Quality Improvement Organization Manual
Chapter 8 – Infrastructure Operations Support and Data Management

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(Rev. 14, 04-07-06)

8000 – Introduction

(Rev. 14, Issued: 04-07-06, Effective: 04-07-06, Implementation: 04-07-06)

This section describes the minimum requirements and responsibilities of the Quality Improvement Organizations (QIOs) in using the Standard Data Processing System (SDPS). This chapter describes the four supporting manuals that govern the policies and procedures that are the basis of the performance standards on which the QIO will be reviewed. The QIOs must meet or exceed all performance standards as noted in §8030 Performance Standards.

8005 – *Infrastructure Operations and Support Manual*

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The QualityNet Infrastructure Operations and Support Manual http://qionet.sdps.org/secured_admin/qio_admin.shtml provides policy and procedural information to the QualityNet community regarding Information Technology (IT) infrastructure. The manual delineates roles and responsibilities for QIO users, administrators, CMS personnel, and CMS contractor personnel working within the QualityNet environment. The expectation is that the community will use the Manual as a reference for questions regarding IT policy issues and practices. This manual will also assist QIOs, Help Desk personnel, CMS, and CMS supporting contractors in interacting and communicating in order to support the QualityNet infrastructure.

8010 – *Infrastructure Information Technology Administrator Manual*

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This Manual < http://qionet.sdps.org/secured_admin/qio_admin.shtml> is a companion document to the Infrastructure Operations and Support Manual discussed above and gives a general description of the work environment for the QualityNet QIO network administrator as well as specific detailed procedures that he/she needs to perform. It is expected that this document will be revised over time and therefore will be made available through the QIO Administrative Downloads section of the QIONet Intranet site. Errors, comments, or suggestions for improvements will be submitted to the QualityNet Help Desk.

8015 – *Database Systems Administrator Guide*

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The purpose of this Guide < http://qionet.sdps.org/secured_admin/qio_admin.shtml > is to provide QIO database administrators instructions, guidelines, and samples needed to perform the basic day-to-day operations on the new QIO state databases. Users may

reproduce this document as necessary. Please submit any questions or suggestions to the SDPS Help Desk.

8020 – *Security Handbook*

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The QualityNet System Security Policies Handbook, Version 1, July 1, 2004, [Technical Information](#) has been developed to establish a security management process as prescribed by the Computer Security Act of 1987 (P.L. 100-235), the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191), Appendix III to the Office of Management and Budget (OMB), Circular No. A-130 (50 FR 52730; December 24, 1985), Federal Information Security Management Act (FISMA), Title III of the E-Government Act of 2002 (Public Law 107-347, 44 U.S.C. Ch 36), and CMS Information Systems Security Policy, Standards and Guidelines Handbook, (The Handbook), Version 1.2, July 19, 2004. All personnel working within the QualityNet environment are expected to abide by the policies and procedures set forth in this handbook, read the QualityNet Statement of Acceptance, and sign the Policy Acceptance Log attesting to the acceptance of these policies once a year.

8025 – Confidentiality of System

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To maintain system confidentiality, CMS utilizes QualityNet Exchange which is an interactive, secure Web site that allows the direct exchange of files between two or more organizations and/or individuals of an organization over the Internet. QualityNet Exchange is the only CMS-approved method of exchanging confidential information over the Internet. The purpose of QualityNet Exchange is to provide increased efficiencies in information exchange, which will help improve the quality of care for Medicare beneficiaries. QualityNet Exchange accomplishes this by providing secure, real-time communications and data exchange between two or more organizations, including hospitals, QIOs, End-Stage Renal Disease (ESRD) facilities, ESRD Networks, Performance Measurement Systems (PMS)/vendors, and Clinical Data Abstraction Centers (CDACs).

Information retrieved and/or transmitted within this system is protected from external access. Do not transmit confidential data through the Internet without prior written permission from CMS. In addition, DO NOT connect or install external systems, applications, or devices without prior approval from CMS and the SDPS team. You may request potential changes to the SDPS infrastructure through the Engineering Review Board (ERB) request process. If you fail to obtain prior approval, you may be disconnected from the SDPS Wide Area Network (WAN) without warning.

8030 – *Performance Standards*

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The QIO IT performance standards are based on five systems administrative performance areas that must be met or exceeded during the course of the contract.

The performance standards areas are as follows:

- ***Contingency Planning*** *– This category concerns QIO preparation for disaster or the loss of information. It includes contingency planning, archiving, backup, and storage operations;*

- ***System Maintenance*** *– This category concerns QIO maintenance of system resources. It includes proper monthly maintenance and application of routine and emergency patches;*

- ***User and Administrator Training*** *– This category concerns user and system administrator compliance with training on QIO and QNet systems/software, procedures, and security;*

- ***Security*** *– This category concerns QIO security for IT operations and the protection of privacy data and confidential information; and*

- ***Inventory*** *– This category concerns QIO maintenance of inventories for government contract acquired property.*