Hospital Inpatient Quality Reporting (IQR) Program

Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor

Your Guide to the Data on Care Compare
Presentation Transcript

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Candace Jackson: Hello. Thank you for tuning into the *Your Guide to the Data on Care Compare* On Demand webinar. My name is Candace Jackson, and I am the Hospital Inpatient Quality Reporting Program Lead for the Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor. I will be your virtual host and speaker for the webinar.

This presentation will provide an overview of the publicly reported data found on Care Compare for the CMS inpatient hospital quality programs. Please note that the Care Compare site includes data for multiple provider types, but, for this presentation, we will focus on the hospital inpatient quality programs.

At the end of this presentation, you will be able to access and locate hospitals on the Care Compare website, understand the different topics and measures that are on Care Compare, and locate the different Care Compare resources.

This slide lists the acronyms and abbreviations used in this presentation.

As stated in the slide, if you have questions that did not get addressed during this presentation, please submit your question to the [QualityNet Inpatient Question and Answer Tool](#) at the link provided in the slide.

Let's get started. To access Care Compare, go to the link that is provided on this slide. You can locate hospitals by either entering information into the search boxes, which includes entering your location, selecting the provider type, adding any optional keywords, and clicking on Search or by clicking on the Hospitals icon.

If you did the search, then an additional screen will display. This screen will ask you to enter your location information, either street, zip code, city, or state. Then, you will click on Search.

You will then be asked to locate or select the hospitals that you wish to compare. On this page, you can filter by either distance, overall star rating, patient survey rating, emergency services, hospital type, or affiliated doctors and clinicians. We'll briefly go over each of these filters.

The distance filter allows you to search for hospitals that are within 5, 10, 25, 50, 100, or 200 miles from your location. The overall star ratings and patient survey rating filters allows you to compare hospitals that have a 1, 2, 3, 4, and/or 5-star rating or patient satisfaction. The emergency services filter allows you to select only those hospitals that provide emergency services. The hospital type allows you to search by acute care, acute care – Department of Defense, acute care – Veterans Administration, critical access, psychiatric, and children's hospitals.

For each hospital that displays, it will provide you with the distance it is from your location, the name of the hospital, the hospital type, demographics, the overall star rating and patient survey rating, and the ability to log in to add the provider to your favorites list by clicking on the heart icon.

The number of hospitals that will display on the page depends upon the filters that you have selected. You are able to select up to three hospitals to compare. Select the hospitals you want to compare by clicking on the individual Hospital Compare icon. Then, click on Compare in the upper right corner.

You will then be able to compare the hospitals you have selected.

One thing to point out here is a dotted line means that there is additional information regarding that topic. The additional information will display when you hover over that topic.

As depicted on the slide, there are multiple categories that you will be able to compare, and we'll go over each of these in more detail.

The first category that we will go over is the Patient Survey Rating. The HCAHPS star ratings summarize patient experience, which is one aspect of hospital quality. You can use the star ratings, along with other quality information when making decisions about choosing a hospital. In each category, it will display how the hospital performed on the different measure data that are publicly reported, along with the state and national average. The Patient Survey Rating category provides information on how well the doctors and nurses communicated with the patient, the help they received, how well their medications were explained to them, the cleanliness and quietness of their room, and information about their discharge care.

The next category is Timely and Effective Care. These measures show how often or how quickly hospitals provide care that research shows gets the best results for patients with certain conditions, and how hospitals use outpatient medical imaging tests, like CT scans and MRIs). This information can help you compare which hospitals give recommended care most often as part of the overall care they provide to patients. This category provides information on how well the hospital appropriately provided sepsis care, improvement after cataract surgery, follow-up after a colonoscopy, care for chest pain or possible heart attack, emergency department care, and the percentage of healthcare workers who received the influenza vaccination. For each measure it will tell you if a higher or lower percentage is better.

As you go through each of the metrics, you will see that some of the results will have footnotes. Hover over the footnote for a description of that footnote. In addition, there are some measures that will display a legend to provide additional information. Hover over the metric with the dotted lines to display the legend.

The next category we will go over is Complications and Deaths. This category provides information on patient complications, infections, and death rates. Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die.

Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients. We'll go over these sub-categories in the next few slides. The complication measures include the rate of complications for patients who had hip or knee replacement, those with serious complications, and the death rate among patients with serious treatable complications after surgery.

The healthcare-associated infection measures are included under the Infection sub-category. This category includes measures related to central line-associated infections, catheter-associated urinary tract infections, surgical site infections from colon surgery and abdominal hysterectomies, Methicillin-resistant *Staphylococcus aureus* blood infections, and *Clostridium difficile* intestinal infections. The last sub-category includes the mortality measures, including the death rates for chronic obstructive pulmonary disease, heart attacks, heart failure, pneumonia, stroke, and coronary artery bypass grafts.

The next category that we will go over is the Unplanned Hospital Visits. Returning to the hospital for unplanned care disrupts patient lives, increases their risk of harmful events like healthcare-associated infections, and costs more money. Hospitals that give high quality care can keep patients from returning to the hospital and reduce their stay if they have to come back. This category includes the readmission measures for medical conditions such as chronic obstructive pulmonary disease, heart attacks, and pneumonia. This category also includes readmissions related to procedures including coronary artery bypass graft, hip and knee replacement, colonoscopies, chemotherapy, and outpatient surgery.

The next category is related to psychiatric unit services. These quality measures show how often or how quickly inpatient psychiatric facilities give recommended treatments and services known to get the best results for people with mental health conditions, substance abuse, and other health conditions. Some measures also describe whether these facilities have certain processes and procedures in place.

This information can help you compare the quality of care inpatient psychiatric facilities provide to patients. There are several sub-categories that are covered in this category and we will go over each of them briefly.

The first is related to preventive care and screening and provides information on patients who were discharged from the hospital on antipsychotic medications and whether or not the patient was assessed for and received an influenza vaccination during the hospital stay.

The next sub-category focuses on substance use treatment. Here, you will find information regarding if the patient received a brief intervention during their stay; at discharge, did the patient receive or refuse medication or a referral for their substance addiction; and if the patient received medication or counseling for tobacco use.

Note that an N/A will be displayed where a hospital doesn't have an inpatient psychiatric unit. An N/A is also used to indicate the hospital doesn't have psychiatric measure data to report.

The next category that we will go over is the Payment and Value of Care. Payments can be from Medicare, other health insurers, or the patients themselves. Looking at how payments vary is one way to see differences in how hospitals and other healthcare providers care for patients. The payment for heart attack, heart failure, and pneumonia measures add up all payments made for care starting the day the patient enters the hospital and continuing for the next 30 days. What displays is the average payment that the hospital receives for those medical conditions.

The payment for hip/knee replacement measure adds up payments starting the day the patient enters the hospital and continuing for the next 90 days. This can include payments made to the hospital, doctor's office, skilled nursing facility, hospice, as well as patient copayments made during this time. Again, what displays is the average payment that the hospital received for these surgeries. This category also displays the death rate for those medical conditions and surgeries.

On the Care Compare home page, if you scroll down to the bottom, you will find several tips and resources that are available to assist you in navigating through the Care Compare site. We'll go ahead and click on the About this Tool icon.

On this page, you will find information as to what and how the Care Compare tool can assist you, how to use government data, and also a link to the access the downloadable data files.

After clicking on the Get the Downloadable Data link, it will take you to another search screen. You can either search by entering a search term in the search box and clicking on Search, or you can click on any of the provider icons. For this presentation, we will click on the Hospitals icon.

To obtain additional information about the category, you would click on the yellow highlighted Hospitals. To view the data for the individual topics, you would click on that topic. In the example in the slide, you would click on the Hospital Value-Based Purchasing Efficiency Scores to view that data, or you can click on Download CSV to download the file.

If you clicked on Hospitals, you will find information about the topic, important announcements, information about the data, and the different data sets.

If you clicked on one of the topics, then it will provide an overview of that topic along with the associated data. On this page, you are able to filter the data and manage the different columns.

You also have the option of selecting the full screen option, which will expand the information that is provided on the screen.

If you opt to download the CSV file, then you will be able to get the data in an Excel file format.

On the Tips and Resources page, you can also find important information regarding thing you should consider when choosing a provider.

On the Resources and Information page, you can search through each of the sections or services for additional information and other resources that are beneficial for patients, their relatives, and caregivers. For this presentation, we'll select Hospitals.

Under Hospitals, you will be able to learn about Medicare coverage for both inpatient and outpatient services, how to choose a hospital, view hospital survey inspection results, and find out how to file a complaint.

Our next few slides will go over some of the available resources for the IQR program.

You can find all of our available resources and tools by either going to the QualityNet or Quality Reporting Center websites listed on this slide. Additionally, if you have questions or need assistance, you can contact our help desk by phone or email or submit your question to the Hospital Inpatient Question and Answer Tool. Those resources and links are provided on this slide.

Additionally, there are numerous QualityNet resources and HQR support videos that are available, and, for technical issues, you can always reach out to the CCSQ Service Center.

Again, if you have questions that are pertinent to the webinar topic, please submit them to the QualityNet Inpatient Question and Answer tool. Thank you for watching our On Demand webinar. We hope you have a great day.