

# Outpatient *Hospital Compare*

## Preview Help Guide

The target audience for this publication is hospitals.

The document scope is limited to instructions for hospitals on how to access and understand the data provided on the public reporting user interface prior to publication of data on *Hospital Compare*.

**April Preview/July 2019 *Hospital Compare* Release**

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# Outpatient *Hospital Compare*

## Preview Help Guide

### Overview

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#### Hospital Compare

The Centers for Medicare & Medicaid Services (CMS) publicly reports hospital quality performance information on the *Hospital Compare* website, [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare).

*Hospital Compare* presents hospital performance data in a consistent, unified manner to ensure the availability of credible information about the care delivered in the nation's hospitals, including outpatient care. Participating hospitals submit quality of care measure data as part of the Hospital Outpatient Quality Reporting (OQR) Program. Hospitals that do not meet program requirements, as required by statute, will be subject to a two percent reduction of their Outpatient Prospective Payment System (OPPS) Payment Update.

#### Hospital Outpatient Quality Reporting (OQR) Program

The Hospital OQR Program was mandated under the Tax Relief and Healthcare Act (TRCHA) of 2006. Initial program implementation was finalized in the Calendar Year (CY) 2008 OPPS/Ambulatory Surgical Center (ASC) Final Rule with Comment Period released November 1, 2007. Under the Hospital OQR Program, **hospitals that meet full program requirements, including the reporting of data for standardized measures on the quality of hospital outpatient care, will receive their full OPPS Payment Update.**

Reporting is used to encourage hospitals and clinicians to improve quality of care and to empower Medicare beneficiaries and other consumers with quality of care information to make more informed decisions about healthcare.

#### Preview Period

Prior to the release of data on *Hospital Compare*, hospitals have the opportunity to preview their data during a 30-day preview period via the *QualityNet* Secure Portal, the only CMS-approved website for secure healthcare quality data exchange, at [www.qualitynet.org](http://www.qualitynet.org).

## Public Reporting Preview User Interface (UI)

The Preview UI was developed to allow providers increased flexibility in reviewing their data. The format of the site was designed to be similar to *Hospital Compare*.

Users must be enrolled and proofed in the *QualityNet Secure Portal* in order to access the user interface. Follow the instructions below to access the UI:

1. Access the public website for *QualityNet* at <https://www.qualitynet.org>.
2. Select **Login** under the *Log in to QualityNet Secure Portal* header.
3. From the **Choose Your QualityNet Destination** dashboard, select **HQR Next Generation**.



4. Enter your *QualityNet* User ID, Password, and Security Code. Then, select **Submit**.
5. Read the Terms and Conditions statement and select **I Accept** to proceed.

**NOTE:** If **I Decline** is selected, the program closes.

6. Select **Public Reporting**.



7. Your provider name and CMS Certification Number (CCN) will appear at the top of the Preview UI. The **Change Facility Button** is available to users with roles associated with multiple facilities to see a different provider's data.
8. There are two tabs: Star Rating and Measure Data.

9. Within the Preview UI, users will be able to easily view their data. This page is an interactive analogue to the traditional PDFs. On this page, users can view measures associated by Measure Group, search the entire page for individual measures, dynamically filter through data, and export measure data. The exported measure data will be in PDF format for a user-friendly printed report. Data will be retained following the 30-day preview for future reference.

The screenshot shows a web interface for 'Measure Data'. At the top, there are tabs for 'Star Rating' and 'Measure Data'. Below the tabs is a heading 'Measure Data' and a sub-heading 'Explore your measure data benchmarks for the current or previous release period(s). Use the filters below to refine your feedback, and access supplemental info for any value with the info icon (i) or an asterisk (\*).' A red box highlights an 'Export Data' button. Below this is a filter bar with four dropdown menus: 'Search' (with an input field), 'Release' (set to 'April 2019'), 'Level' (set to 'Select'), and 'Performance' (set to 'Select'). A 'Clear Filters' button is also present. Below the filter bar are two expandable sections: '+ Survey of Patients' Experience' and '- Timely and Effective Care'. Under the expanded section, there is a table for 'Sepsis' with columns for Facility Rate, Number of Patients, State Rate, National Rate, and Top 10%. The table contains one row for 'SEP-1' with values: 25%\*, 59\*, 52%, 53%, and 76%.

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
SEP-1	25%*	59*	52%	53%	76%

**Export Data** - Users will be able to export measure data into a PDF format for a user-friendly printed report.

**Search** - Enter specific measures into this field and the table will dynamically filter for the appropriate content.

**Filtering** - Users will be able to filter their benchmark data in the following ways:

- Release - Select the release data to be viewed.
- Level - Filter whether your facility’s data will be compared to the “State” or “National” average during filtering. This functionality is disabled currently and will be activated in a future release.
- Performance - Filter your facility’s data for being “Above,” “Below,” or the “Same” as previous Level selections. This functionality is disabled currently and will be activated in a future release.

## Star Rating Tab

The Star Rating tab displays the overall star rating, facility details (i.e., hospital characteristics) and measure group scores. Each group accordion displays the performance for the group and expands to provide additional information.

The screenshot shows the 'Star Rating' tab interface. At the top, there are two tabs: 'Star Rating' and 'Measure Data'. The 'Star Rating' tab is active, displaying a 'Star Rating Preview' of 4 stars (3 yellow, 1 black) and a 'Summary Score' of 0.1. To the right, it says 'To Be Published: 01/2019'. Below this is the 'Facility Details' section, which includes: 'Type of Facility: Short-term', 'Type of Ownership: Voluntary non-profit - Private', and 'Emergency Service: Yes'. A light blue banner with the text 'Do you know how your Star Ratings are calculated by Hospital Compare?' and a 'Learn More' button is positioned to the right of the facility details. The main section is titled 'Measure Score Groups' and contains a list of seven groups, each with a plus sign icon and a performance level:

Measure Group	Performance
+ Safety of Care	Average
+ Mortality	Average
+ Readmission	Better
+ Patient Experience	Worse
+ Effectiveness of Care	Average
+ Timeliness of Care	Average
+ Efficient Use of Medical Imaging	Better

Each group score accordion expands to display the number of scored measures in that group as well as a National Score Comparison graph.

The screenshot shows the expanded 'Patient Experience' group score accordion. At the top left, there is a minus sign and the title 'Patient Experience'. At the top right, it says 'Performance: Average'. Below the title, it indicates 'Scored Measures: 10'. The main part of the accordion is a 'National Score Comparison' bar chart. The y-axis is labeled 'Group Score' and ranges from -1.0 to 0.0. The chart shows two bars: a red bar for 'Facility Score' at -0.5 and a black bar for 'National Score' at 0.00.

Score Type	Score
Facility Score	-0.5
National Score	0.00

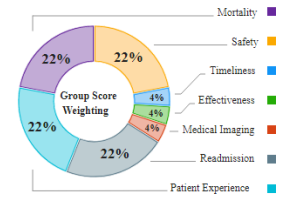
Additional information at the bottom of the Star Ratings tab includes the weight of each group score and a link to additional information on the *Hospital Compare* web page.

### Understanding Star Ratings

Measure group scores are composite scores based on the measures submitted within a measure group. Generally, group scores higher than the national average indicate better performance against nationwide benchmarks.

Each group score is assigned a weight and then used to calculate a Summary Score. This Summary Score informs the Star Rating. The graph here displays default weighting when data for all measure groups are submitted.

Find more information [here](#).



The Overall Hospital Quality Star Ratings summarize hospital quality data on the *Hospital Compare* website. These ratings reflect measures across seven aspects of quality on *Hospital Compare*: mortality, safety of care, readmission, excess days in acute care, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. The Overall Star Rating methodology is a scientifically rigorous and valid process to summarize the quality information available on *Hospital Compare*. The Overall Star Rating supplements, rather than replaces, the information on *Hospital Compare*.

CMS updates the Overall Star Ratings on a bi-annual schedule during the January and July *Hospital Compare* releases. The Overall Star Ratings in the April and October [Hospital Compare](#) releases generally maintain the same rating from the previous quarter, unless otherwise noted.

Hospitals receive an Overall Star Rating (i.e., 1, 2, 3, 4, or 5 stars) and a performance category for each measure group (i.e., above the national average, same as the national average, or below the national average). The tab contains supplemental information for hospitals to better understand the Overall Star Rating calculations, which include: a summary score (i.e., the weighted average of a hospital's available group scores), the hospital's measure group scores, the national group scores, the number of measures in the hospitals of the group score calculation, and the weighting of each group that contributed to the summary score.

Please refer to the *Hospital Compare* Overall Star Ratings methodology resources on [QualityNet.org](#). Visit **Hospitals-Inpatient** or **Hospitals-Outpatient** in the Questions & Answers box on the right side of the page. Select **Star Ratings**. Select **Methodology** for a detailed discussion of the rating calculations.

### Overall Star Rating details

- **Your Hospital's Overall Star Rating** – 1, 2, 3, 4, or 5 stars. A hospital will only receive a Star Rating if it has at least three group scores. One of those group scores must be an outcomes measure group (i.e., mortality, safety of care, or readmission) with at least three measures in each group.
- **Your Hospital's Summary Score** – The weighted average of the hospital's group scores. This score is generally recalculated for the January and July releases and is not recalculated for the April and October releases, unless otherwise stated.
- **Measure Groups** – Hospital quality is represented by several dimensions, including clinical care processes, initiatives focused on care transitions, and patient experiences. The *Hospital Compare* Overall Star Rating includes seven groups:
  - Mortality

- Safety of care
  - Readmission
  - Patient experience
  - Effectiveness of care
  - Timeliness of care
  - Efficient use of medical imaging
- **Number of Measures** – The number of measures used to calculate the hospital’s group scores based on the data the hospital reported.

The Overall Star Rating aims to be as inclusive as possible of measures displayed on *Hospital Compare*; however, the following types of measures will not be incorporated in the hospital Overall Star Rating:

- Measures suspended, retired, or delayed from public reporting on *Hospital Compare*
- Measures with no more than 100 hospitals reporting performance publicly
- Structural measures
- Non-directional measures (i.e., unclear whether a higher or lower score is better)
- Duplicative measures (e.g., individual measures that make up a composite measure that is already reported or measures that are identical to another measure)

The tables below include a full list of the measures included in each group that, if reported by the hospital, were used in calculating the Overall Star Rating for February 2019.

**Mortality (N=7)**

Measure	Description
MORT-30-AMI	Acute Myocardial Infarction (AMI) 30-Day Mortality Rate
MORT-30-CABG	Coronary Artery Bypass Graft (CABG) 30-Day Mortality Rate
MORT-30-COPD	Chronic Obstructive Pulmonary Disease (COPD) 30-Day Mortality Rate
MORT-30-HF	Heart Failure (HF) 30-Day Mortality Rate
MORT-30-PN	Pneumonia (PN) 30-Day Mortality Rate
MORT-30-STK	Acute Ischemic Stroke (STK) 30-Day Mortality Rate
PSI-4 SURG-COMP	Death Among Surgical Inpatients with Serious Treatable Complications

**Safety of Care (N=8)**

Measure	Description
HAI-1	Central Line-associated Bloodstream Infection (CLABSI)
HAI-2	Catheter-Associated Urinary Tract Infection (CAUTI)
HAI-3	Surgical Site Infection from colon surgery (SSI-colon)
HAI-4	Surgical Site Infection from abdominal hysterectomy (SSI-abdominal hysterectomy)
HAI-5	Methicillin-Resistant <i>Staphylococcus aureus</i> (MRSA) Bacteremia
HAI-6	Clostridioides Difficile ( <i>C. difficile</i> )
COMP-HIP-KNEE	Hospital-Level Risk-Standardized Complication Rate (RSCR) Following Elective Primary Total Hip Arthroplasty (THA) and/or Total Knee Arthroplasty (TKA)
PSI-90 Safety	Patient Safety and Adverse Events Composite



**Readmission (N=9)**

Measure	Description
READM-30-CABG	Coronary Artery Bypass Graft (CABG) 30-Day Readmission Rate
READM-30-COPD	Chronic Obstructive Pulmonary Disease (COPD) 30-Day Readmission Rate
READM-30-Hip-Knee	Hospital-Level 30-Day All-Cause Risk- Standardized Readmission Rate (RSRR) Following Elective Total Hip Arthroplasty (THA)/Total Knee Arthroplasty (TKA)
READM-30-STK	Stroke (STK) 30-Day Readmission Rate
READM-30-HOSP-WIDE	Hospital-Wide All-Cause Unplanned Readmission (HWR)
EDAC-30-PN	Excess Days in Acute Care (EDAC) after hospitalization for Pneumonia (PN)
EDAC-30-AMI	Excess Days in Acute Care (EDAC) after hospitalization for Acute Myocardial Infarction (AMI)
EDAC-30-HF	Excess Days in Acute Care (EDAC) after hospitalization for Heart Failure (HF)
OP-32	Facility 7-Day Risk Standardized Hospital Visit Rate after Outpatient Colonoscopy

**Patient Experience (N=10)**

Measure	Description
H-COMP-1	Communication with Nurses (Q1, Q2, Q3)
H-COMP-2	Communication with Doctors (Q5, Q6, Q7)
H-COMP-3	Responsiveness of Hospital Staff (Q4, Q11)
H-COMP-5	Communication About Medicines (Q16, Q17)
H-CLEAN-HSP	Cleanliness of Hospital Environment (Q8)
H-QUIET-HSP	Quietness of Hospital Environment (Q9)
H-COMP-6	Discharge Information (Q19, Q20)
H-COMP-7	Care Transition (Q23, Q24, Q25)
H-HSP-RATING	Hospital Rating (Q21)
H-RECMND	Recommend the Hospital (Q22)

**Effectiveness of Care (N=11)**

Measure	Description
SEP-1	Sepsis
IMM-2	Influenza Immunization
IMM-3/OP-27	Healthcare Personnel (HCP) Influenza Vaccination
OP-4	Aspirin at Arrival
OP-22	ED-Patient Left Without Being Seen
OP-23	ED-Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Who Received Head CT or MRI Scan Interpretation Within 45 Minutes of Arrival
OP-29	Endoscopy/Polyp Surveillance: Appropriate Follow-Up Interval for Normal Colonoscopy in Average Risk Patients
OP-30	Endoscopy/Polyp Surveillance: Colonoscopy Interval for Patients with a History of Adenomatous Polyps – Avoidance of Inappropriate Use
OP-33	External Beam Radiotherapy
PC-01	Elective Delivery Prior to 39 Completed Weeks Gestation: Percentage of Babies Electively Delivered Prior to 39 Completed Weeks Gestation

Measure	Description
VTE-6	Hospital Acquired Potentially-Preventable Venous Thromboembolism

### Timeliness of Care (N=9)

Measure	Description
ED-1b	Median Time from Emergency Department (ED) Arrival to ED Departure for Admitted ED Patients
ED-2b	Admit Decision Time to ED Departure Time for Admitted Patients
OP-1	Median Time to Fibrinolysis
OP-2	Fibrinolytic Therapy Received Within 30 Minutes of ED Arrival
OP-3b	Median Time to Transfer to Another Facility for Acute Coronary Intervention
OP-5	Median Time to electrocardiogram (ECG)
OP-18b/ED-3	Median Time from ED Arrival to ED Departure for Discharged ED Patients
OP-20	Door to Diagnostic Evaluation by a Qualified Medical Professional
OP-21	ED-Median Time to Pain Management for Long Bone Fracture

### Efficient Use of Medical Imaging (N=5)

Measure	Description
OP-8	MRI Lumbar Spine for Low Back Pain
OP-10	Abdomen Computed Tomography (CT) Use of Contrast Material
OP-11	Thorax CT Use of Contrast Material
OP-13	Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac Low-Risk Surgery
OP-14	Simultaneous Use of Brain Computed Tomography (CT) and Sinus Computed Tomography (CT)

Measures with less than 100 hospitals reporting are not included in the *Hospital Compare* Star Ratings calculation. A complete list of the measures that will be individually reported, including the measures excluded from the *Hospital Compare* Star Ratings, is available on [QualityNet](#).

**NOTE:** For hospitals reporting the HCP Influenza Vaccination measure in both IQR (IMM-3) and OQR (OP-27), only one program's measure scores will be used, as they are equal scores. For hospitals participating in IQR only, the IMM-3 score will be used. For hospitals participating in OQR only, the OP-27 score will be used.

- **Weight** is used for the specified group to calculate the hospital's summary score, which is then translated into the hospital's Overall Star Rating. CMS assigns a weight to each group score to calculate a hospital summary score. The following criteria were applied to determine how each measure group is weighted.
  - Measure importance, including prioritizing outcome measures over process measures
  - Consistency with other CMS programs, such as Hospital Value-Based Purchasing

- Alignment with CMS priorities, as outlined in the [Meaningful Measures Framework](#) Stakeholder input, including the prioritization of measure groups by the Technical Expert Panel (TEP), public comment periods, the hospital dry run, and additional sources of patient and consumer feedback
- If a hospital does not report at least one measure for a given group, the weight (or percentage) assigned to that group is redistributed proportionally among the groups with a sufficient number of measures.
- **Group Score** is the estimate of the latent variable model used to produce a group score for each group.
- **National Average Group Score** is the national average group score for each group based on the distribution of group scores across all hospitals.
- **Category** is the group performance category, which provides a hospital with a national comparison across a three-point scale for each hospital's available group scores. These performance categories are: above the national average, same as the national average, and below the national average.

## **Hospital Compare Overall Star Rating Hospital-Specific Reports (HSRs)**

The Overall Star Rating HSR contains hospital-specific rating and national results, hospital-specific measure group score results, hospital-specific measure score results, and measure loadings for the reporting period. Hospitals are encouraged to review their *Hospital Compare* Star Rating HSRs along with the Hospital Inpatient and Outpatient Quality Reporting Preview data.


These HSRs are provided when the Overall Star Rating is recalculated.

## **Measure Data Tab**

The **Measure Data** tab will display accordions and measures based on what *QualityNet Secure Portal* access the user has. If the user has access to inpatient and outpatient data, then the measures for both programs will display for review.

The accordions are labeled similarly to the tabs on *Hospital Compare* and can be expanded by selecting the (+) to the left of the title. Selecting the (-) will collapse the table. Once the accordion is expanded, the measures and data will display.

- Timely and Effective Care					
<b>Sepsis</b>					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
SEP-1	60% *	124 *	54%	51%	76%
<b>Venous Thromboembolism Prevention</b>					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
VTE-6	0%	24	3% *	3% *	0%
<b>Emergency Department Care</b>					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
ED-1b	233 minutes *	624 *	240 minutes *	257 minutes *	167 minutes
ED-2b	69 minutes *	624 *	70 minutes *	86 minutes *	33 minutes
OP-18b	166 minutes *	366	125 minutes *	137 minutes *	93 minutes
OP-18c	148 minutes *	9 *	173 minutes *	209 minutes *	120 minutes

Select the info icon (  ) to the left of the measure ID to display the full measures description in a modal.

[✕ Close](#)

### OP-18b: Details

**Description:**  
Median Time from ED Arrival to ED Departure for Discharged ED Patients

**Reporting Period:**  
Q2 (2017) - Q1 (2018)

[Cancel](#)

Data display with an asterisk (\*). Selecting the data value by the asterisk will pop up a modal with additional details about the data such as a footnote.

For the Emergency Department Care measures, the facility’s Emergency Department Volume (EDV) is provided within the facility rate modal to be used as a reference to compare like facility EDV times within the state and the nation.

 **OP-18b**

166 minutes <sup>\*</sup>

[✕ Close](#)

### OP-18b Facility Rate: Details


**Supplemental Information:**

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Your Hospital ED Volume Category:  
High

[Cancel](#)

To view the state information, select the **State** data next to the asterisk. To view the national information, select the **National** data next to the asterisk.

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
 <b>OP-18b</b>	166 minutes <sup>*</sup>	366	125 minutes <sup>*</sup>	137 minutes <sup>*</sup>	93 minutes

<p style="text-align: right;">✕ Close</p> <h3>OP-18b Facility Rate: Details</h3> <p><b>Supplemental Information:</b></p> <hr/> <p><b>Your Hospital ED Volume Category:</b></p> <p>High</p> <p><a href="#">Cancel</a></p>	<p style="text-align: right;">✕ Close</p> <h3>OP-18b State Rate: Details</h3> <p><b>Footnote(s):</b></p> <p>(25) - State and national averages include Veterans Health Administration (VHA) hospital data.</p> <p>(26) - State and national averages include Department of Defense (DoD) hospital data.</p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>State ED Volume Category Reference:</b></p> <p>Low: 114 minutes</p> <p>Medium: 130 minutes</p> <p>High: 164 minutes</p> <p>Very High: 151 minutes</p> <p><a href="#">Cancel</a></p>	<p style="text-align: right;">✕ Close</p> <h3>OP-18b National Rate: Details</h3> <p><b>Footnote(s):</b></p> <p>(25) - State and national averages include Veterans Health Administration (VHA) hospital data.</p> <p>(26) - State and national averages include Department of Defense (DoD) hospital data.</p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>National ED Volume Category Reference:</b></p> <p>Low: 112 minutes</p> <p>Medium: 142 minutes</p> <p>High: 162 minutes</p> <p>Very High: 170 minutes</p> <p><a href="#">Cancel</a></p>
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Within the Preview UI, facilities have the ability to filter. In the below scenario, the filters for February 2019 release, State level, and Better performance are selected. The accordions will then appear, and facilities can drill down further to see which measures meet these requirements. The system compares the State Rate to the Facility Rate and reflects those measures where the Facility Rate is better than the State rate. The same functionality is available to compare the national level data.

Star Rating
Measure Data

#### Measure Data

Explore your measure data benchmarks for the current or previous release period(s). Use the filters below to refine your feedback, and access supplemental info for any value with the info icon ( ) or an asterisk (\*).

Search
Release
Level
Performance
Clear Filters

February 2019
State
Better

— Timely and Effective Care

**Venous Thromboembolism Prevention**

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
VTE-6	15% *	200 *	20% *	30% *	10%

**Emergency Department Care**

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
OP-21	N/A *	N/A *	60 minutes *	95 minutes *	45 minutes

**Perinatal Care**

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
PC-01	10% *	50 *	12% *	20% *	12%

## PR Data Details

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### Hospital Characteristics

The PR Preview UI displays your hospital CCN and name above the hospital characteristics. Hospital characteristics include your hospital's address, city, state, ZIP Code, phone number, county, type of facility, type of ownership, and emergency service provided status.

Type of ownership is not publicly reported; however, this is publicly available in the downloadable database on *Hospital Compare*.

If the displayed hospital characteristics are incorrect, your hospital should contact your state Certification and Survey Provider Enhanced Reports (CASPER) agency coordinator to correct the information. The state CASPER contact list is available from the *Hospital Compare* Home page by selecting the **Resources** button, located between the **About the Data** and **Help** buttons, directly above the *Find a Hospital* selection area. Select the **Information for hospitals**, once the screen refreshes, select the **CASPER/ASPEN** (Automated Survey Processing Environment) contacts link from the left-side navigation pane: <http://www.medicare.gov/HospitalCompare/Resources/CASPER.aspx>. If your hospital's state CASPER agency is unable to make the needed change, your hospital should contact its [CMS regional office](#).

### Rounding Rules

All percentage and median time calculations (provider, state, and national) are rounded to the nearest whole number using the following rounding logic, unless otherwise stated:

- Above [x.5], round up to the nearest whole number.
- Below [x.5], round down to the nearest whole number.
- Exactly [x.5] and "x" is an even number, round down to the nearest whole, even number. (Rounding to the even number is a statistically accepted methodology.)
- Exactly [x.5] and "x" is an odd number, round up to the nearest whole, even number. (Rounding to the even number is a statistically accepted methodology.)

### Preview Report Eligibility

Hospitals without a Hospital OQR Program Notice of Participation (NOP), and/or hospitals that submitted data only for quality improvement purposes, will receive a report, which displays only the CMS Certification Number (CCN) and hospital name along with the following message:

"An active OQR Notice of Participation is required to view the preview report or, if a voluntary reporter, an election has been made to withhold data from being publicly reported."

Questions regarding your Hospital OQR Program may be submitted to the OQR Outreach and Education Support Contractor through the Outpatient Questions and Answers tool at <https://cms-ocsq.custhelp.com>, or by calling, toll-free, 866.800.8756 weekdays from 7 a.m. to 6 p.m. ET.

## Accordions

### +Timely and Effective Care

Emergency Department (OP-18b, OP-18c, OP-22, OP-23)

Immunization (OP-27)

Cardiac Care (OP-2, OP-3b, OP-5)

Cancer Care (OP-33)

Cataract Care (OP-31)

Colonoscopy (OP-29, OP-30)

### Emergency Department Measures

The Emergency Department section of the preview user interface displays the Emergency Department measures. The measures OP-18b, OP-18c, OP-23 contain up to four quarters of data and display as a median time. The measures are calculated from Medicare and Non-Medicare patient encounter data submitted for a hospital.

OP-22 data is entered annually into a web-based tool on *QualityNet* by your hospital.

Emergency Department measures include:

- OP-18b: Median Time from ED Arrival to ED Departure for Discharged ED Patients
- OP- 18c: Median Time from ED Arrival to ED Departure for Discharged ED Patients- Psychiatric/Mental Health Patients
- OP-22: Left without Being Seen
- OP-23: Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Patients who Received Head CT or MRI Scan Interpretation within 45 minutes of ED Arrival.

OP-18b, OP-18c, OP-22, and OP-23 display the following data:

- Facility Rate
- Number of Patients
- State Rate
- National Rate
- Top 10%



Emergency Department Care					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
ED-1b	233 minutes *	624 *	240 minutes *	257 minutes *	167 minutes
ED-2b	69 minutes *	624 *	70 minutes *	86 minutes *	33 minutes
OP-18b	166 minutes *	366	125 minutes *	137 minutes *	93 minutes
OP-18c	148 minutes *	9 *	173 minutes *	209 minutes *	120 minutes
OP-22	3%	58,085	3%	2%	0%
OP-23	86% *	7 *	63%	73%	100%

The Emergency Department Volume (EDV) measure displays based on the volume of patients submitted by a hospital as the denominator used for the measure OP-22: Left without Being Seen. Category assignments are:

- Very High—values of 60,000 or greater patients per year;
- High—values ranging from 40,000 to 59,999 patients per year;
- Medium—values ranging from 20,000 to 39,999 patients per year; and
- Low—values less than or equal to 19,999 patients per year

### State and National Performance Rates

The state and national performance rates for Emergency Department measures are calculated using publicly reported data from the warehouse.

**State Performance:** The state performance rate is derived by summing the numerators for all cases in the state that are publicly reported divided by the sum of the denominators in the state that are publicly reported. Median times are identified using all cases in the state that are publicly reported.

When data from VHA and/or the Department of Defense (DoD) is included in the state rates, a footnote will be applied to identify which the measures and whether VHA and/or DoD data is included.

**National Performance:** The national performance rate is derived by summing the numerators for all cases in the nation divided by the sum of the denominators in the nation. Median times are identified using all cases in the nation that are publicly reported.

The 90<sup>th</sup> percentile is calculated for each measure using the median for each eligible hospital and identifying the top 10 percent of hospitals.

When data from VHA and/or the Department of Defense (DoD) is included in the national rates, a footnote will be applied to identify which the measures and whether VHA and/or DoD data is included.

### Healthcare Personnel Influenza Vaccination Measure

Healthcare Personnel Influenza Vaccination measure includes:

- OP-27

Healthcare Personnel Influenza Vaccination measure displays the following data:

- Facility's Adherence Rate
- State Adherence Rate
- National Adherence Rate

 OP-27	90%	95%	99%
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The HCP Influenza Vaccination Measure, OP-27, includes the number of HCP contributing towards successful influenza vaccination adherence within the displayed time frame, regardless of clinical responsibility or patient contact.

A hospital's quality measures will include the total number of healthcare personnel in your hospital (including those in your hospital's outpatient department) who are eligible for vaccination, your hospital's reported adherence rate, the state reported adherence rate, and the national reported adherence rate.

The Total Number of Healthcare Personnel Eligible for Vaccination represents the total number of healthcare workers in your hospital and your hospital's outpatient department who are eligible to receive the Influenza vaccine for the 2017/2018 flu season, per NHSN protocol.

Note: The HCP measure, OP-27, displays on the OP preview report and displays the same data as displayed for the inpatient measure, IMM-3. To avoid duplication of the measure data in the downloadable files on *Hospital Compare*, Measure ID IMM-3\_OP-27 is used to represent IMM-3 and OP-27 rather than listing the data separately.

### Influenza Vaccination Adherence Rate

**Facility's Adherence Rate** is calculated as the total number of healthcare workers in your hospital contributing to successful vaccination adherence divided by the total number of healthcare workers in your hospital eligible to receive the influenza vaccine per NHSN protocol.

**State Adherence Rate** is calculated as the total number of healthcare workers in the state contributing to successful vaccination adherence divided by the total number of healthcare workers in the state eligible to receive the Influenza vaccine per NHSN protocol.

**National Adherence Rate** is calculated as the total number of healthcare workers in the nation contributing to successful vaccination adherence divided by the total number of healthcare workers in the nation eligible to receive the Influenza vaccine per NHSN protocol.

### Cardiac Care Measures

Cardiac measures include:

- OP-2: Fibrinolytic Therapy Received Within 30 Minutes of ED Arrival;
- OP-3b: Median Time to Transfer to Another Facility for Acute Coronary Intervention;  
and
- OP-5: Median Time to ECG, including both chest pain and heart attack patients

OP-2, OP-3b, and OP-5 display the following data:

- Facility Rate
- Number of Patients
- State Rate
- National Rate
- Top 10%

Cardiac Care					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
OP-2	N/A *	N/A *	65% *	59% *	100% *
OP-3b	N/A *	N/A *	86 minutes *	64 minutes *	35 minutes
OP-5	8 minutes *	3 *	7 minutes *	8 minutes *	3 minutes

### State and National Performance Rates

The state and national performance rates for Cardiac Care Measures are calculated using publicly reported data from the warehouse.

**State Performance:** The state performance rate is derived by summing the numerators for all cases in the state that are publicly reported, then dividing by the sum of the denominators in the state. Median times are identified using all cases in the state that are publicly reported.

When data from VHA and/or the Department of Defense (DoD) is included in the state rates, a footnote will be applied to identify which the measures and whether VHA and/or DoD data is included.

**National Performance:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation. Median times are identified using all cases in the nation that are publicly reported.

The 90<sup>th</sup> percentile is calculated for each measure using the un-weighted average or median for each eligible hospital and identifying the top 10 percent of hospitals.

When data from VHA and/or the Department of Defense (DoD) is included in the national rates, a footnote will be applied to identify which the measures and whether VHA and/or DoD data is included.

### Cancer Care Measure

OP-33: External Beam Radiotherapy for Bone Metastases (EBRT) data displays the percentage of patients regardless of age, with a diagnosis of bone metastases and no previous radiation who receive EBRT with an acceptable fractionation scheme.

OP-33 displays the following data:

- Facility Rate
- Number of Patients

- State Rate
- National Rate
- Top 10%

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-33</b>	10% *	600 *	12% *	20% *	12%

### Performance Rates

The performance rates for EBRT are calculated using publicly reported data from the warehouse. The state and national rates include data from the Department of Defense (DoD).

**Facility Rate:** The facility performance rate is derived by summing the numerators for all cases that are publicly reported by the facility, then dividing by the sum of the denominators in the facility that are publicly reported.

**State Rate:** The state performance rate is derived by summing the numerators for all cases that are publicly reported in the state, then dividing by the sum of the denominators in the state that are publicly reported.

**National Rate:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation that are publicly reported.

**Top 10%:** The 90<sup>th</sup> percentile is calculated for each measure using the un-weighted average for each eligible hospital and identifying the top 10 percent of hospitals.

### Cataracts Measure

OP-31: Cataracts - Improvement in Patient's Visual Function within 90 Days Following Cataracts Surgery.

The OP-31 measure displays:

- Facility Rate
- Number of Patients
- State Rate
- National Rate
- Top 10%

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-31</b>	10% *	120 *	12% *	20% *	12%

### Performance Rates

The performance rates for the Cataract Surgery Measure are calculated using publicly reported data from the warehouse.

**Facility Rate:** The facility performance rate is derived by summing the numerators for all cases that are publicly reported by the facility, then dividing by the sum of the denominators in the facility that are publicly reported.

**State Rate:** The state performance rate is derived by summing the numerators for all cases that are publicly reported in the state, then dividing by the sum of the denominators in the state that are publicly reported.

**National Rate:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation that are publicly reported.

**Top 10%:** The 90<sup>th</sup> percentile is calculated for each measure using the un-weighted average for each eligible hospital and identifying the top 10 percent of hospitals.



### Colonoscopy Measures

Colonoscopy measures include:

- OP-29: Appropriate Follow-up Interval for Normal Colonoscopy in Average Risk Patients
- OP-30: Colonoscopy Interval for Patients with a History of Adenomatous Polyps – Avoidance of Inappropriate Use.

These measures display:

- Facility Rate
- Number of Patients
- State Rate
- National Rate
- Top 10%

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
 OP-29	15% *	8900	68% *	79% *	29%
 OP-30	15% *	8900	68% *	79% *	29%

### Performance Rates

The performance rates for the Colonoscopy Measures are calculated using publicly reported data from the warehouse. The state and national rates include data from the Department of Defense (DoD).

**Facility Rate:** The facility performance rate is derived by summing the numerators for all cases that are publicly reported by the facility, then dividing by the sum of the denominators in the facility that are publicly reported.

**State Rate:** The state performance rate is derived by summing the numerators for all cases that are publicly reported in the state, then dividing by the sum of the denominators in the state that are publicly reported.

**National Rate:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation that are publicly reported.

**Top 10%:** The 90<sup>th</sup> percentile is calculated for each measure using the un-weighted average for each eligible hospital and identifying the top 10 percent of hospitals.

## + Structural Measures

Structural Measures (OP-12, OP-17, OP-25)

### Structural Measures

The measure data in this section are based on the data entered by your hospital into the web-based data collection tool on *QualityNet* from January 1 through May 15.

- OP-12: The Ability for Providers with HIT to Receive Laboratory Data Electronically Directly into their ONC-Certified EHR System as Discrete Searchable Data
- OP-17: Tracking Clinical Results between Visits
- OP-25: Safe Surgery Checklist Use

	Measure Response
OP-12	Yes
OP-17	Yes
OP-25	Yes

## + Unplanned Hospital Visit

Procedure Specific Outcomes (OP-32)

### Procedure Specific Outcomes Measure

The OP-32 Facility 7-day Risk-Standardized Hospital Visit after Outpatient Colonoscopy Measure estimates a facility-level rate of risk-standardized, all-cause, unplanned hospital visits within 7 days of an outpatient colonoscopy among Medicare fee-for-services (FFS) patients aged 65 years and older.

The Outcome Measure data for Facility 7-day Risk-Standardized Hospital Visit after Outpatient Colonoscopy Measure will be updated annually during the January *Hospital Compare* release.

Hospitals are not required to submit Outcome Measure data because CMS calculates the measures from claims and enrollment data.

- The measure is calculated using one year of data.
- Hospitals with fewer than 25 eligible cases for the measure are assigned to a separate category described as “The number of cases is too small (fewer than 25) to reliably tell how well the

hospital is performing” and are included in the measure calculation but will not be reported on *Hospital Compare*.

These measure display:

- Eligible Discharges
- Facility Rate
- National Rate
- National Compare

	Eligible Discharges	Facility Rate	National Rate	National Compare
<b>OP-32</b>	120 *	11.3% *	13.6% *	Better

## + Surgical Procedure Volume

Surgical Procedure Volume (OP-26)

### Surgical Procedure Volume Measures

- OP-26: Hospital Outpatient Volume on Selected Outpatient Surgical Procedures (Gastrointestinal, Genitourinary, Nervous System, Musculoskeletal, Cardiovascular, Eye, Skin, Respiratory and Other)

	GI	GU	Nervous System	MS	CV	Eye	Skin	Resp.	Other
<b>OP-26</b>	50 *	70 *	90	110	130 *	250	270	300 *	20

## + Use of Medical Imaging

Imaging Efficiency (OP-8, OP-9, OP-10, OP-11, OP-13, OP-14)

### Use of Medical Imaging Measures

Use of Medical Imaging measures are calculated by CMS using Medicare Fee-For-Service (FFS) paid claims. The data are updated annually with the July *Hospital Compare* release. Some rates or ratios for hospitals will not be displayed due to minimum case counts not being met.

Use of Medical Imaging measures include:

- OP-8: MRI Lumbar Spine for Low Back Pain;
- OP-9: Mammography Follow-up Rates;
- OP-10: Abdomen CT–Use of Contrast Material;
- OP-11: Thorax CT–Use of Contrast Material;

- OP-13: Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac, Low-Risk Surgery; and
- OP-14: Simultaneous Use of Brain Computed Tomography (CT) and Sinus Computed Tomography (CT).

Each measure displays:

- Number of Patients/ Scans
- Facility Rate
- State Rate
- National Rate

	Number of Patients / Scans	Facility Rate	State Rate	National Rate
<b>OP-8</b>	500	95%*	98%*	99%*
<b>OP-9</b>	8900	15%*	68%*	79%*
<b>OP-10</b>	1500	75%*	88%*	69%*
<b>OP-11</b>	1500	75%*	88%*	69%*
<b>OP-13</b>	1500	75%*	88%*	69%*
<b>OP-14</b>	500	95%*	98%*	99%*

### State and National Performance Rates

The state and national performance weighted average rates for each Use of Medical Imaging measure are calculated based on Medicare claims data, regardless of whether providers elected to opt out of publicly reporting their data.



## Measure IDs included in Measure Accordions

Measure Accordion	Measure IDs Included
Survey of Patients' Experience	Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) HCAHPS Summary Star Ratings Communication with Nurses Communication with Doctors Responsiveness of Hospital Staff Communication About Medicines Cleanliness of Hospital Environment Quietness of Hospital Environment Discharge Information Care Transition Hospital Rating Recommend this Hospital
Timely and Effective Care	Sepsis (SEP-1) Venous Thromboembolism Prevention (VTE-6) Emergency Department (ED-1b, ED-2b, OP-18b, OP-18c, OP-22, OP-23) Immunization (IMM-2, IPFQR-IMM-2) Healthcare Personnel Influenza Vaccination (FluVac HCP, OP-27, IMM-3) Perinatal Care (PC-01) Cardiac Care (OP-2, OP-3b, OP-5) Cancer Care (OP-33) Cataract (OP-31) Colonoscopy (OP-29, OP-30)
Structural Measures	Structural Measures (SM-5, SM-6, OP-12, OP-17, OP-25)
Complications & Deaths	30 Day Death Rates (MORT-30-AMI, MORT-30-HF, MORT-30-PN, MORT-30-STK, MORT-30-COPD, MORT-30-CABG) CMS Patient Safety Indicators (PSI-3, PSI-4, PSI-6, PSI-8, PSI-9, PSI-10, PSI-11, PSI-12, PSI-13, PSI-14, PSI-15, PSI-90) Infections (HAI-1, HAI-2, HAI-3, HAI-4, HAI-5, HAI-6) Surgical Complications (Comp-HIP-KNEE)

Measure Accordion	Measure IDs Included
Unplanned Hospital Visits	Condition Specific Readmission (READM-30-AMI, READM-30-HF, READM-30-PN, READM-30-COPD) Procedure Specific Readmission (READM-30-CABG, READM-30-HIP-KNEE) Hospital Wide Readmission (READM-30-HOSPWIDE) Inpatient Psychiatric Facility Readmission (READM-30-IPF) Procedure Specific Outcomes (OP-32) Excess Days in Acute Care (EDAC-30-AMI, EDAC-30-HF, EDAC-30-PN)
Payment & Value of Care	Payment (PAYM-30-AMI, PAYM-30-HF, PAYM-30-PN, PAYM-90-HIP-KNEE) Medicare Spending per Beneficiary (MSPB-1, CEBP-1, CEBP-2, CEBP-3, CEBP-4, CEBP-5, CEBP-6)
Continuity of Care	Use of an Electronic Health Record (IPFQR-EHR1, IPFQR-EHR2) Transition Record (TR1, TR2) Hospital-Based Inpatient Psychiatric Services (HBIPS-5) Follow up After Hospitalization for Mental Illness (FUH-7, FUH-30)
Substance Use Treatment	Substance Use (SUB-2, SUB-2a, SUB-3, SUB-3a) Tobacco Use (TOB-2, TOB-2a, TOB-3, TOB-3a)
Patient Experience	Hospital-Based Inpatient Psychiatric Services (HBIPS-2, HBIPS-3) Assessment of Patient Experience of Care (PEoC)
Preventative Care/Screening	Screening (SMD, SUB-1, TOB-1)
Surgical Procedure Volume	Surgical Procedure Volume (OP-26)
Use of Medical Imaging	Imaging Efficiency (OP-8, OP-9, OP-10, OP-11, OP-13, OP-14)
Process Measures	Cancer Specific Treatment (PCH-3) Oncology Care (PCH-14, PCH-15, PCH-16, PCH-17, PCH-18) External Beam Radiotherapy (PCH-25)

## Footnote Table

#	Description	Application
1	The number of cases/patients is too few to report.	Applied to any measure rate or ratio where the minimum case count was not met.
3	Results are based on a shorter time period than required.	Applied when a hospital elected not to submit data, had no data to submit, or did not successfully submit data to the warehouse for a measure for one or more but not all possible quarters.
4	Data suppressed by CMS for one or more quarters.	Reserved for CMS use.
5	Results are not available for this reporting period.	Applied when a hospital either elected not to submit data or the hospital had no data to submit for a particular measure for all quarters represented in the current preview period.
7	No cases met the criteria for this measure.	Applied when a hospital treated patients in a topic, but no patients met the criteria for inclusion in the measure calculation.
13	Results cannot be calculated for this reporting period	Applied to emergency department measures when the average minutes cannot be calculated for a volume category.
16	There are too few measures or measure groups reported to calculate an overall rating or measure group score	This footnote is applied when a hospital: <ul style="list-style-type: none"> <li>• reported data for fewer than three measures in any measure group used to calculate overall ratings; or</li> <li>• reported data for fewer than three of the measure groups used to calculate ratings; or</li> <li>• did not report data for at least one outcomes measure group</li> </ul>
17	This hospital's overall rating only includes data reported on inpatient services	This footnote is applied when a hospital only reports data for inpatient hospital services
23	The data are based on claims that the hospital or facility submitted to CMS. The hospital or facility has reported discrepancies in their claims data.	This footnote is applied when a hospital or facility alerts CMS of a possible issue with the claims data used to calculate results for this measure. Calculations are based on a "snapshot" of the administrative claims data and changes that hospitals or facilities make to their claims after the snapshot are not reflected in the data. Issues with

#	Description	Application
		claims data include but are not limited to the use of incorrect billing codes or inaccurate dates of service.
25	State and national averages include Veterans Health Administration (VHA) hospital data	Applied to state and national data when VHA data is included in the calculation.
26	State and national averages include Department of Defense (DoD) hospital data	Applied to state and national data when DoD data is included in the calculation.
27	The Department of Defense (DoD) TRICARE Inpatient Satisfaction Survey (TRISS) does not represent official HCAHPS results and are not included in state and national averages.	The DoD TRISS uses the same questions as the HCAHPS survey but is collected and analyzed independently.

## Questions

**NOTE:** Questions should be directed to the subject matter experts listed below. Secure File Transfer is not intended for question submission.

Questions regarding the *Hospital Compare* overall rating may be directed to the *Hospital Compare* Overall Hospital Rating Team by email at: [cmsstarratings@lantanagroup.com](mailto:cmsstarratings@lantanagroup.com).

Questions may be submitted to the OQR Outreach and Education Support Contractor through the Outpatient Questions and Answers tool at <https://cms-ocsq.custhelp.com>, or by calling, toll-free, 866.800.8756 weekdays from 7 a.m. to 6 p.m. Eastern Time.

Questions regarding the registration process, or how to access the *QualityNet* Secure Portal, may be directed to the QualityNet Help Desk by email at [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org).