

Welcome!

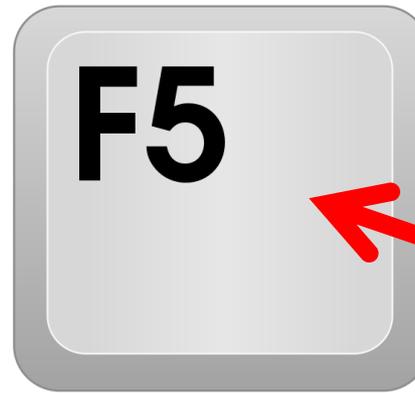
- Presentation slides can be downloaded from www.qualityreportingcenter.com under Upcoming Events on the right-hand side of the page.
- Audio for this event is available via ReadyTalk® Internet streaming. No telephone line is required.
- Computer speakers or headphones are necessary to listen to streaming audio.
- Limited dial-in lines are available. Please send a chat message if a dial-in line is needed.
- This event is being recorded.



Troubleshooting Audio

Audio from computer speakers breaking up?
Audio suddenly stops?

- Click **Refresh** icon
or
- Click F5



F5 Key
Top row of keyboard

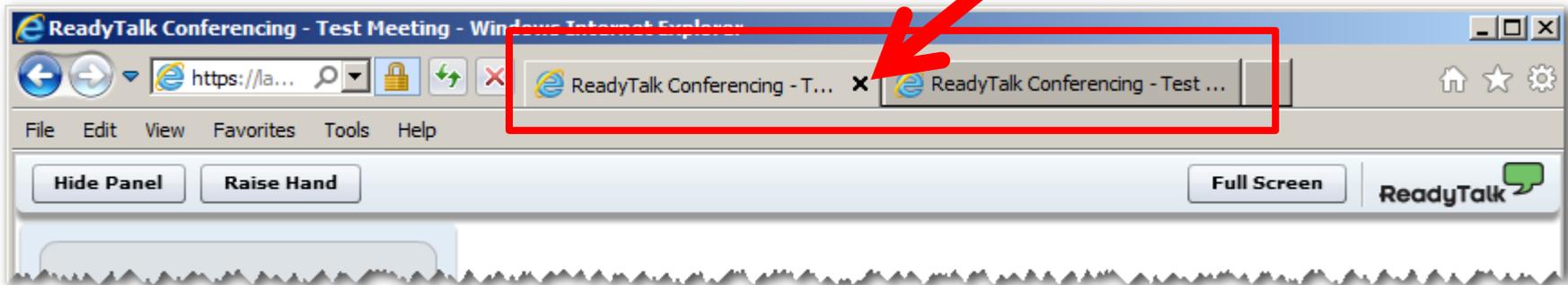


Location of buttons

Refresh

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 up.



Example of two browsers/tabs open in same event

Submitting Questions

Type questions in the “Chat with Presenter” section located on the bottom-left corner of your screen.



A screenshot of a web browser window showing a CMS event chat interface. The window title bar includes "Hide Chat", "Toggle View", "Full Screen", and "Ready100". The main content area features the CMS logo (CENTERS FOR MEDICARE & MEDICAID SERVICES) and the text "Welcome to Today's Event". Below this, a message reads "Thank you for joining us today! Our event will start shortly." On the left side, there is a vertical chat window with a "Chat with Presenter" header, a text input field containing "Type questions here.", and a "Send" button. A yellow arrow from the text on the left points to this input field.



The Treasure Hunt: Valuable Tools for Successful Reporting

Pam Harris, BSN, RN

Project Coordinator

Hospital Outpatient Quality Reporting (OQR) Program

Support Contractor

April 19, 2017

Save the Date

- Upcoming Hospital OQR Program educational webinars:
 - June 21, 2017: Question and Answer Session
 - July (TBA): Proposed Rule
- Notifications of additional educational webinars will be sent via ListServe

Learning Objectives

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

- ✓ Locate and use the tools on the *Quality Reporting Center* website.
- ✓ List at least two tools available on the *QualityNet* website.
- ✓ Identify and run *QualityNet* reports.



www.qualityreportingcenter.com

Treasure-Hunting Tools

Tools in This Chest

We will discover:

- Program information
- Tutorial videos
- Educational webinars
- Various resources



Information Categories

The screenshot shows the Quality Reporting Center website. The navigation menu on the left includes: HOME, EVENTS CALENDAR, INPATIENT >, OUTPATIENT > (highlighted), ASC >, EDUCATION >, and QIN-QIO >. The 'PROGRAM INFORMATION' section is circled in red and contains the following items: PROGRAM INFORMATION, HOQR 101, PROGRAM RULE HISTORY, UPCOMING EVENTS, ARCHIVED EVENTS, OQR TIMES, LOOKUP TOOL, TOOLS AND RESOURCES, DATA COLLECTION AND CART, DATA SUBMISSION, and DATA VALIDATION. The main content area features a large image of a healthcare worker in blue scrubs and a surgical mask, with the 'CENTER FOR QUALITY REPORTING' logo overlaid. Below the image, a welcome message states: 'Welcome to the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Programs. Here you will find resources to assist hospitals, inpatient psychiatric facilities, PPS-exempt cancer hospitals, and ambulatory surgical centers with quality data reporting. Through these sites, you can access:' followed by a bulleted list: 'Reference and training materials' and 'Educational presentations'. On the right side, there is a search bar, a 'Log In to Access QIO Section' link, and an 'Upcoming Events' section with two entries: 'February 22, 2017 ASC: The Ins and Outs of Measure Submission Via a Web-Based Tool - 1 C.E.' and 'February 22, 2017 Hospital Inpatient Quality Reporting (IQR) Program Requirements for Fiscal Year (FY) 2019 Payment Determination'.

Program Information

Program Information

[Home](#) » [Hospital OQR Program](#) » Program Information

How to Participate

To participate in the Hospital OQR Program initiative, please visit [qualitynet.org](#).

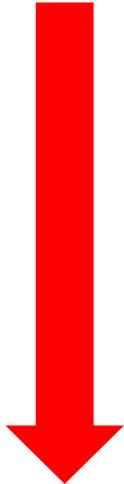
How to Withdraw

To withdraw from participation in the Hospital OQR Program initiative, please visit [qualitynet.org](#).

Measure Sets

The current measure sets and OP measure numbers are presented below, according to measure set (they are not in order according to measure number).

- Acute Myocardial Infarction / Chest Pain
 - OP-1: Median Time to Fibrinolysis
 - OP-2: Fibrinolytic Therapy Received Within 30 Minutes of ED arrival
 - OP-3: Median Time to Transfer to Another Facility for Acute Coronary Intervention
 - OP-4: Aspirin at Arrival
 - OP-5: Median Time to ECG
- ED – Throughput
 - OP-18: Median Time from ED Arrival to ED Departure for Discharged ED Patients
 - OP-20: Door to Diagnostic Evaluation by a Qualified Medical Professional
 - OP-22: Left Without Being Seen
- Pain Management
 - OP-21: Median Time to Pain Management for Long Bone Fracture
- Stroke
 - OP-23: Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Patients who Received Head CT or MRI Scan Interpretation Within 45 minutes of ED Arrival
- Imaging Efficiency
 - OP-8: MRI Lumbar Spine for Low Back Pain
 - OP-9: Mammography Follow-up Rates
 - OP-10: Abdomen CT-Use of Contrast Material
 - OP-11: Thorax CT-Use of Contrast Material
 - OP-13: Cardiac Imaging for Preoperative Risk Assessment for Non Cardiac Low Risk Surgery
 - OP-14: Simultaneous Use of Brain Computed Tomography (CT) and Sinus Computed Tomography (CT)



Finding the Timelines

Timelines

Below are important upcoming deadlines associated with the Hospital OQR Program reporting program. Click the following links to download the Hospital OQR Important Dates as a PDF for [CY 2018](#).

Hospital OQR Important Dates Payment Determination CY 2018		
Clinical Data Submission	Encounter Dates	Encounter Quarter
Nov. 1, 2016	April 1 – June 30, 2016	Q2 2016
Feb. 1, 2017	Jul 1– Sept. 30, 2016	Q3 2016
May 1, 2017	Oct. 1– Dec. 31, 2016	Q4 2016
Aug. 1, 2017	Jan. 1 – March 31, 2017	Q1 2017
Population and Sampling	Encounter Dates	Encounter Quarter
Nov. 1, 2016*	April 1 – June 30, 2016	Q2 2016
Feb. 1, 2017*	Jul 1– Sept. 30, 2016	Q3 2016
May 1, 2017*	Oct. 1– Dec. 31, 2016	Q4 2016
Aug. 1, 2017*	Jan. 1 – March 31, 2017	Q1 2017
Scheduled Clinical Data Abstraction Center (CDAC) Record Requests (approximate)	Encounter Dates	Encounter Quarter
Sept. 2016	Jan. 1 – March 31, 2016	Q1 2016
Dec. 2016	April 1 – June 30, 2016	Q2 2016
Mar. 2017	July 1 – Sep 30, 2016	Q3 2016
Jun. 2017	Oct. 1 – Dec 31, 2016	Q4 2016

Timelines for Calendar Year (CY) 2018

Clinical Data Submission	Encounter Dates	Encounter Quarter
Nov 1, 2016	Apr 1–Jun 30, 2016	Q2 2016
Feb 1, 2017	Jul 1–Sep 30, 2016	Q3 2016
May 1, 2017	Oct 1–Dec 31, 2016	Q4 2016
Aug 1, 2017	Jan 1–Mar 31 2017	Q1 2017
Population and Sampling	Encounter Dates	Encounter Quarter
Nov 1, 2016*	Apr 1–Jun 30, 2016	Q2 2016
Feb 1, 2017*	Jul 1–Sep 30, 2016	Q3 2016
May 1, 2017*	Oct 1–Dec 31, 2016	Q4 2016
Aug 1, 2017*	Jan 1–Mar 31 2017	Q1 2017
Scheduled CDAC Record Requests	Encounter Dates	Encounter Quarter
Sep 2016	Jan 1–Mar 31, 2016	Q1 2016
Dec 2016	Apr 1–Jun 30, 2016	Q2 2016
Mar 2017	Jul 1–Sep 30, 2016	Q3 2016
Jun 2017	Oct 1–Dec 31, 2016	Q4 2016
Web-Based Measures – QualityNet	Encounter Dates	Submission Dates
OP-12	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-17	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-22	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-25	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-26	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-29	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-30	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-31**	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
OP-33	Jan 1–Dec 31, 2016	Jan 1–May 15, 2017
Web-Based Measure – National Healthcare Safety Network (NHSN)	Encounter Dates	Submission Dates
OP-27	Oct 1, 2016–Mar 31, 2017	Oct 1, 2016–May 15, 2017

Hospital OQR 101

Hospital Outpatient Quality Reporting 101

[Home](#) » [Hospital OQR Program](#) » Hospital Outpatient Quality Reporting 101

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
Becoming a Security Administrator (English)	Learn how to fill out the Security Administration form
Logging In to QualityNet	Learn how to log in to the QualityNet.org website to access and report OQR data
Accessing and Understanding the Medicare Claims Details Report	Learn how to access the Medicare Claims Details Report, and understand the data presented

Resources

Guides for getting started with the HOQR Program.

Successful Reporting in the Hospital OQR Program: A Step-by-Step Guide for New Facilities	Essential information for those new to the Hospital OQR Program
Hospital OQR ListServe	Email sign-up to receive the most up-to-date information and education
Hospital OQR on QualityNet	Program information and access to data submission portal and reports
Q1 2017 Outpatient/Inpatient Timeline	Reporting deadlines and important dates for the OQR and IQR Program

Upcoming Events

OQR: CMS Abstraction & Reporting Tool (CART): Knowing the Basics — 1 C.E.

Date: March 15, 2017, 10:00 AM and 2:00 PM ET

Group: Hospital OQR

Times:

10:00 – 11:00 AM EST

2:00 – 3:00 PM EST

Join us for an overview of the steps required for entering abstractions into CART. This presentation will also demonstrate how to export your abstractions and submit your data into the QualityNet Secure File Transfer. Included are tips and tricks to help you along the way.

Target Audience:

Hospital personnel new or needing a review of the CART tool and submission of CART data.

Moderator:

Karen VanBourgondien RN, BSN

Education Coordinator, Outpatient Quality Reporting and Education Support Contractor

Speaker:

Pam Harris, RN, BSN

Program Lead, Outpatient Quality Reporting and Education Support Contractor

Documentation:

- Registration Flyer
- Registration Links ([10 AM](#) / [2 PM](#))
- Presentation Slides
- Recorded Event
- Presentation Transcript
- Q&A Transcript

Archived Events

Archived Events

[Home](#) » [Hospital OQR Program](#) » Archived Events

OQR: Hospital OQR Program CY 2018 Chart-Abstracted Validation Overview for Selected Hospitals

Date: February 15, 2017

Time:

10:00-11:00 AM EST

2:00 – 3:00 PM EST

The validation contractor will educate and share information regarding the Hospital OQR chart-abstracted validation process for CY 2018.

Target Audience:

Hospitals reporting for the Outpatient Quality Reporting Program interested in learning about the formal validation process.

Moderator:

Karen VanBourgonchien RN, BSN

Education Coordinator

Outpatient Quality Reporting and Education Support Contractor

Speaker:

Alex Feilmeier, MHA

Lead Health Informatics Solutions Coordinator

Value, Incentives, and Quality Reporting Center, Validation Support Contractor

Documentation

- [Registration Flyer](#)
- [Registration Links \(10 AM / 2 PM\)](#)
- [Presentation Slides](#)
- [Recorded Event](#)
- Presentation Transcript
- Q&A Transcript

Lookup Tools

Lookup Tools

[Home](#) » [Hospital OQR Program](#) » Lookup Tools

Web-Based Status Listing (PY 2018)

Please utilize the search function below for the Web-Based Measure Status Listing to determine whether your facility has completed data submission for the following measures for the Hospital Outpatient Quality Reporting (OQR) Program:

- OP-12: The Ability for Providers with HIT to Receive Laboratory Data Electronically Directly into their ONC-Certified EHR System as Discrete Searchable Data
- OP-17: Tracking Clinical Results between Visits
- OP-22: ED—Left Without Being Seen
- OP-25: Safe Surgery Checklist Use
- OP-26: Hospital Outpatient Volume on Selected Outpatient Surgical Procedures
- OP-27: Influenza Vaccination Coverage among Healthcare Personnel
- OP-29: Appropriate Follow-up Interval for Normal Colonoscopy in Average Risk Patients
- OP-30: Colonoscopy Interval for Patients with a History of Adenomatous Polyps-Avoidance of Inappropriate Use
- OP-31: Cataracts – Improvement in Patient's Visual Function within 90 Days Following Cataract Surgery

The Web-Based Measure Status Listing is based on the most current information submitted to the Centers for Medicare & Medicaid Services (CMS). Enter the CMS Certification Number (CCN) for your facility to receive the status of your facility's data submission for all of the web-based measures submitted via the QualityNet web-based tool as of the date indicated. However, to document that all data submission requirements for the measures are complete, please log in to the [QualityNet website](#) and print a screenshot of the data submitted for your records.

Data Archives

Visit the [Archive](#) pages via the links below to review a previous year's web-based data submission.

Use the Lookup Tool

Enter your facility's CMS Certification Number (CCN) into the field below. Your facility will not be visible in the database if no data have been submitted.

Note: Data last updated February 16, 2017

CCN:

OP-32 Lookup Tool

Please enter your facility's CCN into the form below.

If you receive the response "Yes" your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve

Checking Your Data

The Web-Based Measure Status Listing is based on the most current information submitted to the Centers for Medicare & Medicaid Services (CMS). Enter the CMS Certification Number (CCN) for your facility to receive the status of your facility's data submission for all of the web-based measures submitted via the QualityNet web-based tool as of the date indicated. However, to document that all data submission requirements for the measures are complete, please log in to the [QualityNet website](#) and print a screenshot of the data submitted for your records.

Data Archives

Visit the [Archive](#) pages via the links below to review a previous year's web-based data submission.

Use the Lookup Tool

Enter your facility's CMS Certification Number (CCN) into the field below. Your facility will not be visible in the database if no data have been submitted.

Note: Data last updated February 16, 2017

CCN:

Enter

OP-32 Lookup Tool

Please enter your facility's CCN into the form below.

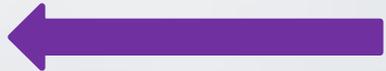
If you receive the response "Yes," your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve the CDR, your facility must have an active Security Administrator.

If you receive the response "No," your facility either does not have an CDR with data to retrieve or your CCN was not found. Please verify that your CCN was entered accurately.

Note: Data last updated February 16, 2017

CCN:

Enter



Verifying Your Submission

Use the Lookup Tool

Please enter your facility's CMS Certification Number (CCN) into the form below. Please be aware that your facility will not be visible in the database if no data have been submitted.

Note: Data last updated February 16, 2017

CCN:

Results for the CCN submission of [REDACTED]

Web-Based Measures Information:

Your CCN submission of [REDACTED] contains the following data:

- OP-12 Submitted: **Yes**
- OP-17 Submitted: **Yes**
- OP-22 Submitted: **Yes**
- OP-25 Submitted: **Yes**
- OP-26 Submitted: **Yes**
- OP-27 Submitted: **Yes**
- OP-29 Submitted: **Yes**
- OP-30 Submitted: **Yes**
- OP-31 Submitted: **No**

OP-32 Information:

Yes, your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve the CDR, your facility must have an active Security Administrator. Go to QualityNet.org to retrieve your CDR.

Another Handy Tool

The Web-Based Measure Status Listing is based on the most current information submitted to the Centers for Medicare & Medicaid Services (CMS). Enter the CMS Certification Number (CCN) for your facility to receive the status of your facility's data submission for all of the web-based measures submitted via the QualityNet web-based tool as of the date indicated. However, to document that all data submission requirements for the measures are complete, please log in to the [QualityNet website](#) and print a screenshot of the data submitted for your records.

Data Archives

Visit the [Archive](#) pages via the links below to review a previous year's web-based data submission.

Use the Lookup Tool

Enter your facility's CMS Certification Number (CCN) into the field below. Your facility will not be visible in the database if no data have been submitted.

Note: Data last updated February 16, 2017

CCN:

Enter

OP-32 Lookup Tool

Please enter your facility's CCN into the form below.

If you receive the response "Yes," your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve the CDR, your facility must have an active Security Administrator.

If you receive the response "No," your facility either does not have an CDR with data to retrieve or your CCN was not found. Please verify that your CCN was entered accurately.

Note: Data last updated February 16, 2017

CCN:

Enter



OP-32 Information

Use the Lookup Tool

Please enter your facility's CMS Certification Number (CCN) into the form below. Please be aware that your facility will not be visible in the database if no data have been submitted.

Note: Data last updated May 16, 2016

CCN:

Results for the CCN submission of ' [REDACTED] '

Web-Based Measures Information:

Your CCN submission of [REDACTED] contains the following data:

- OP-12 Submitted: **Yes**
- OP-17 Submitted: **Yes**
- OP-22 Submitted: **Yes**
- OP-25 Submitted: **Yes**
- OP-26 Submitted: **Yes**
- OP-27 Submitted: **Yes**
- OP-29 Submitted: **Yes**
- OP-30 Submitted: **Yes**
- OP-31 Submitted: **No**

OP-32 Information:

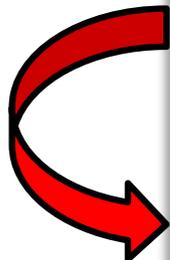
Yes, your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve the CDR, your facility must have an active Security Administrator. Go to QualityNet.org to retrieve your CDR.

Claims Detail Report for OP-32

- Facility 7-Day Risk-Standardized Hospital Visit Rate after Outpatient Colonoscopy measure
 - This measure will be publicly reported beginning on or after December 1, 2017 and used for payment determination beginning with payment year (PY) 2018.
 - Claims detail reports will be available at three stages prior to the final measure calculation and public reporting of measure results.
- <https://www.qualitynet.org/dcs/ContentServer?cid=1228775181947&pagename=QnetPublic%2FPage%2FQnetTier3&c=Page>

Tools and Resources

Program Resources	
Successful Reporting in the Hospital OQR Program: A Step-by-Step Guide for New Facilities	Essential information for those new to the Hospital OQR Program
Hospital OQR Reference Checklist	Summary of the current year's program requirements
Q3 2016 Hospital Quality Reporting Checklist	A step-by-step guide for data submission
Hospital Outpatient Quality Reporting Question and Answers Tool	Immediate feedback to your questions and a searchable database of past responses
Q1 2017 Outpatient/Inpatient Timeline	Reporting deadlines and important dates for the OQR and IQR Program
Hospital OQR ListServe	Email sign-up to receive the most up-to-date information and education
Hospital OQR on QualityNet	Program information and access to data submission portal and reports
CMS Extraordinary Circumstances Extension/Exemption Guidelines and Form	Please visit QualityNet.org
Hospital Contact Change Form	Update your facility's contact information
Hospital Quality Reporting 101	Resources for new quality reporting professionals



Measure Resources/Guideline Tools

Measure Resources	
NHSN: Preparing for Data Submission	Learn how to add new users and Facility Administrators
Hospital OQR Quality Measures and Timelines	Reporting periods and data submission deadlines for the CY 2018 Payment Determination
World Health Organization Surgical Safety Checklist	Sample form to use for OP-25
Measure Guidelines and Tools	
Hospital OQR Provider Contact Time: Guidelines	Guidance for abstracting for OP-20
Arrival Time Guidelines	Guidance for abstracting ED Arrival Time for OP-18
ED Departure Time: Guidelines	Guidance for abstracting ED Departure Time for OP-18
Hospital OQR Reason for Delay in Fibrinolytic Therapy Guidelines	Guidance for abstracting OP-1 and OP-2
Hospital OQR Measures Submitted Via a Web-Based Tool: Submission Guidelines	Support for data entry into the web-based tools for current year's Payment Determination
Hospital OQR Measures Submitted Via a Web-Based Tool: Sampling Guidelines	Detailed information on sample size determination for web-based measures

Endoscopy Tools

<u>Endoscopy Tools</u>	
Endoscopy Tool OP-29 and OP-30	Instructional data collection template for OP-29 and OP-30
OP-29: Appropriate Follow-Up Interval for Normal Colonoscopy in Average Risk Patients	
Endoscopy Tool OP-29 Flow Chart	Diagram of data collection for OP-29
Denominator Codes for OP-29	CPT® codes to use for OP-29
Fact Sheet for OP-29	Guidance for collecting data for OP-29
OP-30: Colonoscopy Interval for Patients with a History of Adenomatous Polyps- Avoidance of Inappropriate Use	
Endoscopy Tool for OP-30 Flowchart	Diagram of data collection for OP-30
Denominator Codes for OP-30	CPT® codes to use for OP-30
Fact Sheet for OP-30	Guidance for collecting data for OP-30



More Tools



<u>Cataract Tools</u>	
OP-31: Cataracts – Improvement in Patient’s Visual Function within 90 Days Following Cataract Surgery	
OP-31 Data Collection Guidelines	Guidance for collecting data for OP-31
OP-31 Data Collection Tool	Data collection log for OP-31
<u>External Beam Radiotherapy Tools</u>	
OP-33 Flowchart	Diagram of data collection for OP-33
OP-33: Fact Sheet	Guidance for collecting data for OP-33
Helpful Resources from CMS	
OPPS CY 2017 Final Rule, Federal Register, Vol. 81, No. 219 for the Hospital OQR Program	Current governing regulations for the Hospital OQR Program
Proposed Rule for CY 2017 published July 6, 2016	Changes proposed for finalization in November 2016



www.qualitynet.org

Unlocking the Chest

Tools in This Chest

Tools we will discover:

- ListServes/Notifications
- Specifications Manual
- Information on the Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS)
- *QualityNet* Reports

Program Selections

www.qualitynet.org

The screenshot displays the QualityNet website interface. At the top, there is a navigation bar with the QualityNet logo, a search box, and a 'Log In' button. Below this is a secondary navigation bar with tabs for 'Home', 'My QualityNet', and 'Help'. A main menu lists various facility types: 'Hospitals - Inpatient', 'Hospitals - Outpatient', 'Physician Offices', 'Ambulatory Surgical Centers', 'PPS-Exempt Cancer Hospitals', 'ESRD Facilities', 'Inpatient Psychiatric Facilities', and 'Quality Improvement'. A dropdown menu is open under 'Hospitals - Outpatient', listing options such as 'Hospital Outpatient Quality Reporting Program', 'Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS)', 'E-mail Notifications', 'Specifications Manual', 'Benchmarks of Care', 'Measures', 'Overall Hospital Ratings', 'Data Collection (& CART)', 'Data Submission', 'Data Validation', 'Webinars', 'Support Contact', and 'Training'. A red circle highlights the 'Specifications Manual' option, and a red arrow points to the 'Join ListServ' link in the left sidebar. The main content area features a 'News' section with several articles, including one about a technical update for performance standards regarding select Hospital VBP. On the right side, there are sections for 'Log in to QualityNet Secure Portal', 'Questions & Answers', 'Downloads', and 'Training'.

ListServe

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

Resources

- How do I subscribe?
- What Lists am I subscribed to?
- ListServe Etiquette

ListServe Registration

Provide the required user information below. Then, select the Notifications you wish to receive or the Discussion group you wish to join.

User Information

Your Name: (required)

E-mail: (required)

Verify E-mail: (required)

Password: (required)

Verify Password: (required)

*Passwords must 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.

- Ambulatory Surgical Centers
- CART (CMS Abstraction & Reporting Tool)
- HDC (Hospital Data Collection)/Public Reporting
- Hospital IQR (Inpatient Quality Reporting) and Improvement
- Hospital Inpatient Value-Based Purchasing (HVBP) and Improvement
- Hospital OQR (Outpatient Quality Reporting)
- Hospital Reporting EHR (Electronic Health Record)
- Inpatient Psychiatric Facility Quality Reporting Program
- PPS-Exempt Cancer Hospitals Quality Reporting Program
- QIO Clinical Warehouse

OAS CAHPS®

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS)

Outpatient and Ambulatory Surgery CAHPS®
Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS®)

The Centers for Medicare & Medicaid Services (CMS) has partnered with the Agency for Healthcare Research and Quality (AHRQ), another agency in the Department of Health and Human Services, to develop OAS CAHPS, the Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems Survey.

Background
The OAS CAHPS initiative was developed as a patient-experience-of-care survey for patients who had surgery or a procedure at a hospital outpatient department (HOPD) or an ambulatory surgery center (ASC). Prior to OAS CAHPS, there was no standardized survey instrument to assess patient experience with outpatient surgical care received at HOPDs and ASCs.

What it is
The survey measures patients' experiences on topics that are important when choosing an outpatient/ambulatory surgery facility for their surgery or procedure. The following types of patient experiences are included:

- communication and care provided by health care providers and facility staff
- preparation for the surgery or procedure
- preparations for discharge and recovery

Implementation
Participation in OAS CAHPS is voluntary.

CMS-approved survey vendors will administer the survey on behalf of HOPDs and ASCs via paper or telephone. Approved survey vendors will submit the data via the [OAS CAHPS](#) website, using the XML file specifications indicated on the website. CMS' contractor for OAS CAHPS oversight, RTI International, will analyze the data; the results will subsequently be publicly reported on a CMS website.

More information
For more information about the OAS CAHPS initiative, including the XML file layout and the data upload specifications, see the [OAS CAHPS Survey website](#).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.

OAS CAHPS® Website

www.oascahps.org

Outpatient and Ambulatory Surgery CAHPS Survey
The official website for news and information about the OAS CAHPS Survey

Home General Information Training For Vendors Survey Materials Data Submission For Facilities

You are here: Home

Welcome to the Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) website

OAS CAHPS Survey is designed to measure patients' experiences with care received from Medicare-certified hospital outpatient departments (HOPDs) and ambulatory surgery centers (ASCs). Information about the following topics is available under the General Information menu:

- [About OAS CAHPS](#). This section provides an overview and background information on the survey development.
- [National Implementation](#). This section provides an overview of the voluntary national implementation program which begins January 2016.
- [Mode Experiment](#). This section provides a summary of the Fall 2015 Mode Experiment for OAS CAHPS.
- [Registration and Application Process](#). This section outlines the steps required for participating hospitals and ASCs to register for OAS CAHPS and for survey vendors to apply for approved vendor status.

For more information, please contact oascahps@rti.org or call 1-866-590-7468.

For information about the availability of auxiliary aids and services, please visit: <http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

Para información sobre esta encuesta o para hablar con alguien en español, por favor, comuníquese con el Personal de Coordinación de Encuestas de OASCAHPS por correo electrónico a la dirección oascahps@rti.org o puede llamar al número gratuito 1-866-590-7468.

Quick Links

For Hospitals/ASCs

- [Getting Started](#)
- [Register to Participate](#)
- [Approved Survey Vendors](#)
- [2017 Final Rule](#)
- [How to Authorize Vendors](#)

For Vendors

- [Vendor Registration](#)

Recent Announcements

[Guidance on Providing Response Data for About You Questions \(Q36 and Q37\) to Client Facilities](#)
Posted on: Thursday, February 16, 2017

[Additional Guidance on Supplemental Questions Vendors and Their Client HOPDs and ASCs Use in the OAS CAHPS Survey](#)
Posted on: Thursday, February 16, 2017

[Options for Reporting "About You" Response Data to HOPDs and ASCs when there are Fewer than 11 Responses in One or More Categories](#)
Posted on: Monday, January 23, 2017

[Final Calendar Year \(CY\) 2016, Quarter 3 Data Submission Deadline Reminder](#)
Posted on: Wednesday, January 04, 2017

[Calendar Year \(CY\) 2016, Quarter 3 Data Submission Deadline Reminder](#)
Posted on: Thursday, December 22, 2016

Specifications Manual

The screenshot shows the QualityNet website interface. At the top, there is a navigation bar with the QualityNet logo, a search box, and a 'Log In' button. Below the navigation bar, there are several tabs: 'Home', 'My QualityNet', and 'Help'. Underneath these tabs, there are several dropdown menus for different facility types: 'Hospitals - Inpatient', 'Hospitals - Outpatient', 'Physician Offices', 'Ambulatory Surgical Centers', 'PPS-Exempt Cancer Hospitals', 'ESRD Facilities', 'Inpatient Psychiatric Facilities', and 'Quality Improvement'. The main content area is titled 'Hospital Outpatient Quality Reporting Specifications Manual'. It includes a paragraph explaining that the manual was developed by the Centers for Medicare & Medicaid Services (CMS) to provide a uniform set of quality measures. Below this text is a table with two columns: 'Data Collection Time Period' and 'Specifications Manual'. The table lists various time periods and their corresponding manual versions, with links provided for each version.

Specifications Manual	Hospital Outpatient Quality Reporting Specifications Manual
Timelines	
Version 10.0a	
Version 9.1	
Version 9.0a	
Version 8.1	
Version 8.0a	
Version 7.0b	
Version 6.0b	
Version 5.1a	
Version 5.0a	
Version 4.1	
Version 4.0a	
Version 3.1	
Version 3.0a	
Version 2.1b	
Version 2.0c	

Data Collection Time Period	Specifications Manual
01/01/17 - 12/31/17	Version 10.0a
07/01/16 - 12/31/16	Version 9.1
01/01/16 - 06/30/16	Version 9.0a
10/01/15 - 12/31/15	Version 8.1
01/01/15 - 09/30/15	Version 8.0a
01/01/14 - 12/31/14	Version 7.0b
01/01/13 - 12/31/13	Version 6.0b
07/01/12 - 12/31/12	Version 5.1a
01/01/12 - 06/30/12	Version 5.0a
07/01/11 - 12/31/11	Version 4.1
01/01/11 - 06/30/11	Version 4.0a
07/01/10 - 12/31/10	Version 3.1
01/01/10 - 06/30/10	Version 3.0a



Utilizing Your Equipment

Running Reports

Frequently Used Reports

The reports we will discuss today:

- Provider Participation Report
- Claims Detail Report
- Submission Detail Report
- Submission Summary Report

Let's Start the Search

File Edit View Favorites Tools Help

Alerts (0) | Notifications (26) | Secure File Transfer User Profile Log Out Pamela Harris IFMC - SDPS

CMS.gov QualityNet Search QualityNet.org

Home Quality Programs **My Reports** My Tools Help

Home>My Reports>Run Reports

Welcome

QualityNet Secure Portal Established by the Centers for Medicare and Medicaid Services (CMS), QualityNet provides healthcare quality improvement news, resources, data reporting tools and applications for use by healthcare providers and others. QualityNet is the only CMS-approved site for secure communications and healthcare quality data exchange between: Quality Improvement Organizations (QIOs), Hospitals, Physician offices, Nursing homes, End Stage Renal Disease (ESRD) networks, facilities, and data vendors.

To Request Access to a specific report and/or application select **Access Instructions**
If you need further assistance contact the **QualityNet Help Desk**

Quality Programs
To access your program use the menu above or links below:
Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR
Physician Quality Reporting System
End Stage Renal Disease Quality Incentive Program
Quality Improvement Organizations



QualityNet News

- Hospital Compare updated with FY 2017 measure results for three value-based purchasing programs
- Hospitals randomly selected for FY 2019 inpatient data validation
- CMS issues blanket exemption for providers adversely affected by Hurricane Matthew

More News.....

Announcements from QualityNet Team

- Maintenance downtime scheduled through Dec. 12
- Maintenance downtime scheduled for Dec. 8-12
- Maintenance downtime scheduled for Nov. 18-21

More Announcements.....

QualityNet Events
The QualityNet Event Center provides a schedule of

Select Run Reports



The screenshot shows the CMS QualityNet website interface. At the top, there is a navigation bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this, there are 'Alerts (0)' and 'Notifications (28)' icons. The user's name 'Pamela Harr' and 'IFMC - SDI' are visible in the top right corner. The main header features the 'CMS.gov QualityNet' logo and a search bar. A yellow navigation bar contains 'Home', 'Quality Programs', 'My Reports', 'My Tools', and 'Help'. The 'My Reports' menu is open, showing 'Run Reports' (circled in red), 'Search Reports', and 'Analytics Report'. The breadcrumb trail reads 'Home > My Reports > Run Reports'. A 'Welcome' message is displayed. The main content area includes a 'QualityNet Secure Portal' section with a paragraph of text. Below this is a box with instructions: 'To Request Access to a specific report and/or application select Access Instructions. If you need further assistance contact the QualityNet Help Desk'. To the right, there is an image of three healthcare professionals looking at a computer monitor. Further right, there are two sections: 'QualityNet News' with a list of updates and 'Announcements from QualityNet Team' with a list of maintenance downtime schedules.

File Edit View Favorites Tools Help

Alerts (0) | Notifications (28) | Secure File Transfer User Profile Log Out Pamela Harr IFMC - SDI

CMS.gov QualityNet Search QualityNet.org

Home Quality Programs My Reports My Tools Help

Home > My Reports > Run Reports

Welcome

Run Reports
Search Reports
Analytics Report

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QualityNet News

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More News.....

Announcements from QualityNet Team

- Maintenance downtime scheduled through Dec. 12
- Maintenance downtime scheduled for Dec. 8-12
- Maintenance downtime scheduled for Nov. 18-21

Run Reports, Again

The screenshot displays the CMS QualityNet web application interface. At the top, there is a navigation bar with menu items: File, Edit, View, Favorites, Tools, and Help. Below this, a status bar shows Alerts (0) and Notifications (28). The main header includes the CMS.gov logo and QualityNet text, along with a search box. A secondary navigation bar contains Home, Quality Programs, My Reports, My Tools, and Help. The breadcrumb trail reads Home > My Reports > Run Reports. Below the breadcrumb, there are four tabs: Start, Run Report(s), Search Report(s), and Favorites. The 'Run Report(s)' tab is active. The main content area is titled 'Start Reports' and contains a dark purple box with the text: 'This reporting portlet allows you to run and access reports on quality program data to which you are granted access.' To the right of this box is a dark blue vertical panel titled 'I'd Like To...' with a scroll bar. This panel lists 'Run Report(s)' and 'Search Report(s)', with 'Run Report(s)' circled in red. Below the scrollable list, the text 'View Favorite Reports' is partially visible.

Select Your Categories

File Edit View Favorites Tools Help

Alerts (0) | Notifications (28) | Secure File Transfer User Profile Log Out Pamela Harris IFMC - SDPS

CMS.gov QualityNet Search QualityNet.org

Home Quality Programs My Reports My Tools Help

Home>My Reports>Run Reports

Start Run Report(s) Search Report(s) Favorites

Select Program, Category and Report Report Parameters Confirmation

Select Program, Category and Report

The available reports are grouped by program and category combination. If you have access to a single program, your program is pre-selected, and if the category related to the selected program has a single value, then it too will be pre-selected. Choose a program, then category, and then click on VIEW REPORTS to view your report choices. Select the report you wish to run from the table below by clicking on its name.

Report Program
OQR

Report Category
Hospital Reporting - Annual Payment Update Report

VIEW REPORTS

Search Report

REPORT NAME	REPORT DESCRIPTION
No Reports are available.	

Select Your Report

File Edit View Favorites Tools Help

Alerts (0) | Notifications (28) | Secure File Transfer User Profile Log Out Pamela Harris IFMC - SDPS

CMS.gov QualityNet Search QualityNet.org

Home Quality Programs My Reports My Tools Help

Home > My Reports > Run Reports

Start Run Report(s) Search Report(s) Favorites

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Report Program **Report Category** [VIEW REPORTS](#)

> Search Report

REPORT NAME	REPORT DESCRIPTION
Hospital Reporting - Claims Detail Report	The Claims Detail Report identifies claims in final action status in the Data Warehouse.
Hospital Reporting - Confidence Interval Report	This report displays the confidence interval reliability result for the Annual Payment Update.
Hospital Reporting - Provider Participation Report	The Provider Participation report displays a summary of requirements data for participation in the Hospital Quality Reporting Program.

Enter Your Payment Year

File Edit View Favorites Tools Help

Alerts (0) | Notifications (26) | Secure File Transfer User Profile Log Out

CMS.gov QualityNet

Home Quality Programs My Reports My Tools Help

Home>My Reports>Run Reports

Start Run Report(s) Search Report(s) Favorites

Select Program, Category and Report Report Parameters Confirmation

Report Parameters

Select the parameters that define the report you will run, then click RUN REPORT.

* Indicates required fields.

Hospital Reporting - Provider Participation Report - OQR

* **Payment Year** Payment Year is required. Use the arrow keys to select one value from the dropdown list

* **Report Format:**

CANCEL RESET RUN REPORT

Begin Your Search

The screenshot displays the CMS QualityNet interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this, a status bar shows 'Alerts (0)' and 'Notifications (28)'. The main header includes the CMS .gov logo and 'QualityNet'. A navigation bar contains 'Home', 'Quality Programs', 'My Reports', 'My Tools', and 'Help'. The breadcrumb trail reads 'Home>My Reports>Run Reports'. The page has four tabs: 'Start', 'Run Report(s)', 'Search Report(s)', and 'Favorites'. A progress bar shows three steps: 'Select Program, Category and Report', 'Report Parameters', and 'Confirmation'. The main content area is titled 'Report Submitted' and contains the following text: 'Thank you. Your report request has been submitted for processing. Processing time may vary due to the number of current requested reports. To run the same report with different parameters, click RUN SAME REPORT. To run a new report, click RUN NEW REPORT. To search and view submitted reports, click SEARCH REPORTS. To make this report a Favorite, click SEARCH REPORTS. To manage your Favorites, click the Favorites tab.' At the bottom, there are four buttons: 'CANCEL', 'RUN SAME REPORT', 'RUN NEW REPORT', and 'SEARCH REPORTS'. The 'SEARCH REPORTS' button is circled in red.

Watch Your Status

The screenshot shows the CMS.gov QualityNet interface. At the top, there is a navigation bar with 'Home', 'Quality Programs', 'My Reports', 'My Tools', and 'Help'. Below this is a 'Search Reports' section with a search form. The form includes a search box, date range filters ('Requested Date - From' and 'Requested Date - To'), and a 'Show Reports' dropdown menu. A blue arrow points to the 'Search Saved Reports' checkbox, which is currently unchecked. A tooltip above the checkbox reads: 'Select to search saved reports. This selection will disable the Show Reports dropdown filter.' Below the search form is a table with the following data:

STATUS	DATE REQUESTED	REPORT NAME	LAST DOWNLOADED	SIZE (KB)	ACTION
	01/09/2017 10:26:11	Hospital Reporting - Provider Participation Report			

To View Your Report

File Edit View Favorites Tools Help

Alerts (0) | Notifications (28) | Secure File Transfer User Profile Log Out Pamela Harris IFMC - SDPS

CMS.gov QualityNet

Home Quality Programs My Reports My Tools Help

Home>My Reports>Run Reports

Start Run Report(s) Search Report(s) Favorites

Search Reports

Search for reports you have run. Search Saved Reports

Search Report Name Requested Date - From Requested Date - To Show Reports

07/13/2016 01/09/2017 ALL RESET SEARCH REFRESH REPORT STATUS

STATUS	DATE REQUESTED	REPORT NAME	LAST DOWNLOADED	SIZE (KB)	ACTION
✓	01/09/2017 10:26:11	Hospital Reporting - Provider Participation Report		0.1387	

Provider Participation Report

Encounter Time Period	Outpatient Population ¹	Sample ¹	Total Cases Accepted by Submission Deadline ²	Total Medicare Claims ³	Maximum Encounter Date From Claims ⁴
Q3 2016					
OQR-AMI			1		
OQR-CP			1		
OQR-ED			114	1839	09/30/2016
OQR-PAIN MGMT			99	14	09/29/2016
OQR-STK			6	1	07/25/2016
OQR-SURGERY					
OP-27 Influenza Vaccination Coverage among Healthcare Personnel			Data Submitted ⁹	Last NHSN File Update to CMS	
OP-27			N/A		

Claims Detail Report

Select the *Hospital Reporting–Annual Payment Update Report* category:

- Monitors claims submitted to Medicare during a specified quarter
- Includes only Medicare Fee-for-Service claims
- Does not include ED-Throughput claims due to the very high volume of claims submitted each quarter

More Treasures

Select the *Hospital Reporting–Feedback Reports* category:

- Submission Detail Report
 - Displays detailed information of selected uploaded data grouped by provider into the warehouse
 - Displays error codes
- Submission Summary Report
 - Displays the number of charts accepted or rejected from the warehouse for each measure set
 - Displays error codes



In Summary

Gems We Have Covered

Today we have discussed:

- Tools and resources on the Support Contractor website:
www.qualityreportingcenter.com
- Information accessible via the *QualityNet* website: www.qualitynet.org
- Reports available through the Secure Portal of *QualityNet* and how to run them

Questions



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 separate from registering for the webinar. If you have not registered at the Learning Management Center, you will **not** receive your certificate.
 - Please use your **personal** email so you can receive your certificate.
 - Healthcare facilities have firewalls that block our certificates.

CE Certificate Problems?

- If you do not immediately receive a response to the email you used to register in the Learning Management Center, a firewall is blocking the survey link.
- Please go back to the New User link and register your personal email account.
- If you continue to have problems, please contact Deb Price at dprice@hsag.com.

CE Credit Process: Survey

No

Please provide any additional comments

10. What is your overall level of satisfaction with this presentation?

Very satisfied

Somewhat satisfied

Neutral

Somewhat dissatisfied

Very dissatisfied

If you answered "very dissatisfied", please explain

11. What topics would be of interest to you for future presentations?

12. If you have questions or concerns, please feel free to leave your name and phone number or email address and we will contact you.

Done

Powered by [SurveyMonkey](#)
Check out our [sample surveys](#) and create your own now!

CE Credit Process

Thank you for completing our survey!

Please click on one of the links below to obtain your certificate for your state licensure.

You must be registered with the learning management site.

New User Link:

<https://lmc.hshapps.com/register/default.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

Existing User Link:

<https://lmc.hshapps.com/test/adduser.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

Note: If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

CE Credit Process: New User

The screenshot shows a web browser window displaying the registration page for a CE credit course. The page header includes the HSAG logo (Health Services Advisory Group) on the left and a security notice on the right: "this is a secure site please provide credentials to continue" with a lock icon. Below the header, the text "Learning Management Center" is displayed. The main heading for the registration is "Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015". The registration form contains four input fields: "First Name:", "Last Name:", "Email:", and "Phone:". The "Phone:" field has a small icon of a telephone handset. Below the input fields is a "Register" button. The page is framed by a blue border on the left and right sides.

HSAG HEALTH SERVICES ADVISORY GROUP

this is a secure site
please provide credentials to continue

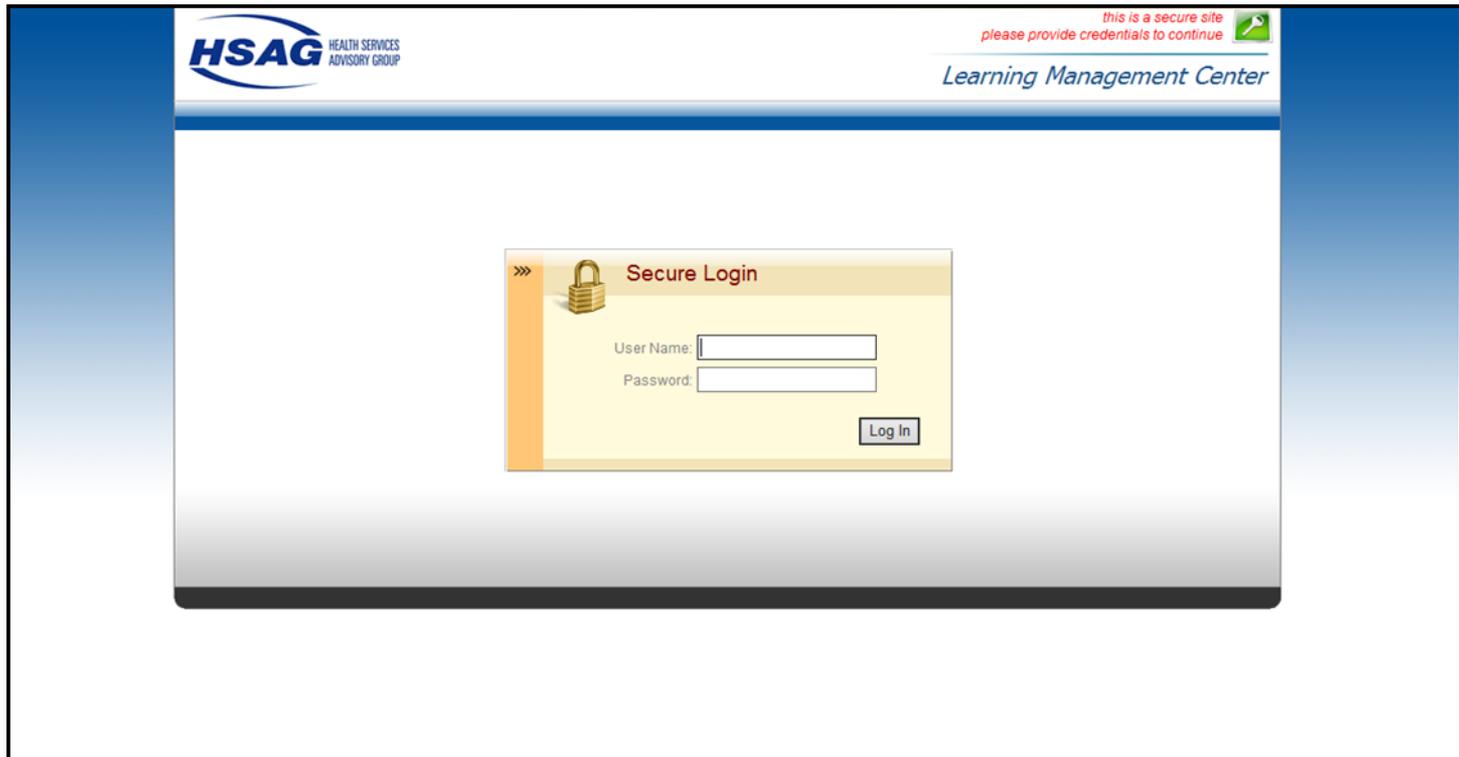
Learning Management Center

Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015

First Name: Last Name:

Email: Phone:

CE Credit Process: Existing User



The screenshot displays the login interface for the HSAG Learning Management Center. At the top left is the HSAG logo with the text "HEALTH SERVICES ADVISORY GROUP". At the top right, a red security warning reads "this is a secure site please provide credentials to continue" next to a small icon. Below this is the text "Learning Management Center". The central focus is a "Secure Login" box with a yellow background and a lock icon. It contains two input fields: "User Name:" and "Password:". A "Log In" button is positioned at the bottom right of the login box.

HSAG HEALTH SERVICES ADVISORY GROUP

this is a secure site
please provide credentials to continue

Learning Management Center

»» **Secure Login**

User Name:

Password:

Log In

Thank You for Participating!

Please contact the Support Contractor if you have any questions:

- Submit questions online through the QualityNet Question & Answer Tool at www.qualitynet.org

Or

- Call the Support Contractor at 866.800.8756.