



Quality Reporting Program

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Website Walk-through: Tools and Resources for the Ambulatory Surgical Center Quality Reporting (ASCQR) Program

Presentation Transcript

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Dianne

Glymph: Hello, and welcome to the Ambulatory Surgical Center Quality Reporting Program webinar. Thank you for joining us today. My name is Dianne Glymph, I'm a Project Coordinator for the ASCQR Program. If you have not yet downloaded today's handouts, you can get them from our website at qualityreportingcenter.com. Just click the Events Calendar, then click on today's event, and you can download the handouts from the link there. They are also attached to the invitation you received for this webinar. Our speaker today is Pam Harris. Pam is a Project Coordinator for the program. Today she will walk you through both the qualityreportingcenter.com and the qualitynet.org websites. You are probably familiar with both of these sites but both of them have new features added which will assist you in reporting for this program. Before I hand things over to Pam, we have just a few announcements.

May 15 is the submission due date for your web-based measures. This is the first year for ASCs where all of your web-based measures are due in May. You will no longer be submitting the QualityNet measures in August, please do not miss this deadline. If you need any help with submitting your data, please give us a call we are always glad to help. We can even do a screen-share to make sure you are submitting data correctly. Please keep your passwords for both QualityNet and NHSN current and active. The easiest way to do this is to log-in every 90 days or so. This consistent log in will prevent password problems and will keep your account from being disabled.

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Also, please make sure you are signed up for ListServe. It is an automated email service which allows you to receive program updates and other important information. It is a very simple way to stay informed about what is going on with the program.

The learning objectives for this program are listed on this slide. This program is being recorded. A transcript of today's presentation, including the questions and answers received in the chat box, and the audio portion of today's program will be posted at qualityreportingcenter.com at a later date. During the presentation, as stated earlier, if you have a question, please put that question in the chat box located on the left side of your screen. One of our Subject Matter Experts will respond. So now, let me turn the presentation over to Pam. Pam?

Pam

Harris: Thank you, Dianne. Well, today I am going to show you two websites that are essential to successful reporting for this program. As Dianne stated earlier, both of these websites have added features, and both have resources tucked away that you might not be aware of. Although, we're not going to have time to discover everything about what the websites have to offer, we will be focusing on the new aspects.

So, let's start with the qualityreportingcenter.com site. After entering the web address, you see here at the top of the slide, the home page will display. Now all the future Quality Reporting link(s) I will be discussing, can be found from this home page. The first thing you'll notice, if you haven't been to the site lately, is that there is a new layout and some new features. The first thing I want to show you is the navigation menu under the ASC tab. See the red arrow? If you hover your cursor over this ASC tab, a drop-down menu will display. From there you can choose your options. You can see there is a lot of information here. Now, due to the large amount of resources, we won't have time to cover all of this today. So, make sure you revisit this site and check out all of the information available. Now, I want you to remember this drop-down feature, because I will return to this as we move forward. But before we address the items here on the drop-down menu, let me demonstrate a few new features on the Home Page.

Let's take a look at the all new "Search this Site" box at the top right of the screen. We have it magnified here on the slide, so you can visualize it better. This box will appear on every page and it allows you to look for content across the entire site, based on keywords you enter. For example, let's say you are looking for submission deadlines or the timelines. Since this search box is for the whole site; and by whole site, this means not only ASC, but Outpatient, Inpatient and ESRD to name a few, so you will want to specify ASC. Let's say you want to find the submission deadlines for this program and you don't know exactly where that might be located. You simply enter this information in the search box. So, in this case we are entering ASC, as that is the program, and then Submission, and click "Search." Now, these are your search results for the criteria we just entered, ASC Submission. So, let's take a look at one of the result choices. And to do that, we're going to click on one of these selections. For our purposes today, we are

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going to select the last item listed, the Ambulatory Surgical Center Quality Reporting 101.

And it brings you to this page. In this area you will find multiple resources. At the top of the screen are several short tutorial videos. We will continue to add to this library over time. There is also a document under the Resources section called Calendar Year 2019 ASC Measure Reporting Dates. Now, I am drawing this to your attention specifically as we do field questions from ASCs that want a quick reference to the deadlines for the program. If we click on the CY 2019 ASC Measure Reporting Dates link, right here next to the red arrow. you will be directed to this document outlining the measures and submission dates for the program. You are viewing the 2019 Payment Determination, which is the reporting period we are currently in. If you wanted to view this same document for the 2020 payment determination, you would simply go to the previous page and select the Calendar Year 2020 Measure Reporting Dates link. So, let's click the home tab, seen here at the top banner of the webpage, this will take you back to the home page. So, another Home Page added feature is the availability of Announcements. This Announcements box is on the right-hand side of the home page. Announcements are messages that we can relay to the community regarding site changes, event updates, and even reminders of submission deadlines. Moving forward, we hope you'll find the Announcements useful in relaying critical information. This announcement, for example, lets you know that if you encounter an issue using the site or can't find a resource, to let us know by emailing or calling us directly.

From this same Home Page view point, the next new feature we'll cover is the addition of quick links for each Program. For the ASC community, we know that aside from the Archived Events, the most commonly accessed pages are the Lookup Tools and the Tools and Resources pages. For those not aware yet, the Tools and Resources page gives you information on the different aspects of the ASC Quality Reporting Program and is loaded with information and various types of resources. The Lookup Tools provide information about whether your facility has submitted web-based measure data for the current reporting period. And I'll cover both of these links in more detail shortly.

While Upcoming Events is not a new feature, we want to ensure everyone knows where to find this helpful resource. On the homepage, Upcoming Events will show future webinars at the bottom of the page, allow quick access to registration flyers, and the slide decks for each of those events. Our intent overall was to provide all of the content here on your screen without you having to scroll, and for the vast majority of users to this site, now that is the case. While we're on the topic of Events, let's continue to look at what has been changed on the Events Calendar page. The Events Calendar page has undergone a few changes visually, but also has a new filter by program feature. Again, from this same home page, if you click on the Events Calendar tab at the top of the page here, you will be taken to this Events page. Since, this site serves multiple programs, you can see the upcoming events for all of these programs. But let me show you the filter option here at the top left and then we will discuss the Upcoming Events banner on the right.

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The new Program filter allows you to filter the calendar view by the program you are interested in. For example, if you want to see only ASC webinars on the calendar, you can do that now. Just click the box for ASC and just that calendar will display. You can also go backwards on the calendar now, too. So, if you want to see everything that was presented in a previous month, you can quickly do so by clicking on the arrow keys above the calendar. Most websites have a sidebar. On the Quality Reporting Center website, the sidebar exists on every page except for the Home Page. The Quality Reporting Center sidebar contains a local page search, the upcoming events list, and the CMS twitter feed. The CMS Twitter feed is a new addition and we hope it will help give you access to relevant information to the Ambulatory Surgical Center Quality Reporting Program, and other programs you may be a part of within CMS.

Now, before we move on, let me briefly go back to the sidebar and mention the upcoming events. The upcoming events are available on every page in the sidebar at the right of the page. And just like on the home-page, all upcoming events are visible, and just a quick click away. Again, we are trying to make the items people use most often, easily accessible. By the way, you can access the Search This Page box seen at the top right of the page. See the red arrow? This will allow you to search this page for specifics. You can use this feature on any page to search just that page. Remember earlier we spoke about searching the site? The Search This Page feature allows you to search the page you are currently on.

We have talked quite a bit about the calendar, and we know you are all very busy. So, our past webinars are stored on this website as well. To access previous webinars, whether looking for something specific or you want to see what is available, access that drop-down menu at the top of the page that I showed you earlier in the presentation and choose Archived Events. The webinars will be listed in chronologic order starting with the most recent. Now, there are a number of webinars with varying subject matter. So Please take advantage of this, now let's move on to some new added features that will assist you in reporting, like the Data Dashboard. Before we talk about the Data Dashboard, let me point out one things. Look just below the red arrow pointing out the Data Dashboard. There is a link for the Lookup Tool. This location for the Lookup tool is in addition to the quick links box I discussed earlier.

Now, let's discuss the Data Dashboard. This is a new section of Quality Reporting Center under the ASC section. It is meant to be your one-stop-shop for all your data related needs. From the drop-down box again, you will see the Data Dashboard Link. Right now, we will click on that link, right here next to the red arrow. And then this page will display. The National Maps will show a state by state comparison by measure based on publicly reported data on Hospital Compare. We hope to continue to add data and information within this area over time.

To give you an idea of the information stored here, let's take a look at National Maps options by clicking on the blue link, right next to the red arrow. Currently, this will be

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your view. For demonstration purposes, let's view data for ASC-9 by clicking on that link. That link will display this data map. This represents calendar year 2016 data that was displayed on Hospital Compare. One of the intentions of having the data maps on this site is for your convenience. You can collect various types of information at one source. Okay, now to view information on the other measures available on this site, you would just go back to the previous page and click on one of the other measure options and follow the same process. So, let's go back to our previous page within the data dashboard and check out the Lookup tool. Okay, so we are back to the Data Dashboard page and this time we are going to click on Lookup Tools. And remember, you can also click on the Lookup Tools from the Quick Links box or from the drop-down menu under Data Dashboard. To access the Lookup Tool, you will click on this blue link next to the red arrow. The Lookup Tool allows you to verify that your facility has submitted data for this program, specifically the web-based measures for the current payment year.

But let me point out a few things here. This lookup tool is not a live feed into QualityNet and NHSN. So, you need to know when this data was last updated. And you can quickly tell when the last update was by looking at the Data Last Updated field, above where you enter your ASC's NPI or CCN. As submission draw closer, there are more frequent updates. This is important because if you go here to check on your submission and it is showing that you did not submit, please check that "Data last updated" date. If that date is on or before when you submitted your data, it is not going to display as submitted. So, to use the Lookup tool, you will enter your facility's NPI or CCN in the box and then hit search.

You will get the results of your submission. This fictitious facility has not entered any of the web-based measures. Data for this page come from two places, QualityNet and NHSN. Now remember I told you we did not have a live feed into NHSN or QualityNet. These data updates are received separately. So, in other words, one may be updated and the other may not. Now if you want to view submissions for your ASC in previous Payment Years, click on the Archives link here, and choose from the available payment years listed. The Lookup Tool functions the same way on each payment year in the archives, just input your NPI.

So, let's talk about some very helpful resources. We are back at the home page, and under the ASC drop-down box, click on the Tools and Resources tab. You can also reach the Tools and Resources in the Quick Links box from the home page, I showed you that earlier. In making Quality Reporting Center's resources easier to access, we have made the Tools and Resources page available with an accordion feature. This makes it so that you can click on one of the headers and it expands its content underneath. This helps focus where you are looking on the screen to make the resources you really want easier to identify.

So, in this view, I expanded your view of a few options. You can see there are a lot of resources here, and if you continued to scroll down the page, it would continue. So, in the interest of time, we are going to just point out several specific tools, but we do

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encourage you to access the website for yourself. So, let's start with the Public Reporting Section, seen here at the top. You have the ASCQR Preview Report Quick Reference Guide. So, let's click on that link. And it will pull up this document. This is a very helpful tool that, at a glance, explains your Preview Report. The last preview period closed at the end of October for the December Release. Now, this is exactly what it says. It is a quick reference and full of information. Print it out or keep it on your desktop. Let's now return to the previous page

Now, we're back to the previous page but now we are under the Program Resources section. And I'm not going to click on everything in this section, but I do want to point out a few specific things. If you are new to reporting for this program, there is an extremely helpful guide that will lay the groundwork for you. You can find this document at the top here, the first link "Successful Reporting in the ASCQR Program: A Step-by-Step Guide for New Facilities." Now the Reference Check List link is right underneath the Successful Reporting Guide, and this check list is a summary of the current year program requirements. Keep this on your desktop or print it out. Also, from the Program Resources page, you can get direct links to important aspects of the program such as the QA tool on QualityNet, ListServe sign-up, and more.

We have once again returned to the previous page and we have now clicked on and expanded the Measure Resources section, because I want to show you a few things. Let's start at the links listed at the bottom first. Here, there are the same reporting date documents, links we covered earlier. Another document you have is the "Fact Sheet for Remittance Advice," this will assist you with QDCs; and then at the top, with the red arrow, there is some information regarding NHSN. I am pointing this out specifically due to the number of inquiries we get regarding this topic.

So, let's take a partial view of this document. And I'm only showing you one part of this document and it refers to adding users for NHSN. Within this document, we also address how to transfer Facility Administrator rights before and after the previous individual has left employment, among other things. There is so much information on this website and it's all there to assist you. So please take the time to explore and take advantage of the information available to you. So now, let's jump over to QualityNet. Now I know that most of you are familiar with QualityNet, so I'm just going to focus on some recent changes and a couple of areas that you all ask about.

This is the home page of Quality Net and by hovering your mouse over the Ambulatory Surgical Centers tab, you will see this drop-down box. Now notice, this menu also has various points of interest. But for now, we're going to select the Public Reporting link at the top, as this is a new addition. This is the view that will display. It will provide you with information regarding Public Reporting. Notice the Preview Report Quick Reference Guide link on this page. This is the document I previously showed you on the quality reporting center website. There is also a link to a public reporting training video. This video will walk you through the understanding of public reporting and how to find

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your data. Additionally, that video can be found on the qualityreportingcenter.com website under the Archived Events tab for this program.

Ok, now let me show you something in the Specifications Manual. This area of the Specifications Manual is not new, but I am showing you this section because we have ASCs inquire quite often about the different aspects of this manual. From that same drop-down menu, you will select Specifications Manual. Then the various versions will display. The Data Collection Time Period is listed on the left and on the right, you will have the versions of the manual you will use for that time period. So, if we clicked on the Version 7.0a link, it will display this page, and you can see the various sections for this manual. For our purposes today, we are going to be looking at Section 2: Quality-Data Coding & Sampling Specifications. If you click on that section, it will open as demonstrated here. And if we click on the blue link, within this orange box. This sampling page will display. Now notice that ASC-13 is highlighted. This is because it is an addition to the previous version.

The encounter period for ASC-13 began in January 2018 and you will report that data this time next year, 2019 for the Calendar Year 2020 Payment Determination. I mention this table specifically and where to find it as we do get a lot of questions about it. ASCs also want to know about ASC-12 and the data related to it. So, back to the same drop-down menu as before you will see a Measures section, boxed in orange. Click on that link. And then this page will display. Now this page provides basic measure information. But if you need to obtain more detailed information, you will click on the blue Colonoscopy Measure link. You have a lot more information regarding this measure at your disposal. To the left, you have further options such as Measure Methodology, reports, resources, and Archived Resources. Now, there is a lot of information on this site, so, if you have questions that are not answered through this information, you can always enter your question in the QA tool in QualityNet and the measure writers will respond directly to you. What? You don't know where the quality net Q&A tool is? Well if you are not familiar with this, let's take care of that.

Let's go back to the QualityNet Home page and look at the second box on the right-hand side of the page and click on Ambulatory Surgical Centers. You will have to sign up with an e-mail, so your answer can be responded to. It's very simple and easy. We did do a webinar on this QA platform and you can find that webinar in the Archived Events tab for this program on qualityreportingcenter.com. I think that is the short tour of these two websites and we have barely scratched the surface of what is available to you. So, explore and see for yourself all of the information you have access to. I do thank everyone for joining us today. I hope this webinar has given everyone something. Now let me hand things back over to Dianne.

Dianne

Glymph: Thank you, Pam. Thank you for showing us the new features on these two sites. As

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you said, there is so much more available. On this slide are some additional websites, you may find helpful. Please don't ever hesitate to call our helpline. We are always more than happy to try to assist you in any way we can.

If you have any questions about a measure or the program, you can also submit your question using the Q&A tool on QualityNet; the direct link is seen here on this slide. This is the tool Pam discussed just a moment ago. On that note, Pam, it looks like we have a few minutes; what do you say we take a few questions now?

Pam

Harris: Yes, Dianne, I think that is a great idea. Um, let me grab one. Here is a good question, and we get asked this a lot, so it would be good to respond to. The question is: I know you mentioned previous webinars being stored. Can you talk a little more about that and are they only available on the one site?

Dianne

Glymph: Okay, great question. Previous webinars are stored in the Archived Events tab for this program on the qualityreportingcenter.com website. We post the recording of the event as well as the transcripts for the presentation and all of the questions and answers received in the chat box during the event. These are available to you at no cost. Webinars are also stored on QualityNet. You will simply click on the Webinars link from the drop-down box we showed you during the presentation.

Pam

Harris: Oh, thanks Dianne. Here's another question for us. The question is: On one of the slides, I saw a title that referenced videos. What is that for? I can take that one. It's on the qualityreportingcenter.com website, the easiest way to get to the videos is by clicking on the ASC 101 tab from the ASC drop-down menu. I showed you this tab earlier in the presentation. Currently, there are three videos on Becoming a Security Administrator, Logging into QualityNet, and Filing for Annual Payment Update Reconsideration. These are short 4 to 7-minute videos. We will continue to add to this video library, so be sure to check back there. And we always welcome any suggestions any of you have on what you would like to see as a short tutorial video.

Dianne

Glymph: Thank you, Pam, for elaborating on that for us. Just to point out, the qualityreportingcenter.com website will continue to add new features, so check back frequently. If you ever have any recommendations on information you would like to have added, please let us know. You can communicate through the Announcements area Pam covered. Just click on the Contact Us link or simply give us a call. Okay Pam, this next question is a good one as well. The question is: When I saw the data for ASC-9, it brought up some questions I have about this measure. I get confused about the total population. How do I determine this?

Pam

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Harris: Great question. We get these questions, a lot. ASCs sometimes get confused and are not sure if the population is all of the colonoscopies or just those that meet the denominator criteria. Let me try to clarify that. You will refer to the Measure Information Form in the Specifications Manual for the measure. Out of all of your colonoscopy cases you will pull only the cases that meet the denominator criteria ICD-10 codes, CPT codes and HCPCS codes that are listed. This will be your total population. Out of the total population, you will refer to the table in the Specifications Manual, under the Quality Data Coding and Sampling Specifications section to obtain the sample size requirement. For example, if you have 0-900 cases in your population, then the minimum required sample size would be 63. If you have 901 or more in your population, and again referring back to the table in the Specifications Manual, your minimum sample size will be 96.

Alright, for the next question, here is a follow-up question: Do the ASC-9 and ASC-10 measures only apply to ASCs that perform colonoscopies? The answer to that is, no. If your ASC does not perform these measures, then you will enter zeros into QualityNet. If you leave these categories blank, the system will interpret that as you did not report data.

Dianne

Glymph: Here's another question, Pam: We identified an issue with our Quality Data Codes. Can we resubmit them to Medicare? And I will take this one. No, you cannot rebill for the sole purpose of the application of QDCs once that bill has been adjudicated. However, you can call our help desk at 866.800.8756, and we can look at your current volume threshold. Pam, here is a question that is coming in quite a bit these days. I wonder if you could take this one: I know you did not talk about this today, but we are trying to prepare for reporting ASC-13; do I have to look at every OR or PACU record at our ASC and then collect "yes" or "no?"

Pam

Harris: Oh, yes, it is. Okay, ASC-13 is only for patients having surgical procedures under general or neuraxial anesthesia of 60 minutes or more in duration, it's the denominator, so you would only pull these cases to review. Then you would establish if the patient was normothermic within 15 minutes of arrival in PACU (the numerator). You will enter the data as a denominator and a numerator into the QualityNet online submission tool. Okay, let me pull a question. If you go into the QualityNet system and need to make a change after you submit, can you do so before the actual deadline? And, the answer to that is yes, you can correct your data submission at any time prior to the deadline. But, once the deadline has passed, no corrections can be made.

Dianne

Glymph: Thank you, Pam. Here is someone asking for clarification about the Lookup Tool you discussed in the presentation. The question is: I have submitted for the ASC-8 measure, but it is not showing on the Lookup tool.

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Pam

Harris: Okay. You know, depending on when you submitted ASC-8, the Lookup Tool on www.qualityreportingcenter.com may not reflect your recent data entry. Please check the “Data Last Updated” date, just above where you enter your NPI. This will let you know how recent that data is, or you can call our helpdesk.

Dianne

Glymph: Thank you, Pam. Before we go, I do want to mention something else. We put this in the chat box earlier in the presentation, but I want to highlight an upcoming event. Please make sure you join us for our June webinar. We will be presenting a measure-specific scenario-based tutorial. It will address some of the most complex abstracting barriers ASCs run into and the most commonly asked questions when evaluating some of the chart-abstracted measures for this program. The measure writers will be in the chat box to address your questions directly. We are always pleased to have the experts with us during these webinars; they are a wealth of information, and you will have the chance to get your questions answered directly during the presentation, so don't miss this opportunity. Of course, we will send out a ListServe about it as the time draws near.

One more reminder: please do not forget this is the first year that ASCs have to submit all of their web-based measures by the May 15 deadline. You no longer have an August deadline. You have only about 14 business days now to get your data in, so please go ahead and submit data now to ensure that you're not waylaid by any IT issues. This would be a good time to bring up another neat feature we use to assist ASCs, and that is desktop sharing. This feature gives us the ability to see your screen so that we can guide you on how to properly submit your data. We can tell you where to click, how to click, and where to go on the screen so that you can get your data in accurately. We find this particularly helpful for those new to quality reporting and are not as familiar with the process. Also, since you only enter data once a year, sometimes you just forget little things. This is especially true when it comes to reporting the ASC-8 measure through NHSN. Well, that's all of the time we have today for questions.

Thank you again for joining us today. We know how busy all of you are and we appreciate you spending your valuable time with us. We hope this provided some helpful information to make reporting for this program easier. As a reminder, a recording of today's event as well as the transcripts for the presentation and all of the questions and answers in the chat box will be posted on our website at qualityreportingcenter.com. Well, that's all the time we have today.