



Inpatient Quality Reporting Program

Support Contractor

Inpatient Psychiatric Facility Quality Reporting Program (IPFQR) Public Reporting Preview Reports Presentation Transcript

Moderator:

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Speaker:

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IPFQR Support Contract Lead

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Matt McDonough: Good afternoon, everybody, and thank you for joining us for today's Inpatient Psychiatric Facility's Quality Reporting Program webinar. My name is Matt McDonough. I'm going to be your WebEx host for today's event. Before we turn it over to our presenters today, we'd like to provide you with a few housekeeping slides so that you understand how we'll interact with each other during today's event.

As you can see on your screen, audio for this event is available via internet streaming. If you're hearing my voice, you already know that. That means that no telephone line is required to listen to us today, but you do need computer speakers or headphones connected to your computer to listen to our streaming audio broadcast today.

So to interact with us today, we do have a way that you can submit questions to us. The raised hand feature that you see on your screen is not going to be monitored today, so please don't raise your hand as we will not be unmuting lines today, and since we're streaming audio, we're not able to unmute lines today.

Instead, we'd like you to use the "Chat with presenter" feature located on the left side of your screen to submit questions to all of our presenters on today's event. Simply type your question into the question box and click the "Send" button. When you click "Send," your question will be sent to all of our subject matter experts that are online today. Throughout today's event, as possible and as necessary, our subject matter experts will answer select

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questions and provide answers to you directly in the chat window. So please, submit your questions via the chat window throughout today's event.

Deb Price: Hello, and welcome - I'm sorry, Matt.

Matt McDonough: Go ahead.

Deb Price: Hello and welcome to our IPF monthly webinar. My name is Deb Price, and I will be your host for today's event. Before we begin, I'd like to make a few announcements. The first one – this program is being recorded. A transcript of the presentation along with the Questions and Answers will be posted to our new inpatient website, Qualityreportingcenter.com, within two days; they will also be posted to *QualityNet* at a later date.

Number two – if you registered for this event, you can download slides at our new inpatient website, Qualityreportingcenter.com. You were also sent the slides two hours ago in a reminder email.

And finally number three – if you didn't receive this event registration, you can download slides at our website.

And now I'd like to introduce our guest speaker for today, Reneé Parks. Reneé received her Bachelor of Science in Nursing from the University of Central Arkansas. She joined HSAG in 2012 and has over 20 years' experience in various clinical and management positions, including serving in the US Army Nurse Corps. Reneé also has numerous trainings and presentations to physicians, vendors, clinical office staff, and administrative staff. Reneé will now talk to you about the latest public reporting preview reports. Reneé, take it away.

Reneé Parks: Thanks, Deb. Welcome, everyone, to today's Inpatient Psychiatric Facility Quality Reporting Program webinar. Today, as Deb stated, we will be discussing the public reporting preview reports that will go on public display April of 2015.

Next slide, please.

Now what I'd like to do is highlight some of the future IPFQR educational programs. The webinars in the future in 2015 will be hosted on the third

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Thursday of each month. February will be our next webinar. That will be covering the tobacco use measures and important abstraction tips.

Then in March, we will cover the follow-up after hospitalization for mental illness measure and how that measure will be calculated and other information pertaining to that. As future webinars come along, we will give you the quarterly updates so that you may be able to mark your calendars.

Today's objectives, on the next slide - I would like to highlight once we complete today's presentation, the learning objectives that you will be able to do will show you throughout the presentation how you will be able to locate and run the preview report, the dates that the preview report will become available, and then we will also review a sample preview report.

Next slide, please.

This is a slide of the acronyms that will be utilized in today's presentation.

Section 1886 4E of the Social Security Act requires that the Secretary of Health and Human Services establish procedures for making data publicly reported in the programs, but specifically for the Inpatient Psychiatric Facility Quality Reporting Program, as this was in the legislation that was passed in 2012. Such procedures shall ensure that this community and the IPFs have the opportunity to review the data that will be made publicly available prior to the data becoming available publicly.

The data will be displayed on a CMS website, and that will be Medicare.data.gov, and there will be a link from the *Hospital Compare* website to where it will redirect you to the CMS Web site where you will be able to access all of the facility data that are publicly available.

As a reminder, one of the program requirements for the Inpatient Psychiatric Facility Quality Reporting Program participation is to complete a notice of participation. By completing the notice of participation, you acknowledge that the inpatient facility for which you are signing the notice agrees to have its data publicly reported.

If you are unable to obtain your preview report, you may not have submitted a notice of participation. If you are one of these facilities, please make sure that your facility completes a notice of participation for the fiscal year 2016 by accessing the online notice of participation application through the

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QualityNet Secure Portal. In order to do this, you must have the rights as a security administrator or the roles and responsibilities.

As we move into the next slide, this is the public display timeline. As many of you know, data were submitted and publicly displayed this past year for the first time - or actually, in 2014 was the first year that data were made publicly available. This is a grid that will show you the timeline of the payment year that the data represent so everything that you just entered this past submission period – which was the three quarters of data that was the reference period in 2013. Those data will become publicly available in April of 2015.

In each subsequent year, you will be able to see - next year, you will be able to - in 2016, you will have the program's first full four quarters of data. From then on, you will have the representation of a full year. So this, again, just highlights the payment determination years and the quarters that will be made publicly available. And then when they are, in fact - go into public display, which is April of each year.

As we move into the next slide, this is where your preview report access can be obtained. The preview period for each facility where they may be able to run their facility's report will be available December 31 of 2014 through January 29 of 2015. Again, this is the only time that your facility will have the opportunity to review and run the preview report. This will be available, and there is a quick reference guide for this process, and this link will take you to that reference guide. This will assist your facility in accessing your report from the public reporting page on the *QualityNet* website.

So that's how you access your report. As we move into the next slide, which is slide eight for those of you following by paper, this will highlight the steps needed in order to run and enter the *QualityNet* secure portal. We will also have screenshots that will walk you through this process following the instructions here. You will first go to *QualityNet*. Log in as you will note on the -

Deb Price: Reneé, we're not hearing you.

Operator: One moment, it looks like Reneé disconnected. Let me dial back out to her.

Deb Price: Thank you.

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Operator: Ladies and gentlemen, please stand by. The conference will resume shortly. One moment, please.

This is the Operator. I pulled all the speaker lines back into the private speaker conference for a moment. It looks as though four of the speakers dropped at the same time, and it's not letting me dial out to them.

Ladies and gentlemen, please stand by. The conference will resume shortly. Thank you.

Reneé Parks: Thanks, everyone, for continuing to hold, as we had technical issues here and had momentarily lost power. But we are resuming and hope that you will continue with us. We're on the slide that states how to access preview reports.

Again, this will be run as you will do your normal log-in process through the *QualityNet Secure Portal*. Log in. Enter your user ID, your password, your security code; and then you'll remember that you have to accept the terms and conditions statement before it will actually move you into the portal.

On the next slide – how to run a preview report, this is important and, again, there will be screenshots of slides later on in the presentation that will walk you through this step by step. But for those of you who like to have the instructions printed out and available as you are working through the process, these are the actual instructions.

On the top of the ribbon on the home page, you will see “My Reports” and a drop-down menu. Please select the Inpatient Psychiatric Facility Quality Reporting Program from the drop-down menu, and from this, you will also see a drop-down menu with a list of reports that are available for all of the facilities.

You will then select the public reporting preview reports tab, and then you would select “View reports.” Again, the public reporting preview report's name needs to be highlighted, and then you will be able to select “Run the report.” If you do this during the time that it's not within the preview period, it will give you the statement that states, “No reports are available at this time.”

As we move into the next slide, this will dictate detail for you how to view a preview report from the page. Again, you would see under the “Search

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Reports” tab, which is what you would highlight and select. Underneath those reports are lists of all the reports that you have generated, and you should see displayed the preview report. Once that is complete, a green check mark will appear on the right-hand side that allows you and tells you that the report has completed its run and it is now ready to be viewed or downloaded.

On the next slide, this is also available through the link earlier in the presentation as well as through the *QualityNet* website. You don't have to be in the *QualityNet Secure Portal* in which to obtain this public reporting quick reference guide. Again, it's a great tool for you to print off and have handy when you are reviewing and looking at your preview reports for your facility.

As we move to the next slide, the required role that you will need in order to be able to run your report, you would need the run reports role; if you need to send information that may have HIPAA or PHI in it, you would need the file exchange and search role. If you are the security administrator for your facility and those roles are not assigned to you, you would need to reach out to the help desk and ask for assistance in obtaining access for the roles in order to run and view these reports.

Again, each facility should have at least one staff member designated as the primary security administrator, and we highly recommend that you have an alternative security administrator so that you can give each other rights and roles and responsibilities, as well as when life events occur – someone leaves due to a live event and leaves the facility – you would still have someone who would be able to run these reports as well as enter data. So we highly stress that it is very important for each facility to have at least two security administrators for the facility.

Now some of the larger facilities may grant access for basic user roles in which they can view reports or run reports. Those are also available for each facility at their discretion. If you would like more information on the roles available, please go to *Quality Net's* home page, and there is a section on the left-hand side of the home page that will take you to registration and give you more detailed information on this.

Moving to the next slide, this slide is the home page of *Quality Net* where - these are the screenshots we talked about a little earlier, the detailed

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instructions. And these are the actual screenshots that correspond with each of those steps. So this is where you will go to log in to the *Quality Net Secure Portal*. And again, that is in a circle located on the right-hand side of the *Quality Net* home page. Simply click and select “Login.”

Next slide, please.

Choosing your QualityNet destination – for those of you who have a psychiatric unit in an acute care facility, you may have rights and roles to other programs. This is where you would select for this particular program, the Inpatient Psychiatric Facility Quality Reporting Program, which is highlighted in the circle. Simply select the program that you wish to either view or run reports on and then select “Next.” Once you have selected your program, actually log in to the next page, you will choose your inpatient program.

Next page, please - next slide.

Logging in to *Quality Net* – again, you will enter your user ID, your password, and the number on your Symantec token that is the number that changes every 30 seconds. Then you will select “Submit.”

Next slide, please.

This is the slide of where everything happens once you have logged in successfully to the secure portal. You will see that this is the home page and provides you different drop-down boxes for different action items that you can select. The one that we are interested in today is the “My Reports.” This is in a drop-down menu, and you would simply select “My Reports.” Under that tab, select “Run Reports” highlighted here in the red circle.

Next slide, please.

Once you select “Run Reports,” this screen will open up, and you must again tell the application what you wish to do, which is to run reports. Simply select that and click “Continue.”

Next slide, please.

This is the preview reports page. Again, there are several drop-down menus for which you may select items. You want to select the Inpatient

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Psychiatric Facility Quality Reporting Program from the drop-down menu, and then under the “Report” category, this is where you select “Public reporting preview report.” Once that is selected, you will move to the right and simply select “View report.” You will notice on this screenshot, because it was outside of the preview time frame available when you can actually view the facility data, it states in the gray box down below that there are no reports available at this time.

Again, the time frame for which you can run your reports will be December 31 through January 29, the 30-day window for which you will be able to run these reports and view your facility data. So the ListServe will come out the last week of December and will remind you of when this viewing report time frame is available. So mark your calendars.

Next slide, please.

Many, throughout the presentations we have given, have stated that they were uncertain as to where to locate the facility, state, and national reports. Very similar process of running your preview report of which you may want to compare your preview reports to your facility, state, and national reports. In this slide, we are showing you again - you would have selected the Inpatient Psychiatric Program.

And then in the category for the report, you would select your facility, state, and national. Then you would select “View reports” again. So again, same process for the preview period report as for public reporting. It’s only available a short time frame of 30 days. And then this is also where you go to locate your facility, state, and national reports.

Remember that sometimes depending on the volume of traffic in the portal at the time, these reports - to generate them may take some time, and the application may time out. If that is the case, walk away, go get a cup of coffee, do something. Come back, log back in, and then you will go to the “View reports” category, and those reports will be there.

Next slide, please.

This is the report description of the facility, state, and national and the feedback reports that are available for the IPF Program are located here. You would simply select a report from your category, and you would, again, click on the “View reports,” and that will take you to the next page – to the

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next stage of the process. And for the facility, state, and national reports, it states that this report displays your facility data, summarizes the state level data as well as the national level data for the particular payment year.

Next slide, please.

As we run the report, on this slide you will see that this page will be different as it will open to the specific page for your facility. Unless you are hospital system that may have multiple facilities or vendors, then if that is the case, you would select the one facility for which you wish to obtain the report as opposed to those of you who are in a facility and are security administrator for that one primary facility.

You will need to enter also on this screen the payment year you are reviewing and wish to obtain data from. So here, you would select payment year 2015 as that is the payment year of the most recent data submission. The only option for this report format is in a PDF. Some of your other reports may come in a PDF or Excel version. When you have the information in all of these categories and drop-down boxes selected, simply click on the radio button at the bottom of the page to run the report.

Next slide, please.

Search reports – again this next page will open in the category, and you will, again, select “Search the reports.” It’s fairly intuitive. It just takes a little navigating, and you will be able to access all of the data in your reports very easily.

Next slide, please.

This slide depicts the report status. Here you will see the status of all the reports you have run. Again, on the left-hand side of the page, you can see the status of the report, whether it is still being processed, whether it is completed. And this where, many times, the *QualityNet* application will time out, and you may need to walk away for a few moments and come back to access your reports.

Notice that below this in the status column, a green check mark appears. You will – this will let you know that your report is complete. In the right-hand column, under the “Actions” column, you can see the magnifying glass, and this will allow you to take a look at your reports. You can also

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select it after you see the green check mark in order to view other reports as well. There is a green arrow pointing down, and this indicates that you can download this report. Remember, the ones that we are looking at only have the PDF format. The yellow star indicates that you can open and save this report to a folder and make a favorite in an existing folder or make a new one.

The last icon – the red circle with the line through it – indicates that you can select it with a link to report.

Next slide, please.

Preview report content – again, for the data reported for this submission's preview report are the data most recently submitted during the submission period in 2014 that was from July 1 through August 15 routinely, but this year it was extended to the 29th. And that is for quarters two, three, and four of 2013's data. Here you will see that the preview report has all of those quarters and that it is also available on the facility, state, and national data. These – there are some of these measures that are broken out by age strata, and then they will give you the overall breaks.

Next slide, please.

This slide is just a summary of the measures that have been reported on for the first two years of the program. Again, these are all of your HBIPS measures, 2 through 7.

Next slide, please.

We talked about the detailed instructions written out. We've shown you screenshots of how to obtain your reports. Now I want to highlight some of the footnotes that you may see on your preview reports, and then we will take a look of an example of a preview report.

There are roughly five or six footnotes that can appear on your preview reports for your facility. Footnote One states that there were too few cases to report. This means that the value was greater than zero or less than eleven. So when this footnote is applied, data will display on your preview report to let you know how many cases your facility has that matches measure criteria; however, when this goes on public display, it will state "Not available" or "NA" with the Footnote One depicted. So again, the

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preview report will give you your specific details around your facility, but when it is publicly displayed, because there are too few cases, it will give you Footnote One.

Next slide, please.

As we continue with the footnotes for the IPF Program, number three is basically there are HBIPS that are based on a shorter time period than required. So this will be, perhaps, some of those facilities that are new that have data for only, say, one quarter of the three quarters of data that are applied for this particular preview period and public reporting period. So again, it's when you have fewer quarters of data than are required for display. And typically, this surrounds new facilities coming on board.

Number four, the footnote, data suppressed by CMS for one or more quarters, this is applied at CMS's discretion. As you recall last year for public display, measures four and five were suppressed. This year, all data will be made publicly displayed.

Next slide, please.

Footnote Five – results are not available for this reporting period and applied when no data are available for display for this measure. So if you are a small facility and you did not have cases that met the reporting criteria, then no data will be displayed and there are no data available.

Number seven – no cases met the criteria for this measure. This is applied when there were cases in the population but none of them met the criteria to be included in the measure.

Next slide, please.

The next few slides will be screenshots of a sample preview report, and this slide is very busy, but I want to call out several variants. We will start at the top of the report. You will see the report header containing the program, which is for – as I stated – many of you may be in facilities that can be generating your IQR at the same time that you are running your IPF report as well.

So the report category is at the top of the page as well as the reporting period for which the data that you are reviewing cover. Note there is also a

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report run date and the page numbering is in the top section as well. So you will notice on this report there are one of four pages.

Then you will notice the facility CMS certification number, or CCN, is located in the upper left-hand corner. It is sanitized in this example, but the arrow and the red box will show you where that is depicted. That is in the upper left-hand corner. This is followed by the facility name. There are a few instances where facility names may have changed; however, the information has not been updated with the state survey and cert department. It may still display a previous name, particularly if there was an ownership change or your corporation has a corporate name but you're doing business as another name. But ensure that the CCN is correct.

Just below that in the next red box, they will show the facility name and the demographics surrounding that particular facility, such as the city, state, and the ZIP code along with the phone number and county name. So again, you can ensure that this report that you are running is your facility's.

Then as you move down the report on this first page, there are three columns that have been highlighted with red boxes. These are separated out, and the first is the facility-specific data for the particular measure along with the data for the age strata and then the overall. And then the middle column contains the information of all of the facilities in your state and aggregate data. And then to the far right corner, you will see the national data.

Again, these data – this slide is very busy – the data are displayed in measure order and will flow through the measure counts as stated earlier. There are some age groups and age strata affiliated with some, but not all of these measures. So then you would look for the numerators and the denominators and the rates that are calculated per 1,000 patient hours. For this report, it is rounded to two decimal places.

Next slide, please.

Note at the bottom of the report on the left-hand side for all of the pages, primarily following the first page, you will see the footnote legend, and that lists the footnotes that we went through earlier that may appear on the preview report. Actually, these will be highlighted and will show up on the report once it goes for public display. You should be able to see all of your

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facility data on the preview report. This is individualized based on the facility, based on their data, so not every footnote may be applicable with each report for each facility.

Next slide, please.

The discharge measures are displayed on this particular slide, and they are displayed the same way as the event measures with the exception that the rate is displayed as a percentage total. Page three of the sample report shows six and seven, and again the rate is displayed as a percentage total, which is highlighted in the red box.

Next slide, please.

Now this is the last page of the report, page four, showing you that this particular facility – this is generated and shows you HBIPS-7 data. Again, the rate is displayed as a percentage for this particular measure as well. And again, you have your facility, state, and national rates for each one of these measures.

I believe now, Matt, I do not have a screen, and I am going off my slides that are printed. If you will go to the polling questions and direct them with that, that would be awesome.

Matt McDonough: Certainly. What you should see on your screen now is a true or false question covering a learning point from our previous presentation. On your screen, select true or false and then click the “Submit” button. That way you can answer this question, and we’ll cover the correct answer in a moment. We’ll give about 20 more seconds for folks to get their answer in, either true or false for this question.

Reneé, just let me know when you’d like to close this poll and continue.

Reneé Parks: All right, let’s give them – it shouldn’t take them long. We’ll give them a few seconds.

If you would, go ahead and close out the poll.

Matt McDonough: All right. You should see the results on the screen.

Reneé Parks: And again, Matt, my computer is not up.

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- Matt McDonough: Well, we have 92.3% said true and 7.7% said false.
- Reneé Parks: Okay, and the question was – I know we have two, so I was not familiar with which one is up. But I believe the correct answer is true, and it is over...
- Matt McDonough: This is about the preview period from December 31, 2014 through January 29, 2015.
- Reneé Parks: Absolutely, and that is a true statement and correct. And the ListServe will go out with the announcement reminding everyone, so mark your calendars.
- Now let's – Matt – go to the second polling question.
- Matt McDonough: All right, and that question is open. And this question is "The data in the IPFQR facility preview report will be made publicly available in April of 2015." Is that a true statement or a false statement? So a true or false and then click "Submit."
- We'll leave this open for about 15 more seconds, Reneé, and we've got over 200 responses at this point.
- Reneé Parks: Awesome. Leave it open a few more seconds, and then you can close it.
- Matt McDonough: Sounds good.
- Reneé Parks: Go ahead and close it.
- Matt McDonough: All right, and we had a total of 305 responses. 96.1% said true and 3.9% said false.
- Reneé Parks: Awesome. So the correct answer is true, and we want to thank you all for this, and I will turn this presentation back over to Deb in a moment. We hope that you liked the polling questions, and we'll certainly appreciate your feedback in the survey. With that, I will turn the program back to Deb.
- Deb Price: Thank you, Reneé, and thank you, Matt, for your technology help today.
- Today's webinar has been approved for one continuing education credit by the boards listed on the screen above.
- Next slide, please.

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We now have an online CE certificate process. If you registered for the webinar through ReadyTalk, a survey will automatically pop up when the webinar closes. After you complete the survey, you scroll down to the bottom and click “Done,” and a screen will pop up for you to register on our HSAG Learning Management Center page. You register as a new user, or if you’ve attended any of our other events, you register as an existing user using your email address as your user ID. And then of course, whatever password you created.

If you do not receive the survey after the presentation closes, don’t worry because we will be sending out another survey for everybody, actually, within 48 hours. It will not be today; it will be tomorrow or Monday. If there are other people in your group attending, you might send them that survey that might come tomorrow or Monday.

And now we’re going to open our phone lines to our subject matter experts to discuss some of the questions that came in while we had the webinar. Rhonda, do you want to begin asking and sharing some of these questions with the group?

Rhonda:

Thanks, Deb. Hi, everyone. I want to thank you for the great questions that you had, and I’m going to go over some of those.

The first one was about – when will the data on the preview report be available? And of course, that was a date that I think was there – it’s like it was there, but here it is again. So the date on the preview report that is going to be available is going to be December 31 of this year through January 29 of 2015. That’s going to be through *the QualityNet Secure Portal* for the participating hospitals.

The next one had to do with more dates. What data will be displayed on the preview report? And that’s going to be quarter two of 2013 through quarter four of 2013. So it will be April 1 through December 31 of 2013. Those are the data that are going to be displayed.

Next had to do with – when will the data be available to the public? Probably sometime in – well, for sure April of 2015, and it will be out on the website Data.medicare.gov. That was another question that was popping up. So the website’s going to be Data.medicare.gov.

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How do I access the report? We can go over that with you gladly. Just give us a call, and I'm going to give you our number. It's 844-472-4477. So, if you need help accessing your reports, just give us a call, and we'll walk through those steps with you.

The quick reference guide – how to find it – it's located on *QualityNet* in the "News" section. And to get to *Quality Net*, that's just www.qualitynet.org or you can go to [Quality Reporting Center.com](http://QualityReportingCenter.com) – on that website – either of those locations to get the preview report quick reference guide.

We had some questions regarding what measures that are going to be included in the reports. That's HBIPS-2 through -7. So the restraints, the seclusion, the multiple antipsychotic medications, the multiple antipsychotics with appropriate justification, and continuing care plan being created, and then the continuing care plan being transmitted.

Someone wanted to know about HBIPS-4 and -5 being suppressed again, and no, HBIPS-4 and -5 will be displayed on this report.

Another question had to do with access to the preview report. The role that you're going to need for that is hospital reporting feedback role. And if you need assistance with that, once again, just call that number that I gave you – the 844-472-4477, and we can assist you with that also.

I'm going to now give you some specifics regarding that hospital reporting feedback role. Your security administrator should be able to assign this role to you. If you have only one security administrator, you're going to need to contact the *QualityNet* help desk to assign the role to you. If you have two security administrators in your facility, that's why we encourage you to have two, you can assign the role to each other; but if you need more assistance, once again, just call us.

Someone asked about the footnotes. There were a total of five, and you may or may not see them on your reports depending on your facility's data. You'll see that there is – maybe you noticed – I know that those five were kind of scrunched up and there was a lot of information there, but there's a legend at the bottom of the report explaining each of the footnotes. So if you get your reports, if you have questions, you can call us at 844-472-4477.

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Deb, it looks like we're getting close to the hour, so I'm going to turn it back to you.

Deb Price:

Well thank you, Rhonda. And that concludes our program for today. We'd like to thank everyone for participating in the webinar, and we hope that you heard some useful information. The transcript and the Questions and Answers will be posted to the new QualityReportingCenter.com website shortly, and they will also be posted to QualityNet.com website at a later date.

If we did not get to answer your question aloud or if you have additional questions, please use our Q and A tool located on QualityNet.org, and our IPFQR subject matter expert will send you a timely response.

Thank you, and enjoy the rest of your day.

END

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