

Welcome

- Audio for this event is available via ReadyTalk® Internet Streaming.
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Please send a chat message if needed.
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Troubleshooting Audio

Audio from computer speakers breaking up?
Audio suddenly stop?
Click Refresh icon
– or –
Press F5 key



F5 Key

Top Row of Keyboard

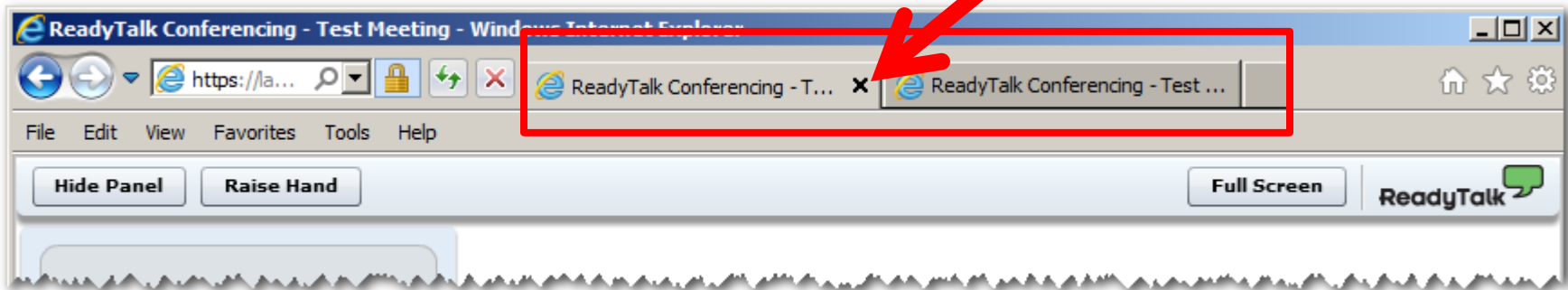


Location of Buttons

Refresh

Troubleshooting Echo

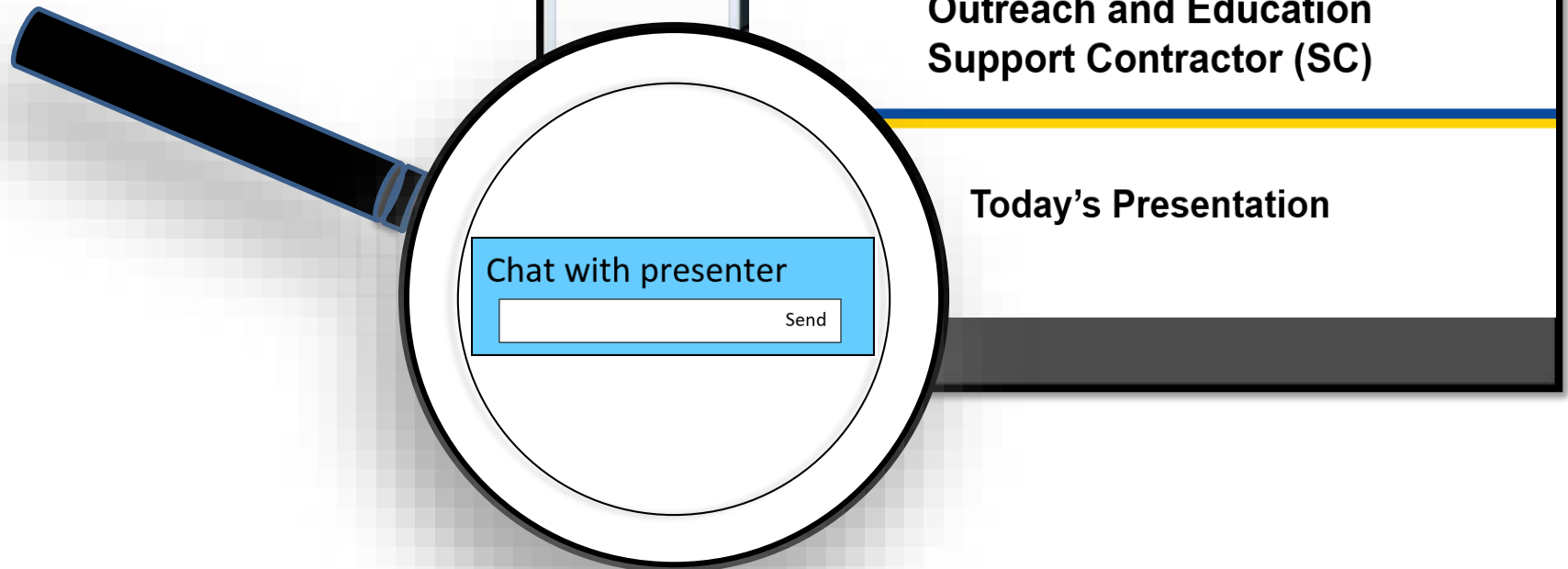
- Hear a bad echo on the call?
- Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).
- Close all but one browser/tab and the echo will clear.



Example of Two Browser Tabs open in Same Event

Submitting Questions

Type questions in the “Chat with presenter” section, located in the bottom-left corner of your screen.





Navigating *Hospital Compare*

Speaker

Liana Bui, MBA, MHA

Project Coordinator, Hospital Inpatient Quality Reporting (IQR) Program
Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR)
Outreach and Education Support Contractor (SC)

Moderator

Bethany Bunch, MSHA, BS

Lead, Hospital Value-Based Purchasing (VBP) Program
Hospital Inpatient VIQR Outreach and Education SC

December 18, 2018

Purpose

This event will provide an overview of CMS' *Hospital Compare* website, show the steps to find and compare hospitals using the website's features, and direct participants to other resources found on *Hospital Compare*.

Objectives

By the end of this presentation, participants will be able to:

- Understand the purpose of *Hospital Compare*.
- Compare hospitals side-by-side using *Hospital Compare*.
- Navigate to different *Hospital Compare* pages and resources.

Navigating *Hospital Compare*

Introduction to *Hospital Compare* and Public Reporting

What is *Hospital Compare*?

- *Hospital Compare* has quality and cost of care information for over 4,000 Medicare-certified hospitals.
- The information on *Hospital Compare*:
 - Helps patients make decisions about where to get their health care.
 - Encourages hospitals to improve the quality of care they provide.
- *Hospital Compare* was created through the efforts of CMS, in collaboration with organizations representing consumers, hospitals, doctors, employers, accrediting organizations, and other federal agencies.

Measures on *Hospital Compare*

- General Information
 - Structural measures
- Survey of Patients' Experiences
 - Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey
- Timely & Effective Care
 - Sepsis care, cataract surgery outcome, colonoscopy follow-up, heart attack, emergency department (ED) throughput, preventive care, blood clot prevention and treatment, pregnancy and delivery care, and cancer care
- Complications & Deaths
 - Surgical complications, infections, 30-day mortality rates
- Unplanned Hospital Visits
 - Excess days in acute care and readmission rates
- Use of Medical Imaging
 - Outpatient imaging efficiency
- Payment & Value of Care
 - Medicare spending per beneficiary, condition or procedure payments, and condition or procedure value of care

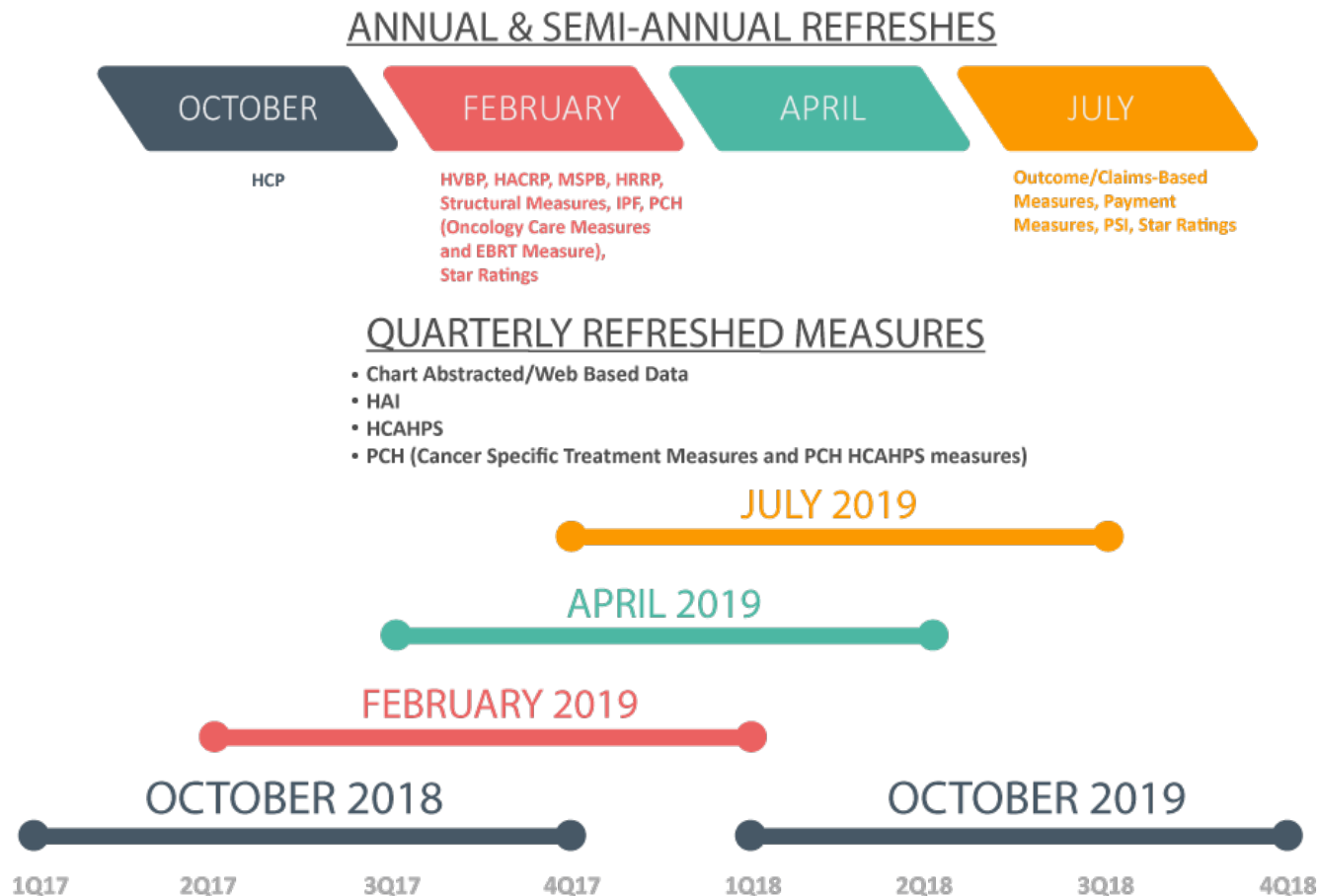
Hospital Compare Refreshes

- *Hospital Compare* refreshes quarterly.
- Some measures are refreshed quarterly and others are refreshed annually.
- CMS notifies hospitals of the *Hospital Compare* refresh and provides a summary of the updated data through the applicable Program Notification ListServes.

Sign up for the ListServe notifications on *QualityNet*:

<https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.

Data Measurement Periods, Rolling Quarters, and Years



Public Reporting Process

Data Collection/Submission

CMS collects data and claims submitted by the hospital or the hospital's vendor. For example, hospitals abstract patient-level data according to the specifications for the sepsis measure. Hospitals then have about 4 ½ months from the last day of the quarter to submit the collected sepsis data to CMS.

Step 1



Step 2

Data Published on *Hospital Compare*

Those measure results will then be publicly displayed on the *Hospital Compare* website

Step 3



Hospitals Preview Data

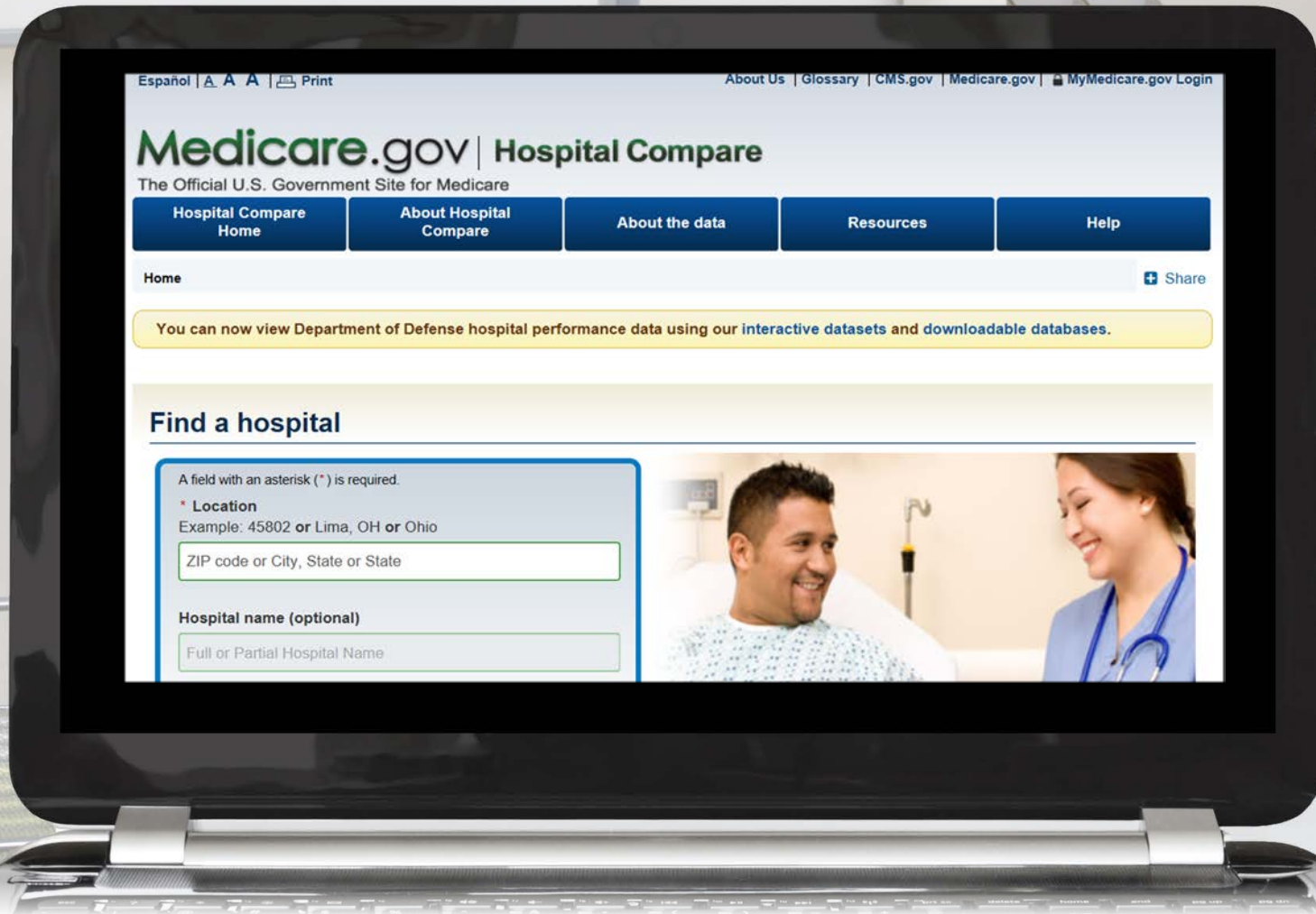
Hospitals then have an opportunity to preview the measure results calculated by CMS.

For more information on the new User Interface for previewing public reporting data, check out the *Public Reporting: Exploring the Next Generation of Preview Reports* webinar on www.qualityreportingcenter.com/inpatient/iqr/events/.

Navigating *Hospital Compare*

Comparing Hospitals

Hospital Compare



Spotlight, Tools and Tips, and Additional Information

Spotlight

- ◆ Compare hospitals based on their overall star rating, which summarizes a variety of quality measures shown on Hospital Compare. [Learn more.](#)
- ◆ Get data on:
 - ◆ [Department of Defense \(DoD\) hospitals.](#) Updated October 2018.
 - ◆ [Veterans Administration \(VA\) hospitals.](#) Updated October 2018.
 - ◆ [PPS-exempt cancer hospitals.](#) Updated October 2018.
 - ◆ [Inpatient Psychiatric Facility Quality Reporting measures.](#) Updated December 2017.
 - ◆ [Ambulatory surgical centers.](#) Updated December 2017.
 - ◆ [American College of Surgeons National Surgical Quality Improvement Program® outcome](#)

Tools and Tips

- ◆ Get information on [choosing a hospital](#), [filing a complaint](#), or [Medicare coverage for hospital services.](#)
- ◆ Get tips for printing hospital information.
- ◆ Find and compare other healthcare providers like doctors, hospitals, nursing homes, and more.
- ◆ Compare Medicare health and drug plans.

Additional Information

- ◆ Hospital Compare data last updated: October 31, 2018. [Explore and download Hospital Compare data and view a list of data updates.](#)
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 - ◆ [Hospital Readmissions Reduction Program \(HRRP\).](#) Updated December 2017.
 - ◆ [Hospital Value-Based Purchasing Program \(HVBP\).](#) Updated December 2017.
 - ◆ [Hospital-Acquired Condition \(HAC\) Reduction Program.](#) Updated December 2017.
 - ◆ [Comprehensive Care for Joint Replacement Model.](#) Updated October 2018.
- ◆ For hospitals: [Update your address, phone number, and other administrative information.](#)

Find a Hospital

The Official U.S. Government Site for Medicare

Hospital Compare Home About Hospital Compare About the data Resources Help

Home [+ Share](#)

You can now view Department of Defense hospital performance data using our [interactive datasets](#) and [downloadable databases](#).

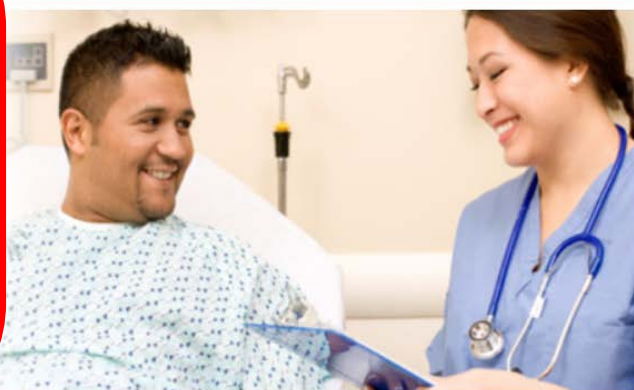
Find a hospital

A field with an asterisk (*) is required.

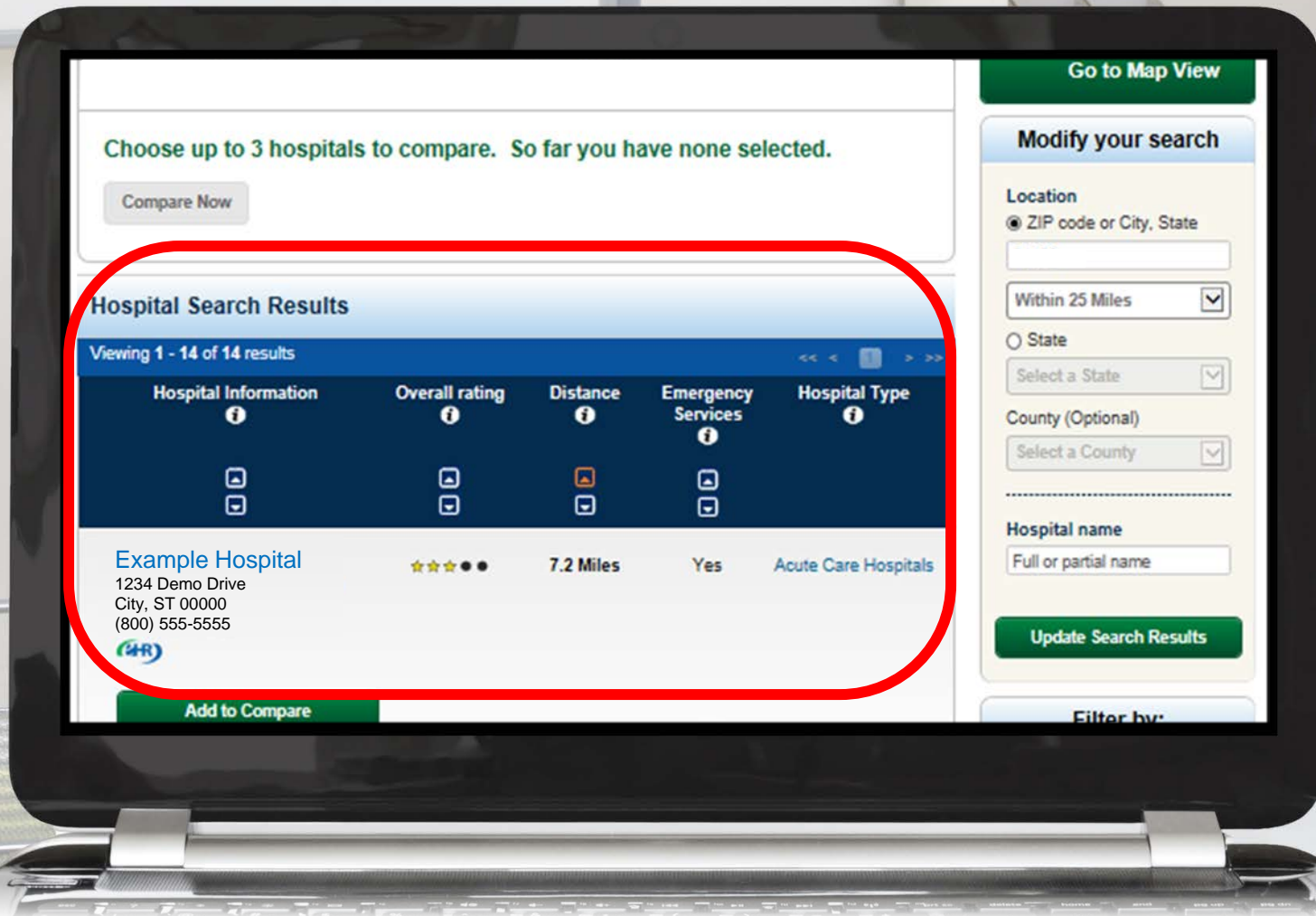
* **Location**
Example: 45802 or Lima, OH or Ohio

Hospital name (optional)

[Search](#)



Search Results



Sort Hospitals

14 hospitals within 25 miles from the center of 64156.











Choose up to 3 hospitals to compare. So far you have none selected.

[Go to Map View](#)


[Modify your search](#)

Hospital Search Results

Viewing 1 - 14 of 14 results

Hospital Information	Overall rating	Distance	Emergency Services	Hospital Type
 	 	 	 	 

City, ST 00000
(800) 555-5555



[Add to Compare](#)

[Update Search Results](#)

[Filter by:](#)

Filter Hospitals

Filter by:

[Clear all filters](#)

Overall rating [Learn more](#)

☐ ★★★★★ (0)

☐ ★★★★☆ (0)

☐ ★★★☆☆ (2)

☐ ★★☆☆☆ (5)

☐ ★☆☆☆☆ (0)

Hospital type

☐ Acute care - hospitals (9)

☐ Acute care - Veterans Administration (1)

☐ Childrens (0)

☐ Critical access hospitals (0)

Emergency services

☐ Yes

☐ No

Go to Map View

Modify your search

Location

☒ ZIP code or City, State

12345

Within 25 Miles

☐ State

Select a State

County (Optional)

Select a County

Hospital name

Full or partial name

Update Search Results

Filter by:

[Clear all filters](#)

Overall rating [Learn more](#)

☐ ★★★★★ (0)

☐ ★★★★☆ (0)

☐ ★★★☆☆ (2)

☐ ★★☆☆☆ (5)

☐ ★☆☆☆☆ (0)

Hospital type

☐ Acute care - hospitals (9)

☐ Acute care - Veterans Administration (1)

☐ Childrens (0)

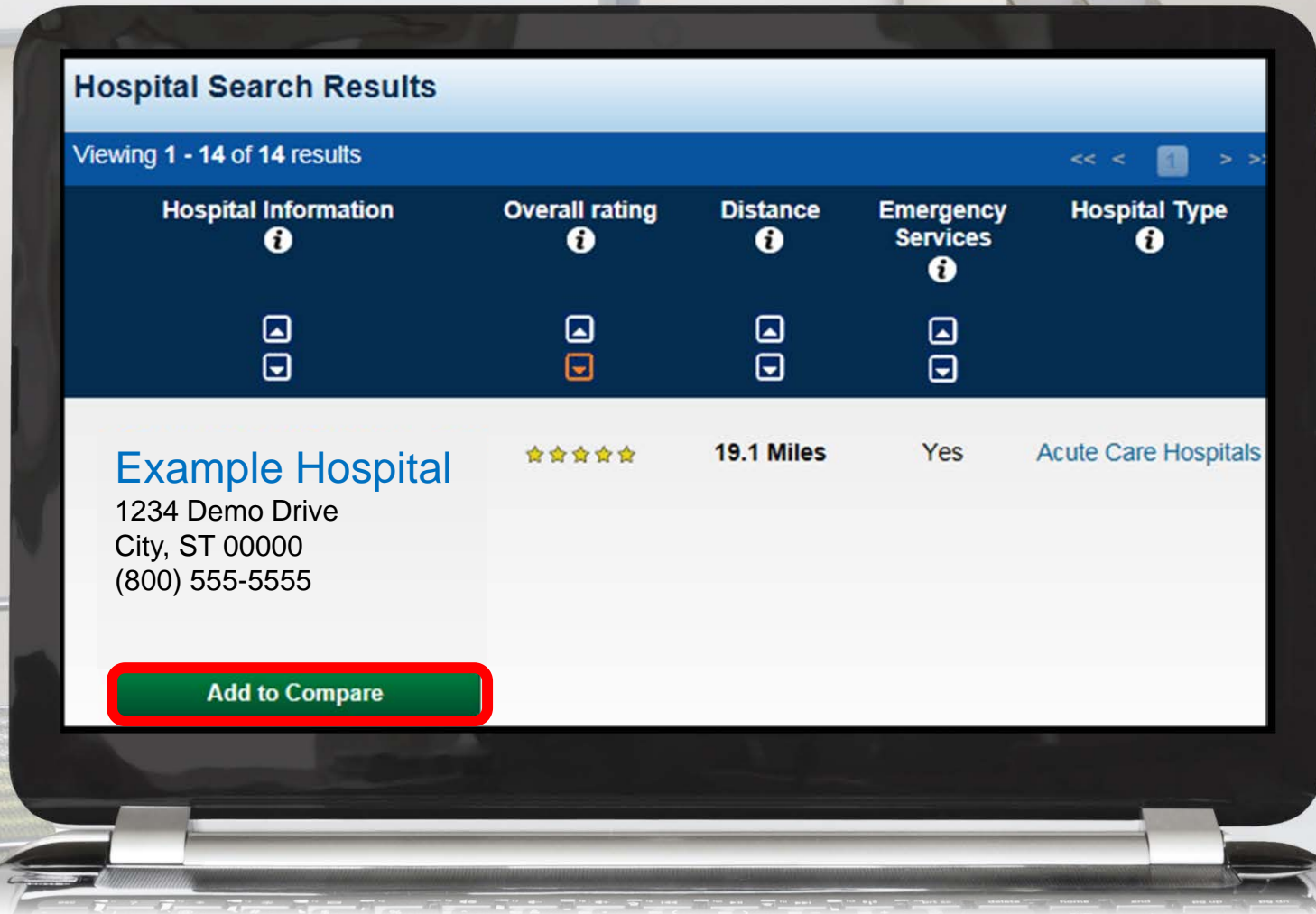
☐ Critical access hospitals (0)

Emergency services

☐ Yes

☐ No

Add to Compare



Compare Now

Hospital Results

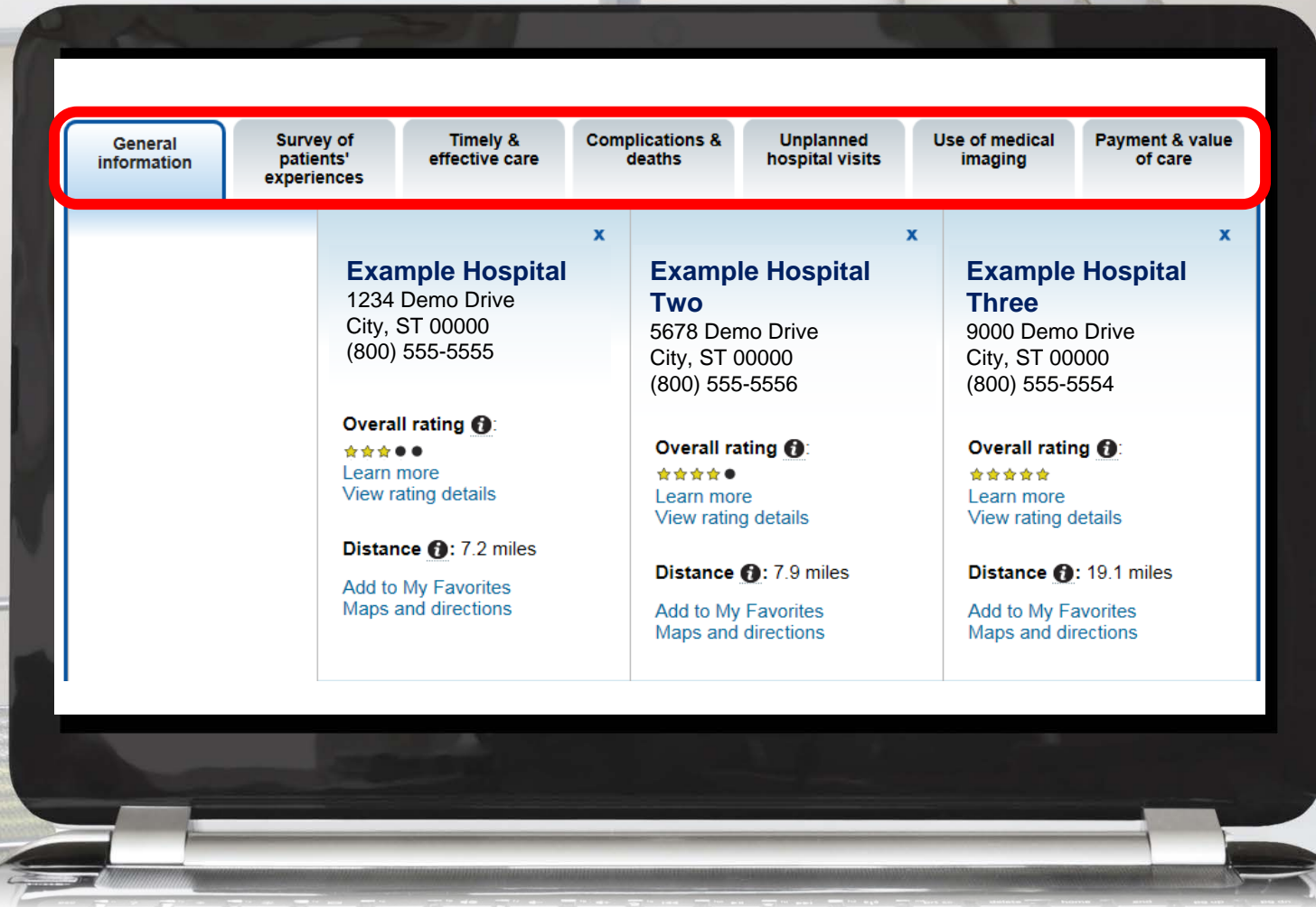
14 hospitals within 25 miles

Choose up to 3 hospitals to compare. So far you've selected:

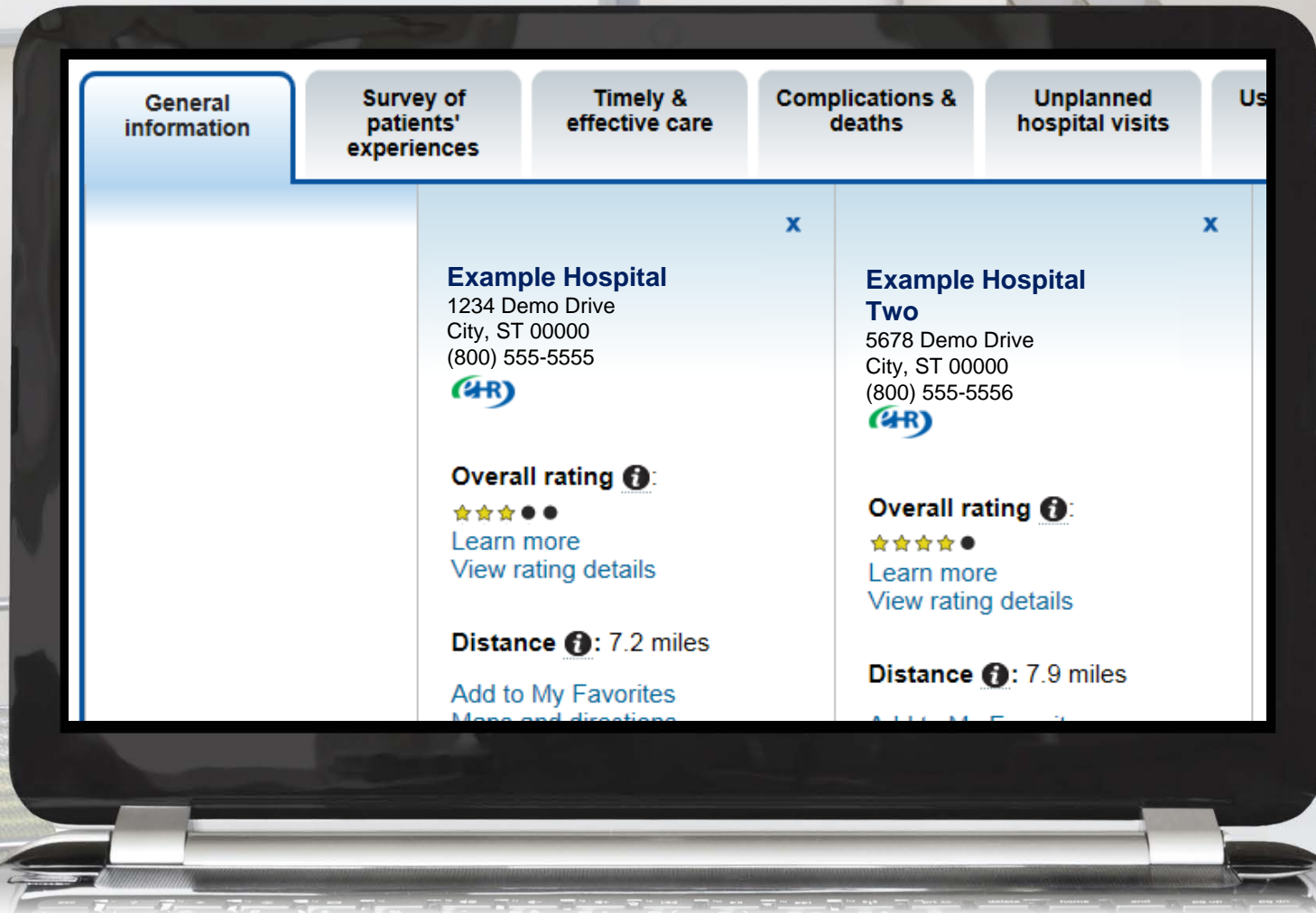
- ☒ HOSPITAL ONE
- ☒ HOSPITAL TWO
- ☒ HOSPITAL THREE

Compare Now

Navigation Tabs



Comparing Hospitals

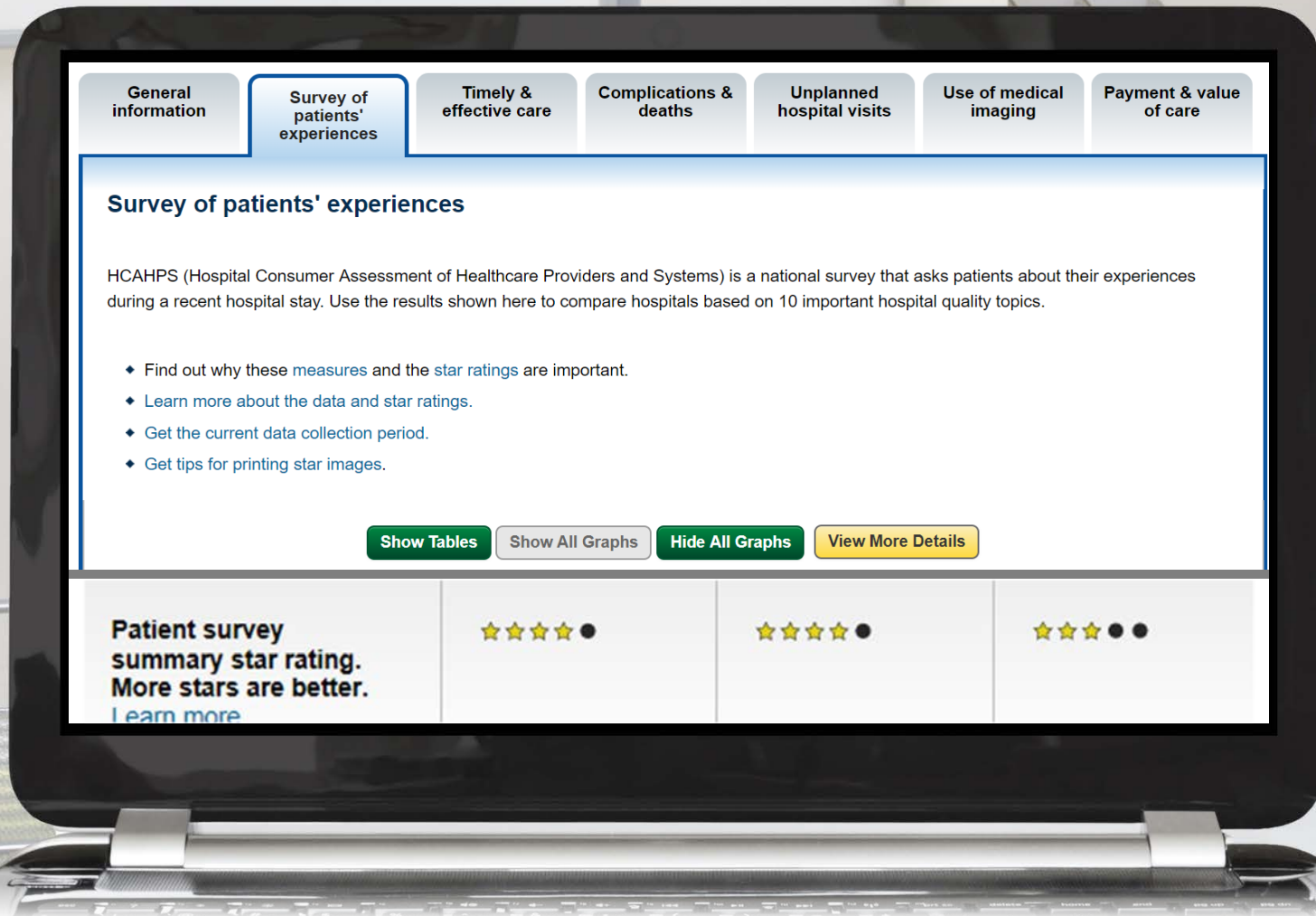


General Information




Hospital type ⓘ	Acute Care Hospitals	Acute Care Hospitals	Acute Care Hospitals
Provides emergency services ⓘ	Yes	Yes	Yes
Able to receive lab results electronically ⓘ	Yes	Yes	Yes
Able to track patients lab results, tests, and referrals electronically between visits ⓘ	Yes	Yes	Yes
Uses outpatient safe surgery checklist ⓘ	Yes	Yes	Yes
Uses inpatient safe surgery checklist ⓘ	Yes	Yes	Yes
Uses hospital survey on	No	Yes	Yes

This shows whether an outpatient department (such as emergency, imaging, surgery, and clinics) can receive laboratory test (like blood test) results from outside laboratories using a certified electronic health record system.

Survey of Patients' Experiences



Survey of Patients' Experiences

	<small>x</small> Example Hospital One 1234 Demo Drive City, ST 00000 (800) 555-5555 	<small>x</small> Example Hospital Two 5678 Demo Drive City, ST 00000 (800) 555-5554 	<small>x</small> Example Hospital Three 9000 Demo Drive City, ST 00000 (800) 555-5556 	STATE AVERAGE	NATIONAL AVERAGE
Patients who reported that their nurses "Always" communicated well	81%	79%	78%	80% ²⁰	80%
Patients who reported that their doctors "Always" communicated well	83%	81%	80%	82% ²⁰	82%
Patients who reported	66%	62%	64%	68% ²⁰	70%

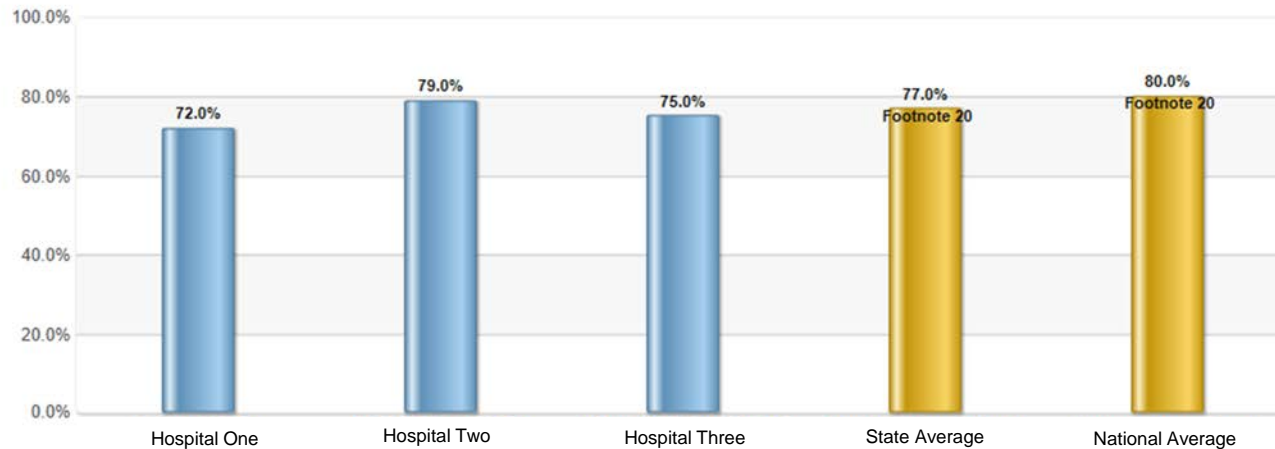
[Show Graphs](#) [View More Details](#)

Survey of Patients' Experiences: Show Graphs

Patients who reported that their nurses "Always" communicated well

[Why is this important?](#)

[Hide Graph](#)



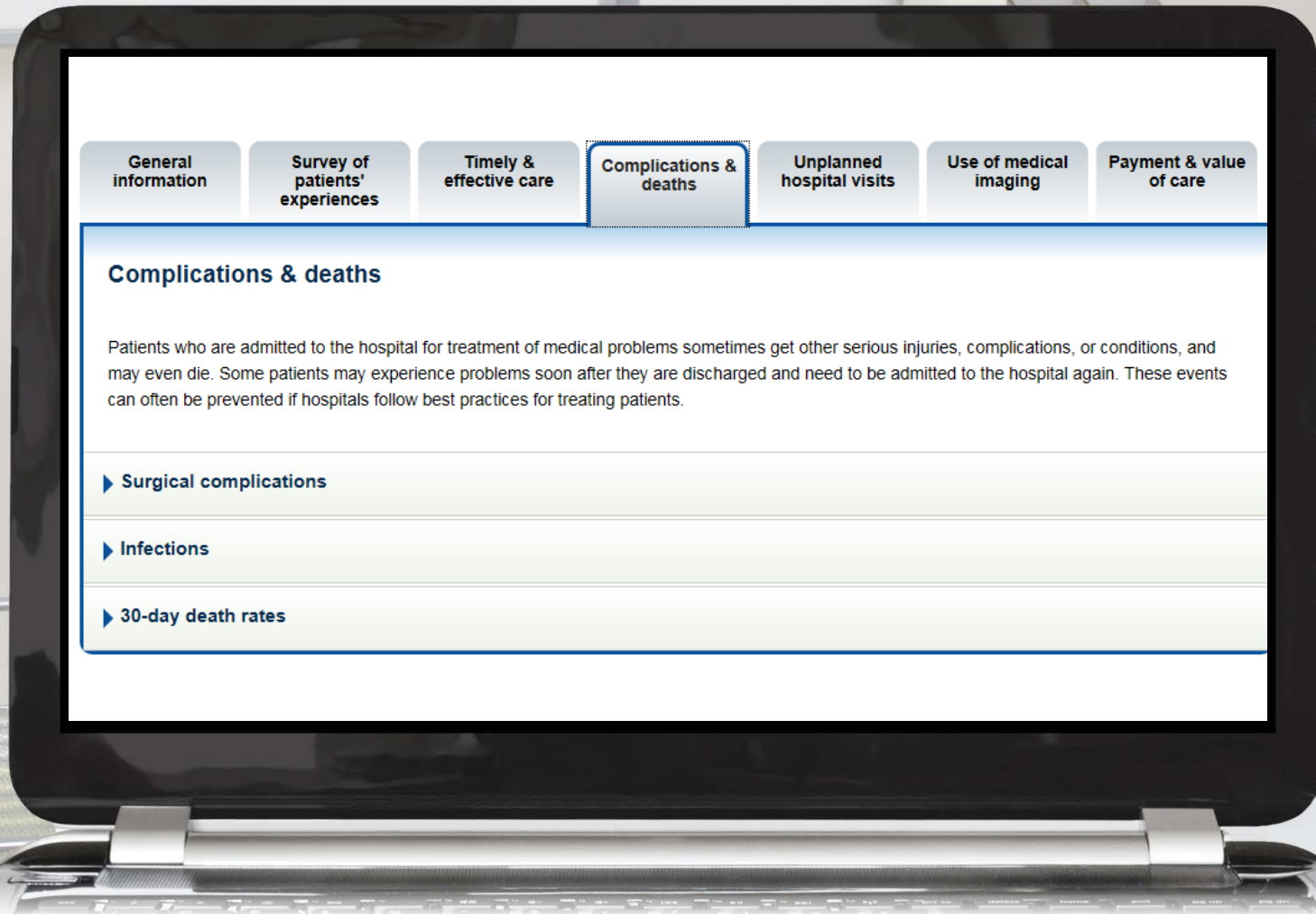
²⁰ State and national averages do not include VHA hospital data.

Survey of Patients' Experiences: View More Details

	Star rating for this measure	Patients who reported YES, they would definitely recommend the hospital	Patients who reported YES, they would probably recommend the hospital	Patients who reported NO, they would probably not or definitely not recommend the hospital
HOSPITAL ONE	★★★★●	79%	18%	3%
State Average	<div>71%²⁰</div> <div>State and national averages do not include VHA hospital data.</div>		24% ²⁰	5% ²⁰
National Average		72% ²⁰	23% ²⁰	5% ²⁰
		Number of completed surveys		Survey response rate
HOSPITAL ONE		3085		27%

If footnotes appear in the table, hover over the number to get more details. View more footnote details.

Complications & Deaths



Complications & Deaths: Infections: Show Graphs

► Surgical complications

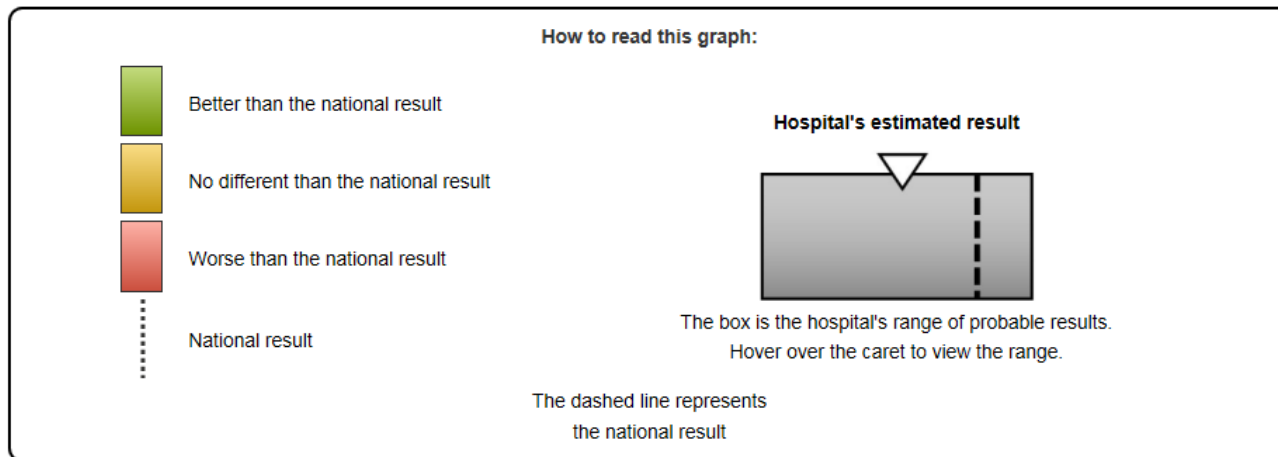
▼ Infections

Healthcare-associated infections, or HAIs, are infections that people get while they're getting treatment for another condition in a healthcare setting. HAIs can occur in all settings of care, including acute care hospitals, long term acute care hospitals, rehabilitation facilities, surgical centers, cancer hospitals, and skilled nursing facilities. Many of these infections can be prevented through the use of proper procedures and precautions. Below, different HAIs for each hospital are compared to the U.S. benchmark.

- ◆ Find out why these measures are important.
- ◆ Get more information about the data.
- ◆ Get the current data collection period.

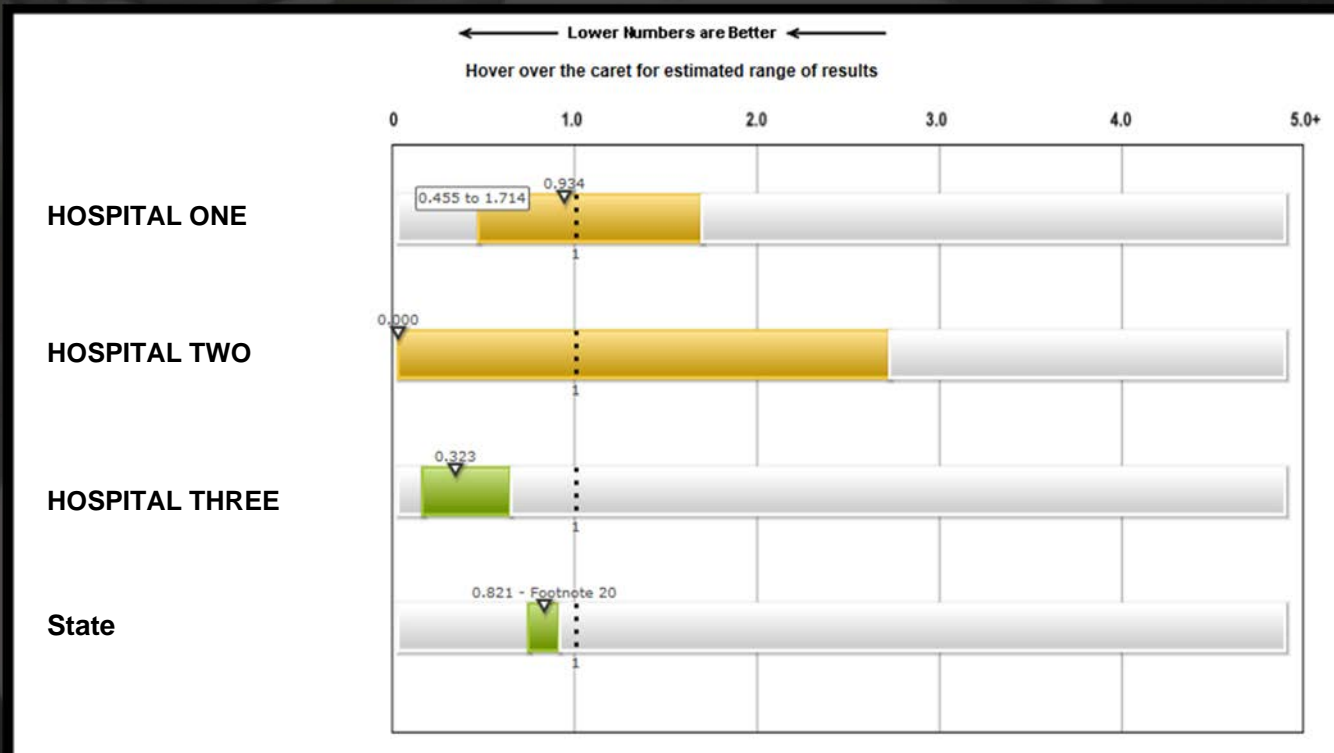
[Show Graphs](#)[View More Details](#)

Complications & Deaths: Infections: How to Read This Graph



Healthcare-associated infections are reported using a standardized infection ratio (SIR). This calculation compares the number of infections in a hospital to a national benchmark based on data reported to National Healthcare Safety Network (NHSN). Each hospital's SIR is shown in the graph view. Lower numbers are better. A score of zero (0) - meaning no infections - is best.

Complications & Deaths: Infections: Graph



Complications & Deaths: Infections: View More Details

▼ Table 1 of 6 Central line-associated bloodstream infections (CLABSI) in ICUs and select wards

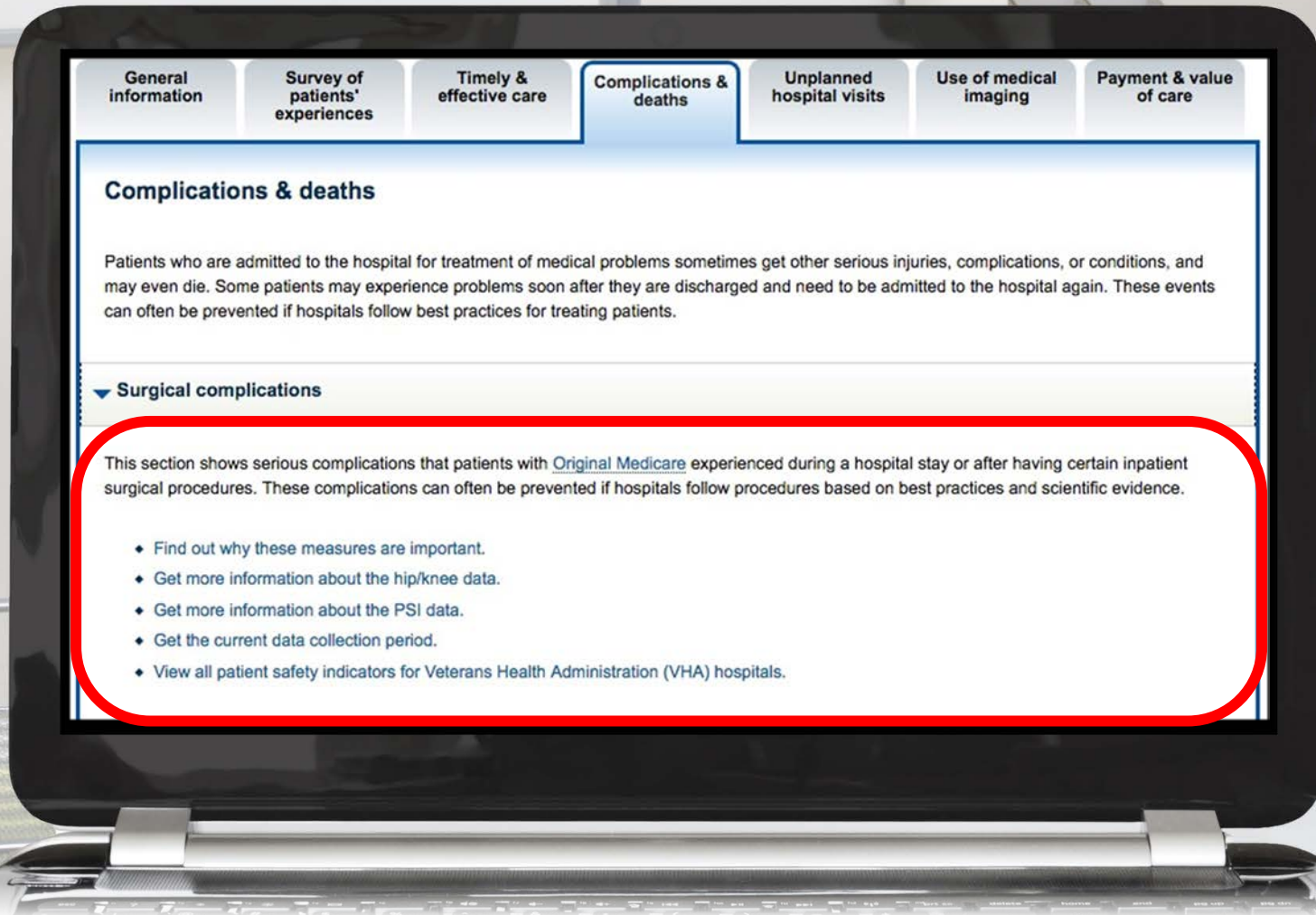
	No. of Infections Reported (A)	Central Line Days (CLDs) ⓘ	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) ⓘ (A/B)	Evaluation
Hospital One	9	12139	9.637	0.934	No Different than National Benchmark
Hospital Two	0	1536	1.082	0.000	No Different than National Benchmark
Hospital Three	7	20010	21.654	0.323	Better than the National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.
Lower SIRs are better. A score of (0) – meaning no CLABSIs - is best.

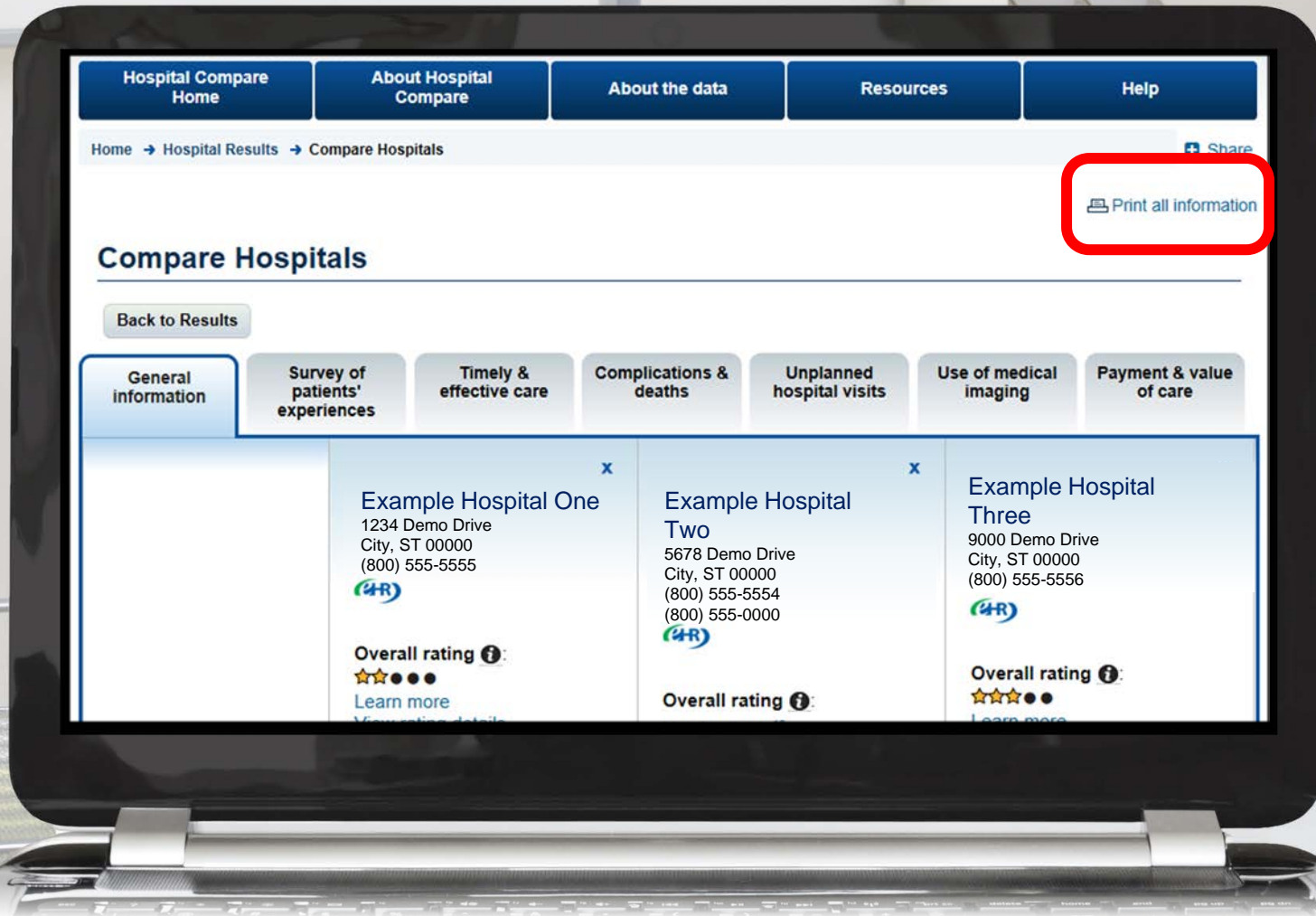
Navigating *Hospital Compare*

Resources and Helpful Tips

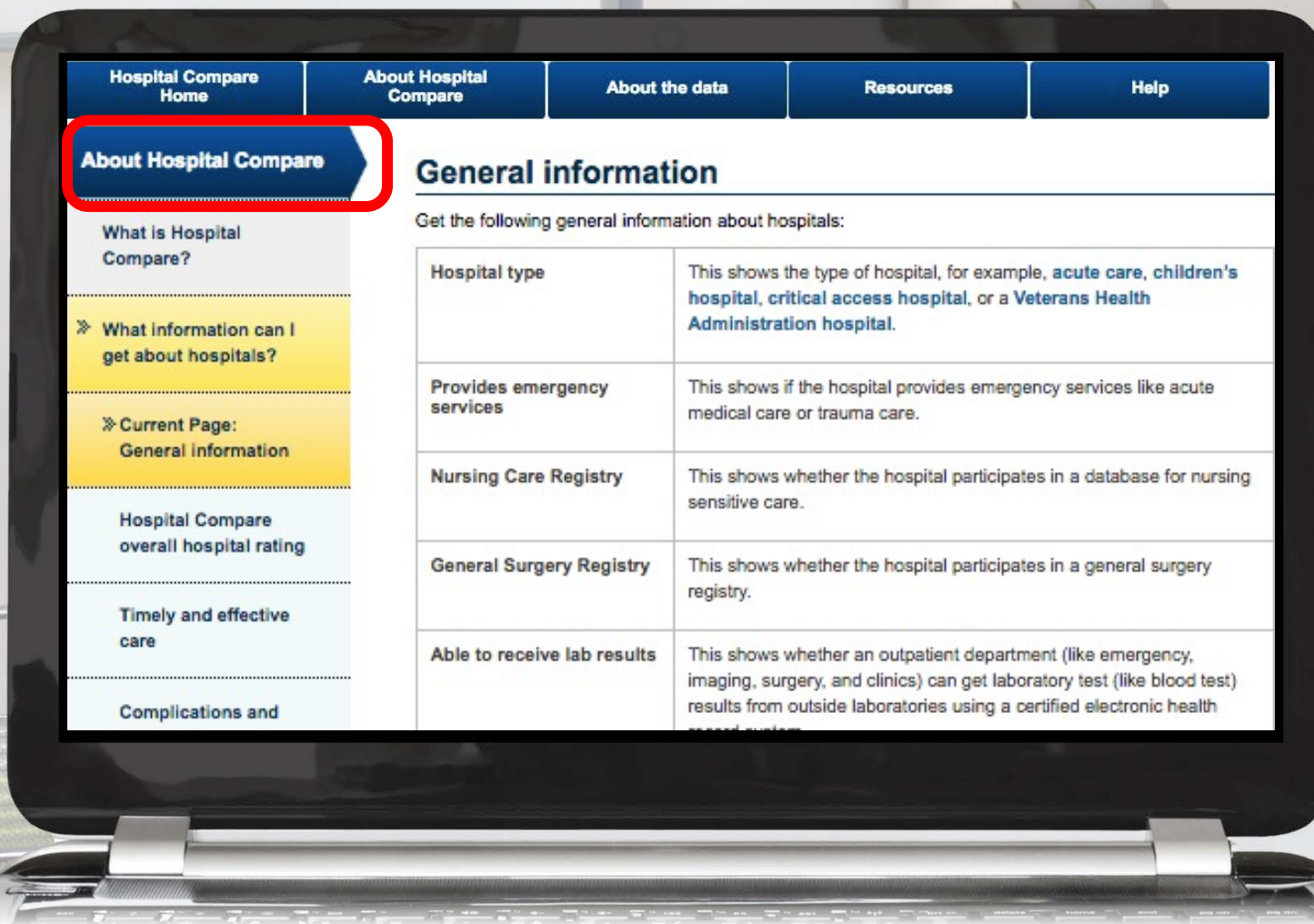
Measure Resources



Printing Information



About *Hospital Compare* Tab



Why is it important?

get about hospitals	
General information	
Hospital Compare overall hospital rating	
» Current Page: Timely and effective care	
Complications and deaths	
Unplanned hospital visits	
Use of medical imaging	
Survey of patients' experiences (HCAHPS)	
Payment and value of	

Quality measure	What is this and why is it important?
Percentage of patients who received appropriate care for severe sepsis and septic shock.	<ul style="list-style-type: none">• Sepsis is a complication that occurs when your body has an extreme response to an infection. It causes damage to organs in the body and can be life-threatening if not treated. If sepsis becomes severe enough or develops into septic shock, the chances of dying from sepsis increase significantly.• On average over 200,000 people in the United States die every year from sepsis. Anyone can develop sepsis, but older adults and people with weak immune systems have a higher risk for developing sepsis and a greater chance of dying from severe sepsis or septic shock.• Best practice guidelines show that early identification of sepsis and early appropriate care can lower the risk of death from sepsis.• This measure shows the percentage of patients with severe sepsis or septic shock for which a hospital provides appropriate care

Higher percentages are better.

About the Data Tab

Hospital Compare Home | **About Hospital Compare** | **About the data** | **Resources** | **Help**

About Hospital Compare

About the data

✕ Measures and current data collection periods

About Hospital Compare data

Hospital Compare overall hospital rating

Timely and effective care measures

Measures of complications, deaths, & unplanned hospital visits

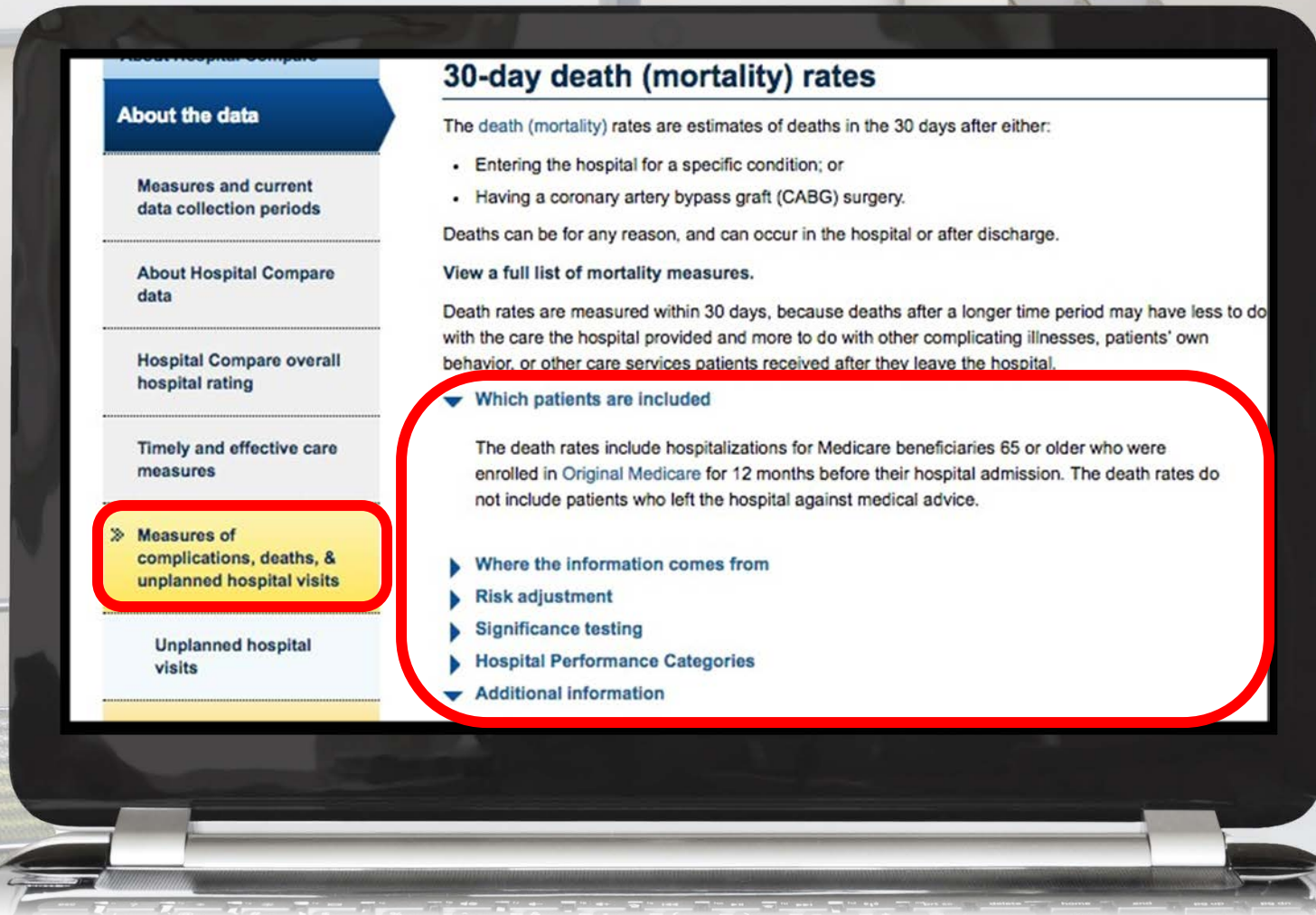
Measures and current data collection periods

- Update frequencies and data collection periods for individual measures are subject to change. View data updates for changes.
- Get the data collection periods for the measures included in the Hospital Compare overall rating.
- [Download the data](#) (Note: Beginning in July 2017, the downloadable database will be provided in CSV format only.)
- Send general questions regarding Hospital Compare and the data to HospitalCompare@hsag.com.

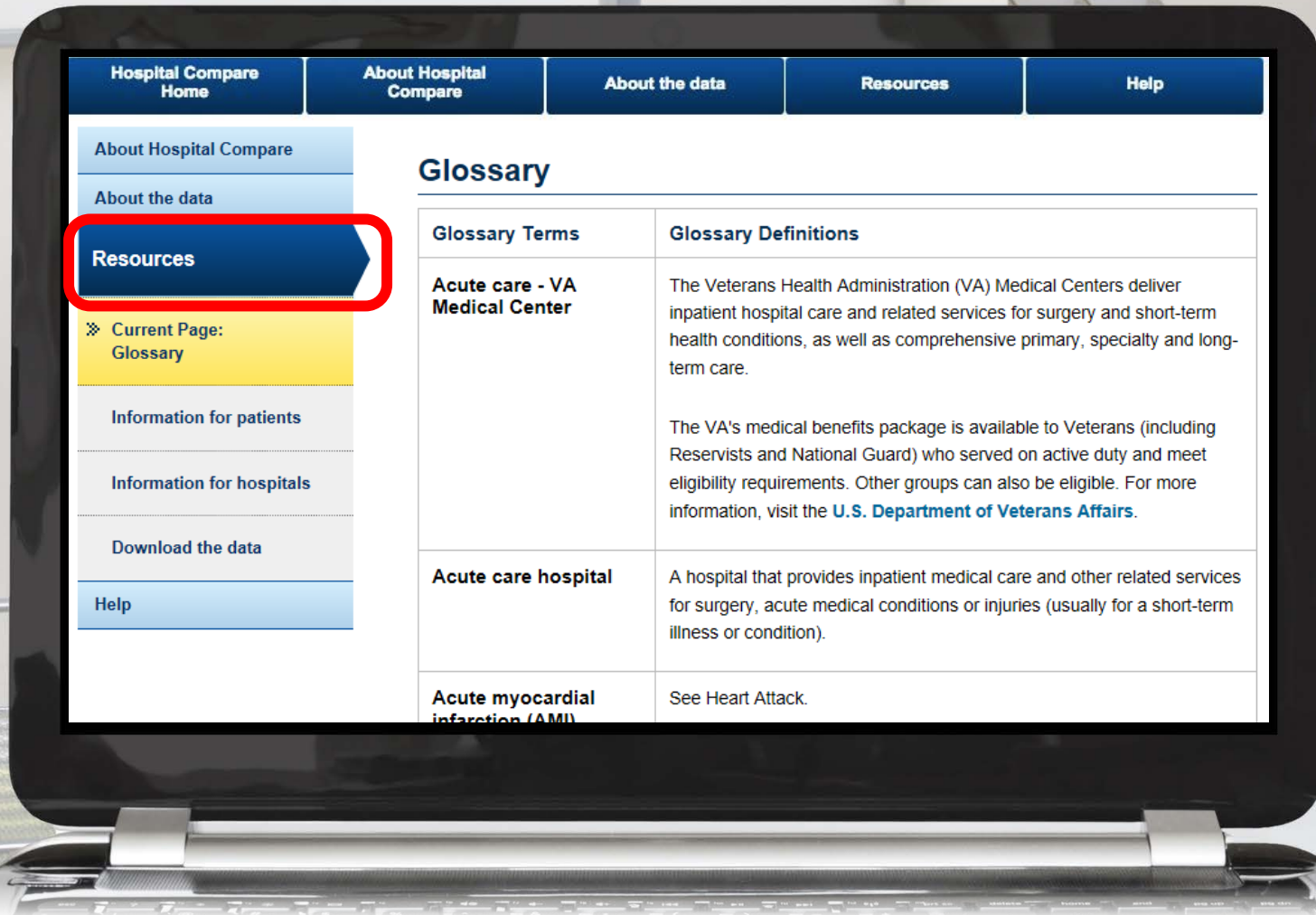
Measures and current data collection periods on Hospital Compare

Measure identifier	Technical measure title	Measure as posted on Hospital Compare	Update frequency	Current data collection period	
				From	Through
General information- Structural measures					
SM-PART-NURSE	Participation in a systematic database for nursing sensitive care	Nursing Care Registry	Annually December	1/1/2016	12/31/2016
ACS-REGISTRY	Participation in a multispecialty surgical	Multispecialty Surgical Registry	Quarterly (April-July)	7/1/2016	6/30/2017

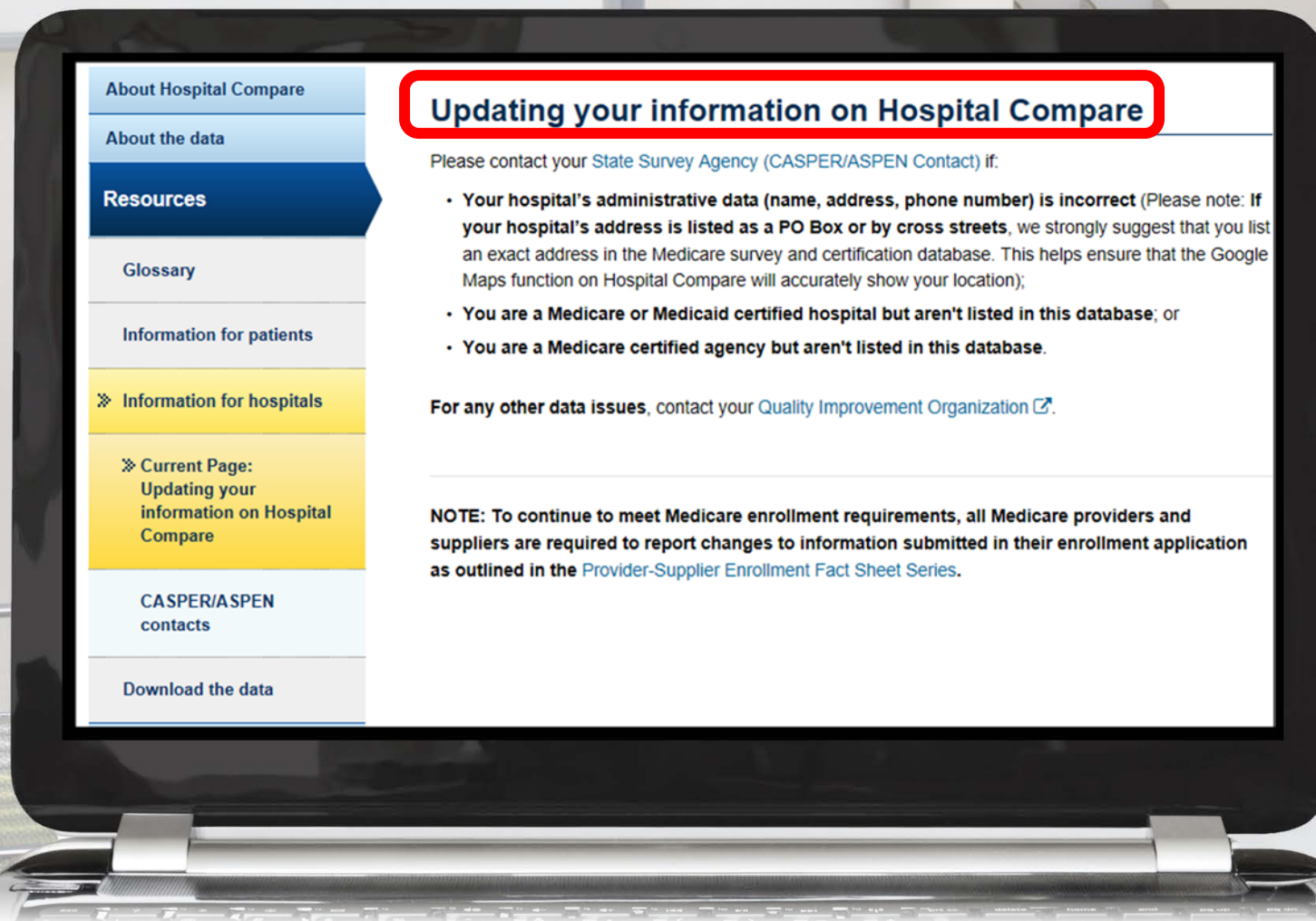
About the Data Page



Resources Tab



Updating Your Information On *Hospital Compare*



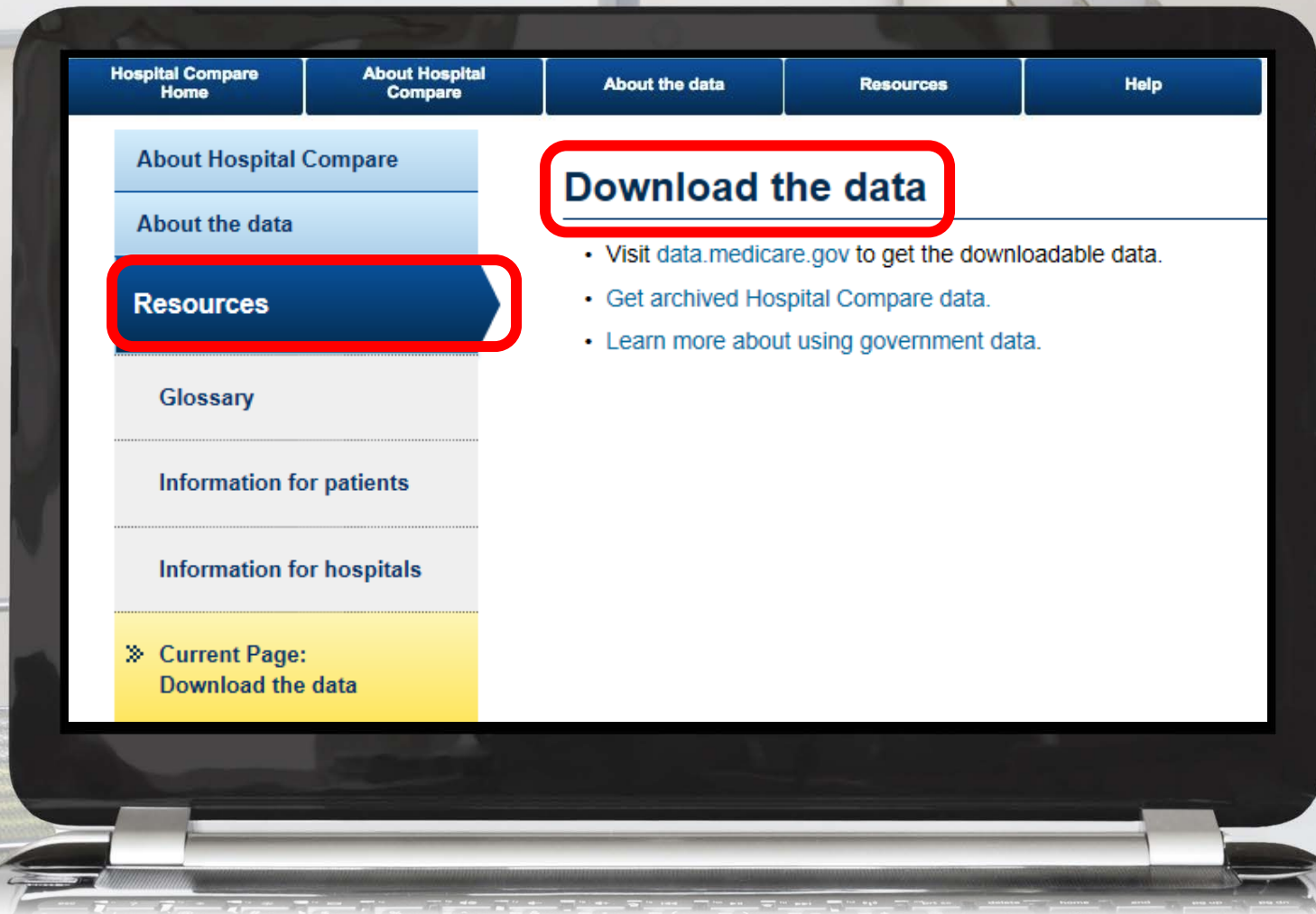
Help Tab



Navigating *Hospital Compare*

Downloading the Data

Resources: Download the Data



Data.Medicare.gov

Explore & download data



Hospital Compare
data



Nursing Home
Compare data



Physician
Compare data



Home Health
Compare data

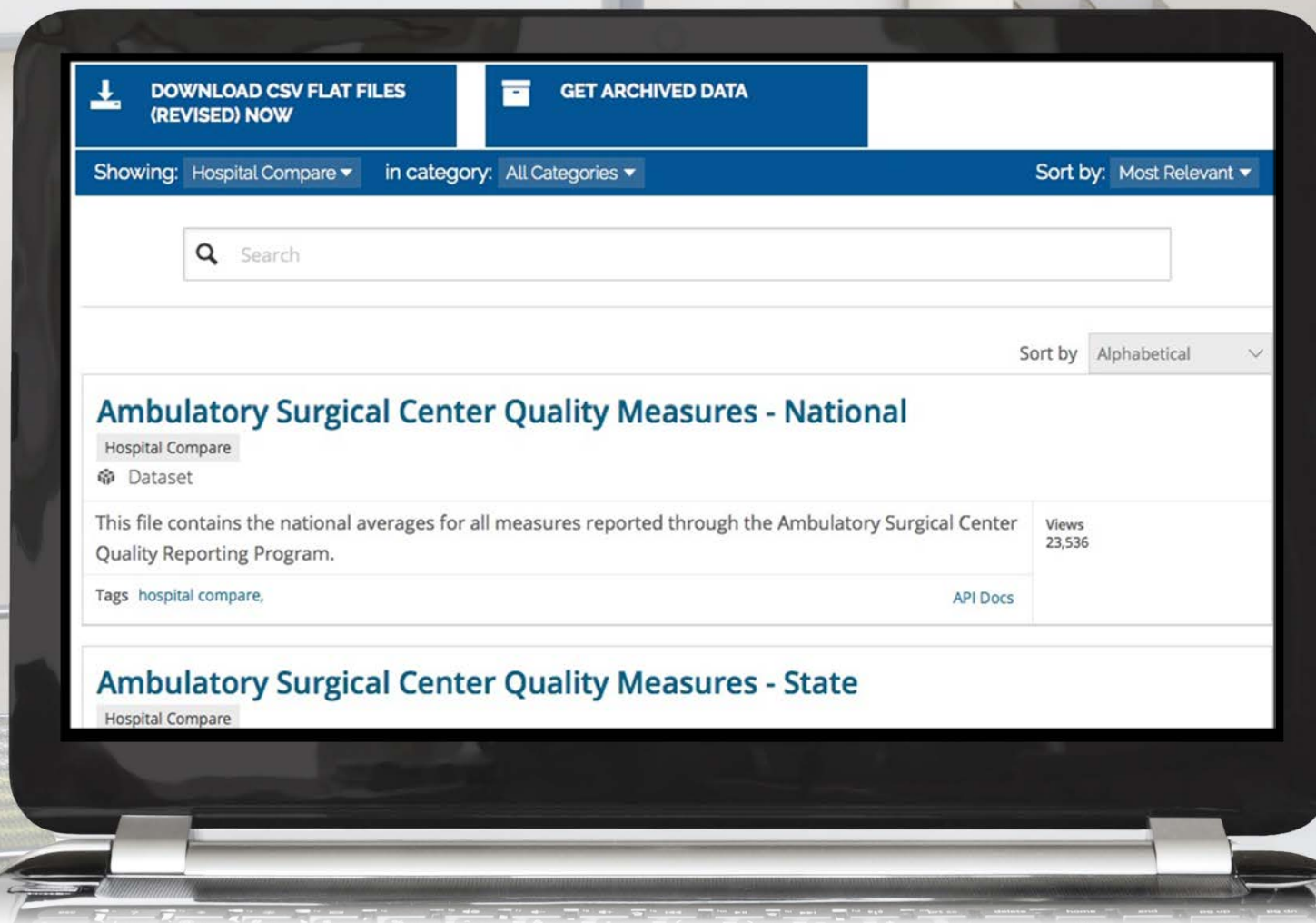


Dialysis Facility
Compare data

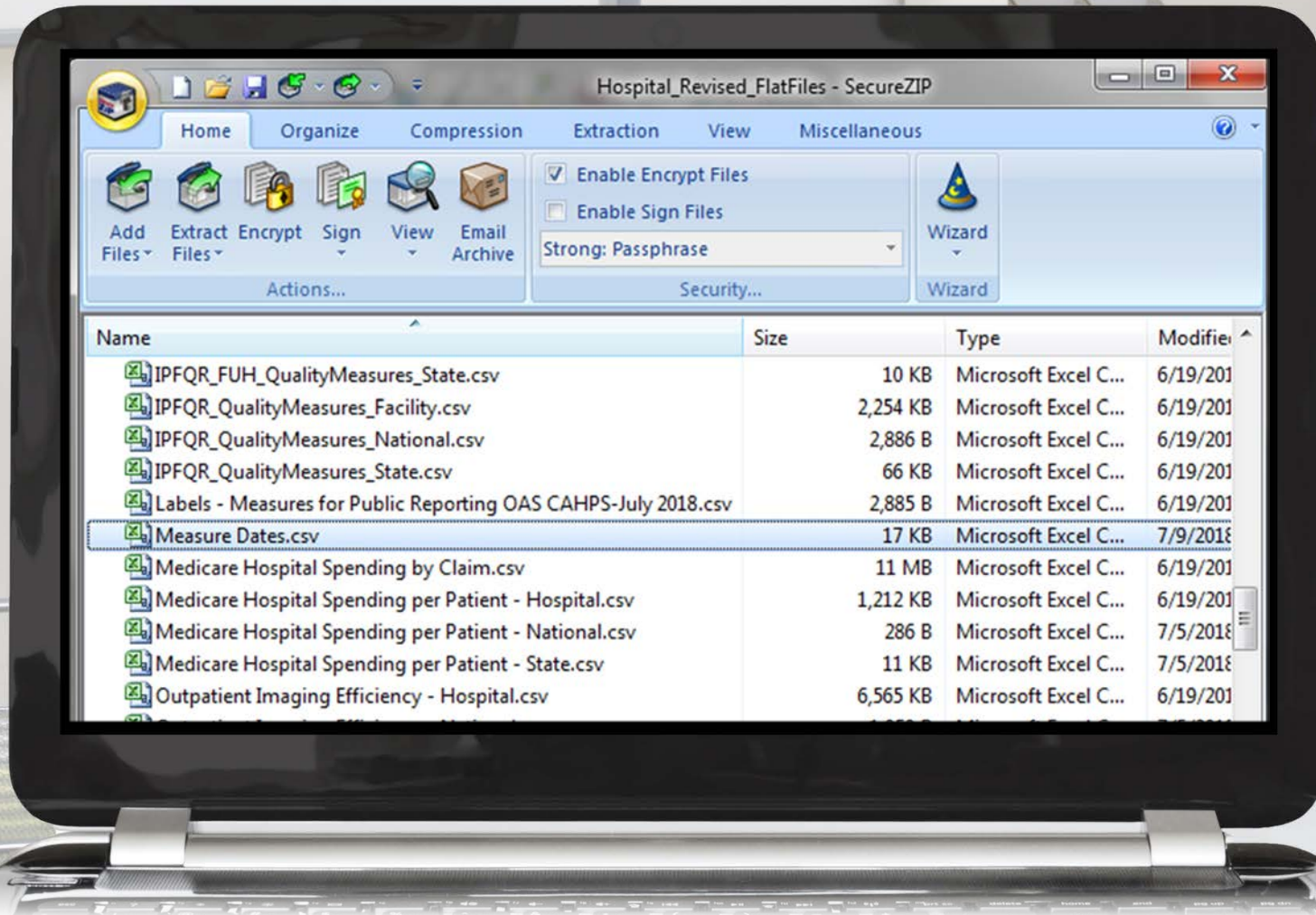


Hospice Compare
data

Data.Medicare.gov



Download CSV Flat Files



Data Archive

Data.**Medicare.gov**

Hospital Compare data archive

2018 Annual Files

- [HOSArchive_Revised_FlatFiles_20180523.zip](#) (05/23/2018, Zip File, 15720 KB)
- [HOSArchive_Revised_FlatFiles_20180126.zip](#) (01/26/2018, Zip File, 16276 KB)

2017 Annual Files

- [HOSArchive_Revised_FlatFiles_20171024.zip](#) (10/24/2017, Zip File, 16002 KB)

Navigating *Hospital Compare*

Additional Data and Socrata Tables

Hospital Value-Based Purchasing Program

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 - ◆ Comprehensive Care for Joint Replacement Model. Updated October 2018.
- ◆ For hospitals: [Update your address, phone number, and other administrative information.](#)

Downloading a Socrata Table

Efficiency and cost reduction domain

The Centers for Medicare & Medicaid Services' (CMS) measures cost of care through the efficiency and cost reduction domain to increase the transparency of care for consumers by recognizing hospitals that provide high quality care at lower costs to Medicare.

Medicare spending per beneficiary (MSPB) measure

This measure of efficiency is based on an assessment of payment for services provided to a beneficiary during a spending-per-beneficiary episode that spans from 3 days prior to an inpatient hospital admission through 30 days after discharge. The payments included in this measure are standardized and adjusted so that variation in geographic costs are removed, as well as variation in patient health status.

Fiscal Year 2018 Baseline and Performance Periods:

Baseline period: January 1, 2014 - December 31, 2014

Performance period: January 1, 2016 - December 31, 2016

Data.Medicare.gov

Hospital Value-Based Purchasing (HVBP) - Efficiency Scores

	Provider_Number	Hospital_Name
1	370001	HILLCREST MEDICAL CENTER
2	220110	BRIGHAM AND WOMEN'S HOSPITAL
3	220010	LAWRENCE GENERAL HOSPITAL
4	220017	CARNEY HOSPITAL
5	230236	METRO HEALTH HOSPITAL
6	220052	SIGNATURE HEALTHCARE BROOKTON
7	230105	MCLAREN - NORTHERN MICHIGAN
8	200018	AROOSTOOK MEDICAL CENTER
9	200052	NORTHERN MAINE MEDICAL CENTER
10	200009	MAINE MEDICAL CENTER
11	230066	MERCY HEALTH MUSKEGON
12	230081	MUNSON HEALTHCARE CADILLAC HOS
13	230277	HURON VALLEY-SINAI HOSPITAL
14	230041	MCLAREN BAY REGION

More Views

Filters, charts, and maps

Download

Download in various formats

Discuss

Discuss this Dataset

Embed

Embed this player on your site

API

Access this Dataset via SODA

OData

Access this Dataset via OData

Print

Print this dataset

Help with file formats & plug-ins

About the Socrata Open Data Platform

Download available as:

- CSV
- CSV for Excel
- JSON
- RDF
- RSS
- XML

Continuing Education Approval

This program has been approved for Continuing Education (CE) credit for the following boards:

- **National credit**
 - Board of Registered Nursing (Provider #16578)
- **Florida-only credit**
 - Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling
 - Board of Registered Nursing
 - Board of Nursing Home Administrators
 - Board of Dietetics and Nutrition Practice Council
 - Board of Pharmacy

NOTE: To verify CE approval for any other state, license, or certification, please check with your licensing or certification board.

CE Credit Process: Three Steps

1. Complete the ReadyTalk[®] survey that will pop up after the webinar.
2. Register on the HSAG Learning Management Center for the certificate.
3. Print out your certificate.



NOTE: An additional survey will be sent to all registrants within the next 48 hours.

CE Credit Process: Survey

☐ No

Please provide any additional comments

10. What is your overall level of satisfaction with this presentation?

☐ Very satisfied

☐ Somewhat satisfied

☐ Neutral

☐ Somewhat dissatisfied

☐ Very dissatisfied

If you answered "very dissatisfied", please explain

11. What topics would be of interest to you for future presentations?

12. If you have questions or concerns, please feel free to leave your name and phone number or email address and we will contact you.

Done

Powered by [SurveyMonkey](#)
Check out our [sample surveys](#) and create your own now!

CE Credit Process: Certificate

Thank you for completing our survey!

Please click on one of the links below to obtain your certificate for your state licensure.

You must be registered with the learning management site.

New User Link:

<https://lmc.hshapps.com/register/default.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

Existing User Link:

<https://lmc.hshapps.com/test/adduser.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

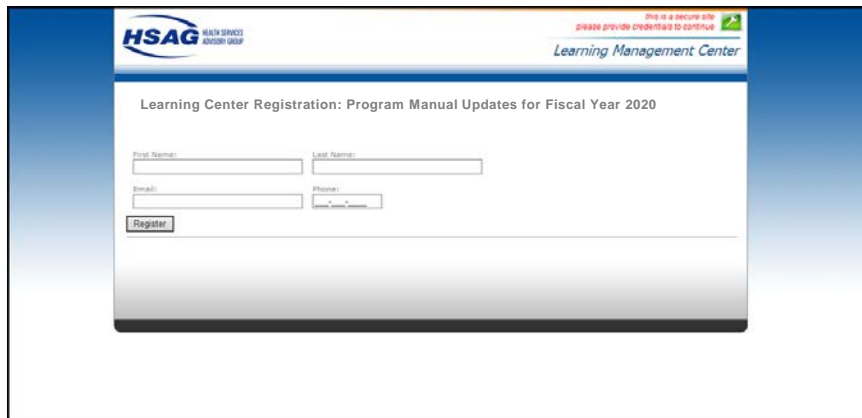
Note: If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

Register for Credit

New User

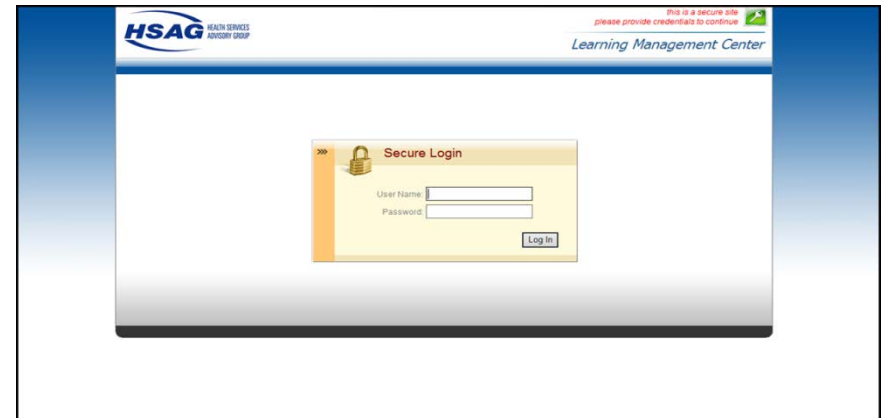
- Use personal email/phone number.
- Go to email address.
- Finish process.



The screenshot shows the HSAG Learning Management Center registration page. At the top, there is a blue header with the HSAG logo and the text "HEALTH SERVICES ADVISORY GROUP". Below the header, there is a red security warning: "This is a secure site. please provide credentials to continue". The main content area is titled "Learning Center Registration: Program Manual Updates for Fiscal Year 2020". It contains a registration form with fields for "First Name:", "Last Name:", "Email:", and "Phone:". There is a "Register" button at the bottom of the form.

Existing User

- Entire email is your user name.
- You can reset your password.



The screenshot shows the HSAG Learning Management Center secure login page. At the top, there is a blue header with the HSAG logo and the text "HEALTH SERVICES ADVISORY GROUP". Below the header, there is a red security warning: "This is a secure site. please provide credentials to continue". The main content area is titled "Secure Login". It contains a login form with fields for "User Name:" and "Password:". There is a "Log In" button at the bottom of the form.

Thank You for Attending

Disclaimer

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