Overview of the Hospital Value-Based Purchasing (VBP) Fiscal Year (FY) 2017

- Audio for this event is available via INTERNET STREAMING.
- · No telephone line is required.



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Submitting Questions

Type questions in the "Chat with Presenter" section, located in the bottom-left corner of your screen.



4/21/2015



Hospital Value-Based Purchasing (VBP) Program

Claims-Based Measures

Kayte Hennick, BA Hospital Reporting Reports and Analytics Contractor

April 21, 2015

Purpose			
The purpose of today's webinar is to provide an overview of the AHRQ PSI-90 Composite and Mortality Measures Hospital Specific Report (HSR); including how to receive your HSR, how to comprehend the calculations of the AHRQ PSI-90 and Mortality Measure, how to read the HSR and identify the process of submitting a Review and Corrections Request.	- - - -		
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Objectives	_		
Participants will be able to: Identify how to receive your Agency for Healthcare Research and Quality (AHRQ) PSI-90 Composite and Mortality Measures Hospital Specific Report (HSR) Comprehend the calculations of the AHRQ PSI-90 and Mortality Measures Understand how to read the HSR Identify the process of submitting a Review and Correction Request	5		
How to Receive Your HSR	_		
How do you know your HSR is available? A QualityNet Notification was sent via email to those who are registered for the notifications regarding the Hospital Inpatient Quality Reporting Program. The notification indicated the reports are available.	_ _		
Who has access to your HSR? Hospital users with the Hospital Reporting Feedback-Inpatient role and the File Exchange and Search role will have access to the HSRs and User Guide.			
How can you access your HSR? • For those with the correct access the HSRs and User Guide will be in their My QualityNet Secure File Transfer Inbox.			
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4/21/2015

Table 1: Hospital Results

1	Table 1. AHRQ PSI-90	Composite resul	is for the FT 201	o mospital ver-	renormance re	enou		
2	HOSPITAL NAME							
4	Measure	Performance Period Index Value [a]	Achievement Threshold [b]	Benchmark [0]				
5	PSI-90 Composite	0.561944	0.616248	0.449988	1			
6								
7	[a] Performance Period The PSI-90 Composite corresponding to bette from an Inpatient Prosp	should be interpre r quality. The targe	ted by way of co t population is M	emparison, with edicare Fee-for-	lower PSI-90 Co	omposite	values	
8	(b) Achievement Thres valid discharges during					sults and	minimum	
9	[c] Benchmark = the m results and minimum v 2011).							
11	Notes:							
	This table is based or requirement of at least N/A = Not available f for this measure. In ord minimum case require	3 valid discharges or calculation beca der to receive an Al	on any one und suse there were HRQ PSI-90 Cor	erlying indicator not enough cas mposite Index V	es at the hospital alue, a hospital	al to calcul must mee	late rates	
1A	A N AUDO DET Works	ook Table 1 Hose	ital Results T	ahla 2 AHRO DET D	erformance / T	Ship 3 AHR	D PSI Discha	rnes /93 /

Table 2: AHRQ PSI Performance

	Table 2: Additional Information for Replicating Your H HOSPITAL NAME October 15, 2012 through June 30, 2016	ospitařs AHRQ PSI	90 Camposita	Index Value for the	FY 2016 Hospital VE	P Performance P				
5	Performance Information	PSI 90 Composite [b] – Patient Safety for Selected Indicators	PSI 03 - Pressure Ulcer Rate	PSI 95 – latrogenic Pneumothorax Rate	PSI 67 - Central Venous Catheter. Related Bloodstream Infection Rate	PSI 08 - Postoperative Hip Fracture Rate	PSI 12 - Postoperative Pulmonary Embolism or Deep Vein Thrombosis Rate	PSI 13 – Postopenative Sepsis Rate	PSI 14 – Postoperative Wound Dehiscence Rate	PSI 15 - Accidental Puncture or Laceration Rate
	Total Number of Eligible Discharges (Denominator) at									
6	Your Hospital (a) (c)		3,613	8,924	7,065	1,549	2,321	NA.	228	9,503
	Smoothed Rate per 1,000 Eligible Discharges [a] [c]		0.81	0.21	0.37	0.06	2.97	NA	0.40	1.97
	National Risk-Adjusted Rate per 1,000 Eligible									
	Discharges [c]		0.00	0.24	0.07	0.06	3.42	9.14	0.77	1.46
2.	Composite Index Value [b]	0.551966								
	Measure's Weight in Composite [c]		0.1357	0.0614	0.0831	0.0005	0.2209	0:0536	0.0159	0.4209
	Humber of Outcomes (Numerator) [c]		- 0	2	4	6	7	NA	0	16
	Observed Rate per 1,000 Eligible Discharges [c]	-	0.00	0.22	0.57	0.00	3.02	NA	0.00	1.68
	Risk-Adjusted Rate per 1,000 Eligible Discharges [c]		0.00	0.19	0.46	0.00	2.84	NA.	0.00	2.09
	Expected Rate per 1,000 Eligible Discharges [c]		7.72	0.50	0.09	0.03	5.16	NA	3.47	2.26
	Reliability Weight [c]		0.92	0.57	0.77	0.02	0.78	NA.	0.48	0.81
8 9 0 1	(a) The Total Number of Eligible Discharges and Smo (b) The PSI 50 composits is calculated from PSI 50, i.e. (c) These statistics are not shown on your hospiton's Notes: 1. "In order to receive an AHRQ PSI-50 Composits In decharges on any one underlying indicator.	96, 67, 68, 12, 13, 1 Percentage Paymer	id and 15. It Summary Re	port, but we includ	them here for your o	eference.				
	For more information on PSI calculations, including Values, or Performance Categories, please visit the h	lospitals-inpatient p	age of the Qual	ityNet website.						
	 NA = Not available for calculation because there v component PSI measures used for the PSI 90 compo component PSI. 									
					URO PSI Dacharous					FIX.

Table 3: AHRQ PSI Discharges

		and and information for the APEO PS Measures for the PV 2015.						H		
	SSW 3. Dischar.									
		Through June 26, 2019								
		MOCK data except for national results. In your begalar's own HI No. THE REPULLING PLESS OR WAY OF THEIR CONTENTS REC								
		SENTENDLE RECEMBLICAL When referring to these document								
		Massaco						PSI Trigger Diagnoses		
	D Sunder		HONO	Medical Record Number	Beneficiary 008	Admission Date	Discharge Date		041	PO
		IATROGENIC PREMICTHORAL (PSIN)	20020000	50000A	15/15/900	15 95 9003	05/05/005			
		INFECTIONS PONT)					09099999	99931	9681	
		CONTRAL VENOUS CATHETER HIS ATED IN CODICTREASE								
L		EFFECTIONS (FSET)								
		POSTOPERATIVE PULNOHARY EMBOURN OR DEEP VEHI								
		EVOSTOREDATASE EVALUACIONES EMBOLICAS ON DEED VENI								
							09/09/9999			
		POSTOPERATIVE PULSIONARY EMBOURING OR DEEP VENI								
							09/09/2020			
	99	THROMBOSIS (PSH2)	94494668	999995A	25/35/3000	25/25/2002	09/09/9999	45341	V5402	
		POSTOPERATIVE PULNONARY EMBOURN OR DEEP VEHI								
		POSTORERATIVE PULSICINARY EMBOLISM OR DEEP VEH.								
								41539 9062		
		ACCESSION PLACTURE OF LACESTATION (PRINC)		CONTRACT OF THE PARTY OF THE PA	25 To 1000	25 95 9000	1010101		67410	
		ACCIDENTAL PUNCTURE OF LACERATION (PS/IS)	200200000	50000A	15/15/1970	15 75 7003	(9459-999)	9962	50381	
	76	ACCRETION, PUNCTURE OR LAGRATION (PRITE)	569980009	5999954	25/25/9999	25/25/9899	09/09/9999	9982	41481	Y
					15/15/2029	15/25/2009	(9/09/9999)	990	1534	
c		ACCRESCIA, PUNCTURE OF LACESUSON (PS/15)	555300000	5999955	15:75:7922	25 75 7000	09/09/2022	9162	45481	
			- CANCELLOS						1100	
	N NEOF	Announce Table 1 Hospital Results Table 2 HHRO PSI P								

The ID Number is provided for use if you need to reference records in this table in an email or otherwise, so that you can avoid sharing personally identifiable information (PII) or personal health information (PHI).

Understanding the AHRQ Calculations Through Replication

The replication process for the AHRQ PSI-90 Composite includes calculation of the:

- Observed Rate per 1,000 Eligible Discharges
- · Risk-Adjusted Rate per 1,000 Eligible Discharges
- Smoothed Rate per 1,000 Eligible Discharges
- PSI-90 Composite

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Calculate the Observed Rate per 1,000 Eligible Discharges

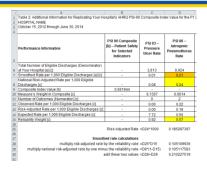
4	A	В	С	D
1	Table 2: Additional Information for Replicating Your Ho	ospital's AHRQ PSI-90	Composite Ind	lex Value for the F'r
2	HOSPITAL NAME			
3	October 15, 2012 through June 30, 2014			
4				
5	Performance information	PSI 90 Composite [b] – Patient Safety for Selected Indicators	PSI 03 – Pressure Ulcer Rate	PSI 06 - latrogenic Pneumothorax Rate
	Total Number of Eligible Discharges (Denominator)			
6	at Your Hospital [a] [c]		3,613	8,924
7	Smoothed Rate per 1,000 Eligible Discharges [a] [c]		0.01	0.21
	National Risk-Adjusted Rate per 1,000 Eligible			
8	Discharges [c]		0.08	0.24
9	Composite Index Value [b]	0.561944	-	-
10	Measure's Weight in Composite [c]		0.1357	0.0614
11	Number of Outcomes (Numerator) [c]		0	2
12	Observed Rate per 1,000 Eligible Discharges [c]		0.00	0.22
13	Risk-Adjusted Rate per 1,000 Eligible Discharges [c]		0.00	0.19
14	Expected Rate per 1,000 Eligible Discharges [c]		7.72	0.50
15	Reliability Weight [c]	-	0.92	0.57
16				
17		rved rate calculations		
18	Divide Number of Outcomes by			0.000224115
19		Multiply by 1000	=D18*1000	0.224114747
20				

4

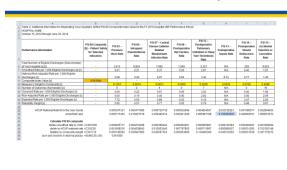
Calculate the Risk-Adjusted Rate per 1,000 Eligible Discharges

	A	8	C	D
1	Table 2: Additional Information for Replicating Your Ho	ospital's AHRQ PSI-90	Composite Inc	fex Value for the F
2	HOSPITAL NAME			
3	October 15, 2012 through June 30, 2014			
4				
5	Performance information	PSI 90 Composite [b] – Patient Safety for Selected Indicators	PSI 03 – Pressure Ulcer Rate	PSI 06 – latrogenic Pneumothorax Rate
	Total Number of Eligible Discharges (Denominator)			
6	at Your Hospital [a] [c]		3,613	8,924
7	Smoothed Rate per 1,000 Eligible Discharges [a] [c]		0.01	0.21
	National Risk-Adjusted Rate per 1,000 Eligible			
8	Discharges [c]		0.08	0.24
9	Composite Index Value [b]	0.561944		
10	Measure's Weight in Composite [c]		0.1357	0.0614
11	Number of Outcomes (Numerator) [c]		0	2
12	Observed Rate per 1,000 Eligible Discharges [c]		0.00	0.22
13	Risk-Adjusted Rate per 1,000 Eligible Discharges [c]		0.00	0.19
14	Expected Rate per 1,000 Eligible Discharges [c]		7.72	0.50
5	Reliability Weight [c]		0.92	0.57
16				
9		Observed Rate	=D18*1000	0.224114747
10	HCUP National Rate	from the User Guide		0.000417085
12	Diek Adinat	ed Rate calculations		
13	divide the observed rate		-perman	0.444242723
NA NA		HCUP National rate		0.444242723
	multiply by the	HCUP National rate multiply by 1,000		0.000185287
25 26		multiply by 1,000	=D24*1000	0.185287397

Calculate the Smoothed Rate per 1,000 Eligible Discharges



Calculate the PSI 90 Composite



5

AHRQ Differences Across Programs

Differences in IQR	and HVBP	results	are	due	to
the following:					

- · Data period used for calculation -

 - IQR July 1, 2012 through June 30, 2014
 HVBP October 15, 2012 through June 30, 2014
- Diagnosis and procedure codes
 - FY16 HVBP uses nine diagnoses and six procedure codes in order to be consistent with the HVBP baseline period
 2015 IQR uses 25.
- · Software versions
 - FY16 HVBP uses version 4.4 of the AHRQ software in order to be consistent with the HVBP baseline period
 2015 IQR uses 4.5a.

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HOSPITAL VBP MORTALITY HSR

Table 1: Hospital Results

	A	8	C	D	E	F.	6	н
	Table 1. 30-Day Morta	ity Measure Re	sults for the FY 2	2016 Hospital VE	SP Performani	ce Period		
	HOSPITAL NAME							
	Measure (a)	Number of Eligible Discharges [b]	Performance Period Survival Rate [c]	Achievement Threshold (d)				
Ē	4MI 30-Day Mortality	12	0.862530	0.847472	0.862371			
Į		64	0.864182	0.881510	0.900315			
	Pneumonia 30-Day ifortality	97	0.877683	0.882651	0.904181			
	al AMI = acute myoca							
	b) Final number of dis Results for hospitals v he FY 2016 Hospital in Information. c) FY16 Performance d) Achievement Thres size (n=25) during the e) Benchmark = the n case size (n=25) durin viotes: 1. This table is based 2. N/A = Your hospital	with fewer than 2 /alue-Based Pur Period Survival shold = the med FY16 baseline nean of the top ong the FY16 baseline on discharges fr	15 eligible dischar rchasing Perform Rate = 1 - Risk ian survival rate operiod (October decile of survival eline period (October rom October 1, 2	rges will not be nance period, yo Standardized N among all hospi 1, 2010 - June 3 rates among all tober 1, 2010 - J 2012 - June 30, 2	used to calcul our results are lioitality Rate (i cals with meas 0, 2011). hospitals with une 30, 2011)	presented her RSMR). See Ti sure results and measure resu	e for your able 2 for RSMR. I minimum case	
ì		nau nu quanyer			Originati.			
	F R Table 1 Hospit		ble 2 Additional Info		le 3 Discharges /		sble 4 Decharges HF Mort.	Table 5 I

Table 2: Additional Information

	A	В	С	D	E	F	G	н	1	
	Table 2. Additional in HOSPITAL NAME	formation for Replicat	ing Your Hos	pital's Risk-St	andardized Mortal	ity Results for the FY	2016 Hospital VI	BP Perfor	mance Pe	riod
4	Measure [a]	Number of Eligible Discharges [b]	Deaths [c]	Deaths [d]	National Observed Mortality Rate [e]	Risk-Standardized Mortality Rate [f]	Performance Period Survival Rate (g)			
5	AMI 30-Day Mortality	12	2.02	2.02	0.137543	0.137470	0.862530	1		
	HF 30-Day Mortality	64	7.13	6.03	0.114749	0.135818	0.864182	l		
	Pneumonia 30-Day Mortality	97	9.25	8.45	0.111761	0.122317	0.877683			
8										
9	[a] AMI = acute myoc	ardial infarction: HF=	heart failure							
11 12 13 14 15	observed case mix a [d] The number of ex- hospital's case mix a [e] National Observe [f] Risk-Standardized	and your hospital's est pected deaths within and the average hospi d Mortality Rate = (Nu	imated effect 30 days of act tal effect (pro mber of obse R) = (Predict	t on mortality (dmission, on ti rvided in your I erved 30-day o ed Deaths / E:	provided in your hi he basis of average hospital discharge leaths nationally / spected Deaths) *	r hospital's performar ospital discharge-leve je hospital performan -level data). Number of eligible dis National Observed M	l data). e with your charges national	By).		
18	The information in number of eligible dis	scharges and the surv in Instructions provide	only to help in tval rate, info d as part of t	n replicating your rmation in this he "Hospital-S	our hospital's surv table will not be p pecific Report Us	ival rates in Table 1; o sublicly reported. er Guide" file for more				

Tables 3, 4, and 5: Discharges

	A	8	C	D	E	F	6	н		J
	Table 3. Disch	arge-level Works	heet for AMI Mortality							
ā	HOSPITAL N	AMF								
ă,	October 1, 201	2 through June 3	0.2014							
			cept for national results.							
b	PERSONALLY	IDENTIFIABLE I	HSR FILES OR ANY OF NFORMATION. When rel ficients - see data beginn	THEIR CONTEN	ITS BECAUSE ocuments use I	D Numbers.				
ď	PERSONALLY [Row 8 contain	DENTIFIABLE II s risk factor coef	HSR FILES OR ANY OF NFORMATION. When ref ficients - see data beginn	THEIR CONTENT ferring to these di ring at column M.	ors BECAUSE ocuments use I I Admit Date	D Numbers.	Dinas	Disabases	ladas	Inclusion/
ď	PERSONALLY [Row 8 contain ID	IDENTIFIABLE I	HSR FILES OR ANY OF NFORMATION. When ref ficients - see data beginn Medical Record	THEIR CONTER ferring to these di ing at column M. Beneficiary	Admit Date of Index	Discharge Date of	Primary	Discharge	Index	Exclusion
b	PERSONALLY [Row 8 contain	DENTIFIABLE II s risk factor coef	HSR FILES OR ANY OF NFORMATION. When ref ficients - see data beginn	THEIR CONTENT ferring to these di ring at column M.	ors BECAUSE ocuments use I I Admit Date	D Numbers.	Primary Diagnosis	Discharge Destination	Index Stay	
b	PERSONALLY [Row 8 contain ID	DENTIFIABLE II s risk factor coef	HSR FILES OR ANY OF NFORMATION. When ref ficients - see data beginn Medical Record	THEIR CONTER ferring to these di ing at column M. Beneficiary	Admit Date of Index Stay	Discharge Date of			Stay	Exclusion
b	PERSONALLY Row 8 contain ID Number	DENTIFIABLE II s risk factor coef HICNO	HSR FILES OR ANY OF NFORMATION. When ref ficients - see data beginn Medical Record Number	THER CONTENT Serving to these ding at column M. Beneficiary DOB	Admit Date of Index Stay	Discharge Date of Index Stay	Diagnosis	Destination	Stay	Exclusion Indicator =

- The discharge tables contain discharge-level data for all Part A Medicare Fee-for-Service (FFS) patient stays with a primary qualifying diagnosis of Acute Myocardial Infarction (AMI), Heart Failure (HF), or Pneumonia accordingly, that had a discharge date in the reporting period, for patients who were age 65 and older at the time of admission.
- The ID Number is provided for use if needed to reference records in this table in an email or otherwise, so that sharing of PII or PHI is avoided.

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Tables 3, 4, and 5: Discharges



Row 8 in the HSR contains the model coefficients for each risk factor. These are estimates over data for all hospitals.

4/21/2015 2:

Understanding the AHRQ Calculations Through Mortality

The replication process for the Mortality Measures includes calculation of the:

- · Predicted Deaths
- · Expected Deaths
- · Risk-Standardized Mortality Rate
- · Performance Period Survival Rate

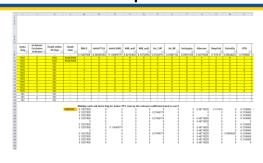
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Calculate Predicted Deaths: Step 1

	A	8	c	D	E	F	6	н	- 1	J	K
	Table 3. Dischi HOSPITAL NA		eet for AMI Mortality								
		2 through June 30									
	This file contain	ns MOCK data ex	cept for national results.	In your hospital's	own HSR fle, t	the data					
			E REAL HSR FILES OR								
		SONALLY IDENT	FIABLE INFORMATION	. When referring t	to these docum	ents use ID					
	Numbers.										
	Row 8 contain	s risk factor coeffi	cients - see data beginn	ing at column M.	1						
٤,	_				Admit Date	Discharge			_	Inclusion/	
	ID	HICNO	Medical Record	Beneficiary	of Index	Date of	Primary	Discharge	Index	Exclusion	Death within
	Number _	HICNO	Number	DOB _	Stay *	Index Stay -	Diagnosis	Destination	Stay	Indicator *	30 Days
				- 1	Stay -	muex sury .				Indicator -	-
H		500000000A	21503A	99/99/9999	10/70/7100	20/00/2000	41091	20	YES		YES
	_	599359935A	99999A	99/99/1999	39/39/3399	39/30/3339	41071	- 0	YES	- 0	YES
	- 1	999999999A	99999A	99/99/7999	99/99/9999	99/99/9999	41071	- (YES	0	NO
	- i	199199319A	99993A	99/99/1999	19/79/7199	39/39/3999	41091	2	YES	0	NO NO
	- 7	599359935A	935934	99/39/5939	16/39/3199	25/50/2250	41071	-	YES	Ď	NO
'n	-	5993599359A	91599A	99/99/9999	10/20/2102	99/99/9999	41091	2	YES	0	NO.
	7	5993599359A	99999A	29/29/2022	19/20/2020	39/59/2009	41071	- 6	YES	0	NO.
e l	- 8	999199919A	99999A	99/99/9999	19/29/2109	99/90/9999	41091	2	YES	0	NO.
	9	999199919A	91593A	99/99/9999	10/99/9100	99/50/9999	41071	- 6	YES	0	NO.
8	10	599359935A	99999A	99/99/9999	39/99/3500	39/50/9359	41091	1	YES	0	NO NO
9	11	999999999A	99999A	99/99/9999	99/99/9999	99/99/9999	41071	2	YES	0	NO.
	12	999199919A	99999A	99/99/9999	19/79/7199	99/99/9999	41071	2	YES	0	NO.
	13	999399939A	93593A	99/99/9999	39/59/3559	35/59/9359	41011	2	NO	1	NO NO
2	14	999999999A	99999A	99/99/9999	99/99/9999	99/99/9999	41071	2	NO	2	NO
	15	4,00000000000	99999A	99/99/9999	99/99/9999	99/99/9999	41071		NO		NO

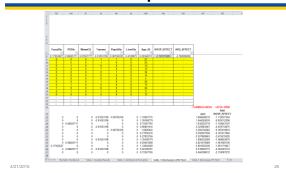
Limit your Replication calculations to rows where "INDEX STAY" (column I) equals "YES." In this example, "INDEX STAY" is represented by discharges in rows 9–20.

Calculate Predicted Deaths: Step 2

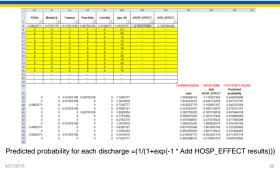


8

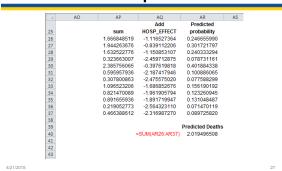
Calculate Predicted Deaths: Step 3



Calculate Predicted Deaths: Step 4



Calculate Predicted Deaths: Step 5

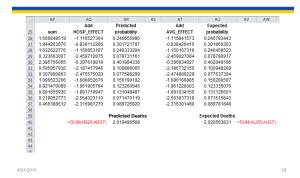


Calculate Expected Deaths

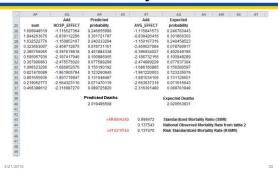


Expected probability for each discharge =(1/(1+exp(-1 * Add AVG_EFFECT results)))

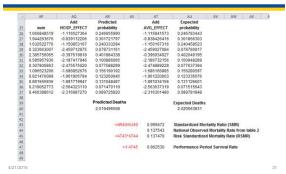
Calculate Expected Deaths



Calculate the Risk-Standardized Mortality Rate



Calculate the Performance Period Survival Rate



HVBP HSR User Guide

The FY16_HVBP_HSR_UserGuide.pdf accompanies your HSRs and contains additional information about the HSRs, including examples for the AHRQ and Mortality replication process.

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REVIEW AND CORRECTION PROCESS

Review	and	Corrections	Period	
Timeline				

- The notification that was sent to indicate the reports were available also contained the timeline of the Review and Corrections period.
- · Pay special attention to the deadline.
 - Review and Correction requests sent after the deadline will not be considered.
- The Review and Correction period for FY 2016 is April 10–May 11, 2015.

Submission of a Review and Corrections Request

Requests can be submitted via:

- Email to qnetsupport@hcqis.org
 - Include "Hospital VBP" in the subject line
- Phone at 866.288.8912
- Teletypewriter (TTY) at 877.715.6222

Review and Corrections Process Inclusions and Exclusions

• Eligible for Review:

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- Suspected calculation errors on your report can be submitted for consideration.
- Ineligible for Review:
 - Requests for submission of new or corrected claims to the underlying data <u>are not</u> allowed.

Resources

- **HVBP** Overview
 - https://www.qualitynet.org/dcs/ContentServer?cid=1228773024772&pagename=QnetPublic%2FPage%2FQnetTier4&c=Page
- AHRQ Resources
 - Quality/Mer.https://www.qualitynet.org > Hospitals Inpatient > Claims-Based Measures > Agency for Healthcare Research and Quality (AHRQ) Indicators > Resources https://www.qualitynet.org/dcs/Content/Server?c=Page&pagename=QnetPublic%2FPage%2FQnetTied&6did=126969355425

 - Quality Indicators Support Qlsupport@ahrq.hhs.gov
 - PSI Resources http://www.qualityindicators.ahrq.gov/modules/psi_resources.aspx
- · Mortality Resources
 - CualifyMer.hiss://www.qualitynet.org > Hospitals Inpatient > Claims-Based Measures > Mortality Measures > Resources https://www.qualitynet.org/dcs/Content/Server?c=Page&pagename=QnetPublic%2FPage%2FQnetTies/3add=1163/10388558
 - Questions about the 30-day mortality measures may be sent to: cmsmortalitymeasures@yale.edu

Contact Us



Continuing Education Approval

- This program has been approved for 1.0 continuing education (CE) unit given by CE Provider #50-747 by the following professional boards:
 - Florida Board of Nursing
 - Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
 - Florida Board of Nursing Home Administrators
 - Florida Council of Dietetics
 - Florida Board of Pharmacy
- Professionals licensed in other states will receive a Certificate of Completion to submit to their licensing Boards

CE Credit Process: Survey	
 Complete the WebEx survey you will receive by email within the next 48 hours, or the one that will pop up after the webinar. The survey will ask you to log in or register to access your personal account in the Learning Management Center. A one-time registration process is required. 	
CE Credit Process: Survey	
Type the na point or	
CE Credit Process: Accessing Certificate	
These could be considered and consid	

CE Credit Process: New User



CE Credit Process: Existing User



QUESTIONS?

4/21/2015

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