Outpatient Quality Reporting Program

Getting Your Ducks in a Row:
Addressing Common Issues in Quality Reporting

Questions & Answers

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March 21, 2018
10:00 am ET

Question:	I'm at a Critical Access Hospital (CAH). Does reporting for this program apply to my hospital?
Answer:	For the Outpatient Quality Reporting Program, data submissions for Critical Access Hospitals are voluntary.
Question:	Is there any benefit to submitting the cases if you are under?
Answer:	A benefit to submitting data even when the case volume does not mandate submission is that the facility can compare the data submitted by their facility against other facilities, both state and national, for quality improvement initiatives.
Question:	How would CMS know if a facility is not reporting data due to low case threshold and just not reporting for the program?
Answer:	CMS can review the cases billed to Medicare against the cases submitted by the facility. If the facility is over the minimum submission requirement and not reporting those cases, that facility may fail the program requirements, which will result in a financial impact. If the cases billed are below the required minimum case count and the facility did not submit those cases, CMS would then look at the other data requirements to

identify if the facility meets the program requirements (i.e., measures submitted via a web-based data collection tool).

Question: What is your recommendation for the number of over-submission cases?

Answer: A minimum of a five percent margin of error is recommended for case submission.

Question: We use the same codes when reporting the Physician and Facility E/M level. Is the E/M level reported for the physician or the facility?

Answer: You will be reporting for the facility, not the physician.

Question: Where would I get all the quality measures that are to be reported? Our hospital has 10,000 visits or less per year.

Answer: There are several helpful documents on our website at www.qualityreportingcenter.com. Under the Quick Links Box, access the Tools and Resources link. There are several documents that address the required measures for this program. Feel free to call our help desk if you need further assistance.

Question: Do we have to download the CMS Abstraction Tool (CART) each year or quarter when the measures change?

Answer: You do not have to download CART each year, but you will have to upgrade to the next CART version.
http://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1205442032389

Question: How do we update our CART version?

Answer: Please visit the QualityNet home page. On the right side of the screen, third box down, you will see Downloads. Choose CART-Outpatient. From that page you can select Upgrade or choose Initial installation. Please follow the prompts from there.
http://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier3&cid=1205442032389

Question: What is the best way to save a copy of the OQR web-based measures that reflect the completion? I have trouble getting a complete copy of each measure.

Answer: There are a couple ways to achieve this. One way is to use the Print button within each measure. This will give you the data entered so you have a complete copy. Another way is to take a screenshot/print screen of the page that shows all measures as Complete. As a note, OP-33 is slightly to the right and, depending on your settings, you may have to scroll over to capture all of the measures in one view.

Question: Is this the last year we will be reporting the web- based measure OP-26 for surgical volumes?

Answer: Yes, both OP-25 and OP-26 measures were removed in the Calendar Year (CY) 2018 Final Rule.

Question: What website do I download the slides from?

Answer: You can print the slides for the webinar from our website: https://www.qualityreportingcenter.com/hospitaloqr/events/

Question: For 700 cases, we have to abstract 63 cases annually? I thought that it was quarterly.

Answer: For the web-based measure OP-29, the *annual* submission for the scenario presented is 63. You can refer to the Sample Size Requirement table in the Specifications Manual for information regarding the yearly as well as quarterly sample size. http://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FSpecsManualTemplate&cid=1228775748170

Question: With OP-4 and OP-1 being retired, will OP-AMI be retired?

Answer: Currently, the OP-2, -3, and -5 measures remain in the Acute Myocardial Infarction/Chest Pain measure set.

Question: How do you update, change, or add ListServes?

Answer: If you are looking to remove yourself from a ListServe, you can click Unsubscribe at the bottom of your ListServe notification. If you want to update an email address, you will have to unsubscribe the current email and re-subscribe the new email. If you need further assistance, please feel free to give us a call 866.800.8756.

Question: What is a CCN facility?

Answer: It is the CMS Certification Number.

Question: We are currently using a vendor for abstraction. Is there training for sampling and population for us if we are looking into using CART?

Answer: There is not a specific population and sampling training; however, there is a CART training webinar that would be great to review if you are looking at using this application versus a vendor. The direct link is: https://www.qualityreportingcenter.com/player/index.php?src=/wp-content/uploads/2017/03/OQR-3.15.17-2.mp4&cc=/wp-content/uploads/2017/05/OQC-CC-Webinar-March-2017-FINAL_config.xml

Question: If you do not have enough data to enter for a measure and you enter "0," would "yes" appear on the lookup tool on the page displayed on slide 44?

Answer: Yes. If you enter zeros for your data, it will display "yes" on the Lookup tool. However, please look at the Date Last Updated.

Question: Please explain why OP-26 is not included in the lookup tool (slide 43). That's the last time we are submitting OP 26.

Answer: We are working to update the website to include OP-26 in the lookup tool; this measure should appear by the end of the week. You are correct; this is the last year this measure will be reported.

Question: For optional OP-31, if we are not reporting, should we enter zero cases and sampling n/a?   Or is it preferable to just leave blank/incomplete status?

Answer: As OP-31 is voluntary, either option is acceptable.

Question: How will CART be addressed for the measures that have been removed for April 2018 and forward? Will there be a patch, or do we need to answer all elements to complete cases?

Answer: CART will be updated to reflect the measures removed. The facility can update their version of CART from the QualityNet homepage. A ListServe will go out when CART is updated after the final data submission deadline.

Question: What if a hospital does not obtain a 75% score?

Answer: Your facility would not meet the program requirements for the Hospital OQR Program and may be subject to up to a 2% reduction in your Medicare reimbursement.

Support Contractor

Question: How often can you expect to be validated?

Answer: Any hospital reporting for this program can be validated.

Question: Where can I find the validation report?

Answer: All of the reports Pam discussed for validation can be run on the QualityNet Secure Portal if you are the Security Administrator for your facility.

Question: Is there a way to check who is/are the current contact/s for my organization?

Answer: You can call the help desk at 866.800.8756, and we can look this up for you.

Question: Do I need to fill out the Contact Change Form and change contacts on QualityNet? If I change them on QualityNet, doesn't your contact information update from there?

Answer: Unfortunately, all the platforms are not integrated. To ensure appropriate communication, you should notify both systems.