

Bonnie Troubleshooting Guide

Introduction

This document provides Bonnie users with a list of common questions and responses that can serve to help users quickly troubleshoot and resolve questions pertaining to accessing and using the Bonnie web application. If you have a question that is not addressed here, please contact the MAT and Bonnie Team by logging into the ONC Project Tracking Tool and then clicking the blue create button on the MAT and Bonnie Issue Tracker here: <https://oncprojecttracking.healthit.gov/support/projects/BONNIEMAT/summary>

Question/Issue	Responses
<p>I am locked out of my HARP account and cannot log into Bonnie.</p>	<p>If your HARP account is locked, you can go to https://harp.cms.gov/login/login and follow the instructions to unlock your account.</p> <p>If you continue to experience difficulty accessing your HARP account, contact the QualityNet helpdesk. Email: qnetsupport@hcqis.org Phone: 1-866-288-8912</p>
<p>How do I register for a Bonnie account?</p>	<p>You will need an active HARP account to use Bonnie. If you don't have a HARP account, you can request one here: https://harp.cms.gov/register/profile-info</p> <p>Bonnie currently has three environments, Bonnie QDM (Prior), Bonnie QDM, and Bonnie v6.1.2 (FHIR). You can register for a Bonnie account in each environment by selecting the Register button at the links below.</p> <p>Bonnie QDM (using QDM version 5.5): https://bonnie.healthit.gov/</p> <p>Bonnie 6.1.0 FHIR: https://bonnie-fhir.healthit.gov/</p> <p>Bonnie QDM (Prior) (using QDM Version 5.4): https://bonnie-prior.healthit.gov/</p>

	<p>A user can create a new account by filling out the fields in the registration form and clicking the “REGISTER” button. The request is then sent to the Bonnie help desk. The help desk team will then approve the request, link the HARP account to the Bonnie account, and an email will be sent to the user via the tool.</p>
<p>How do I import a measure into Bonnie from within the Bonnie tool?</p>	<p>First, you must package and export your measure from the MAT. Then, from your Bonnie Dashboard page, select the Upload button. Use the Browse button to retrieve the correct measure package. Once the measure package is selected, you can select the appropriate setting, then select the Load button. Your measure will then load into your Bonnie account.</p>
<p>How do I import Bonnie QDM patients into Bonnie FHIR?</p>	<p>Patient conversion from QDM to FHIR is only available in Bonnie Prior (https://bonnie-prior.healthit.gov/). To convert patients in Bonnie Prior and imported the patients into Bonnie FHIR, first log into the Bonnie Prior environment and select the measure containing the patients you would like to convert to FHIR. From the Measure Details page, select the Patient Actions (gear) icon, then select the Convert to FHIR button. Your Bonnie QDM 5.5 patients will be converted to FHIR format and export them in a zip file.</p> <p>Next, log into your Bonnie FHIR environment and select the measure to receive the imported patients. From the Measure Details page, select the Patient Actions (gear) icon, then select the Import button. Then, select the Browse function to retrieve the zip file exported from Bonnie Prior. Select the zip file, then select the Submit button. Your converted patients will then display for your Bonnie FHIR measure.</p>
<p>I converted Bonnie QDM patients to Bonnie FHIR patients and imported them into my FHIR measure. However, the converted patients are missing data that was present in Bonnie QDM.</p>	<p>Some QDM data cannot be automatically converted into FHIR. Once the patients have been imported into Bonnie FHIR, users are able to edit those patient missing data. One of those missing pieces of data will be the expected values as those values do not get copied over when converting from QDM. Users will need to add the expected values for each patient.</p>
<p>What character set should I avoid in my test patient names so that it will work well with QRDA?</p>	<p>Bonnie test patients allow many characters for their names; however, certain characters should not be used as they could cause errors in Bonnie or the QRDA export. We recommend you do NOT use the following characters:</p> <ul style="list-style-type: none"> # (pound) % (percent) & (ampersand) { (left curly bracket) } (right curly bracket)

	<p> \ (back slash) < (left angle bracket) > (right angle bracket) ? (question mark) / (forward slash) (blank spaces) \$ (dollar sign) ! (exclamation point) ' (single quotes) " (double quotes) : (colon) @ (at sign) + (plus sign) ` (backtick) (pipe) = (equal sign) (horizontal tab) , (comma) </p>
<p>Can I convert Bonnie QDM patients for a particular measure and import those patients into a different measure in Bonnie FHIR?</p>	<p>Yes, Bonnie Prior allows you to convert QDM 5.5 patients and import the converted patients into any FHIR measure. Please refer to the Bonnie User Guide for specific instructions to import converted patients into Bonnie FHIR (https://bonnie-fhir.healthit.gov/resource/Bonnie_user_guide.pdf).</p>
<p>Why are most of my patients failing in Bonnie FHIR after the measure was updated?</p>	<p>After updating your measure in Bonnie FHIR, update the measurement period to align with your measure. After the measurement period is updated, the status of the Bonnie FHIR patients will be updated.</p>
<p>The measure I am working on is not including patients in the numerator when they should be which is causing these cases to appear non-compliant. How can we capture these patients appropriately?</p>	<p>Ensure the measure logic is written to accurately capture the intended population. Questions related to measure specification can be submitted to the eCQM Issue Tracker located at https://oncprojecttracking.healthit.gov/support/projects/CQM/summary.</p>