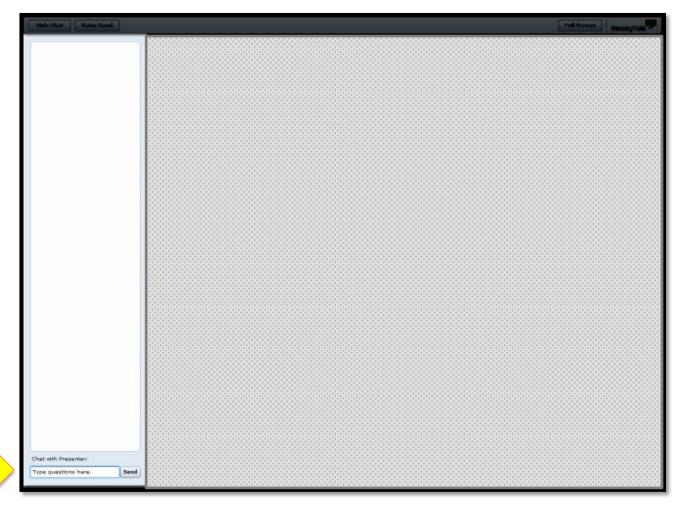
Tools for Success: Resources for the Hospital Outpatient Quality Reporting (OQR) Program

- Audio for this event is available via internet streaming.
- No telephone line is required.
- Computer speakers or headphones are necessary to listen to streaming audio.
- Please use streaming audio if possible.
 However, if you have trouble hearing the
 webinar, a call-in number is available. Type
 your request into the chat box.

Submitting Questions

Type questions in the "Chat with Presenter" section, located in the bottom-left corner of your screen.





Tools for Success: Resources for the Hospital OQR Program

September 16, 2015

Karen VanBourgondien

HSAG

Announcements

- November 1, 2015, is the next deadline for Clinical Data and Population and Sampling submissions from Q2 2015 (April 1–June 30, 2015).
- November 1, 2015, is the deadline for submitting data for the web-based measures.

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Save the Date

Upcoming Hospital OQR Program educational webinars:

- October 15, 2015: Benchmarks and Quality Reporting Data.
- November 18, 2015: CY 2016 OPPS/ASC Final Rule, presented by CMS.
- Notification of additional educational webinars will be sent via ListServe.

Learning Objectives

At the conclusion of the program, attendees will be able to:

- Identify the tools available for the Hospital OQR Program.
- Be able to locate and access the tools and resources for the program.
- Describe how to use and apply the abstraction tools to the Hospital OQR Program.



Tools for Success



Resources for the Hospital OQR Program

Karen VanBourgondien, RN Education Coordinator, HSAG

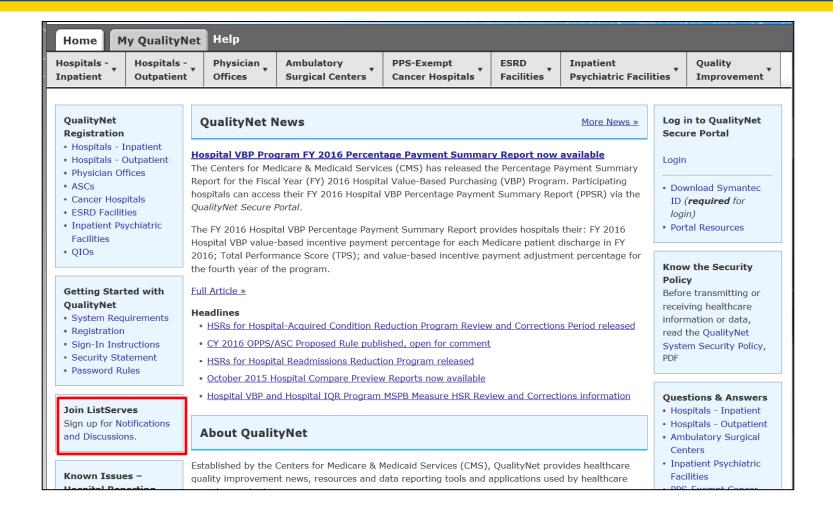
www.qualitynet.org

RESOURCES

Resources on QualityNet

- www.qualitynet.org
 - ListServes/Notifications
 - Registration
 - Data Collection
 - Training

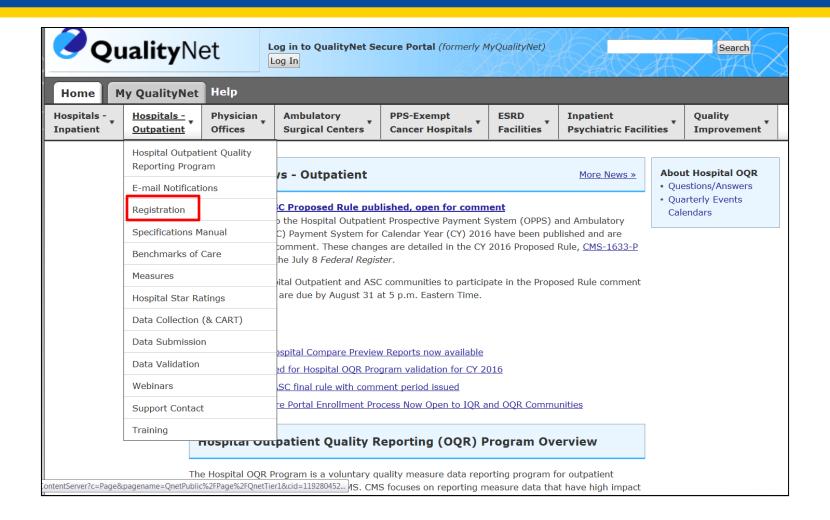
ListServes/Notifications (1 of 2)



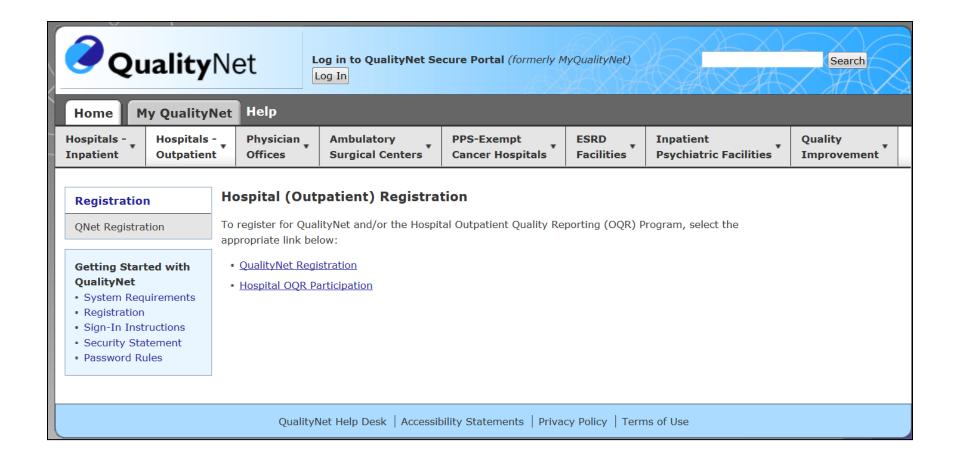
ListServes/Notifications (2 of 2)

Resources • How do I subscribe? • What lists am I subscribed to?	ListServe Registration Provide the required user information below. Then, select the Notifications you wish to receive or the Discussion group you wish to join.						
ListServe Etiquette	User Information						
	Your Name: E-mail: Verify E-mail: Password Verify Password *Passwords must	(required) (required) (required) (required) (required) (required) be a minimum of 8 characters long and contain at least:					
	• one uppercase letter [A-Z]						
	 one lowercase 	letter [a-z]					
	 one numeric character [0-9] one special character (e.g., ! @ # % ^) 						
	Program Notifications Select the appropriate list(s) below to subscribe to e-mail notifications about related QualityNet enhancements, new releases, timeline or process/policy changes, and application or initiative alerts.						
	HDC (Hospital Hospital IQR (Hospital Inpat Hospital OQR	urgical Centers estraction & Reporting Tool) Data Collection)/Public Reporting Inpatient Quality Reporting) and Improvement eient Value-Based Purchasing (HVBP) and Improvement (Outpatient Quality Reporting) Goutpatient Quality Reporting) Historian EHR (Electronic Health Record)					

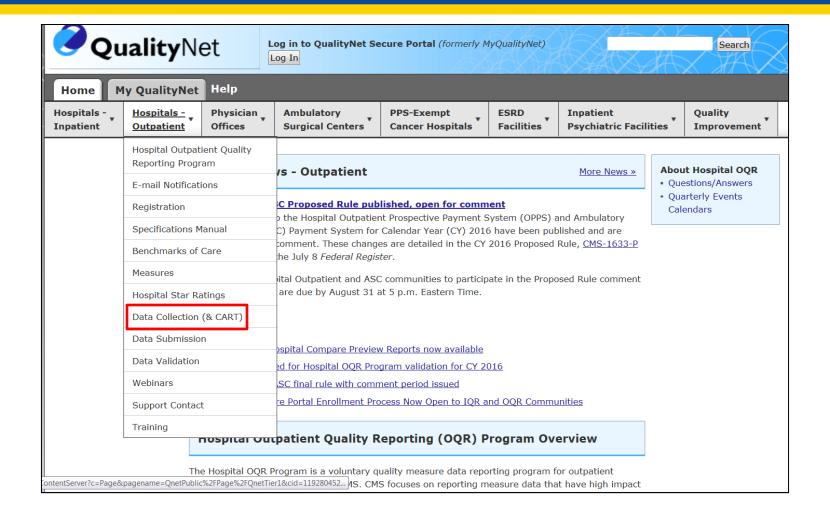
Registration (1 of 2)



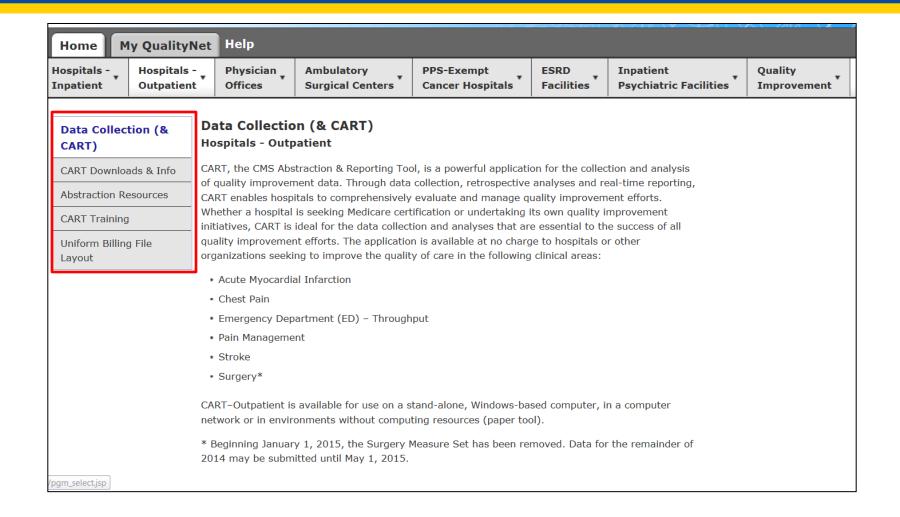
Registration (2 of 2)



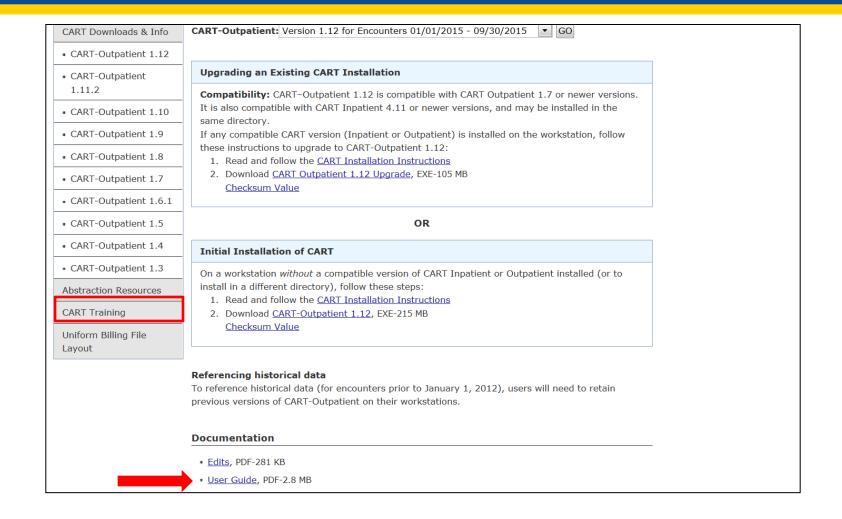
Data Collection (1 of 3)



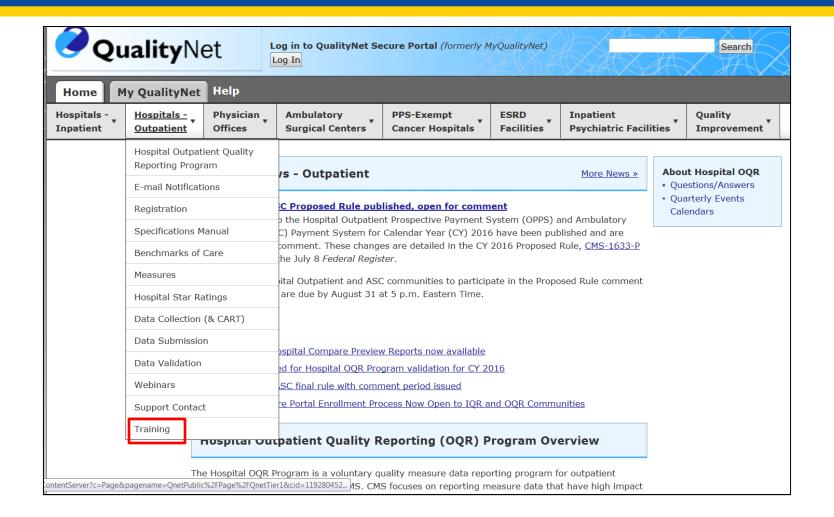
Data Collection (2 of 3)



Data Collection (3 of 3)



Training (1 of 2)



Training (2 of 2)

Home M	y QualityN	et Help						
Hospitals - Inpatient	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facili	ties *	Quality Improvement
Training		Hospital (Out) To learn more abou participants in the Frecorded training se • QualityNet Secu • QualityNet Secu • Hospital Quality • Vendor Authoriz • Online Forms - (• Hospital Quality	t the features and funct dospital Outpatient Qual essions. re Portal: New User Enr re Portal Reports Modul Reporting Notice of Par ation, WMV-10 min. (06/	tions of QualityNet— part lity Reporting (OQR) Prog collment Training, WMV-19 e, WMV-19 min. (04/15/14 ticipation, WMV-17 min. (01/15) sion, WMV-14 min. (07/16) ation and Sampling, WMV	icularly those for gram— choose for gram— choose for gram	or use by rom the following)	Addi For o	tional Resources ther educational urces, see the ram Resources.
				atient Clinical Data, WRF- <u>Measures,</u> WMV-14 min. (•	08)		

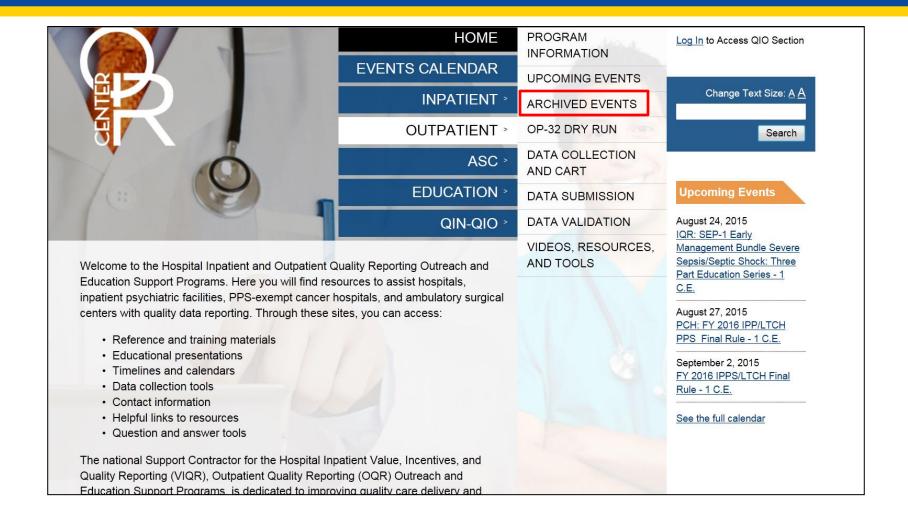
www.qualityreportingcenter.com

VIDEOS, RESOURCES, AND TOOLS

Resources on Quality Reporting Center

- www.qualityreportingcenter.com
 - Education
 - Videos
 - Program Resources
 - Measure Resources
 - Cataract and Endoscopy Tools

Quality Reporting Center



Educational Resources

OQR: Outpatient Quality Reporting Program Requirements: CY 2016 OPPS/ASC Proposed Rule - 1 C.E.

Date: July 15, 2015

Topic: Presented by the Centers for Medicare & Medicaid Services (CMS), this presentation will discuss the calendar year (CY) 2016 OPPS/ASC Proposed Rule, focusing on the Hospital OQR Program.

Note: The 2 p.m. ET session offers Relay Conference Captioning (RCC). To use this feature, please contact Hospital OQR in advance at oqrsupport@hsag.com

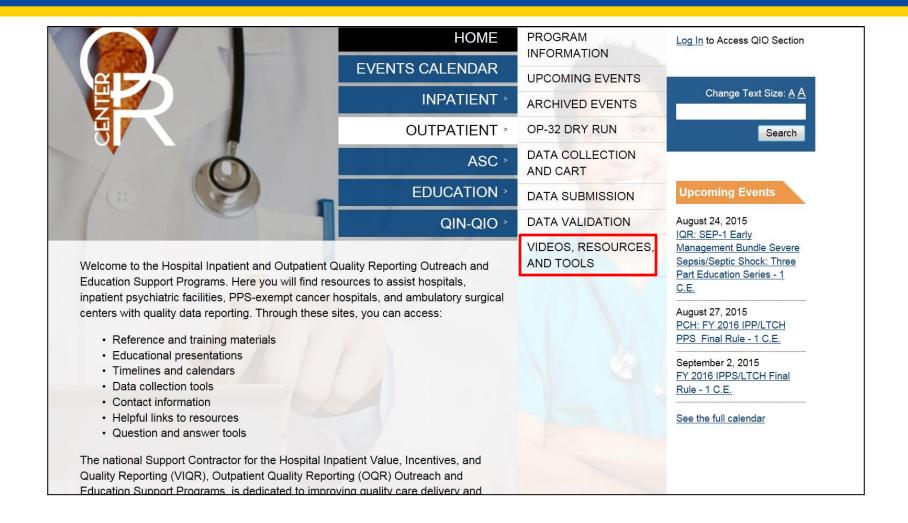
Speaker(s)

- Elizabeth Bainger, MS, RN, CPHQ
 Program Lead, Hospital OQR, CMS
- Vinitha Meyyur, PhD
 Measures Lead, Hospital OQR, CMS

Documentation

- Registration Flyer
- Presentation Slides
- Recorded Webinar
- Event Transcript
- Q&A Transcripts (AM / PM)

Videos (1 of 2)



Videos (2 of 2)

Videos, Resources, and Tools

Home » Hospital OQR Program » Videos, Resources, and Tools

Videos

The video library contains short educational videos on key concepts in the Hospital OQR program. Click any link in the table below to view a video.

Title (click to view video)	Description
Accessing and Understanding the Medicare Claims Details Report	Learn how to access the Medicare Claims Details Report, and understand the data presented on this report.
Becoming a Security Administrator (English)	Learn how to fill out the SA form

VIEWING THE VIDEO

Instructions for Viewing the Video

- Please make sure the speakers on your computer are on.
- Make sure the volume on your computer speakers is turned up.
- This video can be also be found at: http://www.qualityreportingcenter.com/hos-pitalogr/tools/

POLLING QUESTION

Program Resources (1 of 3)

Program Resources

Materials designed to help users understand and meet the requirements of the Hospital OQR Program

- Hospital Outpatient Questions and Answers Provides immediate feedback to questions related to the Hospital OQR Program
- Hospital OQR Program Guide for New Facilities Provides program information and requirements for assisting new facilities with an introduction to the Hospital OQR Program
- Hospital OQR Reference Checklist Summary of program requirements
- <u>Structural and Web-based Measure Data Submission Guidelines</u> Measures reference and data submission periods for OP-12, OP-17, OP-25, OP-26, OP-29, OP-30, and OP-31
- OPPS CY 2015 Final Rule, Federal Register, Vol. 79, No. 217 for the Hospital OQR Program — Outline and link to the governing regulations for the Hospital OQR Program
- World Health Organization Surgical Safety Checklist Example of form applicable for utilization with OP-25
- Q1 2015 Hospital Quality Reporting Checklist Provides an overview of data deadlines and steps to ensure submission

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Program Resources (2 of 3)

Program Resources

Materials designed to help users understand and meet the requirements of the Hospital OQR Program

- Hospital Outpatient Questions and Answers Provides immediate feedback to questions related to the Hospital OQR Program
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Program Resources (3 of 3)

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Measure Resources

Measure Resources

Explanatory information and guidance for use in abstracting or answering program measures

- HOQR Web-Based Measures Guidelines
- Door to Evaluation Time Guidelines
- Arrival Time Guideline
- Departure Time Guidelines
- Reason for Delay in Fibrinolytic Therapy Guidelines

Door to Evaluation Time Guidelines



HOSPITAL OQR PROVIDER CONTACT TIME: GUIDELINES

When abstracting door to evaluation times for OP-20 (Door to Diagnostic Evaluation by a Qualified Medical Professional):

- REMEMBER the definition of door to evaluation time: the time represented in hours and minutes
 for the first direct, personal exchange between an ambulatory patient and a physician or
 institutionally credentialed provider (i.e., medical personnel acting under the direct supervision of
 a physician for healthcare services, PA, APN) in the emergency department.
- There must be documentation of direct contact between the patient and the physician or institutionally credentialed provider.
- The exclusion guidelines for abstraction are provider-assigned time, admission time, arrival time, presentation time, and triage time.
- DO use a Nurses Note stating that there was contact, e.g., "MD in room for exam," "MD at bedside," etc.
- DO use a Medical Screening Exam (MSE) if it is substantiated by a documented physical exam.
- DO NOT use the time on H&P, history of present illness (HPI), order sheets, or any other physiciangenerated sheet, unless it specifically says that there was direct contact.

Note the following frequently asked questions:

QUESTION: Our event log states: "Seen by Provider at 08:00." Can we use this time?

ANSWER: Yes. The time in the event log may be used as the provider contact time if there is substantiation that there was an exam, a note, or a comment by the provider in the record.

QUESTION: The provider documents: "Time seen: 08:00." Can we use this time?

ANSWER: The patient's time alone is not acceptable. If the time the exam was performed was 08:00, this time would be acceptable. "Time seen," as entered on the event log, must refer to the time of the provider's first direct contact with the patient.

QUESTION: What are some of the terms we can use for door to diagnostic evaluation by the physician/APN/PA or institutionally credentialed provider?

ANSWER: Some acceptable phrases are:

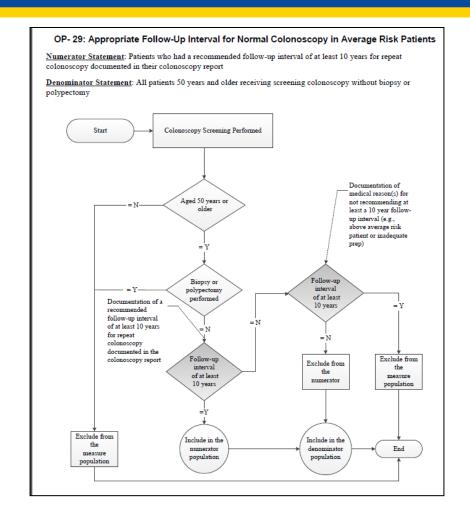
- o MD assess date and time
- o Provider contact time
- o Patient medically screened
- Exam time
- o Seen by provider

- Provider in room with patient
- Resident provider contact
- o Attending provider contact
- Provider first contact
- o Initial provider contact

Measure Tools

Cataract and Endoscopy Measure Tools Cataract Tools Data Collection Tool (Instructions) Endoscopy Tools Endoscopy Tool OP-29 and OP-30 Endoscopy Tool OP-29 Flowchart Denominator Codes for OP-29 Fact Sheet for OP-29 Endoscopy Tool OP-30 Flowchart Denominator Codes for OP-30 Fact Sheet for OP-30 Eligible Denominator Populations for Cataract and Endoscopy Measures

Endoscopy Tool



Summary

- QualityNet website: www.qualitynet.org
 - ListServe
 - Registration
 - Data collection
 - Training
- Quality Reporting Center website: <u>www.qualityreportingcenter.com</u>
 - Education
 - Videos
 - Program and measure resources

QUESTIONS?

CONTINUING EDUCATION PROCESS

Continuing Education Approval

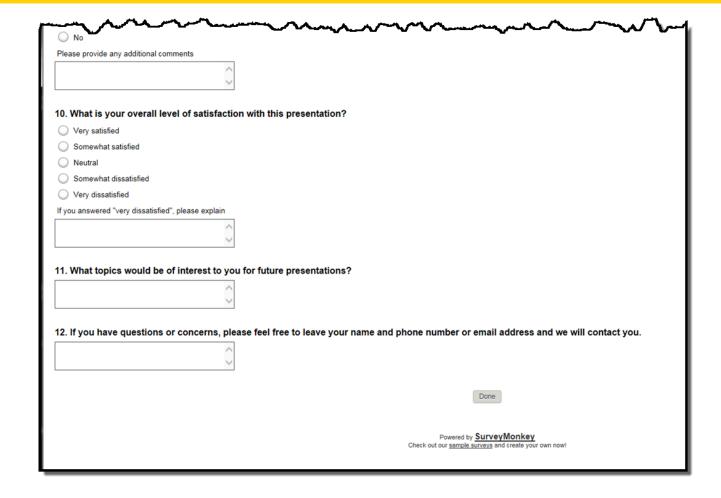
- This program has been approved for 1.0 continuing education (CE) unit for the following professional boards:
 - Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
 - Florida Board of Nursing Home Administrators
 - Florida Council of Dietetics
 - Florida Board of Pharmacy
 - Board of Registered Nursing (Provider #16578)
 - It is your responsibility to submit this form to your accrediting body for credit.

CE Credit Process

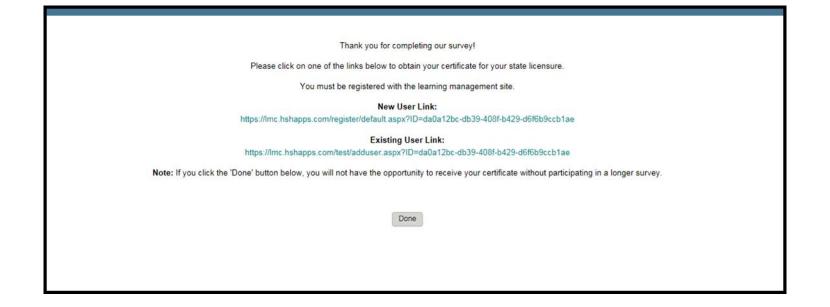
- Complete the ReadyTalk® survey that will pop up after the webinar, or wait for the survey that will be sent to all registrants within the next 48 hours.
- After completion of the survey, click "done" at the bottom of the screen.
- Another page will open that asks you to register in HSAG's Learning Management Center.
 - This is a separate registration from ReadyTalk.
 - Please use your personal email so you can receive your certificate.
 - Healthcare facilities have firewalls that block our certificates.

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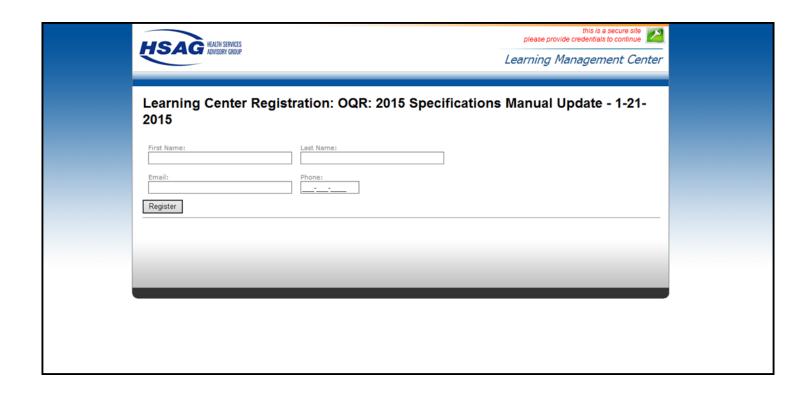
CE Credit Process: Survey



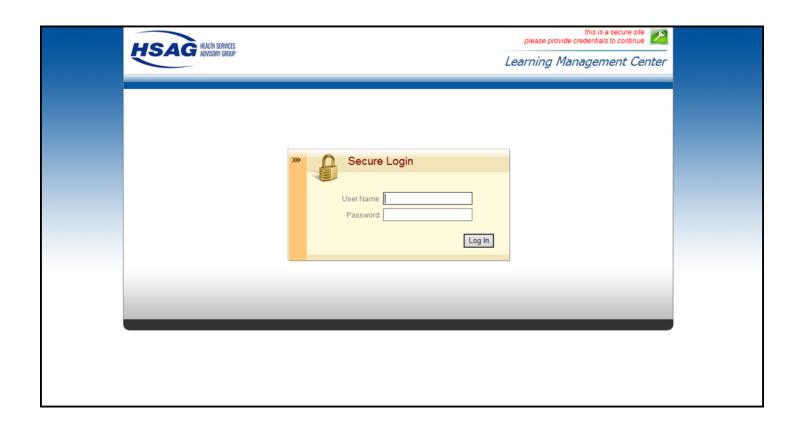
CE Credit Process



CE Credit Process: New User



CE Credit Process: Existing User



Thank You for Participating!

Please contact the Hospital OQR Support Contractor if you have any questions:

 Submit questions online through the QualityNet Question & Answer Tool at <u>www.qualitynet.org</u>

Or

 Call the Hospital OQR Support Contractor at 866.800.8756.

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