



Hospital Outpatient Quality Reporting Program

Support Contractor

Public Reporting Preview Reports: Hospital Outpatient Quality Reporting (OQR) Program PM Questions and Answers

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- Question 1:** Yes hi, I just have a quick question, was more curious than anything. You referenced the facility, state, and national report and talked about the functionality issues. And I believe there have been functionality issues with that specific report for quite some time now. Do you have any information as to when these issues might be resolved, and that this would be a good report to use?
- Answer 1:** QualityNet doesn't have any plans at this time to correct that, due to other obligations they have.
- Question 2:** Yes. I was wondering when the preview report will be available for that 30-day period? I'm on the website right now, and it is saying "no data available."
- Answer 2:** This is Jan, and the July preview report will begin to be available on April 3. That'll be the next round of reports. You'll get a notice, a ListServe, announcing that, and there will also be a QualityNet news article that will have some supporting information for you.
- Question 3:** Yes. On the most recent preview report there was a stratification of OP-18, -20 and -22, the ED-Throughput measures, by volume of ED. And I'm just wondering why there were no national benchmarks provided for the stratification -- you know, low volume to very high volume EDs -- and if that would be provided in the future?

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- Answer 3:** This is Jan again, and the ED volume and state and national references -- the intent of that was to provide hospitals with some kind of a reference point because ED measures really do not have benchmarks, per se. What happened for the April release didn't really pan out to show what we had intended to provide you. For the July preview, like I said, that starts on April 3, I think you will see better information that will give you at least some reference for those hospitals who maybe appeared with the same kind of a volume. If you were in the low, then what other hospitals who were in the low volume, what their timing looked like at the state level and at the national level, and for all of the others as well.
- So we are hopeful that that information will be more helpful to you. Again, April did not pan out to show what was intended, so it's being corrected for the July release.
- Question 4:** Hi. I'm asking about the Imaging Efficiency measures, and when there was a dry run several years ago, they were able to provide us with patient-level data so that we could look at our fallouts and try to come up with process improvement around those, but that option isn't available to us any longer. Is that something that can be provided if we request it?
- Answer 4:** This is Marty, and we've talked to the Support Contractor about that. And the reply from them is that because this is Fee-for-Service claims data, that the hospitals can actually abstract that from their own billing departments.
- Question 4:** That's true for most of the measures, but the one measure -- and I'm sorry, I can't think of which one that is off the top of my head -- but there's one that it associates it with some outpatient office visits that happen outside of the hospital. And so, we're not able to recreate that report. I think it has to do with the lumbar spine, I don't remember exactly.
- Answer 4:** You can -- you're welcome to give us a call here at 866.800.8756, and we can give you the information on how to contact that Support Contractor.
- Question 5:** Thank you. I missed the website that you told us to go to to get the handouts at the beginning, if you can just repeat that please?
- Answer 5:** Yes ma'am, it is qualityreportingcenter.com. It's on slide 41, as well, of your slide pack.
- Question 6:** Hi. Just so I'm clear about the surgical measures -- the OP-6, -7 -- there's no requirement that includes both CMS, and there's no Joint Commission, so it's totally unnecessary to abstract any from January forward?
- Answer 6:** I can't speak for the Joint Commission, but for the Hospital Outpatient Quality Reporting Program from January 1, that data will no longer be reporting.

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- Question 7:** Yes, I had a couple of questions. First of all, when you first sign on for your QualityNet and your participation, you never have to complete that again, correct? So that's only for first-time sign-on that you were talking about at the very beginning?
- Answer 7:** Yes ma'am, that is correct. Once you have your Notice of Participation, it stays in effect unless you were to officially withdraw from the program.
- Question 7:** Okay. The second question is in relation to the OP, the cataracts, OP-31. So, is the submission and time frames the same as the OP-29 and -30?
- Answer 7:** OP-31 has been made a voluntary submission, and that submission period will be the same. It'll be July 1 to November 1.
- Question 7:** Of last year?
- Answer 7:** Well, of this year because it was pushed forward.
- Question 7:** Related to last year's data, though, correct?
- Answer 7:** Correct, correct.
- Question 7:** And in that, when you say voluntary, if a person chooses not to submit, will it affect any payment?
- Answer 7:** No.
- Answer 7:** No.
- Question 7:** Okay. Thank you.
- Question 8:** Hi, thank you. This is on a question, on follow-up for -- let's see, the Imaging Efficiency footnotes, slide 24, the number of cases being too few to report. Can you tell me what the minimum count is for each of those measures?
- Answer 8:** This is Jan, and the minimum is determined by the contractor. I don't know, I think it's a statistical count. I'm not sure that it has a specific number, so I'm not able to answer that question.
- Question 9:** Hi. I know you answered this question, but could you state for OP-26 when and where the codes will be available?
- Answer 9:** The codes will be available on the QualityNet website, and it's going to be a supplemental document to the Specifications Manual 8.0a, and those should be available April 1.
- Question 9:** Okay, thank you very much.

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- Answer 9:** Okay. Let me just jump in with a correction on OP-31. That will be data from January 1 of '15 which will be reported January 1 to December 31 of '15, reported July 1 to November 1 of 2016.
- Question 10:** Yes. My question is, how do you change your Notice of Participation to public reporting? I was unable to do that last year. We had a grant that the person needed the public reporting, and I could not get it switched, no matter who I talked to.
- Answer 10:** You can call the QualityNet Help Desk with that.
- Question 10:** I did.
- Answer 10:** And they didn't resolve your issue?
- Question 10:** No.
- Answer 10:** Okay, you can give us a call here, and we'll help you with that.
- Question 10:** Okay.
- Answer 10:** Just call the 1-800 number, the 866.800.8756, and we'll intervene on your behalf and get you assistance for that.
- Question 10:** Oh, all right. Thank you.
- Question 11:** Hi, I'm from a Critical Access Hospital, and I would like to know, as I heard during the presentation, that Critical Access does not have any financial implications. And I'm new in this position and would like to know that -- do we still report all the Stage 1, Stage 2, and do you guys have any programs for new people so that they can understand the navigation of the QualityNet? It is pretty difficult for a new person.
- Answer 11:** Sure, we have -- the Critical Access Hospitals aren't paid into the OPPS Outpatient Prospective Payment System. So their payment is not dependent on data submission for the Outpatient program. On QualityNet, or on our website, qualityreportingcenter.com, we have a new hospital packet [\[Hospital OQR Program Guide for New Facilities\]](#) under the resource material. And that gives a lot of good, specific information on how to participate in the program. We encourage the Critical Access Hospitals to submit data, but at this time it's not mandatory for them to do that related to payment.
- Question 12:** Hi, I'm just wondering -- I'm also a Critical Access Hospital, and the quick reference guide -- where do you obtain that, again?
- Answer 12:** I'm glad you asked, thank you. The quick reference guide is going to be updated, and that will be released with a news article on QualityNet. So

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under the Headlines section of QualityNet on the home page, you're going to see information about the preview period, and in that news article, there will be a link to the quick reference guide.

Question 12: Thank you.

Question 13: Yes. I have a question regarding OP-6 and -7. What I heard you say, of course, we're no longer abstracting as of 1/1/2015. But you mentioned that the last time it'll be publicly displayed is July 2016, even though Q1 2015 data would be displayed publicly in December of this year. So is it just going to continue only through 2015; it'll just keep displaying the same data in 2016?

Answer 13: Jan, do you want to take that question?

Answer 13: Sure. What we anticipate at this time is, since for an OQR hospital that has pledged to provide that information, the quarters will continue to roll until that last quarter rolls off. So it'll start with four quarters, drop to three, two, and then one for that last release, the stance being that you were paid for the quarter so that you would have that last quarter of data reported as part of your Notice of Participation. I don't have strong confirmation of that at this point. It could change, but at this point, that's our understanding is that we will continue to report all the measures until they fall off. Does that make sense, I hope?

Marty Ball: All right, well if we have no more questions, this concludes our program for today. I'd like to thank all the speakers and participants for the valuable information and questions you provided. We hope you heard some useful information that will help you in your Outpatient Quality Reporting Program. Please remember that you will not receive a WebEx survey for your CE certificate today. It will be sent from WebEx to your email within the next 48 hours. And if you did not get a chance to ask your question, or if you'd like to write in a question to us, use the Question-and-Answer tool located on QualityNet.org, the Hospital Outpatient. A Hospital OQR subject matter expert will send you a timely response.

Thank you again, and enjoy the rest of your day.

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