# Quality Portal (QPort)
# Frequently Asked Questions

**What is QPort?**
The Quality Portal (QPort) was developed as a standard online system for managing all American College of Surgeons (ACS) accreditation/verification program activities, including the Commission on Cancer (CoC), the National Accreditation Program for Breast Centers (NAPBC), and the National Accreditation Program for Rectal Cancer (NAPRC). QPort includes the new CoC Pre-Review Questionnaire (PRQ) for programs due for a site visit in 2022. The PRQ is the application programs will use to document standards compliance with the standards. The PRQ replaces the Survey Application Record (SAR).

**Should I use Datalinks or QPort?**
If your program has an accreditation status of "3 Year with Contingency," then it should still utilize CoC Datalinks to submit documentation for resolution through the SAR from the most recent site visit. All other aspects should be maintained through the Quality Portal (QPort), including managing staff contacts through the Site Contacts section and browsing and accessing accreditation-related resources. Site visits from 2022 and forward will be through QPort.

**What if my cancer program is still resolving a deficiency from the last site visit?**
Cancer programs that are still resolving deficiencies from their last site visit in Datalinks will continue to have access to their Survey Application Records (SAR) to submit appropriate resolution documentation through Datalinks by the assigned resolution due date. Once all deficiencieshave been resolved and Accredited status has been achieved, the Accreditation Report will be copied over to QPort and housed under the Site Visit History Section. The SAR will NOT be carried over.

**Do I need to create a new username and password for QPort?**
No. A new username/password cannot be created. The same username and ID used for Datalinks is used to access QPort.

**Where can I find new terminology for the accreditation process, outcomes, and definitions for 2020 standards in QPort?**
This information and other resources can be found on the Quality Portal Resource section in the [Terminology and Roles for the CoC Accreditation Process](#) resource.

## Site Information, Site Contacts & Site Profile

**How do I add or update information in the Site Information section?**
If information needs to be added or updated in this section, the [Site Information Change Form](#) must be completed and submitted to [CoC@facs.org](mailto:CoC@facs.org). This form can also be found in the Resources section. Even if there is no change in this information, the Facility Name and Facility Identification or Company ID Number fields must be completed on the Site Information Change Form before submission.

**If we are updating/adding information to the Site Information section, do we need to use the Site Information form?**

Yes. The Site Information Change Form must be used to update and add information in this section. This form can also be found in the Resources section. Even if there is no change in this information, the Facility Name and Facility Identification or Company ID Number fields must be completed on the Site Information Change Form before submission.

**Will I have to update my Site Profile in QPort?**

Baseline information has been copied over as part of the conversion process, but each program will still need to review and, as needed, update all information on this page. The Site Profile is used to capture key information about your hospital/cancer program to facilitate the accreditation process. This section must be completed as soon as possible. Please review and complete/edit all fields and click Save. For guidance on using the Site Profile section, please review the helpful CoC QPort User Guide.

**Where do I add new contacts?**

New contacts can be added in the Site Contacts section within the Quality Portal.  Only the primary contact is permitted to add or remove contacts, so please work with the individual designated at the "Primary Contact." For guidance on using the Site Contacts section, please review the helpful CoC QPort User Guide.

**How do I gain access to my program's QPort?**

Only the designated primary contact may make changes to user roles and access. Please contact your site's primary contact within the "Site Contacts" section, who can then facilitate any needed changes. For guidance on using the Site Contacts section, please review the helpful CoC QPort User Guide.

**Why can't I change my information in the Site Contacts section?**

Only the designated primary contact may make changes to user roles and access. You may identify your site's primary contact within the "Site Contacts" section, who can then facilitate any needed changes. For guidance on using the Site Contacts section, please review the helpful CoC QPort User Guide.

**What is the difference between Site Contacts and Data Platform Contacts?**

Site Contacts provides access to the Quality Portal, including the PRQ. Data Platform Contacts provides access to the Rapid Cancer Reporting System (RCRS). For a new user to have access to both QPort and RCRS, the user must be added in both sections. For guidance on using the Site Contacts and Data Platform Contacts section, please review the helpful CoC QPort User Guide.

**How do I identify the primary contact for my program?**

Please log into the Quality Portal and click on Site Contacts. The "additional role" column will indicate who the primary contact is.

## How do we change our primary contact?

The current primary contact must go to the Site Contacts page, remove themself from the role as a primary contact, then go to the designated person's contact information and assign the new primary contact role to that person. If the primary contact is unable to change roles due to a specific reason (deceased, no longer at the facility, etc.), email CoC@facs.org to move forward with changing the primary contact.

## Where is my Facility Identification Number (FIN) located?

The Facility Identification Number (FIN) is located on the Site Profile page.

## What is the difference between the Company ID and the Facility Identification Number (FIN)?

For purposes of the Quality Portal, there is no significant difference between the Company ID and the Facility Identification Number (FIN). Both numbers are assigned to a company/facility record and can both be used to identify a program. The Company ID can be found on the landing page under the program name in the navigation bar and the FIN can be found on the Site Profile page.

## PRQ

## Where is my PRQ?

Programs due for a site visit in 2022 and forward have received the PRQ within the PRQ section of the Quality Portal. For programs that are due in 2024 or 2025, there is pdf version of the PRQ in the Resources section. We encourage use of the Folder Structure tutorial (available in the Resources section of QPort) to keep documents organized during non-site visit years.

## What happens to the PRQ in non-site visit years?

The PRQ will only be accessible the Fall before the year of the site visit to programs due for a site visit. The PRQ will not be available during non-site visit years. During non-site visit years, it is recommended that programs use the CoC templates and the Folder Structure (which, along with a tutorial, can be found in the Resources section or the Standards Resource Library under the General section) to assist with keeping documents organized and readily available to the committee during the accreditation cycle and to assist with efficiently completing the PRQ during the site visit year.

## What is the Site Visit Documents field used for in the PRQ Section?

This field is primarily used for the site visit agenda and for the site reviewer to upload the list of selected cases for the medical record review. Sites should only upload documentation here (other than the agenda and the accession/patient list) at the direction of CoC staff or the site reviewer. Any documentation related to standard compliance will need to be re-uploaded to the relevant standard in the PRQ when the PRQ re-opens in the three business days post site visit.

## Site Visit Scheduling

## My program is due for a site visit in 2023—when does the site visit scheduling process start?

Programs with a site visit date due between January and June 2023 are currently undergoing

scheduling. Programs with a site visit due between July and December 2023 should begin working with their cancer committee and administration to identify four proposed dates for their 2023 site visits. Submitted dates must be within 60 days before and no more than 30 days after the program's accreditation due date and should coincide with a multidisciplinary cancer case conference.

Programs with a site visit date due between July and December 2023 will begin site scheduling in January 2023 and will be contacted later in the year with additional information.

**What is the process for submitting a PRQ for 2023 site visits?**
The Pre-Review Questionnaire (PRQ) must be completed and submitted, with all appropriate documents uploaded, **60 calendar days** before the confirmed site visit. Failure to complete and submit the PRQ at least 60 days before the confirmed site visit may result in a non-compliant rating for one or more standards. If it is determined that the reviewer(s) needs more information or documentation, the program can provide the requested documentation through the Site Visit Documentation field available on the PRQ Display Table in the PRQ section of QPort and by uploading it to the appropriate standard when the PRQ re-opens for three business days after the confirmed site visit date.

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**Document/Resource Transfer from Datalinks to QPort**

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**What happens to my information in Datalinks?**
All resource documents, templates, standards manual, instructions, etc., will be available to CoC-accredited programs through the Quality Portal (QPort) Resource section. Documents have been updated to reflect changes to the portal, site visit processes, 2020 standards, and more. The Accreditation Report from the last completed site visit through CoC Datalinks, using the Survey Application Record (SAR) and the 2016 standards, will be copied over to QPort for cancer programs and site reviewers to view. This Accreditation Report will no longer appear in Datalinks once it is moved to QPort.

**Why isn't the information I uploaded into the Datalinks PRQ in my QPort PRQ?**
The PRQ available in Datalinks was available as a resource only. No information was copied over from the PRQ in Datalinks to QPort.

**What happens to the SARs and/or Accreditation Reports?**
It was strongly recommended that all CoC-accredited programs visit Datalinks by the end of 2021 to determine which Survey Application Records (SARs) and/or Accreditation Reports you may have wanted to either download or print for record keeping purposes or as a resource.

**How long will Datalinks be available?**
The Datalinks close date has not yet been determined but will be communicated as soon as it is known. It is anticipated it will fully close in 2022 or early 2023, so it is recommended documents and previous accreditation reports be downloaded at your earliest convenience.

**Why aren't my documents from Datalinks (SAR documents, accreditation report from 3 cycles ago, etc.) in QPort?**

Only the most recent accreditation report was transferred from Datalinks to the Quality Portal. It was strongly recommended that all CoC-accredited programs visit Datalinks by the end of 2021 to determine which Survey Application Records (SARs) and/or Accreditation Reports you may have wanted to either download or print for record keeping purposes or as a resource.