



# Outpatient Quality Reporting Program

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## Support Contractor

### Website Walk-through: Tools and Resources for the Hospital Outpatient Quality Reporting (OQR) Program

#### Presentation Transcript

**Moderator:**

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**Speaker:**

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**April 18, 2018**

**Pam Harris:** Hello, and welcome to the Hospital Outpatient Quality Reporting Program webinar. Thanks for joining us today. My name is Pam Harris, a Project Coordinator for the Hospital OQR Program.

If you have not yet downloaded today's handouts, you can get them from our website at [qualityreportingcenter.com](http://qualityreportingcenter.com). Just click on the Events Calendar, then on today's event, and click on the presentation slides. They are also attached to the invitation you received for this webinar.

Our speaker today is Dianne Glymph. Dianne is a Project Coordinator for this program. Today she will walk you through both the [qualityreportingcenter.com](http://qualityreportingcenter.com) and the [qualitynet.org](http://qualitynet.org) websites. You are probably familiar with both of these sites but they have features added which will assist you in the reporting of this program.

Before I hand things over to Dianne, let me just mention a few things. May 1, 2018 is the submission deadline for the Clinical Data and Population and Sampling for Quarter 4, 2017, this will be for encounter dates of October 1 through December 31, 2017. May 15 is the submission due date for your web-based measures, please do not miss that. And, as always, please be sure to keep your NHSN and QualityNet access active. The easiest way you can do this by logging in to the NHSN and QualityNet Secure Portal at least every 60 days.

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

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answers received in the chat box, and the audio portion of today's program will be posted at [qualityreportingcenter.com](http://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 the screen. One of our Subject Matter Experts will respond. So now, let me turn the presentation over to Dianne. Dianne?

**Dianne  
Glymph:**

Thank you, Pam. Today we are going to walk you through two websites that are essential to successful reporting for this program. As Pam stated earlier, both of these websites have added features, and both have some resources tucked away that you might not be aware of. Although we are not going to have time to discover everything these websites have to offer, we will be focusing on the new features and functions available to you. Let's start with the [qualityreportingcenter.com](http://qualityreportingcenter.com) site.

After entering the web address, you see here at the top of the slide, the home page will display, which links to all the resources I will be reviewing today. The first thing you will notice, if you haven't been to the site lately, is that there is a new layout and some new features. Let's look at the navigation menu under the Outpatient tab. If you hover your cursor over the Outpatient link a drop-down menu will display. From there you can choose your options. You can see there is a lot of information here. Due to the large amount of resources, we won't have time to cover all of this today, but we will be covering quite a bit. Please make sure you explore the website on your own and check out all of the information available.

Remember, this drop-down menu, I will return to this as we move forward. Before we address the items in this drop-down menu, let me demonstrate a few new features. Let's take a look at the all new "Search this Site" box at the top right of the screen. This appears on every page. It allows you to look for content across the entire site based on the keywords you enter. There is also a page-specific search function, which we will take a look at a bit later. Okay, back to the Search this Site box. Since this search box is for the entire site, you will want to specify OQR. So, let's say you want to find the timelines and deadlines for this program and you don't know exactly where they might be located. You would simply enter this information in the search box. In this case, we are entering OQR, as that is the program, and the word Timelines, and we click "search." You will then see the results of the search criteria you entered, OQR Timelines. To take a look at one of these result, we will make a selection. For our purposes today, we will select the second choice here, Program Information. Here we are. If you simply scroll down the page that opened, you will see the Hospital OQR Timelines. We choose this option since many people ask us for this information and it is really helpful to have a quick reference guide at your fingertips. It looks like a good candidate for your cubicle wall! That is just a quick example of how to use the search box, so don't hesitate to try other keywords.

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By clicking the home icon, you will be taken back to the home page. Here, I want to show you another new feature that we added, the availability of Announcements right here from the home page. The Announcements box is circled on the right-hand side of the page for you. Announcements are messages that we can relay to the community regarding site changes, event updates, and even reminders of submission deadlines. 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 view point, the next new feature we'll cover on the home page is the addition of quick links for each Program. For the OQR community, we know that, aside from the Archived Events, the most commonly accessed pages are the Lookup Tools and the Tools and Resources pages. The Tools and Resources page gives you information and guidance about different aspects of the Outpatient Quality Reporting Programs and is loaded with various types of resources. The Lookup Tools provide information about whether your facility has submitted web-based measure data for the current reporting period. I will cover both of these links specifically in more detail shortly. For now, let's go to one of the more popular areas of the site; Upcoming Events.

While Upcoming Events is not a new feature, we want to ensure everyone knows where to find this helpful resource. On the home page, Upcoming Events will show future webinars at the bottom of the page, and allow quick access to registration flyers, and slide decks to download for those events. Our overall intent was to provide all of the content here on your screen without having to scroll, and for the vast majority of users to this site, that is now 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. So, from this same home page, if you click on the Events Calendar link at the top of the page here, beneath that red arrow, you will be taken to this 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.

The new Program filter allows you to filter the calendar view by the programs you are interested in. For example, if you want to see Hospital Outpatient and Inpatient webinars on the calendar, you can do that now. Just click Hospital OQR and IQR, as we have done here, and the calendar will display the events for just those two programs. 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, marked by that red arrow there.

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Most websites have a sidebar. On the Quality Reporting Center website, the sidebar exists in this format on every page except the Home Page. Our sidebar contains the upcoming events list, the CMS twitter feed, and more. The CMS Twitter feed is a new addition to Quality Reporting Center, and we hope it will help give you access to relevant information, not just for the Outpatient Quality Reporting Program, but other programs you may participate in with CMS.

Before we move on, notice the sidebar with the upcoming events available on every page on the right-hand side making all events just a quick click away. We're trying to make the items people use most often easily accessible. By the way, here's that Search This Page box we mentioned earlier right at the top of the page, right by the red arrow. The search function allows you to search only the currently displayed page for a specific topic. You can use this feature on any page to search just that page. Some of our pages are thick with helpful resources, so this function may come in handy when you remember that you found something you really needed on a certain page, but you can't remember the exact title. Another one of the most visited pages on the site is the Archived Events Page. Let's take a look at where all of our webinars are stored.

To access previous webinars, whether you're looking for something specific or you want to see what is available, access that drop-down menu at the top of the home page that I showed you earlier in the presentation, then choose Archived Events. The webinars are listed in chronological order; latest first. Let's move on to some additional new features that are available to assist you in reporting for this program.

Here is the Data Dashboard; you may have noticed it when we opened the drop-down menu earlier. This is a new section of Quality Reporting Center and it is meant to be your new one-stop-shop for all your data-related needs. From the drop-down box, again, you will see the Data Dashboard link. Notice that the Lookup Tool link is available in this section. This location for the Lookup tool is in addition to the Quick Links box I mentioned earlier. So, from the drop-down menu for Outpatient at the top of the page, you will scroll down and click on the Data Dashboard link, right here next to the red arrow.

This page will then display. The National Maps will show a state by state comparison by measure based on the publicly reported data on Hospital Compare. We hope to continue to add more data to this area over time. To give you an idea of the information stored here. Let's take a look at the National Maps option by clicking on the blue link by the red arrow.

Currently, this will be your view. For demonstration purposes today, let's look at the data for OP-29 by clicking on that link. That link will display this data map. This represents calendar year 2016 data that were displayed on Hospital Compare. One of the intentions of having the data maps here on this site is for your convenience, by allowing you to collect various types of information from one source. To view information on the other measures available to you on this site, just go back to the previous page and click on one of the other measure options

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available and follow the same process. Let's go back to our previous page within the data dashboard to check out the Lookup tools.

Okay, so we are back at the Data Dashboard page. 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, click on this blue link next to the red arrow and you'll see this page. The Lookup Tools allow you to verify that your facility has submitted data for this program, specifically the web-based measures for the current payment year. Let me point out a few things here. You can quickly tell when the last update was by looking at the Data Last Updated field above where you enter your CCN. As submission dates draw closer, we will update the data more frequently. 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 date when the data were last updated. If that date is before you submitted data, your data will not be recorded as submitted. So, if you will enter your facility's CCN in the box next to CCN and hit enter; you will get the results of your submission. This fictitious facility has not entered any of the web-based measures. In case you were wondering, data for this page come from two places, QualityNet and the National Health Safety Network, or NHSN. The asterisk beside OP-27, the measure for the healthcare personnel flu vaccination data you submit through the NHSN, notes that no data are currently available. The reason for this is that this data update must be received directly from NHSN and the date that these data are updated may differ from the date the data from QualityNet are updated.

If you want to view submissions for your hospital 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 for each payment year in the archives, just input your 6-digit CCN and the tool will display the data available. Now let's talk about some very helpful resources.

Under the Outpatient drop-down box, click on the Tools and Resources tab. You can also reach the Tools and Resources from the Quick Links box on the home-page. To make Quality Reporting Center's resources easier to access, we made the Tools and Resources page available with an accordion feature. This way, you can click on one of the headers and expand its content underneath. This helps you to identify more quickly the resources you are looking for. Let's see just what that looks like.

On this slide, I expanded your view of specific resources under a heading by clicking on Public Reporting, Program Resources, and Measure Resources. You can see there is a lot of information here, and if you continued to scroll down the page, you would have even more to view. However, in the interest of time, we are going to just point out several specific tools in the Public Reporting and Program Resources sections, but we encourage you to access the website for yourself. Let's start with the Public Reporting Section, seen here at the top. You have the Quick Reference Guide and the Help Guide. The Help Guide is a much more detailed instruction guide and goes over how to access and understand the data that are

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publicly displayed. But, let's take a look at the Quick Reference Guide. If you click on the first link, the Outpatient Hospital Compare Preview Quick Reference Guide, it will pull up this document. It's a very helpful tool that, at a glance, explains your Preview Report for the last preview period that closed in March. Now, this is exactly what it says; it is a quick reference and full of information. If you need more detailed instructions, you can always go back and click on the Hospital Compare Preview Report Help Guide link. Let's now return to our previous page.

Here we are, back at the previous page, where we had our options for other resources. Now we are going to look under the Program Resources section. I am not going to show you everything in this section, there is a lot there, 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 and provide crucial information regarding Hospital OQR. You can find this document at the top there, Successful Reporting in the Hospital OQR Program. Additionally, the link right underneath the Reference Checklist, is a summary of the program requirements and provides quick access to important information. Keep this on your desktop or print it out; it'll come in handy over and over again for you. You can access timelines and forms and links to the QualityNet Question and Answer tool, the ListServe, and other important sources. I want to show you two documents, in particular. That number 1 in the box there on the slide is Hospital OQR Important Dates for Calendar Year 2019 Payment Determination, and the number 2 box points out the Hospital Contact Change Form. Right now, we are going to click on the link for Hospital OQR Important Dates for Calendar Year 2019 Payment Determination.

And here we are. We use this document all the time. It is a very handy quick reference to what is due and when. If you continue to scroll down the page, you will see the Validation Submission and Validation Result quarters as well. Our aim is to provide easy access to information and jog your memory about encounter periods and submission deadlines. I showed you earlier in the presentation another way to get Timelines. I mention this specifically since it is a "hot topic."

Now, if we go back and click on the Hospital Contact Change Form, you will get this form. If there have been changes in staff, please communicate those changes to us. We will not know you have had changes within your facility unless you tell us. It is important that you fill out the top in its entirety. We are aware that some of you report for multiple programs, so you'll see fields for contacts for multiple programs listed there. In the first column, on the far left, you can add a new contact, update a contact or remove a contact. Once this form is completed, you can either email or fax it to the secure fax number. That information is right there at the top of the form. It's important we are aware who the correct person to contact is. If, for some reason, you have not submitted data that is due, we will call you to make sure that you are aware of the deadlines and offer our assistance. We don't know if there have been staff changes within your organization unless

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you communicate that to us. As you can see, there is a lot on this website. It is all there to assist you, please take the time to check this site out and take advantage of the information available to you. Now let's jump over to QualityNet.

I bet you are on QualityNet quite often. Most people reporting for this program are very familiar with QualityNet, so I am just going to focus on some recent changes and a couple of areas that you all ask about. This is the home page of QualityNet. When you hover your mouse over Hospitals-Outpatient you will see this drop-down box. You will notice, that there are a lot of options on this menu. For now, we are going to select the Public Reporting link at the top, since this is new to the site.

This page will then display and give you a quick summary about Public Reporting as it pertains to the Hospital OQR Program. You will notice that the Preview Report Quick Reference Guide and the Help Guide are both on this page. Those are the two documents that we looked at earlier on the [qualityreportingcenter.com](http://qualityreportingcenter.com) website. There is also a link to a public reporting training video. This video will walk you through how data are publicly displayed and how to find your data; great tool! Additionally, that video can be found on the [qualityreportingcenter.com](http://qualityreportingcenter.com) website. Now I would like to show you a new addition to the Specifications Manual.

So, now we're going back to the drop-down menu where you see the Specifications Manual boxed in red. Now select Specifications Manual and the various versions will display. To look at this new section, from this page here, we will select the 11.0a link, since the section was added to Version 11.0a. Although this section has been added to the 11.0a version, you can still utilize these tools for abstracting for the current submission period. So, if we clicked on the Version 11.0a link, we'll see the various sections of the manual. This new Section 6 has been added: Tools and Resources. To view the new tools, you would just click on Section 6: Tools and Resources, and the available choices would be there. These options are in the box, there, outlined in orange. We've added these tools to assist you in abstracting for this program. By all means, take a look at them when you have the opportunity. For our purposes today, just to give you a quick view, we are going to click on the link for Departure Time Guidelines

This tool provides information about that data element and some "do's and don'ts" of abstracting for it. This is only one of the tools available. As we just saw, there are tools for multiple measures and data elements. Please feel free to utilize these tools, but if you have questions, despite your efforts, just enter your question in the Question and Answer tool through QualityNet. A Subject Matter Expert will respond directly to you. In addition to abstraction questions, hospitals often want to know about benchmarks. So, in case you are not aware of the benchmarks available on QualityNet, let me show you where those are as well.

We're going back again to the drop-down menu, but this time we are going to click on Benchmarks of Care. You can see there are data for several years under the Quarters column, that first column on the left. For our purposes today, we are

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looking under the Outpatient column to the far right, and we are going to select the PDF for the second quarter of 2016 through the second quarter of 2017, at the top, here, next to that red arrow.

The link will open this document: Benchmarks and Trends. You can simply scroll down through the pages that contain the data. We will not be discussing the data in detail in this presentation as we just covered this material, to some extent, in February's webinar, but here's an outline of the data available in this resource.

If you were to scroll down, the next page displays the benchmarks for second quarter 2017 data for AMI and Stroke performance measures. The following page will display the trends for these same measures for the second quarter of 2016 through the second quarter of 2017. Continuing on, you will find the median time data for the AMI and ED Throughput measures for the second quarter of 2017. And then you will find the trends for those same measures but again those data trends are for the second quarter of 2016 through the second quarter of 2017. This is just another resource that you have available to you, easily accessible on QualityNet. We also field a number of questions regarding measure information. So, I want to show you where to find some of that information on QualityNet.

Let's go back to that same drop-down menu but this time we are selecting Measures. The page displayed will have links to the various measure sets you have access to for Hospital OQR. The first link, Hospital OQR Quality Measures, is a list of all of the measures for this program. The last link, Surgery Measure, is an overview of the surgery measure dry run. Let's touch on that second link for the Colonoscopy Measure.

This page contains basic information about OP-32, the Facility 7-Day Risk Standardized Hospital Visit Rate after Outpatient Colonoscopy measure, and if you want detailed information, click on the links you see here on the left. You can access information regarding Measure Methodology, Reports, Resources, and Archived Resources. These come in handy, not only to answer your questions about how the measure is calculated, but also as a reference for clinicians or hospital staff. If you have questions beyond what is available to you here or if you are seeking clarification of some kind, please enter your question into the Question and Answer tool through QualityNet. That way the measure writers can respond directly to you.

Going back to the previous page and clicking Imaging Efficiency Measures. You'll find information and links to reference material regarding the Imaging Measures. If you were to scroll down in the box on the left-hand side of the page, you will find a Measure Re-evaluation Report for each imaging measure. These reports are just full of information about the measure including publicly displayed data, environmental scans, literature review, measure specifications, methodology and more.

If you went back to the previous page and clicked the Chemotherapy Measure, you will find information on OP-33, the External Beam Radiotherapy for Bone Metastases measure, and looking to the left-hand side, you can see expanded

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information about the measure. And again, if you have measure-specific questions, please enter them into the Question and Answer tool. You know, I have mentioned that a few times now, so we probably better ensure that you know how to access it.

It's available right from the home page of QualityNet. You can see that here on the second box on the right-hand side of the page, by the red arrow. Simply click on Hospitals-Outpatient. You will have to sign up with an e-mail, so you can receive a response to your specific question. It is very simple, very easy. We presented a webinar on this Question and Answer platform previously. You can access that webinar in the Archived Events section for this program on [qualityreportingcenter.com](http://qualityreportingcenter.com); we mentioned that earlier in the presentation. Well, I think we've come to the end of the short tour of these two websites. We barely scratched the surface of what is available, so please explore these more for yourself to see all the information you have access to. We added features [QualityReportingCenter.com](http://QualityReportingCenter.com) to help us meet our goal to make your daily reporting to go more smoothly. So, please let us know what is helpful to you, just contact us. Let me hand things back over to Pam. Pam?

**Pam Harris:** Thank you, Dianne. You did a great job walking us through these two sites. As you said, there is so much more information available. Outside of these two websites, we have some additional, very helpful resources listed here on the slide, and, 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 any measure or a program question, you can also submit your question using the Q&A tool on QualityNet, the direct link is seen here on this slide. When you ask your question, a Subject Matter Expert will respond directly to you through your email. This is the tool Dianne just went over, if you are not familiar. On that note, Dianne, we have a few minutes, what do you say we take a few questions now?

**Dianne  
Glymph:**

That's a great idea. Pam. Ok, here is a good question, and we get asked this a lot, so it would be good to respond. 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?

**Pam Harris:** Okay, great question. Previous webinars are stored in the Archived Events tab for this program on the [qualityreportingcenter.com](http://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 during the event. These are available to you at no cost. Webinars are also stored on QualityNet. And you can simply click on the Webinar link from the drop-down box we showed you during the presentation.

**Dianne**

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**Glymph:** Thank you, Pam. Here's another question: on one of the slides, I saw a title that referenced videos. What is that for? Well, I'll take this one. On the [qualityreportingcenter.com](http://qualityreportingcenter.com) website, the easiest way to get to the videos we talked about is by clicking on the Hospital Outpatient Quality Reporting (HOQR) 101 tab from the Outpatient drop-down menu. Currently, we have three videos there: one is Becoming a Security Administrator, one is Logging into QualityNet, and the other is Accessing and Understanding the Medicare Claims Detail Report. These are short 4 to 7-minute videos. We continue to add to this video library, so be sure to check back there frequently. And we always welcome any suggestions you have on what you would like to see as a short tutorial video.

**Pam Harris:** Thank you, Dianne, for elaborating on that. Just to point out, the [qualityreportingcenter.com](http://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, then please let us know. You can communicate through the Announcements area Dianne covered. Just click on the Contact Us link or just give us a call. Okay Dianne, this next question is a good one as well. The question is: This was not talked about in the presentation but weren't OP-1 and OP-4 removed? So, we don't have to report anything for them, right?

And the answer is, yes, you are correct. Let me add some information to that as there were additional measures that were removed in the CY 2018 Final Rule. So, let's touch on this and make sure everyone is on the same page. For clinical measures OP-1, OP-4, OP-20, and OP-21, you can stop collecting data after March 31 this year. This is Q1 2018 data. Just be sure to submit this by the August 1, 2018 submission deadline. You are collecting that quarter because that quarter is connected to the **2019** payment determination. Now for your web-based measures OP-25 and OP-26, which have also been removed, you should be submitted data for those measures for the last time next month by May 15. After May 15, you will no longer need to submit data for OP-25 and OP-26 for this program.

Okay, Dianne, here's a question for you: When sampling for OP-29, how am I determining the total population for this measure?

**Dianne Glymph:** That question comes up a lot, I am glad they put that in there. All cases that meet the denominator criteria ICD-10, CPT and HCPCS codes will be in your population. Out of your total population, refer to Table 4 in the Specifications Manual 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. By the way, we just created a video explaining this aspect and it will be posted in the video library we just discussed a few moments ago.

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Pam, I think we have time for one more question. This person wants to know: Regarding the imagining efficiency measures, will we be receiving Claims Detail information? We would like to see our facility's information so that we can make quality adjustments if necessary.

**Pam Harris:** Oh, thank you, Dianne. We do get this question quite frequently in the chat box. And you can request your facility-specific data through the QualityNet Q&A tool. Be sure to send in your facility information, your CCN number, and your email information, and the dates you are requesting. They will communicate directly with you through email.

Before we go, I do want to mention something else. We did put this in the chat box earlier in the presentation, but I want to specifically mention this. Please make sure you join us for our June webinar. We will be presenting a measure-specific scenario-based tutorial webinar. It will address some of the most complex abstracting barriers and the most commonly asked questions hospitals run into 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 presentations, they are a wealth of information and you will get your questions answered directly during the presentation. Of course, we will send out a ListServe about this as the time draws near. And I believe that is all the time we have for question today. As a reminder though, we always post all the questions and answers from the chat box on our website.

**Dianne Glymph:**

Oh, Pam, one more reminder. We have two deadlines in May. The first is for Quarter 4 2017 that's October 1 through December 31, 2017 Clinical data that is due May 1. The second deadline is May 15 and that is for all of your web-based measure data reported to QualityNet or to the National Healthcare Safety Network (NHSN).

**Pam Harris:** And thank you, again, for joining us today. We know how busy all of you are and we do 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 all the transcripts for the presentation, and all the questions and answers in the chat box, will be posted on our website at [qualityreportingcenter.com](http://qualityreportingcenter.com), That's all the time we have today. Thank you everyone for joining us.