



Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

Public Reporting: Exploring the Next Generation of Preview Reports

Questions and Answers

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The following document provides actual questions from audience participants. Webinar attendees submitted the following questions and subject-matter experts provided the responses during the live webinar. The questions and answers (Q&As) have been edited for grammar.

Question 1: When will this new format be available?

The new format begins with the December 2018 preview period that will start December 1, 2018. The preview data that are displayed will be publicly reported on *Hospital Compare* in February 2019.

Question 2: I currently report for two facilities. However, I have a different login for each in *QualityNet*. Will I still need two logins, or will that Change Facility button be used?

If you had a different login for each of those facilities, then you will need to log in separately to view each provider's data.

Question 3: For facilities in the Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program, will the data be under the facility's measure data?

Yes, IPFQR Program data will be listed in the Next Generation User Interface, as with other measures.

Question 4: Will CMS add older releases (e.g., 2018) to the filters in the future?

No, releases prior to February 2019 will not be added in the filters. Releases from 2019 forward will remain on the user interface and will be accessible to providers for multiple releases.

Question 5: Is this taking the place of the preview reports?

The Next Generation User Interface is in the same online location as the preview report. The old way of running the report by logging in to the *QualityNet Secure Portal* and going to My Task and Run Reports is no longer available. You may still see it, but it will not function. You must use this new user interface to preview and download data.



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Question 6: I have tried to log in to the Hospital Quality Reporting (HQR) Next Generation User Interface, but I get a message that says Access Denied. Should I be able to access this now or not until February?

You will not be able to access the Next Generation User Interface until you are notified the preview is beginning. [Preview began December 1, 2018.] You will have access denied until the preview period opens for this release. If you have already attempted to log in, we would expect you to see a note that says access is denied. Make sure you are signed up to receive ListServes to see when the preview period begins, and you will be able to access it at that time.

Question 7: How do you get on the ListServes?

Sign up for ListServe notifications on *QualityNet*: <https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.

Question 8: Does “beginning February preview” under What Has Changed mean a preview report is coming out in February 2019 or a preview report is coming in December 2018 for the February 2019 *Hospital Compare* release?

The preview report that will be available to you to review in December contains the data that will be publicly reported on *Hospital Compare* in February 2019.

Question 9: Can you export measure data in Excel, or is it only in a Portable Document Format (PDF)?

At this time, only the PDF is available. There are plans to make that a more user-friendly export function. However, for this first release, the PDF is the only thing that is available for export and available for printing. As more functions and features become available, we will keep you informed.



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Question 10: **Just to verify, will the new view be similar to what the public will see?**

No, the new view via the *QualityNet Secure Portal* is what providers and their authorized vendors are going to see to preview the data. The way the data will display on *Hospital Compare* will not change from what we are seeing today. How you preview your data and the preview report produced are changing. However, the format of what the public will see will not change.

Question 11: **When the preview period begins, will there be a way we could share feedback with the Centers for Medicare & Medicaid Services (CMS) on our experience using the new user interface?**

The HQR system's user experience research team put some of these things together and may be interested in that. If you would like to be a part of the ongoing research efforts, you can sign up at the following link:
<https://adhocteamus.wufoo.com/forms/q976bns0isnkx0/>.

Question 12: **Is there still a 30-day window to correct any errors in the preview report?**

The purpose of the preview report is not for the correction of errors. The purpose is to show what will be going onto *Hospital Compare*. Any provider-submitted data should be reviewed and corrected prior to the submission deadline. Anything found after that is not available for changes. The preview period is 30 days. Hospitals voluntarily participating in inpatient quality reporting have the ability to suppress data by submitting a withholding form within that 30-day period. We welcome questions about data submitted by the submission deadline, such as the healthcare-associated infection, chart-abstracted, and web-based measures.

Question 13: **If we encounter problems when viewing preview information, should we call the *QualityNet* Help Desk?**

Certainly, the *QualityNet* Help Desk is one option, or you can use the Hospital Inpatient Questions and Answers tool (also known as the Q&A tool or RightNow tool) from the *QualityNet* [website](#). We can also assist you.

Question 14: **Will we no longer need to use Secure File Transfer to download reports?**



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This report does not go through Secure File Transfer. To download the preview data, you will still go through the *QualityNet Secure Portal*, and you will need to login to the Next Generation User Interface. Then, you will download the data as a PDF report from that site to wherever you choose to save it, on your desktop or your drives for your hospital. However, Secure File Transfer has not been part of the preview process previously and it is not for this, either.

Subject-matter experts researched and answered the following questions after the live webinar. The questions have been edited for grammar.

Question 15: Will we be able to view state averages for every measure to use for benchmarking?

Yes, the state rates will be listed on the user interface.

Question 16: Can core measure vendors view hospital preview reports for all facilities they submit core measure data for?

If you have had permission to view preview reports in the past, you will be able to view the report in the new user interface.

Question 17: How often is this interface updated with data?

The data on the user interface will be updated quarterly, as it has in the past.

Question 18: Where do we find the time frame for the measure report?

Under the Measure Data tab in the search and filter section, you will be able to see the period of data displayed by looking at the release. It shows which *Hospital Compare* release data you are previewing.

Question 19: Will there be a way to save and print the expanded report?

Yes, you can download and print the measure data. Under the Measure Data tab, there is a button to Export Data, which will allow you to download and print the PDF.



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Question 20: In these drop-downs, where are the date ranges for the reporting terms?

Individual reporting periods are listed for each measure in the facility modal. Under the Measure Data tab in the search and filter section, you will be able to see the period of data displayed by looking at the release. It shows which *Hospital Compare* release data you are previewing.

Question 21: It would be very helpful to know the exact date *Hospital Compare* will update in February. It is important for planning resources for our internal reporting needs.

At this time, we are not able to provide the exact date in February when *Hospital Compare* will update. Updates are generally on the third or fourth Wednesday of the release month. Hospitals will receive a ListServe to announce the exact date that the release has occurred.

Question 22: Will we no longer be receiving quarterly *Hospital Compare* preview reports now that this Next Generation User Interface is available?

Instead of running a preview report during a designated 30-day window, providers will be able to obtain preview data using the Next Generation User Interface and can choose to download a PDF copy of the data. The old format for preview reports is no longer available.

Question 23: Will the IPFQR Program also be included?

All data from the following programs will be included and available using the Next Generation User Interface: Hospital Inpatient Quality Reporting (IQR), IPFQR, Hospital Outpatient Quality Reporting (OQR), and PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Programs.

Question 24: Where can we find the computational details for the overall star rating metric? How have they changed since the last release?

The [Methodology page](#) on *QualityNet* provides methodology details and the changes that occurred with the Overall Hospital Quality Star Ratings: <https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1228775966786>. The *Hospital Compare* Star Ratings Team can be reached by email at cmsstarratings@lantanagroup.com.



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Question 25: Will patient-level Excel files still be available?

Patient-level Excel files of preview data have not been available in the past and will not be available for the February release. This is in contrast to hospital-specific reports (HSRs) for certain outcome and payment measures, for which more detailed feedback reports with patient-level information are made available (e.g., an HSR report for the hospital-wide readmission measure). Enhancements to the user interface are planned and will be included in help guides as they become available.

Question 26: Do we need to submit a request to have access?

No, you do not need to request access to the Next Generation User Interface if you already have access in the *QualityNet Secure Portal*. The access that you previously had with your role on *QualityNet* will roll over to allow you to have access to the user interface. If you want access to the Next Generation User Interface as a new user, you will need to contact your facility's *QualityNet* Security Administrator for access. If you have additional questions regarding access, you may contact the *QualityNet* Help Desk for assistance at (866) 288-8912 or qnet support@hcqis.org.

Question 27: When will CMS release star rating preview data?

We anticipate the Overall Hospital Quality Star Ratings data will be available for preview on December 1, 2018, and publicly reported on *Hospital Compare* in February 2019. The overall star rating HSRs will be provided shortly after preview begins.

Question 28: Will there still be emails stating when the preview report will be available? Will we have access to them all the time?

Yes, once the preview period begins, the user interface will retain the data and you will continue to have access to the preview data. A ListServe will come out announcing the start of the preview period. Sign up for the ListServe notification on *QualityNet* at the following link: <https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.



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Question 29: On slide 18, is the star ratings weighting diagram specific to the facility and based only on the measures that impact the rating?

The diagram is not specific to any facility. More information regarding the weighing of the Overall Hospital Quality Star Ratings can be found on *QualityNet*:

<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1228775966786>. The *Hospital Compare* Star Ratings Team can be reached by email at cmsstarratings@lantanagroup.com. The slide deck is located at <https://www.qualityreportingcenter.com/inpatient/vbp-archived-events/>.

Question 30: Please explain the Export Data feature.

The Export Data feature will allow you to download the measure data from the user interface into a PDF to save or print.

Question 31: We will be able to view these reports at any time in the future and not just during the preview period?

That is correct. Moving forward, this period's data will be on the user interface. They will not be going away at the end of the preview period.

Question 32: Slide 13: Choose Your *QualityNet* Destination has not really worked in the past. It always brings you to the same page. Will this change with this update?

Yes, you must choose HQR Next Generation from the drop-down or you will not be able to access the new user interface.

Question 33: Slide 25: Just to clarify, if a facility participates in IQR and OQR, will they be consolidated into one exported report and not separate reports like they were historically?

Yes, that is correct. If your facility participates in both the Hospital IQR and OQR Programs, then all measures for those programs will display in one consolidated report. The data display is similar to the *Hospital Compare* data display.



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Question 34: Are there any plans to establish administrator rights for health systems similar to what is in place for the National Healthcare Safety Network?

We will take this feedback under consideration. If you would like to be a part of the ongoing user experience research efforts, you can sign up at this link: <https://adhocteamus.wufoo.com/forms/q976bns0isnkx0/>.

Question 35: Slide 27: When will the help guide and quick reference guide become available?

Each program's help guide and quick reference guide are available on *QualityNet* and *Quality Reporting Center* year-round. They are updated quarterly with the refresh of preview data.

Question 36: Slide 24 shows that users may view the corresponding emergency department (ED) Volume Category for comparison to state and national rates. Does this mean the ED median times are evaluated as better, same, average, or worse against state and national rates for facilities with similar volume categories? Or are all EDs still compared to a single overall state or national value for the calculation of performance for the star rating for these measures?

The ED 1b and ED 2b measures are included in the Overall Hospital Quality Star Ratings calculation. However, the ED volume category is used so that facilities may compare their median times to those within their state or the nation that see a similar volume of ED patients. The comparison of the times using the ED volume category is for reference and is not part of the star ratings calculation.

Question 37: Will we still get the same reports from Telligen that we have in the past? We have been receiving reports via email in a PDF from our Quality Improvement Organization (QIO), Telligen.

This presentation was only about *Hospital Compare* preview reports available through the *QualityNet Secure Portal*. Please contact your QIO directly about any reports they provide.



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Question 38: I did not see “export data” for star rating preview.

For the December 2018 preview period, the Overall Hospital Quality Star Ratings information will not be available via the Export Data button. Star rating HSRs will be going out through Secure File Transfer.

Question 39: How will the ability for facilities to “hide” results be handled?

Facilities are not able to “hide” results in the user interface. If the question is referring to how a provider could withhold publication of a measure from the *Hospital Compare* website, that ability has not changed and is only an option for providers that are voluntarily reporting their data. More information regarding optional public reporting can be found on *QualityNet*:
<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1228776075719>.

Question 40: Will we still get the notices from *QualityNet* if a secured file is available?

Notifications from *QualityNet* have not changed with the user interface.

Question 41: Are there any changes to the Meaningful Use (MU) or interoperability reporting pages?

The user interface has not made changes to reporting pages for the Promoting Interoperability Program.

Question 42: Is it possible to export data by program rather than all together?

Currently, there is no way to customize the export of data by program. There are plans to make the export of data more customizable and we will make users aware through ListServes as they become available.



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Question 43: What functions are not fully working?

As we mentioned in today's webinar, the filtering function for level and performance has been disabled.

Question 44: Will Ambulatory Surgical Center Quality Reporting (ASCQR) Program measures be included, as well, for applicable facilities?

Currently, the Next Generation User Interface will have measure data for the Hospital IQR, IPFQR, Hospital OQR, and PCHQR Programs. The ASCQR Program is not currently included. To preview ASCQR Program data, the *QualityNet* Secure File Transfer will be used to download the preview report.

Question 45: Are there plans to add other reports from Secure File Transfer to this area?

This presentation was focused on access and use of the HQR Next Generation User Interface. There have been no changes in the distribution of reports through Secure File Transfer. Information regarding future changes will be released via ListServe. Please be sure to be sign up for ListServe notification on *QualityNet*: <https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.

Question 46: Can you export all report data at once (e.g., all elements of the star ratings) or must you export the data one element at a time?

For the December 2018 preview period, the Overall Hospital Quality Star Rating information will not be available for export from the user interface. Star rating HSRs will be made available to hospitals through Secure File Transfer. Currently, the Export Data button will export all the data on the Measure Data tab.



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Question 47: Slide 23: Will *Hospital Compare* users also be able to click on a measure (e.g., percentage of patients who receive appropriate care) to see the data period instead of going to the page with data collection periods?

The user interface will contain the reporting period for each measure and will be in the modal with the measure and on the PDF with each measure. You will not have to search for that information.

Question 48: Where do we get information on how the overall star rating is calculated?

More information about the Overall Hospital Quality Star Ratings methodology can be found on *QualityNet*:
<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1228775966786>.

Question 49: Preview reports are inclusive of all the data. So, the process is new for how to obtain the report but the report is the same.

How to access the preview data and how the data are displayed are both new.

Question 50: The number on “Top 10%,” is this where you fall over the national rate?

The “Top 10%” provides a reference for how the top 10 percent of providers in the nation performed.

Question 51: Does this way display information similarly to the old way, making it easy to compare legacy data?

The display of information is similar to the old report, but there are noticeable differences. The new display of data is similar to *Hospital Compare*.

Question 52: Will the quarter one (Q1) 2018 preview report be in the old format?

The preview includes four quarters of data. The Q1 2018 data will be included in the December 2018 preview period in the new format.



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Question 53: Will there be a place to access older historical preview reports?

If you need older preview reports, you can request them in the Q&A tool on *QualityNet*, as has been done in the past. The user interface will only contain the February 2019 release and forward.

Question 54: Does the new functionality include the five-star preview reports?

The user interface will contain the Overall Hospital Quality Star Ratings information that will be on *Hospital Compare* but will not contain the Overall Hospital Quality Star Rating HSRs that are historically sent to providers via Secure File Transfer.

Question 55: Please clarify, will this be starting with Q1 2018 cases?

The data on the user interface will contain measure data with various reporting periods among measures. The date ranges for the clinical process measures will be for 2nd quarter 2017 through 1st quarter 2018.

Question 56: Will the star rating data be updated with the December data preview?

Yes, the Overall Hospital Quality Star Ratings data will be updated with the preview period that is anticipated to start December 1, 2018.

Question 57: Will hospitals still receive HSRs with additional data detail through the IQR site?

There has been no change in the distribution of HSRs. Information regarding HSRs will be released via ListServe. Please be sure to be sign up for ListServe notification on *QualityNet*: <https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.



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Question 58: Will there be any preview reports released prior to this? August was the last time we received preview reports.

No, there will not be any additional preview reports prior to the preview period that starts December 1, 2018. The last preview report period (July 27 through August 25, 2018) was for the October 2018 *Hospital Compare* release. The December 2018 preview period is for the planned February 2019 *Hospital Compare* release.

Question 59: Why would our quality data not be coming up on *Hospital Compare*?

There are different possibilities as to why your data might not be publicly reported on *Hospital Compare*. We can take a look, if you provide us with more information. You can submit your question through the Q&A tool on *QualityNet*.

Question 60: How will this affect hospital affiliations? Will they be able to see our data and vice versa?

There is no change to the groups that can see a provider's data.

Question 61: When using the search for a measure feature, is a document available to assist with searching?

Yes, currently on *QualityNet*, there are the preview help guides for your program. At the end of the help guide is a measure ID table, which contains the measure names with the measure ID to assist with the search feature on the user interface.

Question 62: Can you review when *Hospital Compare* is updated and when the preview period is for hospitals?

Hospital Compare is generally updated in January, April, July and October each year. This particular year, the January release has been delayed until February. Preview for this particular release is occurring for the month of December. A ListServe will come out announcing the start of the preview period. Sign up for the ListServe notification on *QualityNet*: <https://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/ListServe/Register>.



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Question 63: I need to register to become a *QualityNet* basic user. How do I find out who my *QualityNet* Security Administrator is?

Please contact the *QualityNet* Help Desk at (866) 288-8912 or qnetssupport@hcqis.org to help you find your *QualityNet* Security Administrator.

Question 64: Will you have Star Rating fixed to download by the next release?

The ability to download the Star Rating tab information is anticipated for a future release. When it is available, we will include that information in a ListServe to announce the opening of the preview period.