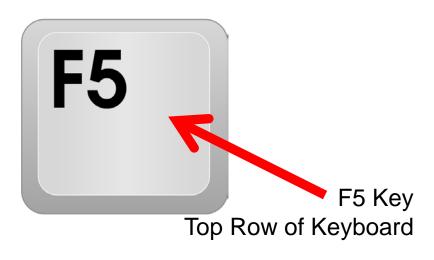
### Welcome!

- Audio for this event is available via ReadyTalk<sup>®</sup> Internet streaming.
- No telephone line is required.
- Computer speakers or headphones are necessary to listen to streaming audio.
- Limited dial-in lines are available.
   Please send a chat message if needed.
- This event is being recorded.



### **Troubleshooting Audio**

Audio from computer speakers breaking up? Audio suddenly stop? Click Refresh icon – or – Click F5

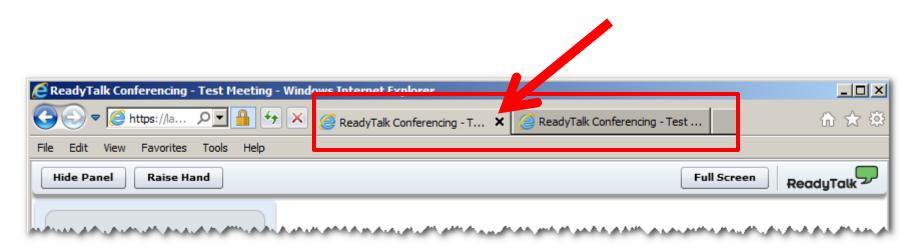




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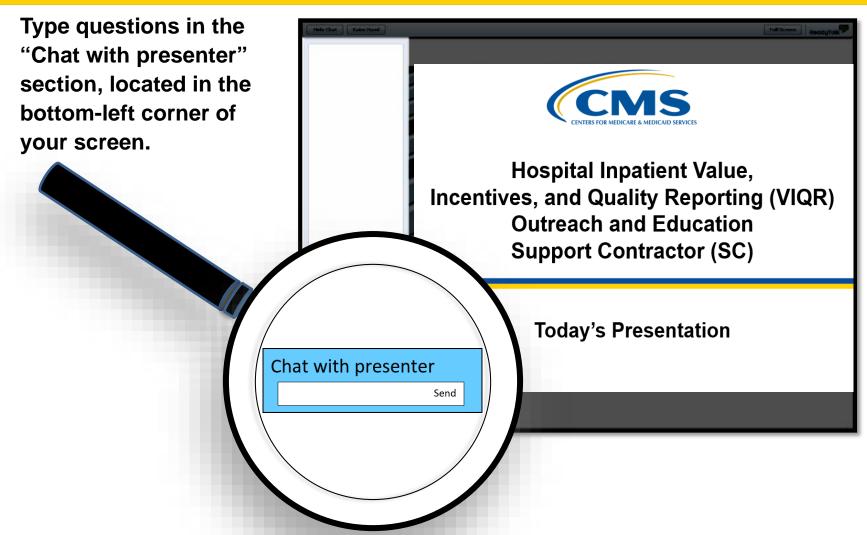
### **Troubleshooting Echo**

- Hear a bad echo on the call?
- Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).
- Close all but one browser/tab and the echo will clear.



**Example of Two Browsers/Tabs open in Same Event** 

### **Submitting Questions**



5/22/2018



# Claims-Based Outcome and Payment Measures – Resources and Use of the NIH Stroke Scale

May 22, 2018

### **Speakers**



Tamara Mohammed, MHA, PMP
Project Lead
Yale/Yale New Haven Health
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Research & Evaluation (CORE)



Kendall Loh, BS
Research Associate
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Center for Outcomes
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### Moderator Candace Jackson, ADN

Program Lead, Hospital Inpatient Quality Reporting (IQR) Program Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR)

Outreach and Education Support Contractor (SC)

### Agenda

- Claims-Based Outcome and Payment Measures Resources
  - Presented by Tamara Mohammed, MHA, PMP
- Incorporating the NIH Stroke Scale into the Stroke Mortality Measure
  - Presented by Kendall Loh, BS

### **Objectives**

Claims-Based Outcome and Payment Measures – Resources

- Introduce all the resource available for the claims-based measures
- Navigate to location of resources on QualityNet (<u>www.QualityNet.org</u>)

### **Acronyms and Abbreviations**

AMI	acute myocardial infarction	HWR	Hospital Wide Readmission
	coronary artery bypass graft	ICD	International Classification of Diseases
CE	continuing education	IPPS	inpatient prospective payment system
CMS	Centers for Medicare & Medicaid Services	IQR	Inpatient Quality Reporting
COPD	chronic obstructive pulmonary disease	M	mortality
CORE	Center for Outcomes Research & Evaluation	M Perf	mortality performance
EDAC	excess days of acute care	NIH	National Institutes of Health
FAQ	Frequently Asked Questions	POA	present on admission
FFS	fee for service	SC	support contractor
FY	fiscal year	THA	total hip arthroplasty
HF	heart failure	TKA	total knee arthroplasty
HSR	Hospital-Specific Report	VIQR	Value, Incentives, and Quality Reporting

#### Tamara Mohammed, MHA, PMP

Yale/Yale New Haven Health
Center for Outcomes Research & Evaluation (CORE)

**Claims-Based Outcome and Payment Measures – Resources** 

## 22 Inpatient Quality Reporting Outcome and Payment Measures

Measure outcome	Condition/procedure	Outcome follow-up timeframe	Measure abbreviation
Mortality	Acute Myocardial Infarction	30-day	AMI Mortality
	Coronary Artery Bypass Graft	30-day	CABG Mortality
	Chronic Obstructive Pulmonary Disease	30-day	COPD Mortality
	Heart Failure	30-day	HF Mortality
	Pneumonia	30-day	Pneumonia Mortality
	Acute Ischemic Stroke	30-day	Stroke Mortality
Readmission	Acute Myocardial Infarction	30-day	AMI Readmission
	Coronary Artery Bypass Graft	30-day	CABG Readmission
	Chronic Obstructive Pulmonary Disease	30-day	COPD Readmission
	Heart Failure	30-day	HF Readmission
	Hospital-Wide	30-day	HWR
	Pneumonia	30-day	Pneumonia Readmission
	Acute Ischemic Stroke	30-day	Stroke Readmission
	Primary, Elective Total Hip Arthroplasty and/or Total Knee Arthroplasty	30-day	THA/TKA Readmission
Complications	Primary, Elective Total Hip Arthroplasty and/or Total Knee Arthroplasty	90-day	THA/TKA Complication
Payment	Acute Myocardial Infarction	30-day	AMI Payment
	Heart Failure	30-day	HF Payment
	Pneumonia	30-day	Pneumonia Payment
	Primary, Elective Total Hip Arthroplasty	90-day	THA/TKA Payment
	and/or Total Knee Arthroplasty		
Excess Days	Acute Myocardial Infarction	30-day	AMI EDAC
in Acute Care	Heart Failure	30-day	HF EDAC
	Pneumonia	30-day	Pneumonia EDAC

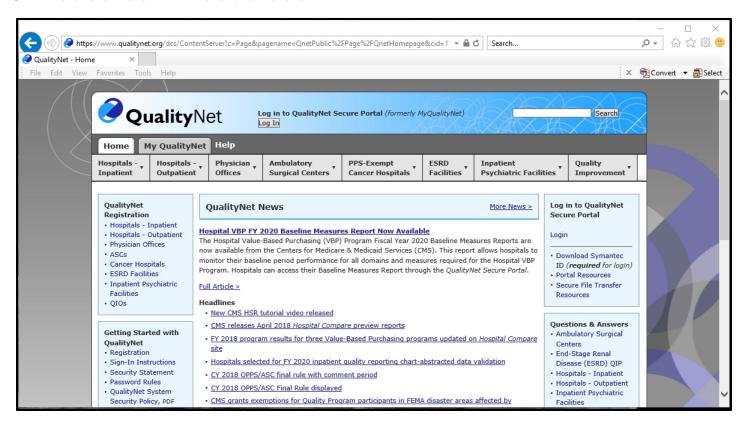
### **Current Resources Available**

- ✓ Frequently Asked Questions (FAQ)
- ✓ Fact Sheets
- ✓ Hospital-Specific Reports (HSR) User Guide
- ✓ Mock HSRs
- ✓ Historical Public Reporting Timeline

- Measure Updates and Specifications Reports
- ✓ Condition Category
  Crosswalks
- √ Find My ICD-10 Code
- National Distribution of Payments
- √ Videos
  - o EDAC Video
  - HSR Tutorial Video

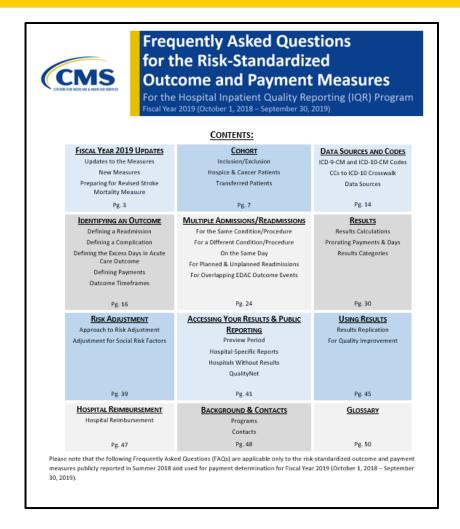
## Navigating to Resource Pages on *QualityNet*

www.QualityNet.org > Hospitals - Inpatient > Claims-Based and Hybrid Measure > Select mortality, readmission, payment, complication or EDAC measures > Resources



## Frequently Asked Questions (FAQs)

- Highlights 2018 measure updates and responds to commonly asked questions
- Intended audience: hospital administrative and clinical staff



## Frequently Asked Questions (FAQs)

Outcome Timeframes

#### Identifying an Outcome

#### Defining a Readmission

#### 1. What is a readmission?

In the CMS readmission and excess days in acute care (EDAC) measures, a patient who had an eligible index admission is considered "readmitted" if he or she has one or more unplanned inpatient admissions at a short-term acute care hospital or critical access hospital within 30 days of discharge from the original index admission (regardless of whether the readmissions occurred at the same or a different hospital). Additionally, the AMI, HF and pneumonia readmission measures consider admissions to short-term acute care Veterans Affairs (VA) hospitals to be a readmission outcome if it is within 30 days of discharge from the original index admission. Please note that the Hospital Readmission Reduction Program (HRRP) does not consider admissions to critical access hospitals to be a readmission outcome.

#### 2. What hospitalizations are not readmissions?

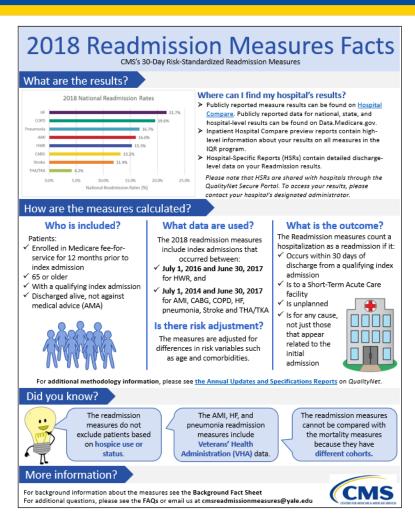
The following types of admissions are not considered readmissions in the measures:

- Planned readmissions (refer to FAQ 22 for the definition of a planned readmission);
- Same-day readmissions to the same hospital for the same condition. This is because
  CMS rules already require <u>Prospective Payment System</u> hospitals to combine sameday, same-condition readmissions into a single claim. Thus, such readmissions are
  considered a continuation of the index admission;
- Observation stays and emergency department visits. These are not inpatient admissions and therefore are not considered potential readmissions (but are included in the EDAC measures):
- Admissions to facilities other than short-term acute care hospitals. Facilities such as rehabilitation centers, psychiatric hospitals, hospice facilities, long-term care or longterm acute care hospitals, and skilled nursing facilities do not meet the definition of a short-term acute hospital; and
- Admissions that occur at eligible short-term acute care hospitals but where the
  patient is admitted to a separate, non-inpatient unit that bills under a separate CMS
  Certification Number (CCN), such as separate units for rehabilitation, psychiatric care,
  hospice care, or long-term care. Such admissions are not inpatient admissions and
  therefore are not considered as readmissions.

#### 1. How long after the index admission are measure outcomes observed? The readmission, mortality, complication, excess days in acute care (EDAC), and payment measures all use standardized timeframes to capture mortality, unplanned readmissions, EDAC outcome events, and eligible complications. Similarly, the payment measures summarize eligible payments during a defined "episode of care" that spans across care settings. The measures assess the outcome (or payment) relative to the qualifying index admission or procedure date for 30 or 90 days, starting from admission, procedure, or discharge date, depending on the The outcome timeframes are shown in Figure 7 below. Note the differences in the measures' starting points. Figure 7. Measure Outcome Timeframes AMI, HF and Pneumonia Payment (30 days) Mortality (30 days) Note: CABG measure timeframe starts on procedure date Excess Days in Acute Care (30 days) Readmission (30 days) Index Admission Day 0 Day 1 Day 30 Day 90 (Admission) (Discharge) Hip/ Knee Complications (90 days) Day 0-7: Day 0-30: AMI, Pneumonia, or Surgical site bleeding, Mechanical complication or periprosthetic pulmonary embolism or sepsis/septicemia/shock joint infection/wound infection Hip/ Knee Payment (90 days) Day 0-30: Day 31-90: All payments included Related payments only

### **Fact Sheets**

- Provides a high-level overview of measures
- Intended audience: hospital administrative and clinical staff
- There are <u>7</u> fact sheets for 2018:
  - Mortality
  - Readmission
  - Complication
  - o Payment
  - o EDAC
  - National Institutes of Health (NIH) Stroke Scale
  - Background



AMI: Acute Myocardial Infarction HF: Heart Failure COPO: Chronic Obstructive Pulmonary Disease CABG: Coronary Artery Bypass Graft THA/TKA: Total Hip Arthroplasty / Total Knee Arthroplasty HWR: Hospital Wide Readmission IQR: Inpatient Quality Reporting

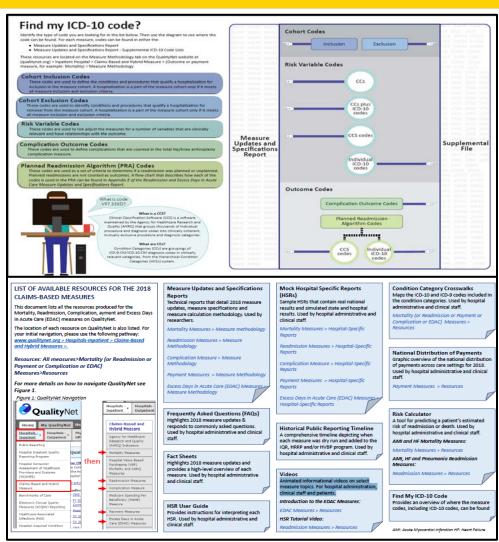
### **New Infographics**

#### Find My ICD-10 Resource

- Provides an overview of where the measure codes, including ICD-10 codes, can be found
- Intended audience: hospital administrative and clinical staff

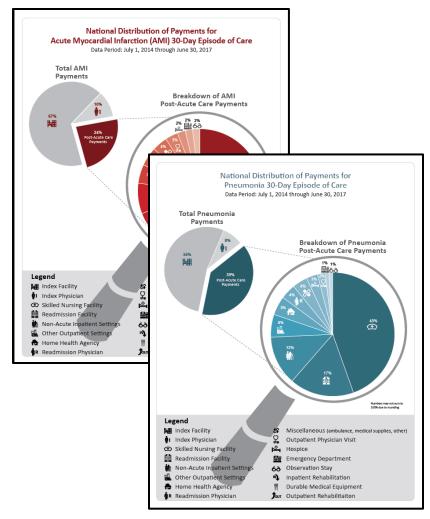
#### Resource Table for Claims-Based Measures

- Identifies all the resources produced for the mortality, readmission, complication, payment, and EDAC measures on QualityNet
- Intended audience: hospital administrative and clinical staff



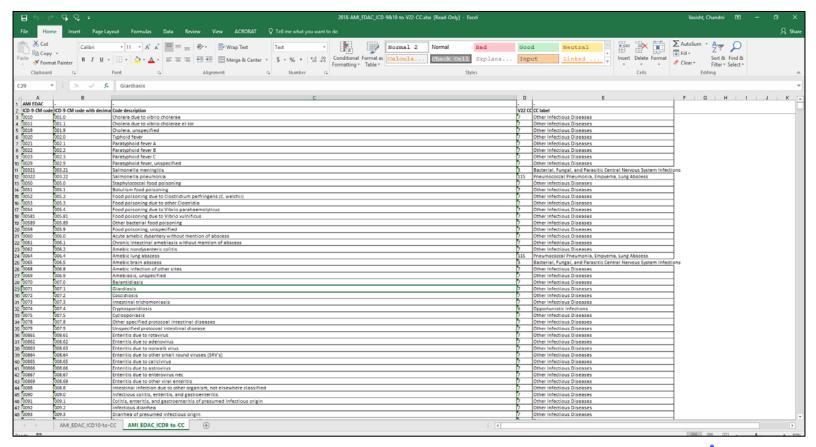
## National Distribution of Payments

- Graphic overview of the national distribution of payments across care settings for 2018
- Intended audience: hospital administrative and clinical staff



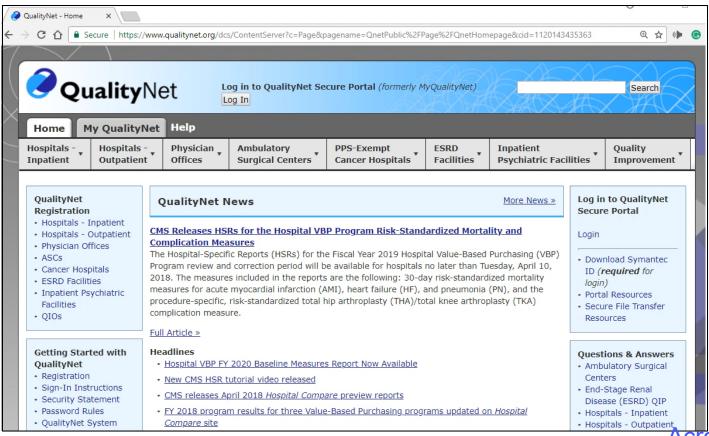
### **Condition Category Crosswalks**

- Maps the ICD-10 and ICD-9 codes included in the condition categories
- Intended audience: hospital administrative and clinical staff



### **Navigating to Measure** Methodology Pages on QualityNet

www.QualityNet.org > Hospitals - Inpatient > Claims-Based and Hybrid Measure > Select mortality, readmission, payment, complication, or EDAC measures > Measure Methodology



5/22/2018

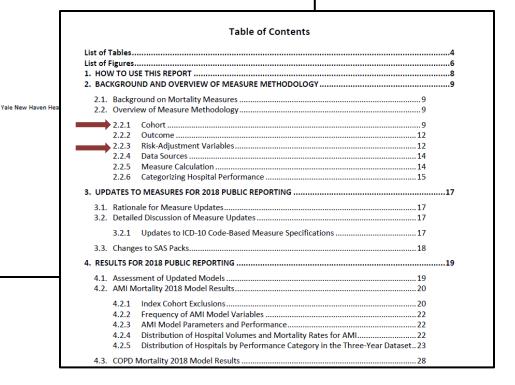
Acronyms 20

### Measure Updates and Specifications Reports

- Technical reports that detail 2018 measure updates, measure specifications, and measure calculation methodology
- Intended audience: researchers and hospital staff
- Measure Updates and Specifications Reports are accompanied by a supplemental ICD-10 file.

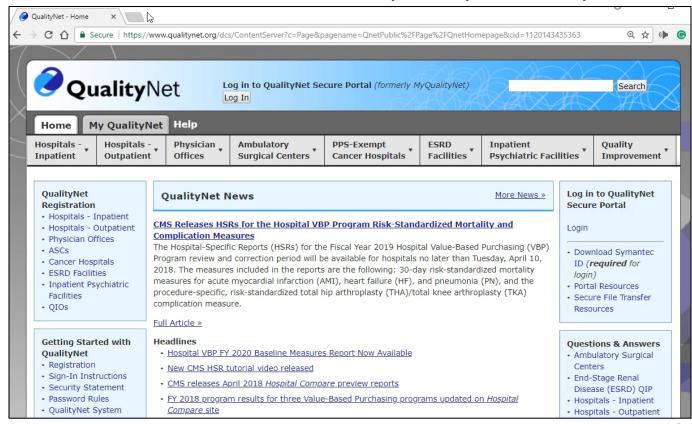
#### 2018 Condition-Specific Measures Updates and Specifications Report Hospital-Level 30-Day Risk-Standardized Mortality Measures

Acute Myocardial Infarction – Version 12.0 Chronic Obstructive Pulmonary Disease – Version 7.0 Heart Failure – Version 12.0 Pneumonia – Version 12.0 Stroke – Version 7.0



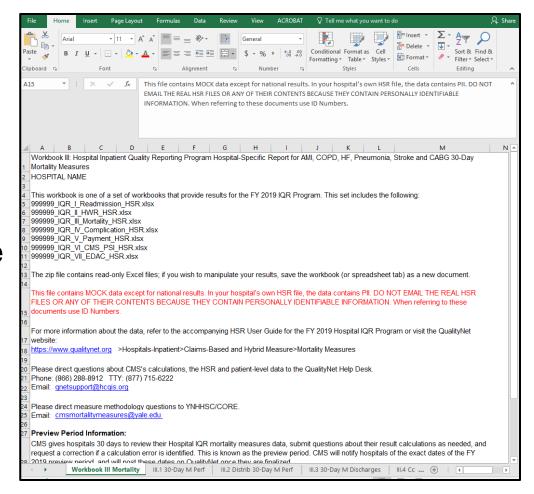
### Navigating to HSR Pages

www.QualityNet.org > Hospitals - Inpatient > Claims-Based and Hybrid Measure > Select mortality, readmission, payment, complication or EDAC measures > Hospital Specific Reports



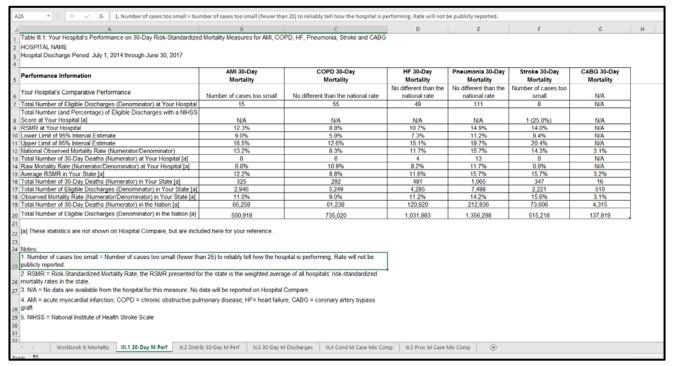
### **Mock Hospital-Specific Reports**

- Sample HSRs that contain real national results and simulated state and hospital results
- Intended audience: hospital administrative and clinical staff



### **Mock Hospital-Specific Reports**

Table III.1 (30-Day M Perf) displays hospital, state, and national results for the 30-day risk-standardized mortality measures (death due to any cause within 30 days from the date of admission of the index hospitalization) for AMI, COPD, HF, pneumonia, stroke, and (death due to any cause within 30 days from the date of surgery) for CABG patients between July 1, 2014, and June 30, 2017.



### **Mock Hospital-Specific Reports**

Workbook III.3 (30-Day M Discharges) provides discharge-level data. It includes all discharges at your hospital for Medicare FFS patients 65 years or older, with a qualifying diagnosis for AMI, COPD, HF, pneumonia, stroke, or CABG between July 1, 2014, and June 30, 2017.

1	- : ×	√ f <sub>x</sub>	Table III.3: Disch	arge-Level Information for 30-Day R	isk-Standardized M	ortality Measure:	s for AMI, COPD, HF, Pneumonia,	Stroke and CABG				
A	В	С	D	E	F	G	н	I	J	К	L	М
Table III.3	: Discharge	-Level Inform	ation for 30-Day F	Risk-Standardized Mortality Measur	es for AMI, COPD	, HF, Pneumonia	a, Stroke and CABG					
This file c	Discharge P ontains MO	CK data exce					EMAIL THE REAL HSR FILES (	OR ANY OF THEIR CONTENTS BECA	USE THEY	•		
ID Number	Provider ID	Measure	HICNO	Medical Record Number ▼	Beneficiary DOB	Admission Date of Index Stay	CABG Procedure Date [a]	Discharge Date of Index Stay [b]	Inclusion/ Exclusion Indicator	Death within 30 Days (Yes/No)	Death Date	Stroke NIHSS Score [c]
1	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
2	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
3	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
4	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
5	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
6	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
7	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
8	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
9	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
10	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
11	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
12	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
13	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
14	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
15	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	NO	N/A	N/A
16	999999	AMI	999999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	2	YES	99/99/9999	N/A
17	999999	AMI	999999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	1	NO	N/A	N/A
18	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	1	NO	N/A	N/A
19	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	1,3	NO	N/A	N/A
20	999999	AMI	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	2	NO	N/A	N/A
21	999999	COPD	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	YES	99/99/9999	N/A
22	999999	COPD	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	YES	99/99/9999	N/A
23	999999	COPD	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	YES	99/99/9999	N/A
24	999999	COPD	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	YES	99/99/9999	N/A
25	999999	COPD	99999999A	Q999999999	99/99/9999	99/99/9999	N/A	99/99/9999	0	YES	99/99/9999	N/A

## Hospital-Specific Report User Guide

- Provides instructions for interpreting each HSR
- Intended audience: hospital administrative and clinical staff

Overview	
Background and Resources	
Performance Category Assignment – Outcome Measures	
Payment Category Assignment – Outcome Measures	
Performance Category Assignment – Payment Measures	
Measure Updates, File Contents, and Descriptions	
Introduction	
Updates for FY 2019	
Workbook I. Readmission Measures	
Workbook II. Hospital-Wide All-Cause Unplanned Readmission (HWR) Measure	
Workbook III. Mortality Measures	
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Figures Figure 1 – Example Performance Category Assignment for the Mortality, Readmission, Complication, and CMS PSI Measures	9
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### **Videos**

- Animated informational videos on select measure topics
- Intended audience: hospital administration, clinical staff, and patients

#### **Introduction to the EDAC Measures**



#### **HSR Tutorial Video**



#### Kendall Loh, BS

Yale/Yale New Haven Health
Center for Outcomes Research & Evaluation (CORE)

### Incorporating the NIH Stroke Scale into the Stroke Mortality Measure

### **Objectives**

#### **Overarching Goal**

 Ensure the successful implementation of the revised stroke mortality measure

#### **Targeted Objectives**

 Encourage consistent use of the NIH Stroke Scale in ICD-10-CM codes

### **Outline**

- Background
- NIH Stroke Scale
- Implementation
- Resources

### Background

CMS enhanced the stroke mortality measure to incorporate the stroke severity assessment.

- Revised measure includes the NIH Stroke Scale, which is coded in claims using ICD-10-CM codes.
- Incorporation of the NIH Stroke Scale was completed in response to stakeholder and clinician input.
- The NIH Stroke Scale is the strongest clinical predictor of mortality in ischemic stroke patients.

### Rationale

CMS enhanced the stroke mortality measure in response to stakeholders' and clinicians' input.

- Use of the NIH Stroke Scale for assessing stroke severity in ischemic stroke is a clinical guideline.
- Assessing stroke severity should be part of usual clinical care.
- With this enhancement, patient stroke severity will be taken into account when hospital scores are calculated.

### **History**

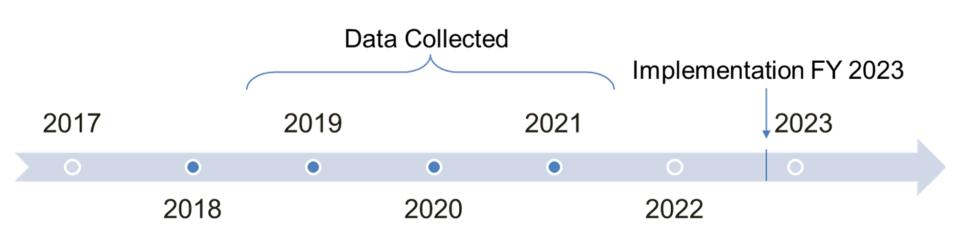
#### Currently reported 30-day stroke mortality measure

- CMS finalized reporting of current stroke mortality measure in the 2014 inpatient prospective payment system (IPPS) final rule.
- Current measure was implemented in the FY 2016 Hospital Inpatient Quality Reporting (IQR) Program.

#### Revised 30-day stroke mortality measure

- In the 2018 IPPS final rule CMS finalized use of the enhanced measure for implementation in the FY 2023 IQR program.
- Data for 2023 payment determination includes stroke admissions starting July 2018.

### Implementation Timeline



### Implementation for FY 2023 payment determination and subsequent years

- Based on claims data from July 2018 to June 2021
- CMS will include measure in the Hospital IQR Program
- Public reporting July 2022 for payment determination FY 2023
- Confidential reporting of results to hospitals CY 2021

## Benefits of Incorporating the NIH Stroke Scale

### Major improvements for the revised stroke mortality measure

- Aligns with clinical guidelines
- Ensures the quality measure accounts for severity of patient stroke
- Maintains low burden on hospitals
- Improves discrimination of the stroke mortality measure, which allows for more rigorous risk adjustment

### **NIH Stroke Scale**

- A 15-item neurologic examination providing a measure of stroke severity
- Available in ICD-10-CM codes as secondary diagnosis codes since October 2016

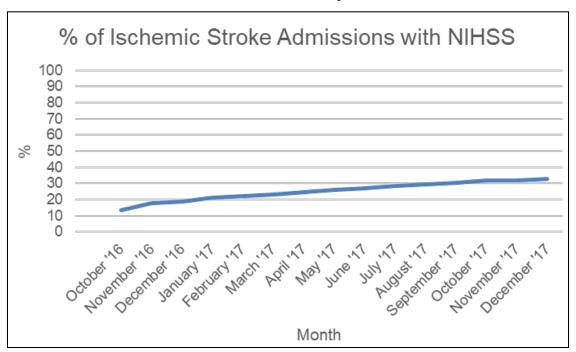
Category	Score	Time	Score
Ia. Level of Consciousness (LOC)	0 =	Alert	
Alert, drowsy, etc.)	1 -	Drowsy	
	2 =	Stuporous	
	3 =	Coma	
b. LOC Questions	0 =	Answers both correctly	
Month, age)	1 = 2 =	Answers one correctly Incorrect	
			1
Ic. LOC Commands Open/close eyes, make fist & let go	0 = 1 =	Obeys both correctly Obeys one correctly	
openiolose eyes, make list a let go	2 =	Incorrect	
2. Best Gaze	0 =	Normal	1
Eyes open - pt follows examiner's fingers or face)	1=	Partial gaze palsy	
Lyou opon primary manning a migate at lawy	2 =	Forced deviation	
3. Visual	0 =	No visual loss	
Introduce visual stimulus/threat to pt's visual field	1 =	Partial hemianopsia	1
quandrants. Cover 1 eye and hold up fingers in all	2 =	Complete hemianopsia	1
quadrants.)	3 =	Bilateral hemianopsia	
. Facial Palsy	0 =	Normal	
Show teeth, raise eyebrows and squeeze eyes	1 =	Minor	1
ightly shut.)	2 =	Partial	1
	3 =	Complete	-
ia. Motor Arm - Left	0 =	No drift	1
Elevate extremity to 90 degrees and score drift/	1 = 2 =	Drift Controlled execute	1
movement. Count to 10 out loud and use fingers or visual cue.)	3 =	Can't resist gravity No effort against gravity	1
or visual cue.)	4 =	No movement	
	NT=	Amputation, joint fusion (Explain)	
ib. Motor Arm - Right	0 =	No drift	
Elevate extremity to 90 degrees and score drift/	1 =	Drift	
movement. Count to 10 out loud and use fingers	2 =	Can't resist gravity	
or visual cue.)	3 =	No effort against gravity	
	4 =	No movement	
	NT=	Amputation, joint fusion (Explain)	_
3a. Motor Leg - Left	0 =	No drift	
Elevate extremity to 30 degrees and score drift/ movement. Count to 5 out loud and use fingers for	1 = 2 =	Drift Control	
riovement. Count to 5 out loud and use lingers for	3 =	Can't resist gravity No effort against gravity	
isdat ode.)	4 =	No movement	
	NT=	Amputation, joint fusion	
Sb. Motor Leg - Right	0 =	No drift	1
Elevate extremity to 30 degrees and score drift/	1 =	Drift	1
movement. Count to 5 out loud and use fingers for	2 =	Can't resist gravity	1
isual cue.)	3 =	No effort against gravity	1
	4 =	No movement	1
	NT=	Amputation, joint fusion (Explain)	-
. Limb ataxia	0 =	Absent	1
Finger to nose, heal down shin)	1 = 2 =	Present in one limb Present in two limbs	1
-	0-		+
S. Sensory	0 =	Normal Partial loss	1
Pin prick to face, arms, trunk, and legs -compare harpness side to side, or no feeling at all.)	2 =	Severe loss	1
. Best Language	0 =	No aphasia	t —
Name Items, describe picture, and read sen-	1 =	Mild to moderate aphasia	1
ences. Don't forget glasses if they normally wear	2 =	Severe aphasia	1
hem.)	3 =	Mute	1
0. Dysarthria	0 =	Normal articulation	1
Evaluate speech clarity by pt reading or repeating	1 =	Mild to moderate dysarthria	1
vords on list.)	2 =	Near to unintelligible or worse	1
	NT	Intubated or other physical barrier	
11. Extinction and Inattention	0 =	No neglect	
Use information from prior testing or double si-	1 =	Partial neglect	1
multaneous stimuli testing to identify neglect.	2 =	Complete neglect	1
ace, arms, legs and visual fields.)			

# Reporting the NIH Stroke Scale in ICD-10

- 43 new codes
- Hospitals should report the initial NIH Stroke Scale score documented or use POA codes to capture the initial assessment if multiple scores are available

## **Current Reporting Rate**

- Hospitals recently increased the use of NIH Stroke Scale codes, but overall reporting rates are still low.
- Only 10% of hospitals include the NIH Stroke Scale data in claims for at least half of their patients.



# Resources to Support Reporting in Claims

#### **HSRs and HSR User Guides**

- Provides hospital- and patient-level information on reporting of the NIH Stroke Scale in claims
- Available in May 2018 on QualityNet (<u>www.QualityNet.org</u>)

### Other Resources

- Email inbox: <u>CMSmortalitymeasures@yale.edu</u>
- ICD-10-CM Official Guidelines for Coding and Reporting – FY 2018
- QualityNet resources
  - Annual Updates and Specification Report
  - Factsheet on the NIH Stroke Scale

Claims-Based Outcome and Payment Measures – Resources and Use of the NIH Stroke Scale

#### **Questions**

Acronyms

Claims-Based Outcome and Payment Measures – Resources and Use of the NIH Stroke Scale

### **Continuing Education**

## **Continuing Education Approval**

This program has been pre-approved for 1.0 continuing education (CE) unit for the following professional boards:

#### National

Board of Registered Nursing (Provider #16578)

#### Florida

- Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling
- Board of Nursing Home Administrators
- Board of Dietetics and Nutrition Practice Council
- Board of Pharmacy

**Please Note:** To verify CE approval for any other state, license, or certification, please check with your licensing or certification board.

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## **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 the HSAG Learning Management Center.
  - This is a separate registration from ReadyTalk<sup>®</sup>.
  - Please use your personal email so you can receive your certificate.
  - Healthcare facilities have firewalls up that block our certificates.

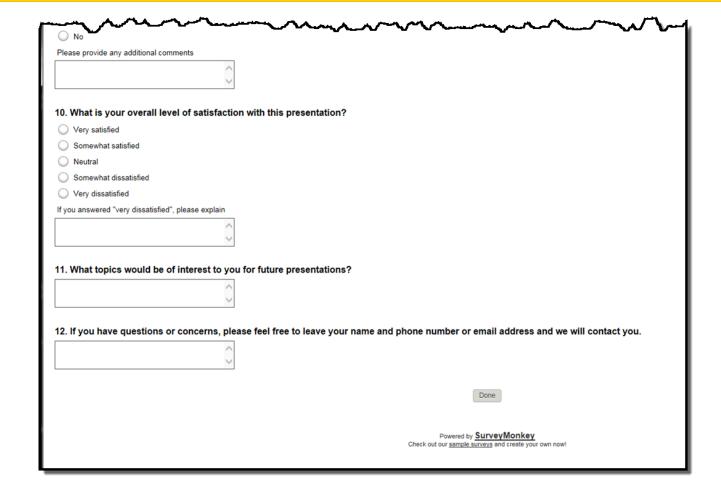
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## **CE Certificate Problems**

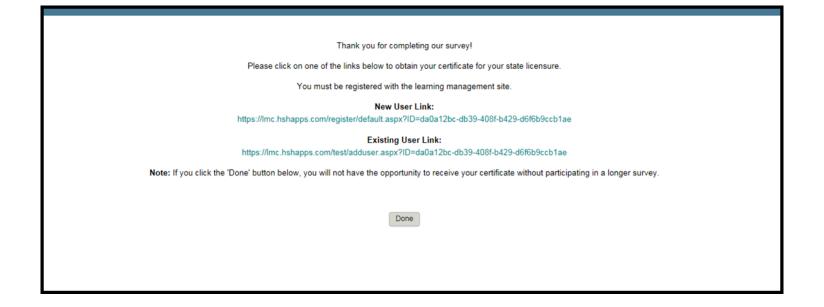
- If you do not immediately receive a response to the email that you signed up with in the Learning Management Center, you have a firewall up that is blocking the link that was sent.
- Please go back to the New User link and register your personal email account.
  - Personal emails do not have firewalls.

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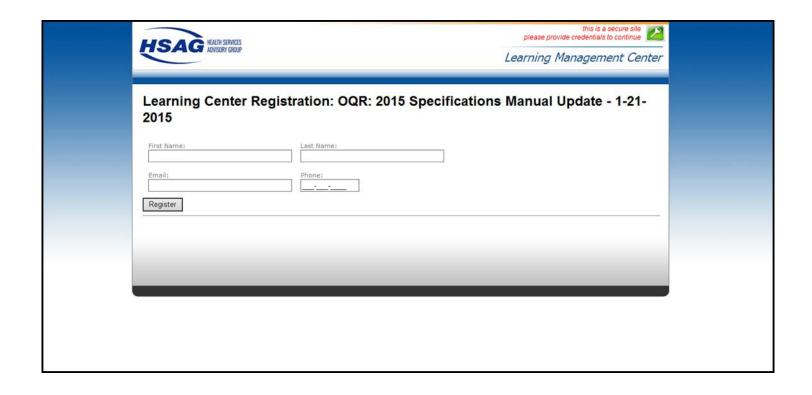
# **CE Credit Process: Survey**



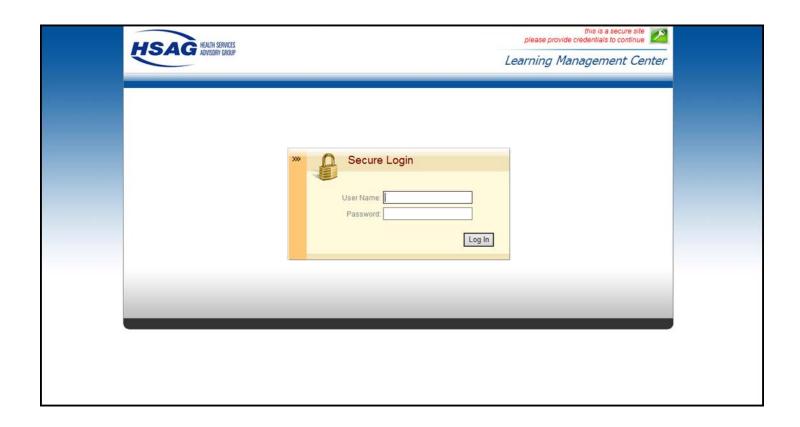
## **CE Credit Process: Certificate**



## **CE Credit Process: New User**



# **CE Credit Process: Existing User**



## **Disclaimer**

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#### **Thank You**