



Hospital Outpatient Quality Reporting Program

Support Contractor

Digging Deeper Into the Data: How to Access and Interpret QualityNet Reports

AM Questions & Answers

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- Question 1:** Yes, I'm wondering how long it takes to process when you make a change and resubmit. How long does it take to process and be seen on the QualityNet report?
- Answer 1:** It – generally, for it to show up, it generally takes 24 hours for that information to show up on your reporting.
- Question 1:** Thank you.
- Answer 1:** Yes, ma'am.
- Question 2:** Okay, thank you. My question actually is not about the reporting process on here, but it's about submission of the OP-29 and -30.
- Answer 2:** Okay.
- Question 2:** When is that available for us to submit, and where is it that we go to on this – in the QualityNet to put that information?
- Answer 2:** Are you – okay, so you want to know how you report your information?
- Question 2:** Yes.

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- Answer 2:** Okay. For hospitals, your submission time is going to begin on July 1st, and that's going to extend to November 1st, 2015. So you're going to enter those where you would normally put your web-based measures in. So that will begin in July.
- Answer 2:** So you'll sign onto QualityNet, actually, as Karen showed you today, through the **Hospital Outpatient Program**.
- Question 2:** Yes.
- Answer 2:** And then you'll go to **Manage Measures**. And when you open that choice, then you'll have the option to answer the web-based measures. Go through those individually, and when you click submit, then you'll get a screen that will show that it's been completed. And we recommend that when you've completed all those measures, that you do a screenshot printout so that you have that for your records.
- Question 2:** Okay. Once we go and sign in and everything, what was it, you said Advantage Measures?
- Answer 2:** Manage. Manage Measures.
- Answer 2:** It will be on that yellow banner that I showed you. It will be under Quality Programs. You'll click the first drop-down box. A page will open up that says, **My Tasks**, and you will click on **Manage Measures**.
- Question 2:** Okay.
- Answer 2:** If you have difficulty when you're ready to submit, just call our call center number, which is on the screen, and we will be happy to walk you through that.
- Question 2:** Okay. Thank you very much.
- Answer 2:** Yes, ma'am.
- Question 3:** Hi. I just have a question for when you run the reports. On some of the reports it asks for an upload start date and an upload end date, and it's supposed to be – it can't exceed a range of eight months. Every time I put dates in there, I never get any data back. So is there a trick to getting those to work?
- Answer 3:** I think the issue may be that when you select your quarter, when you select the date patterns, make sure that you're selecting the correct ones. And think of it in terms of that you're selecting back, because your data is not current data, it's older data for the program. So just watch what dates you're selecting. I think – I've had the same issue, and I'll go oops, I put in the wrong quarter, you know, too current of a quarter.

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- Question 3:** Okay. Because usually what I do is I pick the quarter of the date I want and then I use the upload start date as the beginning of that quarter and then the end date after the end of the quarter. And I just never – I never get any data back.
- Answer 3:** It sounds like you're doing it correctly. You might need to contact the QualityNet Help Desk if you're having that issue. Or give us a call, and we can walk you through it at the time.
- Question 3:** Okay.
- Question 4:** Thank you. We just recently received our preview report for that outpatient Hospital Compare data that goes public on July of this year. And we're really desperately trying to find our patient-level data for this report. Can you tell us where we can find that?
- Answer 4:** All of the data on that report is from your facility's Medicare billing. So I suggest you go to your billing department, and they can pull those patients up where that data was originated from.
- Question 4:** Okay. Thank you. We're working with our vendor. Appreciate it.
- Answer 4:** Okay.
- Question 5:** Thank you. I have submitted my fourth quarter for 2014, and all my files were accepted except one. So I've gone out, looked at the Provider Participation Report. It identifies that yes, one of my files is missing there. From there I went to the Submission Summary Report. It identifies the measure set where the file was rejected, so I can see that. My next step would be where to actually identify which file I need to review?
- Answer 5:** You can do – you remember we talked about those two reports. And the one that would give you the specifics would be that Case Summary Detail Report, because that will break them down case by case.
- Question 5:** Okay.
- Answer 5:** Then you might be able to narrow it down that way. Oftentimes you can find that information on the Population and Sampling Detail Report as well. And really it just depends on what look you like. Some, you know, people like things set up visually a little bit differently. So they give you a lot of the same information; it's just what you like to view better in what format. So I would recommend trying to run those two to see if you can narrow down exactly what you're missing.
- Question 5:** And you said one of them was the Population and Sampling that would give me that. And what was the other one? Was that a claims?

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- Answer 5:** Detail Summary Report.
- Question 5:** Okay. Thank you so much.
- Answer 5:** Case, I'm sorry, Case Detail. Pardon me. Yes.
- Answer 5:** And keep in mind that Case Detail Summary Report, the example that we gave was like 171 pages, so it's going to be a large report.
- Question 5:** Right.
- Answer 5:** It's going to take a long time to run, so just keep that in mind when you run it.
- Question 5:** Sure.
- Answer 5:** It may be something that you want to run overnight before you leave work and come back the next morning.
- Question 5:** Okay. Thank you so much.
- Question 6:** Yes, good morning. Regarding running the Case Detail Report, you said that you can run it and then leave it overnight. Is that a little bit difficult when you have the QualityNet Portal site disconnecting at two minutes?
- Answer 6:** The – you'll get –
- Question 6:** Do you lose the report at that time, or does it run automatically on your end?
- Answer 6:** It runs automatically.
- Question 6:** Okay.
- Answer 6:** So even though you'll get disconnected, when you come back the next morning – then when you sign on, you should see that the report is ready to be reviewed.
- Question 6:** Okay. And how soon after we do our submission will we be able to obtain that? Is it within 24 hours, or is it longer?
- Answer 6:** Now, usually QualityNet will turn that around and have that available within 24 hours of you uploading that information. So, as Marty said, when you run a report, if you get kicked out, you get busy, whatever, that report is still going to be running. So when you go back, when you go to your Run Report section, you're just going to hit **Search Reports**, and that will bring up a page of every report you've ever run, but the one at the top will be the most recent one.
- Question 6:** Okay. And so upon review, if we see errors, as long as it's before the deadline, we're able to correct those errors. Is that correct? And resubmit.

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- Answer 6:** Yes, ma'am. You can make any changes, deletions, additions, up until the deadline. Correct.
- Question 6:** Okay. Thank you so much for your time.
- Answer 6:** And we also, you know, even for the facilities, about 90 percent of you that use a vendor, we really encourage you to run those reports because, ultimately, the hospital is responsible for reporting its data. And if there's an issue with your vendor, you want to know prior to the deadline, so that's a good way to find that out.
- Question 7:** I just want to verify, on the Sample Provider Participation Report for fourth quarter, when I was checking it, my outpatient Chest Pain, under the total Medicare claim, showed a blank. And the blank – and this was not a non-Medicare patient, so that's acceptable. Correct?
- Answer 7:** Yes.
- Question 7:** Okay. Just wanted to verify.
- Answer 7:** You know, a large facility that has inpatient cardiac surgeries may not have any Chest Pain because they don't transfer out and they admit everyone. So being that this is an outpatient program, you may not – it's not surprising not to see that.
- Question 7:** Okay. Thank you.
- Question 8:** Are there printouts available of this?
- Answer 8:** Yes, ma'am. You can get the whole slide pack that you just viewed on our website at qualityreportingcenter.com. It is showing here on the screen. And you would just click on today's event, and it will bring you directly to a page that will allow you to print off one slide per page or three slides per page. In addition to that, in a couple of weeks we have a transcript and a recording of the presentation so you can go back and review as you wish.
- Question 8:** Okay. Perfect. Thank you.
- Answer 8:** Yes, ma'am.
- Question 9:** Hey. I have a question about the Data Validation Report. Is that only if you have been selected for data validation to even have to generate a report for that?
- Answer 9:** Yes, that would refer to the population, the hospital population that is being validated. That's correct.

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- Question 9:** Yes, ma'am. I just wanted to make sure, or was it just everything that we send up quarterly then? It's just only if you're selected for validation?
- Answer 9:** That's correct.
- Question 9:** Okay. Thank you.
- Answer 9:** Yes, ma'am.
- Question 10:** Oh hi. I have a question. I was just trying to run one of the Case Detail Reports, and when I tried to choose a provider, the All is checked, but when I click out of that to go to the encounter quarter, it doesn't populate that field. And so when I select **Run Report**, I get an error message.
- Answer 10:** I'm not really sure what kind of issue you're having. If you want to give us a call at 866.800.8756, one of the nurses in the coordinating center will be able to help you with that issue.
- Answer 10:** Sometimes it's just a matter of your accidentally clicking a wrong button. So if we're able to walk you through that, maybe we can figure out exactly where the error is. Because it sounds like you're probably doing it correctly, but that there might be just something you're inputting incorrectly. So sometimes if we run – you know, do it with you, we can correct the problem. So we'd be happy to help if you're able to call. We can walk you through it.
- Question 10:** Okay. Thank you.
- Marty Ball:** This concludes our program today. I want to thank everyone for attending. I want to thank Karen for the valuable information she shared with us today. We hope that you've heard some useful information from today's webinar. And please remember that you will not receive your WebEx survey for the CE certificate today. It will be sent from WebEx to your email box within about 48 hours. If you didn't get a chance to ask a question today, please use the question and answer tool located on www.qualitynet.org, under the Hospital Outpatient Reporting Program, and a subject matter expert will send you a timely response. Thank you again and enjoy the rest of your day.

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