



Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor (SC)

Public Reporting: Exploring the Next Generation of Preview Reports

Presentation Transcript

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Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

Liana Bui:

Good afternoon. We would like to welcome everyone to today's Public Reporting Outreach and Education event, entitled *Public Reporting: Exploring the Next Generation of Preview Reports*. My name is Liana Bui and I will be the moderator for today's event. I serve as one of the project coordinators for the Public Reporting Program within the Hospital Inpatient Value, Incentives, and Quality Reporting, or VIQR, Outreach and Education Support Contractor. As the title indicates, we will be discussing Public Reporting and exploring the next generation of preview reports. Today's event is open to participants in the Hospital Inpatient Quality Reporting, PPS-Exempt Cancer Hospital Quality Reporting, and Inpatient Psychiatric Facility Quality Reporting Programs. Jan Fredericksen, who is the Public Reporting and *Hospital Compare* Program Lead for the [Hospital Inpatient] VIQR Outreach and Education Support Contractor, will be the main speaker for today's presentation.

The purpose of today's event is to provide an overview of the new Hospital Quality Reporting Next Generation User Interface, with a walk-through on how to log on to the new user interface. On the next slide, we will take a look at today's objectives.

There are three main objectives for today's webinar. Program participants should be able to understand the purpose of changing to the Next Generation User Interface, know the steps to take in order to log in to the Next Generation User Interface, and learn how the data are displayed on the Next Generation User Interface. At this time, I'd like to turn the presentation over to Jan, who will further discuss the new and exciting Hospital Quality Reporting Next Generation.

Jan Fredericksen:

Hello to everyone and thank you for taking time out of your busy day to join us. CMS goals for Public Reporting are to promote transparency to the reporting of clinical quality measures. Public Reporting displays hospital performance data in a consistent, unified manner to ensure the availability of reliable information about the care delivered in the nation's hospitals, including outpatient care. Providers can utilize this data to drive continuous quality improvement initiatives and track progress. The data that are publicly reported, this empowers consumers to make informed

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

decisions about their healthcare. Publishing data on *Hospital Compare*, in a consumer-friendly format, allows consumers to understand the data and make informed decisions about where to get care. So, what is changing? The method by which preview data is accessed, the way the data is organized, and the way hospitals interact with the data. Next slide, please.

A little background on the change. In response to CMS' desire to bring end users' needs to the forefront and develop a modern quality reporting system, the Hospital Quality Reporting user experience team has been working for the past year redesigning the *QualityNet Secure Portal*. Beginning with the February *Hospital Compare* preview period, *QualityNet* will include an interactive section specifically designed for public reporting data. To understand the end user's needs, the user research team spoke with 156 users—including stakeholders, support contractors, subject-matter experts, development teams, and, of course, end users—and used the insights obtained from these groups to build a user-centered system that replaces the static PDF preview report. The new Public Reporting user interface allows for a consistent experience through the use of one platform and a unified display across multiple programs. Through the streamlining of information, the data is no longer divided by programs, but is displayed on one report. For those of you familiar with *Hospital Compare* website, you will find this new design in *QualityNet* familiar. The flow of data and categorization of measure groups align, creating a consistent way of displaying data—first, to the providers during the preview period, and, ultimately, to public reporting of the data on *Hospital Compare*. Next slide, please.

Access will be available on multiple platforms. Besides a desktop computer, users will now be able to access data through a tablet and through mobile devices. The one on the left is the tablet view, while the picture on the right is the mobile view. Next slide, please.

Not everything is changing, though. Some things that will remain the same are submission deadlines, *QualityNet* username and password, and the measures that are displayed. The next few slides will show you how to

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

access the new preview report user interface, and identify information that will be useful to your facility. Next slide, please.

For those of you familiar with *QualityNet*, this view will be familiar. The user will begin by clicking the Log In button on the *QualityNet* home page. Either of the two login buttons will take you to the login screen. The login page has not changed. Next slide, please.

This will bring you to the Choose Your *QualityNet* Destination page. There will now be an additional destination in the *QualityNet* destination drop-down list. Select HQR Next Generation to access. Next slide, please.

As the process of logging in has not changed, you will enter your user ID, password, and security code as you normally would. Next slide, please.

Once authenticated, users associated with a single provider—meaning, they report data for one hospital—will land on the Hospital Quality Reporting, or HQR, dashboard. You will see a Public Reporting card, which, once selected, will direct you to the new user interface. Special note for users who have access to multiple facilities' data: If you have permission to access multiple facilities, you must first select the facility CCN. The box to the right would be your view in this instance. When you are ready to view a different facility's data, select the Change Facility icon at the top of the page. From there, you will be able to select a different facility that you have access to. Remember, the Change Facility icon will only be visible to those of you with access to multiple facilities. To select the facility, you would click on the blue CCN link associated with the name of the facility. Once you click on the blue link, you will be taken to the dashboard, which is displayed on the slide. The Change Facility button is readily available at any time during the interface to switch to a new facility. Remember, for those providers who do not have access to multiple facilities, you would only see the left-hand part of the screen and would only need to click on the Public Reporting card. Next slide, please.

Once the Public Reporting link is selected, you will be directed to the landing page. On the landing page, you will find the hospital name, along

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

with the hospital characteristics that were previously found on your preview report. Here, you will notice that there are two tabs across the top of the screen, Star Rating and Measure Data. These will be your navigation tabs and will constantly be available to access as you navigate through the interface. The platform will default to the star rating for the IQR and OQR Program. The IPPS and PCH Program users who do not report star ratings will see the measure tab only. Next slide, please.

The Star Rating tab displays the overall hospital star rating, facility details or the hospital characteristics, and the measure group score. Each group displays the performance for the group and expands to display the number of scored measures in that group, as well as a national score comparison graph. Next slide, please.

Each group score is assigned a weight, which is used to calculate a summary score. The graph shown displays the weighting for each group when data are submitted for all measure groups. If a hospital reports no measures for a given measure group, that group is considered to be missing. CMS applies the approach of a reweighting of the weight of the missing group across the groups for which the hospital does report measures. For more information on weighting, please refer to the quarterly updates and specification report found on *QualityNet* Overall Hospital Ratings web page. Additional information at the bottom of the Star Ratings tab includes the weight of each group and a link to additional information on the *Hospital Compare* web page. Next slide, please.

If you click on the Measure Data tab, this will be your view. Starting at the top, you will notice the hospital name is at the top of the page. There is a blue export button that we will discuss later in the presentation. Under the Export Data button, you will see a Search field, along with other filter features. This feature allows users to have flexibility and to prioritize what data is displayed. I will expand on this option later, as well. Then you will notice blue measure groups all the way down the page. Inside the blue measure groups are the data. The plus sign next to each measure group name has an accordion feature, which will allow the user to see the data when it is expanded, and it will hide the data when closed. For those of

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

you familiar with *Hospital Compare* website, you will notice the similarity. To expand the Timely and Effective Care measure group, click the plus sign to the left of the measure group.

This is a partial view of the measures within the Timely and Effective Care measure group, once expanded. Starting from left to right, the measure ID will be listed first on the left-hand side. Moving across the page, you will see the facility rate, number of patients, state rate, national rate, and top 10 percent. Please note that these headers might change depending on the measure group you are reviewing, but the layout and functionality remains the same. You will also see light blue subheaders with categories listed—for example, Emergency Department Care. This is another way to help you identify where certain measures will be found. You may notice in some measure groups a combination of both OQR and IQR measures. You will no longer be viewing only measures that pertain to a specific program. What you will see are based on what programs your facility participates in. Next slide, please.

At the top of this page, you'll see a Search field. In this field, you can enter measure ID, and the measure group that has that particular measure ID will display. In this field, you can enter a measure ID—in this case, SEP-1. And the measure group that has that particular measure ID will display below, which is in Timely and Effective Care. It is important to note that the current search feature only responds to exact measure IDs. So, in the example, we entered SEP-1 in the Timely and Effective Care measure group, where SEP-1 is located is now available to us. If you were to enter just SEP-1, without the hyphen, you would not be able to see any results. If you entered sepsis, you would not receive results. This functionality may not function exactly as presented in this webinar, but we wanted to make you aware that this will be more user-friendly in the future. Also, in order to assist providers in identifying which measures are in each of those measure group accordions, a table has been added to the help guides for each of the programs. Next slide, please.

Now, let's do some filtering. You will see release level and performance filters. These filters allow the facility to drill down and display specific

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

filter data. Let's start with the release filter. The filter will default to February 2019 and will automatically include all applicable measures for this reporting period. A new feature of the preview report user interface is the ability to see past releases. Once the February preview period ends, that data will not be removed and will be archived in this tool. When April preview begins—becomes available, a drop-down for both February and April will be available, and you will be able to select either. Also on this page, you will see level and performance filters. Use the level filter to determine how you would like to compare your facilities to either the state or the nation. The performance filter will allow you to select better, same, average, or worse. The accordions will then appear and facilities can drill down further to see which measures meet these requirements. Next slide, please.

Additional information regarding a measure is accessible by selecting the blue info icon to the left of the measure ID to display the full measure's descriptions and the reporting periods for the measures selected in a pop-up modal. For this slide, we selected VTE-6, and the measure description appears in the modal with the reporting period for this release. However, please note that this is just an example of the functionality and not the accurate quarters that you will see on the user interface. The reporting period information was previously found in the subheader of the old preview report. To close a modal, select either Cancel or Close. Next slide, please.

The blue asterisk indicates that there is further information available. Next Generation calls this supplemental information. Selecting the data value next to the asterisk will reveal a modal with additional details about the data. For this example, ED-1b was selected. The top portion of the screen is displaying the user interface asterisks next to the facility rate, state rate, and national rate, indicating that there is additional information available. By selecting the facility rate data next to the blue asterisk, the facility rate modal appears with additional information—and, in this case, the footnotes that have been applied to this value. In addition, and special for the emergency department measures, you will also find the hospital ED

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

Volume Category assignment. This emergency department volume is categorized for the hospital's reference and is what you can use to compare your hospital to hospitals of like-sized ED volumes. Note that these modals would display individually when selected on the user interface, but we are showing them to you together to explain where the ED volume median calculations are found. As you are aware, the Your Hospital [ED] Volume Category measure category assignment is determined by the denominator entered by the facility for OP-22, left without being seen. Only hospitals that submit data for OP-22 will have the ED Volume Category. Otherwise, it will be not available in a footnote size. If you select the data next to the blue asterisk for the state rate, you will see the modal in the middle of this slide. It will list the footnotes applied to that piece of data and the median times for providers in your state with the same ED Volume Category. Note that these are not necessarily accurate footnote assignments for this particular demonstration. If you select the data next to the blue asterisk for the national rate, you will see in the modal on the right-lower portion of this slide, the [modal] will contain the footnotes applied for that piece of data and the median minutes for providers in the nation with the same ED Volume Category. Again, to close this modal, select Cancel and Close. Next slide, please.

We have now taken a look at the user interface. Let's talk about how you can export the data that you see on the new user interface. On the top left, you will see an Export Data button. This Export Data button is located at the top of the Measures Data tab. This is where you will export the data on the user interface in PDF format to save in a location of your choice and, once saved, allow you to print the preview report. As a reminder, if your facility participates in multiple programs, such as IQR and OQR, all measures will print on one report and that will likely yield a lengthy report. Let's see what a new—the new principal report looks like. Next slide, please.

The PDF preview report contains all of the information found on the Measure Data tab. You will see the facility characteristics, such as the

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

hospital name and CCN, along with page number and date printed at the top of the page. You will also find the measure ID, measure description, reporting periods, and data elements associated with the measure. The information that was contained in the modal, such as the footnotes, will also display when you export the preview report. The footnotes to the right of the measure value are referenced at the bottom of the page. Remember, if the facility reports across multiple programs, all applicable measures will be contained in the report.

At the beginning of each preview period, a *Quality[Net]* news article is released. It contains information for the release periods, as well as links to the updated help guide and quick reference guide for your program. These documents are provided to help you and contain step-by-step information about how to access the user interface and review your data during the preview period. Note that the data will not go away as it did with the old preview report. So, beginning with the February release, the data will continue to be available to you. In addition to *QualityNet*, you can also find the help guide and quick reference guide on the *Quality Reporting Center* site. Be sure that you're registered for a ListServe so that you can get this information up to date. Additional functionalities are planned, and we will let you know as those are available and being developed. Thank you for your attention, and I will now turn the webinar over to Liana. Next slide, please.

Liana Bui:

Thank you. Thank you, Jan. Before we start today's question and answer, as a reminder, the slides for today's event were posted on *QualityReportingCenter.com* prior to the event. The question and answer transcripts and recording of today's event will be posted on the same website and *QualityNet.org* in the near future. Lastly, if you have questions you would like answered, please type in your question in the chat window. For the speaker to best answer your question, we ask that, at the beginning of your question, please reference the slide number along with your question in the chat window. Questions that are not addressed during the question-and-answer session will be posted to

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

QualityReportingCenter.com website at a later date. If we could move back to slide 22, please.

Jan Fredericksen: Thanks, Liana. This is Jan and I wanted to just draw to your attention a feature that we did cover in our presentation that, after we prepared the slides in that, we found will not be functional for this release. So, the search function that you're seeing on the left will be working. However, that area that is circled in red—the release and the level and performance—are not going to be functional for the current release. And I just wanted to make sure you were aware of that. Liana?

Liana Bui: Perfect. Now we will begin our question-and-answer session. Jan will be addressing questions submitted, as time allows. We will not be answering questions in any particular order as to how they were received in the chat box. Jan, our first question is: I am able to export the data from the Measure Data tab but how do you export the data from the Star Ratings tab?

Jan Fredericksen: At this time, there is no ability to export the Star Rating information. If you would like to take a screenshot of it and save it, that's an option. It is something that's going to be coming in the future but is not functional at this time. And so, there isn't a way to actually export that at this time.

Liana Bui: Perfect. Thank you. The next question is: Where can I find information for the specific quality measures that contribute to each category of the Star Ratings on the Star Ratings tab?

Jan Fredericksen: As we mentioned in the slides, there is a help guide that's put out for each of the programs. And it's contained in the news article on *QualityNet*. Within that, there is a list, early in the document, that explains and goes through in great detail all of the measures that are included into the group scores for Star Ratings. In addition to that, there's always on *QualityNet*—there's a Star Rating or link or tab that you can go to for additional information as well. But that information is contained in your help guide.

Liana Bui: Thank you, Jan. Our next question is: Do we need to submit a request to have access?

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

Jan Fredericksen: If you had access before, you should continue to have access. It's our understanding that, if you were able to access your preview report on the old system, you should continue to have that access. If you are finding that to not be what's happening, you would need to contact the *QualityNet* Help Desk for assistance.

Liana Bui: Thank you, Jan. Another question that has come in is: Will we no longer be receiving quarterly *Hospital Compare* preview reports now that this Next Generation User Interface is available?

Jan Fredericksen: This is going to be the preview report for you. The old method, where you were able to go out and run a report in the old system, is being replaced by this Next Generation. And that's why your access has changed and your ability to run these—or download the report is available to you. Again, there are changes that will be coming. And, as more changes come to make this even more user-friendly for you, we'll keep you informed of that so you're aware.

Liana Bui: Thank you, Jan. We have time for one more question. And that question is: Can you review when *Hospital Compare* is updated and when sub-preview period is for hospitals?

Jan Fredericksen: The *Hospital Compare* is updated generally in January, April, July and October each year. This particular year, the January release has been delayed until February. Preview is, for this particular release, is occurring for the month of December. And you will receive a notification through your ListServes whenever the preview is officially beginning. So, that would be available to you. That concludes today's Q&A session. If we did not answer your question today, all questions and answers will be posted to the *QualityReportingCenter.com*. At this time, I would like to turn it over to Liana for closing remarks.

Liana Bui: [Thank you for all the questions. Sorry, if we did not have time for your questions in today's live Q&A. If you have any additional questions on how to access the new user interface after reviewing the] steps shown in this webinar and the resources link on the previous slide, you can call our

Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor

phone staff or access the Public Reporting question and answer tool found on the home page of *QualityNet*. You can access this tool by clicking on the appropriate link that is indicated in the red box on this slide. If you are accessing this tool for the first time, please keep in mind there is a first-time registration required.

The hyperlink on the top of this slide will take you to the Public Reporting question and answer tool. The first screenshot on the left shows the answer category option available by topic. The screenshot on the right gives you the opportunity to ask a question. Please be sure to include your CCN when you submit your question and to select the correct queue.

Thank you for joining us for today's webinar. We hope you learned something today. Thank you and enjoy the rest of your day. Good-bye, everyone.