



# Outpatient Quality Reporting Program

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## Support Contractor

### Hospital OQR Program Treasure Hunt: Valuable Tools for Successful Reporting

#### Questions & Answers

**Moderator:**

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**Speaker(s):**

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**April 19, 2017**

**10:00 am**

**Question:** Is there a way to reliably be notified when new events are listed?

**Answer:** If you are signed up for the ListServe through QualityNet you will be notified. Webinar notifications are sent out one week before each presentation. ListServe members will receive updates and invitations to all of our programs. You can also choose to view all webinars, both upcoming and archived on our website at:  
[www.qualityreportingcenter.com](http://www.qualityreportingcenter.com).

**Question:** How do we find out who is currently listed as our hospital contact so we can determine if we need to update our Hospital Contact Change Form?

**Answer:** Please call us at 866-800-8756 and we can tell you who your facility has listed as contacts.

**Question:** The outpatient population and sampling count submission has been voluntary up to now. Is it still voluntary for encounter dates beginning January 2017 or will population be mandatory?

**Answer:** At this time, the population and sampling for the Outpatient Quality Program remains voluntary.

**Question:** How do I get my VIQR Contact Information?



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- Answer:** You can submit your request to [qrsupport@hcqis.org](mailto:qrsupport@hcqis.org) to request your contact information.
- Question:** Is the information on the QualityReportingCenter website synced/simultaneous with QualityNet?
- Answer:** No, these two websites are independent of each other.
- Question:** I chose to join this webinar to be better informed. I just want to be clear on these OP measures. They don't apply to PPS Exempt hospitals, correct?
- Answer:** The Outpatient Quality Reporting Program remains voluntary for the hospitals not paid under the Outpatient Perspective Payment Program (OPPS). This includes Critical Assess Hospitals (CAH), Indian Health Services (HIS), Territorial Hospitals and Maryland Hospitals.
- Question:** What is the date that the data will be "refreshed" on the Hospital Compare website?
- Answer:** Hospital Compare will refresh on April 26.
- Question:** If we do not submit OP-31 or OP-33 how do we get it to say completed on the DACA report?
- Answer:** You are not required to submit data on OP-31 and you can leave this submission area blank, you can also put zeros on OP-31 so it will not list as incomplete. On OP-33, if you do not perform this measure, you must enter a zero for that measure. If left blank, it will lead to an incomplete submission.
- Question:** What if you have a concern regarding your Outpatient Hospital Compare Preview Report? What steps do we take? Can we view to see who our NHSN contact person is?
- Answer:** Questions regarding your preview report can be submitted in the QualityNet (Question and Answer) Q&A tool. You can also call 866-800-8756 and we can assist you with your question regarding your preview report and your facilities NHSN contact person.
- Question:** Is Claims Based Data available? We are looking at improving processes for Imaging (CT) but available data is at least a year old. Does a Claims Detail Report have this information?



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- Answer:** No, the Claims Detail Report does not have this information. You can submit your request for this data through the QualityNet Q&A tool. Make sure you list what quarter you are requesting, and if your data is available it will be sent back to you.
- Question:** What if I don't remember my password.
- Answer:** If this is the password for the QualityNet please call 866-288-8912. If you cannot remember your password for NHSN you would email them directly at [NHSN@cdc.gov](mailto:NHSN@cdc.gov).
- Question:** How often does the LookUp tool get updated?
- Answer:** The Quality Reporting Center LookUp tool is updated when the data is obtained from NHSN and QualityNet. This update is done approximately every month, until about one month from a data deadline, and then it is updated weekly.