

ACC QUALITY SUMMIT

SEPT. 29 – OCT. 1, 2021 | VIRTUAL

FAQs

What browser is recommended for the Quality Summit Virtual Platform?

- We recommend **Google Chrome** for best experience and viewing from your laptop or computer.
- If you do not have Google Chrome, find instructions for how to download it [here](#).

What are some other additional general technical support tips I need to know before logging into the Quality Summit Virtual Platform?

- Disconnect from VPN/company network security
- If you are in the office, try another network (some offices have robust firewalls that will block video and video chat)
- If your office has a firewall, have your IT staff make sure that you can access streaming audio/video
- Clear your web browser history and cache
- Close any other tabs that may be using a lot of bandwidth
- If you are at home, make sure you are not also using streaming services like Netflix, etc. that could impact your available bandwidth
- Check your internet connection
- If you must use Wi-Fi, make sure you are close to the Wi-Fi device
- For video chat, make sure no other programs are accessing your camera/audio (i.e., zoom)

What types of CE credits can participants receive for Quality Summit Virtual?

- Continuing Medical Education (**CME**) – Physicians
- Continuing Nursing Education (**CNE**) – Nurses
- American Academy of PAs (**AAPA**) – Physician Assistants
- Certificate of Participation (**COP**) – Other credentials
- American Society of Radiologic Technologists (**ASRT**) – Radiologic Technologists
- American College of Healthcare Executives (**ACHE**) – Executives
- Certified Professional in Healthcare Quality (**CPHQ**) – Quality Professionals

How long will the Quality Summit Virtual platform/site be available for the learners to review the content and claim CE credits?

- 90 days
- Platform/site will close on **January 3, 2022 at 11:59 p.m. ET**

How does a learner claim CE credits?

- A URL link will be shared with the learners on Friday, Oct. 1, after 1:00 p.m. ET via Virtual platform/site.
- This link to claim CE Credits will not be accessible after January 3, 2022. The Virtual platform/site will close on January 3, 2022 at 11:59 p.m. ET.

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Can the audience rank the questions being asked in the Chat Box to move it up in the queue to be answered quicker?

- *Yes, like previous years the audience can rank questions that are already in the queue for the Moderator/Speakers to respond quicker.*

Can the learner ask questions during the On-Demand portion of the conference?

- *Yes, there is a “Q&A” button located at the bottom right corner of the session information box where the learner is able to text a question.*
- *A designated staff will monitor the “Q&A” submissions and assign the questions appropriately.*
- *Due to the number of questions anticipated for each session, your question may not be addressed immediately.*
- *Note: You will not be notified when your question has been answered so be sure to check the session Q&A tab for a response.*

Will the Wednesday (9/29), Thursday (9/30) and Friday (10/1) live sessions be On-Demand after the closing ceremony?

- *Yes, the sessions will be moved to On-Demand 2 – 3 business days after the conclusion of the conference.*

Can the learners download the PowerPoint slides?

- *Yes, PowerPoint slides can be downloaded via the Virtual platform/site in PDF form.*

Is there a fee to download the PowerPoint slides?

- *No, PowerPoint slides are an added benefit for attending the conference.*

How do I access the Virtual Platform to enter the “live sessions” and On-Demand?

- *One week prior to the Quality Summit Virtual, all registrants will receive a URL link with your unique access code ID (PW) to the email address used at registration. This is your login information to enter the Quality Summit Virtual platform/site.*
- *The Virtual platform will not work fully without first being registered for Quality Summit Virtual.*
- *You will need your unique access code ID (PW) and the email address you provided at the time of registration. You must login to the Virtual Platform to access educational content.*

Will there be a Mobile App for Quality Summit?

- *Yes, there will be a Mobile App for Quality Summit Virtual. A few features of the Mobile App include:*
 - *Note-taking, drawing + highlighting on slides*
 - *Browse by day, time, track, course, title, and speaker*
 - *Access My Schedule page*
 - *Review Speaker List with photos and bios*
 - *Access to Attendee List*
 - *Receive push notifications highlighting news and updates about the conference*

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Where do I find my registration confirmation email with my access code ID and the sessions I registered for?

- *Filter your email for “ACC Quality Summit 2021 - Registration Confirmation” or “Event Customer Service <email_confirm@confmail.experient-inc.com>”*

If I registered and unable to attend, is there a ‘no show’ fee?

- *No, this year the Quality Summit Virtual is free.*

What is the Scavenger Hunt?

- *Check out the “Scavenger Hunt” tile on the Virtual platform home page for instructions on how to participate.*
- *Play to win the Grand Prize which will be announced on Friday, Oct. 1 at Noon ET.*

What is the People’s Choice Poster Award?

- *Attendees select the “People’s Choice” award for one poster among those presented by their peers via Quality Summit Virtual platform.*

How do I vote for the People’s Choice Poster Award?

- *View the ePosters and rate them from 1-5 hearts on the bottom left of the poster information popup.*

When will the People’s Choice Poster Award be announced?

- *At the conclusion of the Quality Summit Virtual, notification will be announced on the Virtual platform and Mobile App.*
- *The “People’s Choice” Poster Award will be announced the afternoon of Friday, Oct. 1.*

What does the People’s Choice Poster Award winner receive?

- *A crystal award sketched with the ACC Seal and “People’s Choice”*
- *The winner will also be listed on the Quality Summit website*

Is it permissible for me and my co-workers to stream the Quality Summit Virtual in a conference room to a larger audience?

- *We require everyone to register individually. There are numerous reasons this is required, such as claiming CE’s, updating your profile page, voting for People’s Choice Poster Award winner, and setting sessions as favorites.*

Will you be adding a virtual component to future Quality Summits?

- *We continue to evaluate this option for future conferences.*

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When and where is the ACC Quality Summit in 2022?

- *Sept. 14 – 16, 2022*
- *Los Angeles, California*

Who do I contact if I can't get into a session?

- *If you are experiencing technical difficulties with the Virtual platform, contact CadmiumCD support:
Phone Support
9 a.m. – 9 p.m. ET, Monday – Friday
(410) 638-9239*

Who can help me register and/or modify my registration?

- *If you are experiencing difficulties with Registration, contact Maritz Support:
Call Customer Service toll free at (864) 641-0686
Hours of operation: 9 a.m. – 5 p.m. ET, Monday - Friday
International registrants, call (847) 996-5876
E-mail Customer Service at accqualitysummit@maritz.com*

What resources can I access to learn more about NCDR and/or Accreditation products and services.

- *The website for Quality Improvement for Institutions is cvquality.acc.org. This website has a suite of registries, quality campaigns, accreditation services and clinical toolkits that are offered to health care facilities and their staff.*
- *QII Brochure – [click here](#)*

What resources are there for clinicians to share with their patients?

- *The CardioSmart website is cardiosmart.org. Patients and clinicians will find information about heart conditions, resources to support important health care conversations, and tools to build their partnership – not just on specific decisions, but over a lifetime.*