



Hospital Inpatient Quality Reporting (IQR) Program

Support Contractor (SC)

Navigating *Hospital Compare*

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 have been edited for grammar.

Question 1: **Slide 13: In step two, when hospitals preview data, if we find a mistake we made during submission, can we correct it prior to the data being published on *Hospital Compare*?**

Unfortunately, the preview period, when hospitals preview data, is not for the correction of errors. Any corrections must be made prior to the measure submission deadline. The expectation is that providers will review and correct their data prior to the submission deadline because no corrections can be made once the submission deadline has passed.

Question 2: **Slide 11: When you talk about the ListServes for the refresh, are there other ListServes that will announce submission deadlines and when preview begins?**

When you click on the link at the bottom of slide 11, it will take you straight to *QualityNet* to sign up for the applicable program ListServes. The ListServes are a great source that will let you know about upcoming submissions and webinars, the beginning of preview periods, and more.

Question 3: **Slide 37: Will the “Print all information” button print the information in the table form that we see on *Hospital Compare*?**

By pressing the “Print all information” button, you will be able to print in a table form identical to how it is shown on *Hospital Compare*. If you end up having any issues, there is more information on the Help tab of *Hospital Compare*, which will go into how to troubleshoot issues and how to print from different browsers.

Question 4: **Slide 12: When is the next *Hospital Compare* refresh?**

At the bottom of slide 12, you will see our anticipated timeline. The next anticipated *Hospital Compare* refresh will take place in February 2019. The next release that we anticipate after February will be our April 2019 release.



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Question 5: Are there resources that we can use when we preview our data?

Yes, there are resources available to help with the *Hospital Compare* preview period. Those resources can be found year-round on both *QualityNet* and *Quality Reporting Center*. They are program-specific help guides and quick reference guides that are updated quarterly with each release.

Question 6: Slide 40: Where can we find out what period of data we are looking at?

On slide 40, you will see the “About the data” tab. Under “Measures and current data collection periods,” you will see a column labeled “Current data collection period.” That is where you will find the collection period for the measure data that is being displayed on *Hospital Compare*.

Question 7: Will we no longer be receiving quarterly *Hospital Compare* preview reports now that the Next Generation User Interface is available?

Yes. Instead of running preview reports that require you to do that during a designated 30-day window, you will be now able to obtain preview data using the Next Generation User Interface.

Question 8: With the change to the Next Generation User Interface, will there be any changes that the hospital sees on *Hospital Compare*?

No, the changes were only to how hospitals preview their data on the Next Generation User Interface. There are no changes on *Hospital Compare*. With the new user interface, the data will not be going away after the preview period ends. You will be able to continuously review your preview data.

Question 9: Do we need to submit a request to have access to *Hospital Compare* or is it all public information?

No, you don’t need to request any special access for *Hospital Compare*. It is a public website for everyone to view freely. There is no special access or roles required.



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Question 10: When will CMS be releasing star ratings preview data?

The star ratings data have become available to hospitals to preview at the beginning of this preview period, which started on December 1, 2018. It is currently on the Next Generation User Interface. The Hospital-Specific Reports (HSRs) for the star ratings, which hospitals would have gotten through Secure File Transfer, started to go out on December 3, 2018.

Question 11: Slide 12: Are the claims-based mortality measures annually reported or are they refreshed quarterly? Could you also comment on HCAHPS?

Looking at the chart on slide 12, we can see that the claims-based measures are refreshed annually and that typically occurs in the July release. Also looking at that slide, you can see that Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data are refreshed quarterly. HCAHPS is a great example of what we mean by rolling quarters. Looking at the bottom of the slide, you can see that the October 2018 refresh contained data from first quarter 2017 through fourth quarter 2017. When *Hospital Compare* refreshes in February, the oldest quarter of data will roll off and the new quarter of data will be added. So, our new time period will be second quarter 2017 through first quarter 2018.

Question 12: Slide 52: In regard to the Hospital Value-Based Purchasing Program data, it appears [they are] not within the actual *Hospital Compare* pages and [they are] in a separate table. Is that correct?

Hospital VBP Program data are not found in the tables that you would see when you're selecting and comparing hospitals side-by-side. On slide 52, showing a section of the home page of *Hospital Compare*, you will find a link to the Hospital VBP Program. Clicking through to that page, you will see the data for the Hospital VBP Program in a Socrata table. That is also the same for the Hospital Readmissions Reduction Program, the Hospital-Acquired Condition Reduction Program, the PPS-exempt Cancer Hospitals, as well as inpatient psychiatric facilities.

Question 13: Is eCQM data on *Hospital Compare*?



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Currently, electronic clinical quality measure (eCQM) data are not publicly reported on *Hospital Compare*.

Question 14: **Slide 12: How often are star ratings refreshed on *Hospital Compare*?**

Star ratings are updated biannually. The next updates to star ratings are anticipated for February and July of 2019.

Question 15: **Where can I go if I have questions relating to data on *Hospital Compare*?**

The best contact regarding *Hospital Compare* and the data would be to email hospitalcompare@lantanagroup.com. You can also use the Hospital Inpatient Questions & Answers (Q&A) tool on *QualityNet*. If you are using the Q&A tool for the first time, registration is required. You can also call the Hospital IQR support team at (844) 472-4477 or (866) 800-8765.

Question 16: **[Are] all the data that are included in the Next Generation User Interface translated and then reported on *Hospital Compare*, or are there some data that are only available within the Next Generation User Interface or a hospital-specific report [HSR], for example?**

Hospital Compare contains an aggregate of data that you would find on the user interface and in the HSRs. A majority of that data are on *Hospital Compare* but not all are publicly reported. For example, in HSRs, you will be able to find patient-level data with risk adjustments along with other details that are not publicly reported on *Hospital Compare*.

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



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Question 17: In 2019, I understand the January *Hospital Compare* refresh is moved to February. Is slide 12 indicating this refresh will be in February for all years moving forward or only for 2019?

The change is only anticipated for 2019. The *Hospital Compare* refresh schedule is anticipated to return to January, April, July, and October in 2020.

Question 18: I've had issues when trying to print from *Hospital Compare*. Could you share some tips?

Tips on printing information displayed on *Hospital Compare* can be found here: <https://www.medicare.gov/hospitalcompare/Help/Tips-Print.html>

Question 19: How is the patient's experience collected?

The HCAHPS survey is the instrument and data collection methodology for measuring patients' perceptions of their hospital experience. HCAHPS is administered to a random sample of adult inpatients between 48 hours and six weeks after discharge. Patients admitted in the medical, surgical, and maternity care service lines are eligible for the survey. HCAHPS is not restricted to Medicare patients. Hospitals may use an approved survey vendor or collect their own HCAHPS data, if approved by CMS to do so. HCAHPS can be implemented in four survey modes: Mail Only, Telephone Only, Mixed (mail with telephone follow-up), or Active Interactive Voice Response. Each of these modes requires multiple attempts to contact patients. Hospitals must survey patients throughout each month of the year.

Question 20: How do we obtain patient-level data? How do we obtain the quarterly aggregate and breakdown of each measure to see how we trend as a hospital?

Hospitals have access to the data they have submitted by running "Hospital Reporting - Submission Detail Report" via the *QualityNet Secure Portal*.



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Question 21: **Question about benchmarks. There are benchmarks on *Hospital Compare* for OP 29 (recommended screening for colonoscopy) and OP 33 (cancer care). Yet I don't see this in the benchmark section of *QualityNet*. Where do these come from?**

The State, National, and Top 10% rates displayed on *Hospital Compare* for OP-29 and OP-33 are calculated from the data submitted by hospitals on the *QualityNet Secure Portal* web-based data collection tool. The benchmarks on *QualityNet* only include benchmarks for chart-abstracted process-of-care measures and do not include any web-based measures.

Question 22: **Who can preview a hospital's submission prior to the release on the public site?**

Hospital Security Administrators (SAs) grant access to reports and data submission information. The provider's Notice of Participation determines what data are publicly reported.

Question 23: **Once you have finished comparing three hospitals, can you do another comparison with three different hospitals?**

The maximum number of hospitals that can be compared at a time is three; however, you can search for more hospitals by going back to the hospital search results or beginning another search.

Question 24: **Is this access through a *QualityNet* login or some other portal?**

Hospital Compare is a public website. No *QualityNet* login is required. A *Hospital Compare* search can begin at <https://www.medicare.gov/hospitalcompare/search.html>

Question 25: **What is a Socrata table?**

A Socrata table is the platform that *Hospital Compare* uses to publish data to the web. The platform allows access to view and download data. Slide 53 of the presentation shows an example of what the data table looks like.



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Question 26: Are data periods listed on the preview report?

Yes, when you download and print from the Next Generation User Interface, measure data include elements such as measure name and reporting periods.

Question 27: Can we still obtain preview data in preview report format? We look at this information at a system level and we need an easy way to download and summarize the information.

Yes, on the Next Generation User Interface, you can download and print measure data. Under the Measure Data tab, the Export Data button allows you to download and print in Portable Document Format, or PDF.

Question 28: Do you have to have certain rights to get into *QualityNet* to gain access to the Next Generation site?

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 or you do not have the role, you will need to contact your facility's *QualityNet Security Administrator* to grant you access. If you have additional questions regarding access, you may contact the *QualityNet Help Desk* for assistance.

Question 29: What does HCP stand for in slide 12 under the October refresh?

The slide is referring to the Influenza Vaccination Coverage Among Healthcare Personnel (HCP) measure, and HCP stands for healthcare personnel.