abstracted Measure Submission



**Your Organization Name** (999999813)  
Oakbrook Terrace, IL Mock HCO

Home

Direct Data Submission Platform (DDSP)

Switch HCO

Invite & Manage Users

HCO Characteristics

eCQM Submission

Chart-Abstracted Measure Submission

User Settings

HCO Characteristics

Organization Name  
**Your Organization Name**  
Oakbrook Terrace, IL

HCO ID  
**999999813**

Organization Information

EApp Data

Organization Requirements

Extenuating Circumstances

HCO ID

999999813

Organization Legal Business Name

Your Organization Name

## Step 5 (continued):

**In the Measure List page:** select the ‘Open’ button for the measure to open the measure form

**The Joint Commission** Your Organization Name (999999813) Welcome HCO Oryx  
Oakbrook Terrace, IL **Mock HCO** Last Log In 02/20/2023 11:28 AM

Home Direct Data Submission Platform (DDSP) Switch HCO Need Help? Logout

Chart-Abstracted Measure Submission

The entire calendar year must be submitted for each chart-abstracted measure. Data for seasonal measures (e.g., IMM-2) must be submitted for every quarter the measure is applicable. For mid-year changes in service line (e.g. obstetrical, ED, etc.) please notify The Joint Commission via Need Help? Ticket. The submission deadline for each quarter is below. [See ORYX Reporting for more information.](#)

Measure Year: 2022 ▾

Measure ID	Name	Q1 2022 <small>Closes 06-14-2023</small>	Q2 2022 <small>Closes 06-14-2023</small>	Q3 2022 <small>Closes 06-14-2023</small>	Q4 2022 <small>Closes 06-14-2023</small>	
ALC-01	Off-Label Antipsychotic Drug Use <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	<b>Open</b>
ALC-02	Resident Falls <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open
ALC-03	Resident Preferences and Goals of Care <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open
ALC-04	Advanced Care Plan/ Surrogate Decision Maker <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open
ALC-05	Staff Stability <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open

# Step 5 (continued):

## ALC-01 form opens

1. Measure Name & Details
2. Quarter Tab
3. Month of quarter
4. Select "Edit"
5. Enable

The screenshot shows the 'Chart-Abstracted Measure Submission' form for ALC-01 (Off-Label Antipsychotic Drug Use). The form is titled 'Chart-Abstracted Measure Submission' and includes a 'Return to Measure List' link and a dropdown for 'ALC-01'. The form is divided into several sections:

- Measure Details:** ALC-01, Off-Label Antipsychotic Drug Use. Details include: Direction Of Improvement: Decrease in the rate, Measure Type: Process, Data reported as: Proportion, Sub population: N/A. Stratifications: N/A.
- Quarter Tabs:** First Quarter 2022 (Closes 06-14-2023), Second Quarter 2022 (Closes 06-14-2023), Third Quarter 2022 (Closes 06-14-2023), Fourth Quarter 2022 (Closes 06-14-2023).
- Month Selection:** A dropdown menu for the month of the quarter, currently set to 'Jan'.
- Enable to submit data:** A toggle switch for each month, currently set to 'Off' for Jan, Feb, and Mar.
- Measure Fields:** Denominator, Zero Denominator Case Attestation, Numerator, and Observed Rate.
- Buttons:** 'Edit' (highlighted with a red box), 'Clear Data', and 'Click 'Submit' to Calculate' (three buttons).

Numbered callouts indicate the following steps:

1. Measure Name & Details
2. Quarter Tab
3. Month of quarter
4. Select "Edit"
5. Enable

## Step 5 (continued):

### Enter Collected Data, then Submit

6. Denominator

7. Numerator

8. Submit

First Quarter 2022  
Closes 06-14-2023

Second Quarter 2022  
Closes 06-14-2023

Third Quarter 2022  
Closes 06-14-2023

Fourth Quarter 2022  
Closes 06-14-2023

Last modification:

Jan Feb Mar

Enable to submit data ☒ ☒ ☒

Measure

Denominator

Zero Denominator Case Attestation ☐ ☒ ☐

Numerator

Observed Rate



# CAM: Zero Denominator cases

9. **Zero Denominator Cases:** Select the **Zero Denominator Case Attestation** check box if there are zero denominator cases for the measure and month (i.e when no residents are in the community for the month)

10. The **Clear Data** button clears the form and removes **ALL** data from the measure fields for one or more months. There is No Undo for '**Clear Data**'

The screenshot displays the CAM data submission interface. At the top, there are four tabs for the quarters of 2022: First Quarter 2022 (closes 06-14-2023), Second Quarter 2022 (closes 06-14-2023), Third Quarter 2022 (closes 06-14-2023), and Fourth Quarter 2022 (closes 06-14-2023). Below the tabs, it shows 'Last modification: Feb 20, 2023 2:36 PM'. The interface is organized by month (Jan, Feb, Mar) and includes toggle switches for 'Enable to submit data' for each month. A 'Measure' dropdown menu is present. The 'Denominator' field for January is set to '0', highlighted with a red box and a yellow callout '9'. The 'Zero Denominator Case Attestation' checkbox for January is checked, also highlighted with a red box and a yellow callout '10'. The 'Numerator' and 'Observed Rate' fields are empty. At the bottom, there are three buttons labeled 'Click 'Submit' to Calculate' for each month.

# CAM: Verifying Data is Submitted

## Effective 1QCY2024: all ALC measures are required

- When submitted, all quarters show “Complete”
- “Not started” or “In Progress” is not submitted
- Effective 1Q2024, all measures for all 4 quarters are required

Measure Year: 2022 ▾

Measure ID	Name	Q1 2022 <small>Closes 06-14-2023</small>	Q2 2022 <small>Closes 06-14-2023</small>	Q3 2022 <small>Closes 06-14-2023</small>	Q4 2022 <small>Closes 06-14-2023</small>	
ALC-01	Off-Label Antipsychotic Drug Use <i>(Required)</i>	Complete	Complete	Complete	Complete	Open
ALC-02	Resident Falls <i>(Required)</i>	In Progress	In Progress	In Progress	Not Started	Open
ALC-03	Resident Preferences and Goals of Care <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open
ALC-04	Advanced Care Plan/ Surrogate Decision Maker <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open
ALC-05	Staff Stability <i>(Required)</i>	Not Started	Not Started	Not Started	Not Started	Open

# CAM: Submission Status

## Home Page CAM Submission status:

1. The status of the active ALC is displayed under “status”
2. The Status for all ALCs the user has access to is displayed when clicking “Open” from the table below
3. The CAM Submission report for each ALC can be downloaded

**The Joint Commission**

Your Organization Name (999999813)  
Oakbrook Terrace, IL **Mock HCO**

Home Direct Data Submission Platform (DDSP) Switch HCO Submission Period: 2022

**Your Organization Name (999999813)** **1**

Chart Abstracted Status: 1Q2022 In Progress

eCQM Status: eCQM Module Disabled

**Chart-Abstracted Measure Submission Status**

1Q 2022 - Submission Deadline 6-14-2023 11:59 PM

0	Chart-Abstracted Module Disabled	Open
0	Chart-Abstracted ECR on file	Open
1	Not Started	Open
2	In Progress	Open
0	Complete	Open

**Important Updates**

DDSP CY2022 Known Issues - Updated 2 20

DDSP Is Open for CY2022 Data Submission

**Outstanding Tasks**

There are no Outstanding Tasks.

**2** **3**

# ALC Data Submission Timeline

# DDSP Timeline



The Joint Commission

## 2022-2023 ORYX® Performance Measurement Timeline

Updated: February 2023

### For Assisted Living Communities (ALCs)

#### Available Webinars

[ALC DDSP Onboarding](#) (Live February 23, 2023 & Recorded)

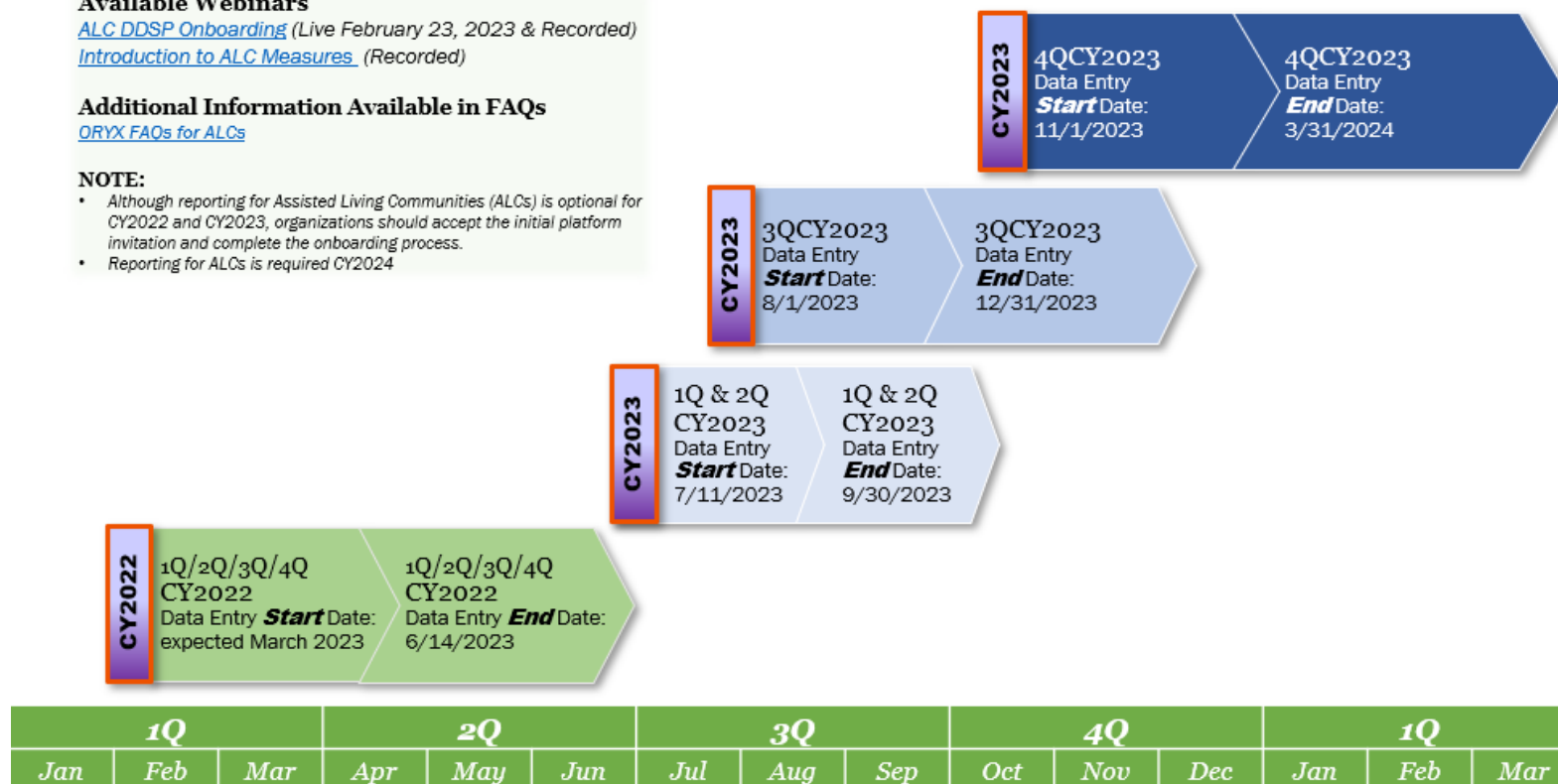
[Introduction to ALC Measures](#) (Recorded)

#### Additional Information Available in FAQs

[ORYX FAQs for ALCs](#)

#### NOTE:

- Although reporting for Assisted Living Communities (ALCs) is optional for CY2022 and CY2023, organizations should accept the initial platform invitation and complete the onboarding process.
- Reporting for ALCs is required CY2024



# ALC Data submission to DDSP

## Additional information:

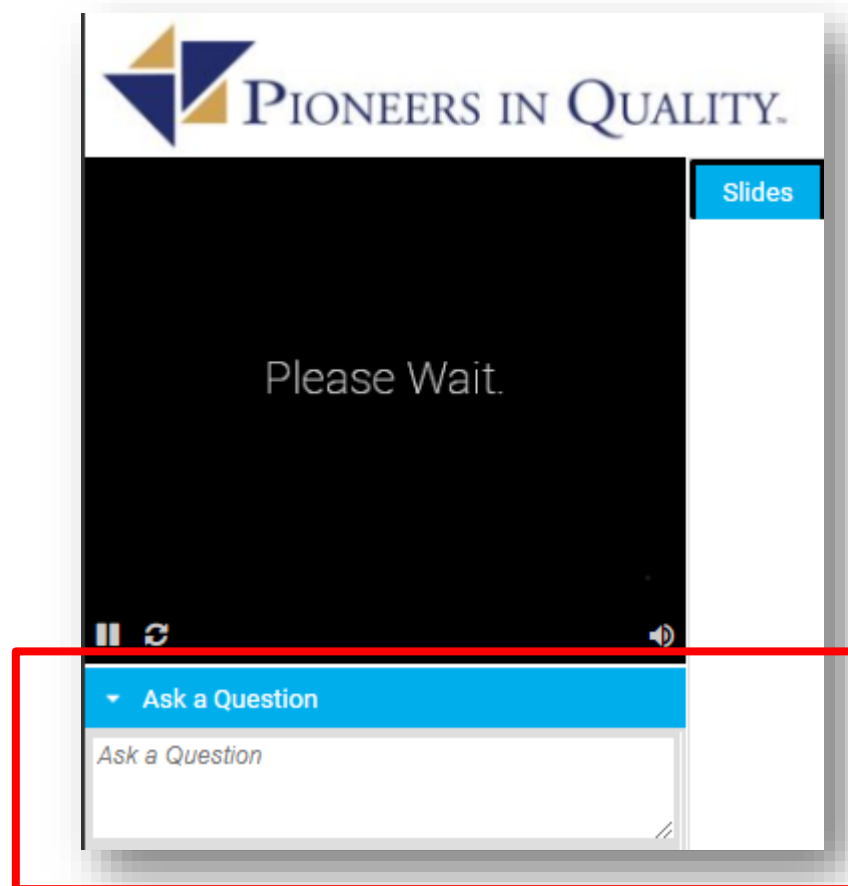
- If Accredited after January 1, 2024, ALC organizations are required to collect standardized performance measure data on all 5 ALC measures the quarter following receipt of their Accreditation letter.
- The timeline for submitting to the DDSP is available on the Joint Commission website under [Measurement > Assisted Living Community \(ALC\)](#) in the Resources tab
- ALC data submission to the DDSP for the 5 ALC measures is optional for CY2022 and CY2023, however it will be required starting in CY2024
- The organizations do have to demonstrate they are collecting data to inform process improvement. Refer to standards for details.

# ALC DDSP

## Q/A: Ask a Question

## “Ask a Question” Pane

- Please ask questions through the “Ask a Question” pane.
- Click the arrow to expand and close the pane.
- Include slide reference numbers when possible.





# Additional Resources

## Website, Webinars, & Recorded Videos

# ALC Education & Resources:

Resource	Link
Assisted Living Community Measures Webinar	<a href="https://register.gotowebinar.com/recording/289489735974577409">https://register.gotowebinar.com/recording/289489735974577409</a>
ALC Confluence Page for resources and education	<a href="https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/79200257/Assisted+Living+Community+ALC">https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/79200257/Assisted+Living+Community+ALC</a>
ALC MS Excel Data Collection Templates	<a href="#">ALC Abstraction Template</a>
DDSP Navigation documentation	<a href="https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/6979585/General+Platform+Navigation">https://jointcommission-ddsp.atlassian.net/wiki/spaces/DCS/pages/6979585/General+Platform+Navigation</a>
Multi-Factor Authentication (MFA) Demo	<a href="https://attendee.gotowebinar.com/recording/3713012712324265218">https://attendee.gotowebinar.com/recording/3713012712324265218</a>
DDSP Onboarding Demo	<a href="https://attendee.gotowebinar.com/recording/170150952960159748">https://attendee.gotowebinar.com/recording/170150952960159748</a>
DDS Platform Overview Demo	<a href="https://attendee.gotowebinar.com/recording/7096379315848401668">https://attendee.gotowebinar.com/recording/7096379315848401668</a>
Chart-Abstracted Measures Submission Demo	<a href="https://attendee.gotowebinar.com/recording/8778538647327099905">https://attendee.gotowebinar.com/recording/8778538647327099905</a>

# ALC Education & Resources:

**Resources are available** on the [Measurement](#) section of The Joint Commission Website:

The screenshot displays the The Joint Commission website. The top navigation bar includes the logo, 'Our Websites' dropdown, a search bar, and a 'Login' button. The main navigation bar features several categories: 'Who We Are', 'What We Offer', 'Our Priorities', 'Standards', 'Measurement' (highlighted with a red box), and 'Resources'. Below the navigation bar, the breadcrumb trail reads 'Home > Measurement'. On the left, a 'Measurement' sidebar lists various resources: 'Measures', 'Specifications Manuals', 'Reporting', 'Pioneers in Quality', 'Resources', 'ORYX FAQs', 'Quality Measurement Webinars & Videos', and 'Assisted Living Community (ALC)' (highlighted with a red box). The main content area is titled 'Performance Measurement' and contains a paragraph stating: 'The Joint Commission is a nationally recognized leader in performance measurement and implemented standardized performance measures for internal quality improvement, accreditation and certification. The Joint Commission's methodology is considered the "gold standard" in health care today.' The background image shows a stethoscope and a bar chart.

# ALC Education & Resources:

## ALC landing page:

- Navigate to Reporting Requirements
- Key Communications
- Additional Resources
- Specifications
- Webinars

Home > Measurement > Assisted Living Community (ALC)

### ORYX Performance Measurement Reporting

Information about ORYX® reporting requirement for the Assisted Living Community (ALC) Accreditation Program.

### Facts about ORYX for ALC Program

- The Joint Commission's ORYX initiative integrates performance measurement data into the accreditation process.
- ORYX measurement requirements support Joint Commission-accredited organizations in their quality improvement efforts.

The following sections provide the ORYX reporting requirements for the respective year and links to important resources and supporting material.

2023 ORYX Reporting Requirements for ALC Program

+

Key Communications

+

Resources

+

Specifications

+

Webinars

+

#### Measurement

Measures	+
Specifications Manuals	+
Reporting	+
Pioneers in Quality	+
Resources	
ORYX FAQs	
Quality Measurement Webinars & Videos	+
Assisted Living Community (ALC)	

# Thank You!

We look forward to working together to ensure the successful submission of data to The Joint Commission.

Recording for this session will be available within the next hour – use the same link that you used to join this webinar.

Participants will receive an automated email with a link to the evaluation survey. We use your feedback to inform future content and assess the quality of our sessions.



## Joint Commission Assisted Living Community (ALC) Onboarding to the Joint Commission Direct Data Submission Platform

Broadcast date: February 23, 2023

00:00:07

Good morning, good afternoon. My name is Andy Kubilius, Project Director in the Department of Quality Measurement at The Joint Commission. Welcome to the ALC Onboarding to the Direct Data Submission Platform webinar.

00:00:23

In this webinar we will discuss how ALC communities will get onboarded to the Direct Data Submission Platform. And. How they can abstract and collect their performance data?

00:00:42

A few housekeeping items for today. Audio is Voice Over Internet Protocol only. Which means you can only use your computer or headphones to listen to this presentation. There is no dial in phone lines. If you hear background music, you have more than one window open. Close the test window and the music will stop. Participants for this webinar are connected in the listen-only mode. Feedback or dropped audio during this live stream event can occur. Refresh your screen or rejoin the event if this occurs.

00:01:35

We have three methods to adjust the volume. I'll leave this slide up for about a minute in case folks are having problems with their sound today. If you're currently cannot hear audio, click the "play" icon in the upper left-hand pane to launch the video. Adjust your device, on your computer through the audio settings that are located in the lower right hand of your screen on the taskbar. Adjust the in-webinar platform volume by clicking on the speaker icon located in the upper left corner of your screen. This will display a slider to increase the volume.

00:02:32

Slides for this webinar are available right now. To access the slides, see the Event Resources Pane. Select the slides for today's session. A new window will open where you could download, save or print the PDF.

00:02:56

A few additional housekeeping items. You can visit any of the links or resources provided in the slides. A recording of the slides from this webinar. You use the same link that you used to join the session today. And the recording is available 2 hours after the session concludes. Please share this recording with your colleagues. You are able to submit a question for this webinar, using the "Ask a Question" pane.

00:03:34

On this slide, we list the topics that we will be covering on today's webinar. We will be covering the onboarding to the Direct Data Submission Platform where the ALC communities will submit their data. Multi-factor Authentication. Platform Modules available on the Direct Data Submission Platform. ALC Data Abstraction. ORYX Data Submission Requirements and Timeline. The specifications manual. Data entry into the Chart Abstracted Module on DDSP. The Q&A session. And ALC Education and Resources.

00:04:29

In this webinar we include slides about the steps needed for initially accessing and using the Direct Data Submission Platform. We also have demonstration videos showing the steps. For topics such as Multi-Factor Authentication. An overview of the DDSP Onboarding Process. An overview of the DDSP platform itself. And the Chart-Abstracted Measure Submission process. We encourage you to take a look at these videos.

00:05:12

Platform invitations will be sent out to the Signatory Authority in February. ALC communities provided us with signatory information, via an e-mail. If your organization did not indicate a Signatory Authority, the invite will be sent to an ORYX contact, which was indicated in The Joint Commission Connect site.

00:05:43

The Signatory Authority signs the Supplemental Use agreements for the platform on behalf of the facility. If you believe you should have received an invitation but did not, first of all you need to confirm who the Signatory Authority is. You also need to check your junk, spam, and clutter e-mail folder because sometimes the invitation goes to those folders. If that didn't work, you verify with your internal IT department if the invitation might have been blocked by a security or firewall.

00:06:32

On this slide, you see what the invitation looks like. The platform invitation will be sent out via an automated e-mail account [ddsp-manager@jointcommission.org](mailto:ddsp-manager@jointcommission.org). This e-mail account is not monitored. On this slide you see at the bottom is what the link looks like. You would click on the link. In this invitation e-mail to access the platform for the first time. If you're having problems and you need assistance, e-mail [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org), include your HCO ID number and we will assist you with finding out where the problem is.

00:07:33

But once you click on the link in the invitation link, you will be prompted for a password. You create the password. And then you will have to click on the Accept Invitation box. Next you click on the Accept Invitation button. Once those steps are completed. You will be requested to complete the Multi-Factor Authentication that you will see on the next screen.

00:08:11

Multi-Factor Authentication is a separate third-party application that adds another level of security and is required to access the Direct Data Submission Platform. Please review the guidance documentation we've created about the MFA tools that are supported. You could access that at the link provided in this slide. We strongly encourage organizations to work with their IT staff to install and understand the use of MFA applications. If one MFA application does not work well. We encourage you to try a different one. Such as Authy for Desktop. Authy for Desktop does not require the use of a cell phone or scanning a QR code. If you continue to have problems, you can e-mail us at [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org) and we can reset your MFA.

00:09:26

In this slide, we list the Multi-Factor Authentication software that we have tested. We tested the Authy for Desktop, Google Authenticator and Microsoft Authenticator. Organizations can choose to use another authenticator, so if your facility has standardized on a different application, you are free to use that as well. But these are the three that we tested, and they work with the DDSP.

00:10:06

Common issues with setting up the MFA. When you initially set up the DDSP, you will need to have the DDSP application open and the authenticator application open at the same time. The first step is to create an account specific to the DDSP. So, in this slide you can see on the left-hand side we have the authenticator software open and on the right-hand side of the screen we have the DDSP application open.

00:10:48

So, after you set up the MFA application. The initial registration. Once again, you have both applications open. You would copy and paste the code provided on the DDSP on the left-hand side into the Authy authenticator software on the right-hand side of the screen.

00:11:18

Subsequent times that you log in to the DDSP, you will have to use the MFA application again because it generates a new code every time you log in. Once again, you have both applications open at the same time. And you take the unique code provided by the authenticator software. And you type or paste it into the DDSP application. This is discussed in detail on the training video if you need more information, but these slides summarize how this process works of using the MFA software to log into the DDSP.



00:12:08

Going forward, you may have to have your MFA software. I'm sorry your MFA code reset. And you would e-mail The Joint Commission at [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org) if your MFA needs to be reset. A few of the reasons you would need your MFA reset is if you change your mobile phone, if you change your mobile phone number, or if you change your computers, we would have to reset your code and you e-mail us, we will do that.

00:12:49

Some additional information on the DDSP. After a user has accepted the initial e-mail invitation. You then have to log in by going to The Joint Commission website as seen on this screen and click on login. You can see here on the right hand we've circled the DDSP login button. You would click on that to log in subsequently after you've accepted the invitation. We do recommend that you bookmark this site to make it easier to log-in, and that is [DDSP.jointcommission.org](http://DDSP.jointcommission.org). Add it to your favorites.

00:13:43

If you've previously accessed the DDSP but forgot your password, you could use the Forgot Password link that's shown on this screen to reset your password. For security reasons, the Reset link is only valid for 30 minutes. So, you should act promptly to reset it. That Reset link will be emailed to you for the registration that you provided to that e-mail, you click on Forgot Password and then go through the prompts provided.

00:14:25

Some organizations have their IT security that modifies embedded links to prevent users for inadvertently clicking on unknown sites. You can hover your mouse over the embedded link in the invite invitation or in the password reset to see if the text matches. If your IT has changed the link, you can copy it and paste it into your browser. And this is in those cases where it modifies embedded links for security reasons. You hover over the link and then copy and paste it into your web browser.

00:15:16

Next, I'm going to discuss some DDSP navigation. DDSP home page is the landing page when you log into the DDSP. On the left-hand side of the home page you have the various different application features such as Invite and Manage Users, User Settings. Also on the home page, you have an Important Update section that is to the right here where we post important information such as scheduled maintenance schedules. You probably want to check this periodically because that's where we put the latest information. Also, on the home page you have a Need Help button. This Need Help button appears on any page. When you click on it, it has a lot of resources such as Help documents and other educational materials. The home button in the top left. When you click on that, it brings you back to this page from any of the DDSP pages. So, this is your starting point when you log into the DDSP.

00:16:46

On this slide, you can see when you click on Invite and Manage Users, it brings up a User Page which allows you the ability to invite new users to your facility's workspace. You can review the list of current users and their permissions in this view. You can manage and edit permissions for existing users. So, for example, you may want to invite additional users to help with the data entry. You would do that from the screen and you could see the link here for Invite New User, you also may want to invite a consultant to help you with the data entry. Once again, that happens in the Invite and Manage User screen.

00:17:45

The next slide talks about user permissions. When you invite a new user to the platform, there would be certain questions that you will need to answer. For example, their name, their user type. Whether that user is a Security Administrator. Their permissions for the Chart Abstracted Measure Module. That, as you can see, is on the right hand of the screen. Also, we receive questions what is different between the Signatory Authority and the Security Administrator? The purpose of the Signatory Authority is the he or she is the individual who signs off on the Supplemental Terms Agreement for the platform on behalf of all users. That is the first person that logs into the platform. The Security Administrator can access or modify all areas of the platform on behalf of the facility. The facility may have more than one Security Administrator, and they also have the ability to invite and manage users on the platform. So that is the difference between the Signatory Authority and the Security Administrator.

00:19:11

This slide talks about the user type definitions. This setting is primarily used by The Joint Commission staff to determine the types of users that we have on the platform. It has no impact on what users see on the platform. But we do want, like you do, have, to fill out this field. The user types include HCO, which is the individual at your facility, such as quality analyst, informatics, information staff. Another user type is health system or corporate owner. This is the case where there's one point of contact for multiple facilities. And then we have a user type vendor consultant. So, when you're inviting a new user, you will have to define the user type.

00:20:08

Also on the left-hand menu, you have HCO Characteristics. There are four tabs available on HCO Characteristics, it's got the Organizational Information we bring over the data that's in your eAPP that we've moved from The Joint Commission Connect site. It's got each Individual Organization Requirements and in some cases when there's extenuating circumstances, we ask that you review the Organizational Information for accuracy. If there is something that's incorrect, please let us know by submitting a support ticket through "Need Help?".

00:20:58

Another setting on the left-hand menu is the User Settings. This User Setting can be used to set your time zone and it can also be used to set your default facility or community. For those individuals that have access to multiple facilities, in most cases it'll only be one facility.

00:21:32

Users with access to multiple organizations need to check the header to make sure the active HCO is the correct organization. There is a Switch HCO feature here so that you can navigate between different facilities. If there is no HCO Switch button on your screen, then you have access to only one community. If you believe you should have access to more than one community, contact the Security Administrator for the facility to gain access to the other community that you believe you should have access to.

00:22:24

The "“Need Help?” button provides access to a lot of resources on a lot of the topics that we receive questions for. We would ask that you check the "“Need Help?” first before submitting questions. We believe many of the questions that you have will be answered here on the resources. You'll notice that we have multiple tabs here. There's a How-To section if you want to learn more about different aspects of the platform troubleshooting tips. We also have a section specifically on ALC topics in the bottom right of the screen. Also, under "“Need Help?”, you can create a support ticket if you have a specific question that you have, or if the educational resources here did not answer your question. Create a support ticket and we will respond to your specific question. There is the capability to view all support tickets by clicking on the button at the bottom of the screen.

00:23:40

OK, that concludes an overview of the DDSP onboarding and an introduction to the platform. Now I would like to turn over the presentation to Chris Walas. She is the Managing Project Director in the Department of Quality Measurement. She will discuss the data collection and data entry for the ALC measures. Chris.

00:24:07

Thanks Andy. This document is the ALC ORYX Requirement Document which can be found on The Joint Commission website on the Reporting page, ALC section. The document which is updated yearly in the fall provides the required Chart-Abstracted measures for the ALC accreditation program. As you can see here, there are five ALC measures and all are required beginning in 2024. These five measures have been made optional for 2022 and 2023 calendar year data. Below the required section is the General Information. Extenuating circumstances and Resource links. In the General Information, you can see that for 2022 and 2023, data is optional, and organizations may elect to submit no measure data, some measure data, or all measure data. However, beginning January 1st, 2024, all five ALC measures will be required to be submitted to the DDSP. And all four quarters of data are required.

00:25:18

There are five steps that will need to be taken to abstract each of the five ALC measures. We will go through each of these steps in more detail.

00:25:30

Let's walk through this process using the ALC-01 measure, off label antipsychotic drug use. Step one. The first step for data abstraction is to determine which quarter of data you are abstracting for. Data for all four quarters (12 months) during a reporting year must be collected for the ALC chart-abstracted measures. Let's say you are going to submit data on Q1 2022. You would need to abstract the measures for each month in the quarter: January, February, and March.

00:26:06

For Step 2, refer to the associated Specification Manual. You will need to find the links to the chart-abstracted manuals on The Joint Commission website. The ALC manual is found by going to the Measurement page, then Assisted Living Community (ALC). This page has all the ALC information, ORYX requirements, Key Communications, Resources, Specifications, and Webinars. On this page, you will click on the + next to Specification Manuals. This will open the section and you can click on The Joint Commission Specification Manual.

00:26:45

Now you are on the Chart-Abstracted Measures Specification Manual home page. Select the Assisted Living Community manual in the middle. At the bottom of this page is a link to an ALC abstraction template. This template is optional but can assist an abstractor in tracking Numerator and Denominator counts. There will also be a link to the Data Entry Guide for the chart-abstracted measures, which is a reference for submitting your data. Choosing the Specification Manual for the applicable quarter of data you are abstracting, click the View Web Version and the Specification for each of the five ALC measures will be available, along with additional information for your abstraction needs.

00:27:31

Here is a view of the table of contents in the ALC Specification Manual. For this example, you would select ALC-01 to view the specifications. Step three would be to use this measure specifications to collect the Denominator for the measure. Using the Denominator data element, Assisted Living Community resident in the Specification Manual for ALC-01. you would need to collect the number of residents who were resident of the community on the last day of the month.

00:28:10

Here is a screenshot of the template, which can be downloaded from that ALC manual home page. As you see, you would count the total number of residents who resided in the community on the last day of the month and enter this number as the total population number and the Denominator for ALC-01.

00:28:29

Step four in the abstraction process is to collect data for the measure in the Numerator population. Using the ALC-01 measure information in the Specification Manual you will see the data element for the Numerator is Off Label Antipsychotic Drug Prescribed. When you open the data element link you are to answer the question, Has the resident been prescribed an antipsychotic for off label use? Under Notes for Abstraction, there is a table which provides the antipsychotic name and the FDA approved uses. If the resident is on an antipsychotic for a diagnosis that is not an FDA approved, use you would answer "Yes". The resident has been prescribed an antipsychotic for off label use.

00:29:16

Using the abstraction template, you would mark which residents you answered yes to and enter that number in the Numerator field. Finally, step five is to enter the data into DDSP. In this example, you are abstracting cases for the month of January. On January 31<sup>st</sup>, there are 10 residents living at the Assisted Living Community. Your Denominator will be 10. When you look back through the 10 residence records, there were two residents that were prescribed an antipsychotic for off label use. Your Numerator would be 2.

00:29:52

Log into the DDSP system via the login page on The Joint Commission website. From the home page, select Chart-Abstracted Measures Submission. Find the measure you are submitting data on. For our example you would select ALC-01. Click Open on the right-hand side of the screen.

00:30:19

On the submission form, you will see the header with the measure name and details. You can select the tab for the quarter you are submitting data for. On the Quarterly Submission tab, you see the months in the quarter. Click Edit to allow for data entry. When the form is in Edit mode, a Submit button replaces the Clear button. However, after you submit the data, the Clear button becomes enabled, so you are able to clear data to reenter if needed. Before entering the data in the Denominator and Numerator fields, you need to use the toggle button under the month for which you are submitting data to activate the fields.

00:30:59

The Enable toggle allows data entry for each month. In a case where there are errors in other months, you can still enter and submit one month at a time. As you can see, for the month of January in Q1 2022, the Denominator was ten and the Numerator was two. The DDSP system automatically calculates the observed rate shown in blue. Click Submit.

00:31:26

On the rare occasion a user has a 0 Denominator, which would mean there were zero residents in a month, the user must select the Attestation Checkbox to signify 0 Denominator cases. In case the user finds an error in the data, each form allows the user to update the individual values before the deadline. However, if you need to clear the entire form, this can be done by clicking on that Clear button.

00:31:53

This measure should, this page shows the ALC measures in blue and Required next to the measures. Remember, data submission on the five ALC measures are not required until Q1 2024. However, we encourage submitting data for 2022 and 2023 in order to make the transition to the requirements easier. When the measures have been successfully submitted, all four quarters will show complete. This example shows the measures data submission as Not Started. And that Started or In Progress status is Not Submitted.

00:32:32

On the DDSP home page, you will see the status of the organization measure submission. If multiple organizations are under one system and one data is submitted by a single user, that user can click Open and see the status of measures by each individual organization. Finally, a submission report can be downloaded by clicking on the link, Download Submission Report.

00:33:02

Now we will review the data submission timeline for ALC measures. This document could be found on the ALC Confluence page or The Joint Commission website under Measurement, Assisted Living Community (ALC) and clicking on the Resources tab. Data submission on the five ALC measures will be optional for calendar year 2022 and 2023. Required data in the DDSP on all five ALC measures will begin with Q1 2024 data reporting.

00:33:37

The first step in the DDSP process is onboarding to the platform, which should be done as soon as possible. You will be notified by e-mail when the DDSP platform is ready for ALC organizations to submit their data.

00:33:52

There is some additional information we want you to be aware of. If accredited after January 1st, 2024, ALC organizations are required to collect standardized performance measures data on all five ALC measures the quarter following receipt of their Accreditation Letter. The timeline for submitting to the DDSP is available on The Joint Commission website and again there is the pathway that you can find it: Measurement, Assisted Living Community (ALC) and the Resources tab. And ALC data submission to the DDSP for the five ALC measures is optional for calendar year 2022 and 2023, however will be required in calendar year 2024. Remember, the organizations do have to demonstrate they are collecting data to inform process improvement and that will continue. Please refer to the ALC standards for those details.

I will now turn it back to Andy for the Q&A. Thank you, Chris.

00:35:00

If you have questions, please use the "Ask a Question" pane. You click on the arrow to expand the "Ask a Question" pane. Include the slide number in your question so we can respond to your question directly.

I don't see any questions yet. I will discuss a little bit about some of the resources that we do have available.

00:35:37

On this slide we provide different links where you can go for additional information. We have the Assisted Living Community Measures webinar, so that link is available there. We have specific Confluence Pages we've created for Resources and Education. There are Excel data collection templates available to you at this link. General navigation information. And other links are available here as well.

I still don't see any other questions.

00:36:25

If you are looking for resources about the ALC, we have it listed under the measurement system, I'm sorry, Measurement section on The Joint Commission web page. So, if you go to what Measurement, you see the link for Assisted Living Community. So, there's definitely additional resources for you available there.

I'll give it a couple more minutes relative to questions. We have not received any questions yet.

00:37:23

It sounds like our presentation was very clear out. We're not receiving any questions. I'll give it a couple more minutes to allow folks to submit them, just as a reminder. You would go to Ask a Question pane. You click on the arrow to expand, and you could ask your question and we will respond to it.

And it does look like there was one question submitted. So, we'll get that pulled up. Thank you.

00:38:19

Question reads, "Where do I find more information about a ALC?"

And I did put that slide up here. I don't know if folks missed it. But the Resources are available under the Measurement section of The Joint Commission website slide I have up here and if you click on Assisted Living Community, you will find additional resources under this page as well. We do have information under "Need Help?" once you get on the platform, there are additional resources for ALC available there as well.

00:39:22

OK. Here. There was a question here. "Could you speak a little bit more about situations when consultants or vendors interact with the DDSP platform?"

00:39:35

The answer to that question is ALC Organizations may invite a user from a vendor or consultant the same way that you would invite an additional user from within your organization. They will accept the invitation the same way that an internal staff employee would to your organization. You would have to set the permissions for their Chart-Abstracted Measure Module that you want them to have.

00:40:05

From a Joint Commission perspective, we don't really see a difference between an internal organizational user and a consultant if you invite them to the platform. The consultant does have a capability to submit support tickets to the platform but is entirely up to each organization to determine if they want to invite a vendor or consultant. But they would have the same abilities as an internal user. And of course, you have to set the permissions for that external user that you invite.

OK. Any other questions that folks have for today?

00:40:54

Andy, this is Chris. I actually have one that I can go ahead and answer.

So, this question, "Is the one measure pertaining to falls is all types of falls, not just with injury?"



00:41:06

So, this, this measure looks at falls that resulted in a transfer to the hospital. So, we're not looking for all falls, we're only looking for those falls that are transferred to the hospital as a result of the fall and, we will be posting some video shorts on how to abstract each measure. We are currently working on those, but there is a full measure webinar on all of the different measures that is currently available under the Measure Specific webinars. But keep an eye out for how to abstract the individual measures in the video shorts that will be easy access for you in the future.

00:41:58

Thank you, Chris. I don't see any other questions coming in. I will give it another minute or so, but we've covered all the content we plan to cover today but want to make sure to allow for any last-minute questions that you may have on the presentation today.

I do have another question that just came in. Let me take a minute here.

00:42:39

"Could you also speak to measures that only look to new residents and not all residents as the Denominator?"

00:42:45

Sure. So ALC-01 and -02 have the same Initial Population or Denominator population that looks at all residents that were residents of the community on the last day of the month. Then ALC-03 and -04 share the same Initial Population and Denominator, which looks only for new residents that joined the community. During the month, so the template does divide up the those populations, but the same population in the Denominator is used for ALC-01 and -02 and that's the total residence. And then -03 and -04 look only at new residents. And you're looking at this on a month-by-month basis.

00:43:39

Thank you, Chris. Received another question here. The question reads.

00:43:44

"Can you share the steps, for when the Signatory Authority transfers access to the DDSP to the System Administrator?"

00:43:56

The system, sorry, the Signatory Authority should not be transferred. The Signatory Authority is the person who signs the legal documents. A System Administrator permission can be assigned to any user. They can manage the permissions on the platform. So, in general we're saying that the Signatory Authorities should not be transferred.

OK. Any other questions from participants today?

00:44:55

OK. I'm not seeing any other questions. I do want to thank you very much for participating in the webinar today recording of this session will be available 2 hours after this completes, so you can use the same link to join the webinar. If you wanted to watch this session again.

00:45:16

You will receive an automated e-mail with the link for an evaluation survey. We ask that you complete this survey so that we could get feedback on our content to improve our process here.

00:45:31

But thank you very much for attending and if you do have any questions. After the call, feel free to reach out to [HCOORYX@jointcommission.org](mailto:HCOORYX@jointcommission.org) or to submit a "Need help?" ticket. Thank you very much and have a nice day.