



# **The Hospital Outpatient Quality Reporting (OQR) Program: Back to the Basics**

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**Hospital OQR Program Support  
Contractor**

**February 20, 2019**

# Learning Objectives

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

- Define the program requirements for the Hospital OQR Program.
- Successfully register with QualityNet.
- List at least three resources available to enhance successful reporting.

ABC Hospital



This certificate certifies the ABC Hospital as a Qualified Medical facility in accordance with state and Federal guidelines.

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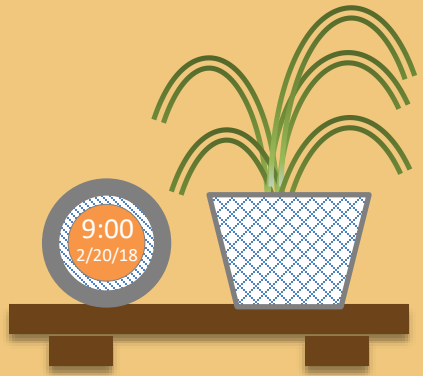
ABC Hospital



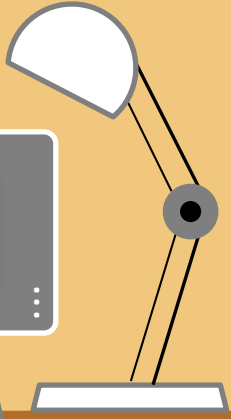
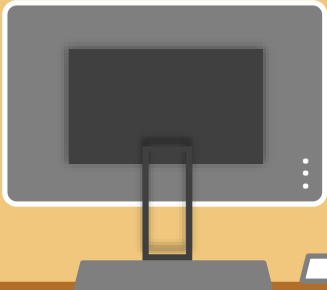
This certificate certifies the ABC Hospital as a Qualified Medical facility in accordance with state and Federal guidelines.

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# ABC Hospital



Quality Coordinator



# Hospital OQR Program

- Eligible hospitals must meet program requirements or receive a two percentage point reduction in their Annual Payment Update (APU) under the Outpatient Prospective Payment System (OPPS).

# Program Goals

The Centers for Medicare & Medicaid Services (CMS) seeks to promote higher quality and more efficient healthcare for Medicare beneficiaries.

- Implemented quality reporting programs for multiple care settings
- Established public reporting of quality data
  - Congress passed a law mandating the collection of quality measure data

# Program Requirements

Hospitals must

- Collect and report data for quality measures specific to this program
  - Submit data through QualityNet
    - Secure credentials required
  - Follow guidance in the Specifications Manual for all measures
- Meet validation requirements if selected
  - Must attain a confidence interval of 75 percent or higher

## Hospital OQR Program Measures

- 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-5 Median Time to ECG
- 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



# Types of Measures

- Measures Submitted Using a Web-Based Tool
  - Entered via the CMS website QualityNet.org
  - Reported annually
- Clinical Data or Patient-Level Chart-Abstracted Measures
  - Submitted in one of two ways
    - CMS Abstraction & Reporting Tool (CART)
    - Third party vendor
  - Reported quarterly
- Claims-Based Measures
  - Collected from paid Medicare claims
  - No manual abstraction or reporting by the facility



# Measures Submitted Using a Web-Based Tool (1 of 2)

- 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: Left Without Being Seen

# Measures Submitted Using a Web-Based Tool (2 of 2)

- 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 (voluntary)
- OP-33: External Beam Radiotherapy for Bone Metastases

# Timeline

## Calendar Year 2020 Payment Determination

Measures	Reporting Period	Submission Period
OP-12	January 1—December 31, 2018	January 1—May 15, 2019
OP-17	January 1—December 31, 2018	January 1—May 15, 2019
OP-22	January 1—December 31, 2018	January 1—May 15, 2019
OP-29	January 1—December 31, 2018	January 1—May 15, 2019
OP-30	January 1—December 31, 2018	January 1—May 15, 2019
OP-31*	January 1—December 31, 2018	January 1—May 15, 2019
OP-33	January 1—December 31, 2018	January 1—May 15, 2019

\* Voluntary

# Chart-Abstracted Measures (1 of 2)

- Cardiac Care Measures
  - 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-5: Median Time to ECG

# Chart-Abstracted Measures (2 of 2)

- ED-Throughput
  - OP-18: Median Time from ED Arrival to ED Departure for Discharged ED Patients
- 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

# Timeline

## Calendar Year 2020 Payment Determination

Clinical Data Submission	Reporting Period	Encounter Quarter
November 1, 2018	April 1–June 30, 2018	Q2 2018
February 1, 2019	July 1–September 30, 2018	Q3 2018
May 1, 2019	October 1–December 31, 2018	Q4 2018
August 1, 2019	January 1–March 31, 2019	Q1 2019

# Claims-Based Measures (1 of 2)

## Imaging Efficiency Measures

- OP-8: MRI Lumbar Spine for Low Back Pain
- OP-10: Abdomen CT–Use of Contrast Material
- OP-13: Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac, Low-Risk Surgery

# Claims-Based Measures (2 of 2)

## Outcome Measures

- OP-32: Facility 7-Day Risk-Standardized Hospital Visit Rate after Outpatient Colonoscopy
- OP-35: Admissions and Emergency Department (ED) Visits for Patients Receiving Outpatient Chemotherapy
- OP-36: Hospital Visits after Hospital Outpatient Surgery



# Validation

- Randomly selected 450 hospitals
  - Open status
- Targeted 50 hospitals
  - Failed validation **or**
  - Had an outlier value
- CMS will validate up to 12 cases per quarter
- Selected hospitals must submit medical documentation within 45 days
- Hospitals must obtain at least a 75 percent validation score

# Timeline

## Calendar Year 2020 Payment Determination

Validation Encounter Dates	Validation Encounter Quarters
January 1—March 31, 2018	Q1 2018
April 1—June 30, 2018	Q2 2018
July 1—September 30, 2018	Q3 2018
October 1—December 31, 2018	Q4 2018

# Must-Do List

1. Register with QualityNet
2. Identify and maintain a QualityNet Security Administrator
3. Collect chart-abstracted clinical data for each quarter and submit these data by the deadline
4. Collect data for measures to be submitted via a web-based tool and submit these data by the deadline

**What can I do if my hospital doesn't meet program requirements?**



# Reconsideration Process

- Process is available for hospitals that did not meet program requirements
- Reconsideration Requests must be submitted by the deadline
- Hospitals submitting Reconsideration Requests are eligible to file an appeal with the Provider Reimbursement Review Board (PRRB)

# The QualityNet Website



The screenshot shows the QualityNet website homepage. At the top left is the QualityNet logo. To its right is a navigation bar with a "Log In" button and a search box. Below the logo is a main navigation menu with tabs for "Home", "My QualityNet", and "Help". Underneath is a secondary menu with dropdowns for "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 divided into three columns:

- QualityNet Registration:** A list of links including "Hospitals - Inpatient", "Hospitals - Outpatient", "ASCS", "Cancer Hospitals", "ESRD Facilities", and "Inpatient Psychiatric Facilities".
- QualityNet News:** A section titled "QualityNet News" with a "More News »" link. It features a news item: "CMS Releases February 2019 Hospital Compare Preview Reports". The text describes updates to the Hospital Quality Reporting (HQR) system, including streamlined login and enhanced data filtering. A "Full Article »" link is provided.
- Log in to QualityNet Secure Portal:** A section with a "Login" button and a list of resources: "Download Symantec ID (required for login)", "Portal Resources", "Secure File Transfer Resources", and "Secure Portal Enrollment Training, WMV".

At the bottom left of the main content area, there is a "Getting Started with QualityNet" section with links for "Registration", "Sign-In Instructions", "Security Statement", and "Password Rules". At the bottom right, there is a "Headlines" section with a link for "CY 2019 OP/ASC Final Rule with Comment Period Published".

[www.qualitynet.org](http://www.qualitynet.org)

# Security Administrator (SA)

- Submits data via the Secure Portal
- Facilitates registration process for other users
- Creates, edits, and/or terminates QualityNet user accounts
- Monitors QualityNet usage to maintain proper security and confidentiality
- Serves as the point of contact for information regarding QualityNet
- Accesses secure reports via the Secure Portal

# Basic User

- Any user not designated as an SA or Security Designee is considered a Non-Administrative or Basic User
- Access is determined by the SA or Security Designee



# How to Register

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is the text "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button. Further right is a search bar with the word "Search" inside. Below the header is a navigation bar with tabs for "Home", "My QualityNet", and "Help". Under "My QualityNet", there are several dropdown menus: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement".

In the left sidebar, the "QualityNet Registration" link is circled in red, and a red arrow points to it. Below it are sections for "Getting Started with QualityNet" (listing Registration, Sign-In Instructions, Security Statement, Password Rules, and QualityNet System Security Policy, PDF) and "Join Listserves" (Sign up for Notifications and Discussions).

The main content area features a "QualityNet News" section with a "More News »" link. The news article is titled "CMS Releases February 2019 Hospital Compare Preview Reports" and discusses updates to the Hospital Quality Reporting (HQR) system. Below the article is a "Full Article »" link. A "Headlines" section lists several news items, including "CY 2019 OPPS/ASC Final Rule with Comment Period Published", "CMS Announcing New Preview User Interface for the Hospital Compare Preview Period, Refresh of Hospital Star Ratings, and Other Important Updates", "CY 2019 OPPS/ASC Final Rule with Comment Period Now on Display", "CMS grants exemptions for Quality Program participants in FEMA disaster areas in North Carolina, South Carolina, and Virginia affected by Hurricane Florence", "Providers selected for Hospital OQR Program CY 2020 validation", "CMS releases HSRs for FY 2019 Readmissions Reduction Program; Review and Corrections period begins", "CY 2019 OPPS/ASC Proposed Rule published, open for comment", and "Hospital VBP Program FY 2019 Percentage Payment Summary Report now available".

On the right side, there is a "Log in to QualityNet Secure Portal" section with a "Login" button and a list of links: "Download Symantec ID (required for login)", "Portal Resources", "Secure File Transfer Resources", and "Secure Portal Enrollment Training, WMV". Below this is a "Questions & Answers" section with links to "Ambulatory Surgical Centers", "End-Stage Renal Disease (ESRD) QIP", "Hospitals - Inpatient", "Hospitals - Outpatient", "Inpatient Psychiatric Facilities", and "PPS-Exempt Cancer Hospitals". A "Note" at the bottom right states: "Note: First-time registration required".

# Choose Your Option

## Registration

- QualityNet
- Hospital Outpatient Quality Reporting Program Participation

## Getting Started with QualityNet

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

## Hospital QualityNet Registration

### Hospitals - Outpatient

All users requesting access to the QualityNet Secure Portal (formerly, *My QualityNet*) must be individually approved and verified. This mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via the Secure Portal. The process begins with registration for a QualityNet account.

For QualityNet registration instructions, select your user classification below:

#### Security Administrator

The QualityNet Security Administrator facilitates the registration process for other users at the organization. Typically, an organization designates two Security Administrators. See the [Security Administrator Responsibilities](#) for a more complete list of duties. Providers submitting data (or using a vendor to submit data on their behalf) and accessing secured reports via the QualityNet Secure Portal are **required** to designate a Security Administrator.

#### • Basic User

All other registered QualityNet users in an organization are considered basic users.

### Data submission vendor

Joint Commission-certified Performance Measurement Systems or other third-party data submission vendors wishing to transmit data via the QualityNet Secure Portal must also register for a QualityNet account. Contact the QualityNet Help Desk to obtain a Vendor ID and initiate the registration process.

### Healthcare systems

If you represent a healthcare system (comprising multiple providers), contact the [QualityNet Help Desk](#) to initiate registration for a QualityNet account.

# New User Information

The screenshot shows the QualityNet Secure Portal interface. At the top left is the QualityNet logo. To its right is the text "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" link. Further right is a search bar with the word "Search" inside. Below this is a navigation bar with tabs for "Home", "My QualityNet", and "Help". Underneath are several menu items: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement".

## QualityNet Security Administrator Registration

It is highly recommended that each organization designate **two** people as **QualityNet Security Administrators**.

To register as a QualityNet Security Administrator:

1. Download the [QualityNet Security Administrator Registration Packet](#) (PDF-78 KB).
2. Follow the instructions for completing the Registration Form and Authorization Form. The Authorization Form must be completed by the highest level executive at your organization.
3. Email the completed, digitally signed forms to [QualityNet-Registration-Submission@hcqis.org](mailto:QualityNet-Registration-Submission@hcqis.org)

**OR**

4. Mail the original, completed forms (keeping a copy for your records) to:

**QualityNet Help Desk  
12000 Ridgemont Drive  
Urbandale, IA 50323-2317**

You will be notified by email when registration is complete and your QualityNet account has been activated. The email will also contain your **User ID**. A **temporary password** will be sent in a separate email. You will need both to complete enrollment for access to the QualityNet Secure Portal.

### Accessing the QualityNet Secure Portal

For access to the QualityNet Secure Portal, complete the [New User Enrollment Process](#). (As part of the process, you'll be asked to change your password and answer a set of security questions.)

# Enrollment

## QualityNet Secure Portal New User Enrollment

The QualityNet Secure Portal houses various applications for the Center for Medicare & Medicaid Services' (CMS's) quality reporting programs.

To access the portal, you must first complete registration as a **QualityNet user**. (Select the appropriate user community from the QualityNet Registration sidebar at the upper left of the QualityNet [Home page](#).) After receiving your User ID and Temporary Password, sign in to the QualityNet Secure Portal to change your password and answer the security questions. The **User ID** and **Password** will be required for logging in to the portal.

Next, complete the New User Enrollment Process and first-time login procedure outlined below. (See Section 5 of the [QualityNet User Guide](#) for more detailed instructions.)

### Enrollment, first-time login

To enroll for access to the QualityNet Secure Portal:

1. From the [Symantec ID Protection Center](#), download the Symantec **VIP Access Desktop application** to your computer, tablet, and/or smartphone. (Enter [m.vip.symantec.com](http://m.vip.symantec.com) in the browser on your mobile device). This may require the approval and assistance of your organization's information technology staff. You will need the static Credential ID and the dynamic Security Code generated by this application to complete your enrollment.
2. Log in to the [QualityNet Secure Portal](#)
3. Click **Start/Complete New User Enrollment** in the yellow **Help** box.
4. Follow the six-step process to verify your identity. You will use the PreciseID service from Experian, an external service selected by CMS, to confirm your identity by providing personal information via a safe, encrypted process that, in turn, produces verification questions. (See the [Experian PreciseID<sup>SM</sup>](#) website for more information on this verification process.)
5. After completing identity verification, enter the **Credential ID** and the **Security Code** (within 30 seconds) generated by the Symantec VIP Access application. This will link your QualityNet user ID to your Symantec VIP Access credential.

You may now log in to the [QualityNet Secure Portal](#).

### More information

For more detailed portal enrollment and login instructions, see the [QualityNet Secure Portal New User Enrollment Training](#) (WMV-20 min.) and Section 5 of the [QualityNet User Guide](#) (PDF-4 MB).

### QualityNet Secure Portal Resources

- [Secure Portal Resources](#)
- [New User Enrollment Process](#)

Where do I find guidance for the measures I am reporting?



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

[Log In](#)

**Home** **My QualityNet** **Help**

Hospitals - Inpatient	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facilities
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**QualityNet Registration**

- Hospitals - I
- Hospitals - O
- ASCs
- Cancer Hosp
- ESRD Facilit
- Inpatient Ps Facilities

Hospital Outpatient Quality Reporting Program

Public Reporting

E-mail Notifications

Registration

**Specifications Manual**

Benchmarks of Care

**ews** [More News >](#)

**February 2019 Hospital Compare Preview Reports**

imize the Hospital Quality Reporting (HQR) system, and in direct response to user community, the Centers for Medicare & Medicaid Services (CMS) made few reports to enhance the user experience and enable users to make better and e of reported data. The login process has been streamlined, star ratings have been ntirely new way of viewing and searching preview data has been developed. Data

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# Locating the Specifications Manual

The screenshot shows the QualityNet website interface. At the top, there is a search bar and a "Log in to QualityNet Secure Portal" link. Below this is a navigation bar with tabs for "Home", "My QualityNet", and "Help". A secondary navigation bar contains various facility types: "Hospitals - Inpatient", "Hospitals - Outpatient" (highlighted with a red box), "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 the following options:

- Hospital Outpatient Quality Reporting Program
- Public Reporting
- E-mail Notifications
- Registration
- Specifications Manual
- Benchmarks of Care
- Measures
- Overall Hospital Ratings
- Data Collection (& CART)
- Data Submission
- Data Validation
- Webinars
- Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS)
- Support Contact

A red arrow points to the "Specifications Manual" option in the dropdown menu.

On the right side of the page, there is a "Log in to QualityNet Secure Portal" section with a "Login" link and a list of resources: "Download Symantec ID (required for login)", "Portal Resources", "Secure File Transfer Resources", and "Secure Portal Enrollment Training, WMV". Below this is a "Questions & Answers" section with a list of topics: "Ambulatory Surgical Centers", "End-Stage Renal Disease (ESRD) QIP", "Hospitals - Inpatient", "Hospitals - Outpatient", "Inpatient Psychiatric Facilities", and "PPS-Exempt Cancer Hospitals". A "Note" at the bottom right states: "Note: First-time registration required".

# Choose a Version

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

Home My QualityNet Help

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

## Specifications Manual

### Hospital Outpatient Quality Reporting Specifications Manual

The *Hospital Outpatient Quality Reporting Specifications Manual* was developed by the Centers for Medicare & Medicaid Services (CMS) to provide a uniform set of quality measures to be implemented in hospital outpatient settings. The primary purpose of these measures is to promote high quality care for patients receiving services in hospital outpatient settings.

Data Collection Time Period	Specifications Manual
01/01/19 - 12/31/19	<a href="#">Version 12.0a</a>
01/01/18 - 12/31/18	<a href="#">Version 11.0b</a>
01/01/17 - 12/31/17	<a href="#">Version 10.0a</a>
07/01/16 - 12/31/16	<a href="#">Version 9.1</a>

# Choose a Category

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a login prompt: "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button and a search box. Below the header is a navigation bar with "Home", "My QualityNet", and "Help" tabs. A secondary navigation bar contains dropdown menus for "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 features a left sidebar titled "Specifications Manual" with a list of versions from 4.1 to 12.0a. The main content area is titled "Hospital Outpatient Quality Reporting Specifications Manual, v12.0a" and includes the following text:

For use in submitting data for encounters from **01/01/19 through 12/31/19**.

View and/or download individual sections of the Specifications Manual, (PDF documents, unless noted), listed below.

- ▶Release Notes
- ▶Introductory Materials
  - ▶Section 1 – Measure Information Forms
  - ▶Section 2 – Data Dictionary
  - ▶Section 3 – Missing and Invalid Data
  - ▶Section 4 – Population and Sampling Specifications
  - ▶Section 5 – Hospital Outpatient Quality Measure Data Transmission
  - ▶Section 6 – Tools and Resources
- ▶Appendices
- ▶Download Entire Manual



Where can I go if I have questions about the program?



#### Headlines

- [CY 2019 OPPS/ASC Final Rule with Comment Period Published](#)
- [CMS Announcing New Preview User Interface for the Hospital Compare Preview Period, Hospital Star Ratings, and Other Important Updates](#)
- [CY 2019 OPPS/ASC Final Rule with Comment Period Now on Display](#)
- [CMS grants exemptions for Quality Program participants in FEMA disaster areas in Mississippi, South Carolina, and Virginia affected by Hurricane Florence](#)
- [Providers selected for Hospital OQR Program CY 2020 validation](#)
- [CMS releases HSRs for FY 2019 Readmissions Reduction Program; Review and Correction begins](#)
- [CY 2019 OPPS/ASC Proposed Rule published, open for comment](#)
- [Hospital VBP Program FY 2019 Percentage Payment Summary Report now available](#)

#### Questions & Answers

- Ambulatory Surgical Centers
- End-Stage Renal Disease (ESRD) QIP
- Hospitals - Inpatient
- Hospitals - Outpatient
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

**Note:** First-time registration required

# Ask a Question Anytime

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a login link: "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button. Further right is a search bar. Below the header is a navigation menu with tabs for "Home", "My QualityNet", and "Help". Under "My QualityNet", there are several dropdown menus: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement".

On the left side, there are three boxes:

- QualityNet Registration**
  - Hospitals - Inpatient
  - Hospitals - Outpatient
  - ASCS
  - Cancer Hospitals
  - ESRD Facilities
  - Inpatient Psychiatric Facilities
- Getting Started with QualityNet**
  - Registration
  - Sign-In Instructions
  - Security Statement
  - Password Rules
  - QualityNet System Security Policy, PDF
- Join Listserves**

Sign up for Notifications and Discussions.

In the center, there is a "QualityNet News" section with a "More News >" link. The main article is titled "CMS Releases February 2019 Hospital Compare Preview Reports". The text describes updates to the Hospital Quality Reporting (HQR) system and the Hospital Compare website. Below the article are "Headlines" with several links to news items.

On the right side, there is a "Log in to QualityNet Secure Portal" section with a "Login" link and a list of resources:

- Download Symantec ID (**required** for login)
- Portal Resources
- Secure File Transfer Resources
- Secure Portal Enrollment Training, WMV

Below that is another "Questions & Answers" section with a list of topics:

- Ambulatory Surgical Centers
- End-Stage Renal Disease (ESRD) QIP
- Hospitals - Inpatient
- Hospitals - Outpatient
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

A "Note: First-time registration required" is displayed at the bottom of this section.

## Questions & Answers

- Ambulatory Surgical Centers
- End-Stage Renal Disease (ESRD) QIP
- Hospitals - Inpatient
- Hospitals - Outpatient
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

**Note:** First-time registration required

# Choose Your Program

The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. To the right of the logo are navigation buttons: Home, Find an Answer, Ask a Question, and My Stuff. In the top right corner, there are links for Log In and Sign Up. Below the navigation is a header section titled "Outpatient and ASC Questions and Answers".

Below the header, there is a search section with an "Advanced Search" label, a search input field, and a "Search" button. Below the search field is the text "Find the answer to your question".

Below the search section is a section titled "Hospital Outpatient Quality Reporting". It contains a yellow highlighted box with the text: "Hospital OQR: A new Q&A was posted about the resent Claims Detail Reports for OP-35 and OP-36. Click here to view it."

Below the highlighted box is a section titled "Select a Category | Click the +/- to see subcategories" with an "Expand All" link. It contains a list of categories and subcategories:

AMI	+ Arrival Time
Aspirin	+ CART
Chest Pain	Clinical Trials

On the right side of the page, there are two sidebar sections. The first is "Find an Answer" with a search input field and a search button. The second is "Contact Us" with two links: "Ask a Question" (with a question mark icon) and "Give Feedback" (with a clipboard icon). The "Ask a Question" link includes the text "Submit a question to our support team." and the "Give Feedback" link includes the text "How can we make this site more useful for you?"

# Listserve Notifications

The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. To its right is a navigation bar with 'Log in to QualityNet Secure Portal (formerly MyQualityNet)' and a 'Log In' button. Further right is a search box with the text 'Search'. Below this is a main navigation menu with tabs for 'Home', 'My QualityNet', and 'Help'. Under 'My QualityNet', 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 divided into several sections. On the left, there are two boxes: 'QualityNet Registration' with a list of facility types, and 'Getting Started with QualityNet' with a list of registration steps. Below these is a red-bordered box for 'Join Listserve' with the text 'Sign up for Notifications and Discussions.' The central section is titled 'QualityNet News' and features a news article titled 'CMS Releases February 2019 Hospital Compare Preview Reports' with a 'Full Article' link. Below the article are 'Headlines' with several links to news items. On the right side, there is a 'Log in to QualityNet Secure Portal' section with a 'Login' button and a list of resources, and a 'Questions & Answers' section with a list of topics.

**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

**QualityNet Registration**

- Hospitals - Inpatient
- Hospitals - Outpatient
- ASCs
- Cancer Hospitals
- ESRD Facilities
- Inpatient Psychiatric Facilities

**Getting Started with QualityNet**

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

**Join Listserve**  
Sign up for Notifications and Discussions.

**QualityNet News** [More News »](#)

**CMS Releases February 2019 Hospital Compare Preview Reports**

In an effort to modernize the Hospital Quality Reporting (HQR) system, and in direct response to feedback from the user community, the Centers for Medicare & Medicaid Services (CMS) made changes to the preview reports to enhance the user experience and enable users to make better and more meaningful use of reported data. The login process has been streamlined, star ratings have been prioritized, and an entirely new way of viewing and searching preview data has been developed. Data can be refined and filtered for specific needs and compared "at-a-glance" with footnote and supplemental information. The preview data will be reported on the CMS *Hospital Compare* website, where Medicare beneficiaries and the public can review quality of care indicators for participating hospitals and facilities.

[Full Article »](#)

**Headlines**

- [CY 2019 OPPTS/ASC Final Rule with Comment Period Published](#)
- [CMS Announcing New Preview User Interface for the Hospital Compare Preview Period, Refresh of Hospital Star Ratings, and Other Important Updates](#)
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- [CMS grants exemptions for Quality Program participants in FEMA disaster areas in North Carolina, South Carolina, and Virginia affected by Hurricane Florence](#)
- [Providers selected for Hospital OQR Program CY 2020 validation](#)

**Log in to QualityNet Secure Portal**

Login

- Download Symantec ID (**required for login**)
- Portal Resources
- Secure File Transfer Resources
- Secure Portal Enrollment Training, WMV

**Questions & Answers**

- Ambulatory Surgical Centers
- End-Stage Renal Disease (ESRD) QIP
- Hospitals - Inpatient
- Hospitals - Outpatient
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer

How can I find the support contractor website for program information?

A screenshot of the Quality Reporting Center website. The header features the logo on the left and navigation links: HOME, EVENTS CALENDAR, INPATIENT >, OUTPATIENT >, ASC >, and QIN-QIO. A search bar is visible on the right. The main content area is divided into sections: 'Inpatient Quick Links' with links for Overview and Tools and Resources; 'Outpatient Quick Links' with links for Tools and Resources and Lookup Tools; and a 'PROGRAM INFORMATION' dropdown menu with options for HOQR 101, PROGRAM RULE HISTORY, UPCOMING EVENTS, and ARCHIVED EVENTS. A footer contains the website URL: www.QualityReportingCenter.com.

QUALITY REPORTING CENTER

HOME EVENTS CALENDAR INPATIENT > OUTPATIENT > ASC > QIN-QIO

**PROGRAM INFORMATION**

HOQR 101

PROGRAM RULE HISTORY

UPCOMING EVENTS

ARCHIVED EVENTS

[Tools and Resources](#)

[Lookup Tools](#)

[Tools and Resources](#)

[Lookup Tools](#)

Welcome to the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Center website. [critical access hospitals](#), [inpatient psychiatric facilities](#), [DPS exempt cancer hospitals](#), [resources to assist ac](#) with quality data

[www.QualityReportingCenter.com](http://www.QualityReportingCenter.com)



# From the Homepage

The screenshot shows the homepage of the Quality Reporting Center. At the top left is the logo for the Quality Reporting Center. To the right of the logo is the text "QUALITY REPORTING CENTER". Further right is a search bar with the text "Search this site..." and a "Search" button. Below the search bar is a navigation menu with the following items: HOME, EVENTS CALENDAR, INPATIENT >, OUTPATIENT >, ASC >, and QIN-QIO >. The "OUTPATIENT >" menu item is currently selected, and a dropdown menu is open, listing the following options: PROGRAM INFORMATION, HOQR 101, PROGRAM RULE HISTORY, UPCOMING EVENTS, ARCHIVED EVENTS, OQR TIMES, DATA DASHBOARD (with a "Lookup Tool" link below it), TOOLS AND RESOURCES, DATA COLLECTION AND CART, DATA SUBMISSION, and DATA VALIDATION. Below the navigation menu, there are three main content areas. On the left is the "Inpatient Quick Links" section with links for "Overview" and "Tools and Resources". In the middle is the "Outpatient Quick Links" section with links for "Tools and Resources" and "Lookup Tools". On the right is the "ASC Quick Links" section with links for "Tools and Resources" and "Lookup Tools". Below these sections is a welcome message: "Welcome to the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Centers. Through these sites, you can access:". This is followed by a list of resources: Reference and training materials, Educational presentations, Timelines and calendars, Data collection tools, Contact information, Helpful links to resources, and Question and answer tools. Below the list is a paragraph: "The national Support Contractor for the Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Centers, is dedicated to improving quality care delivery and health...". This is followed by three links: "Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Center", "Outpatient Quality Reporting Outreach and Education Support Center", and "Ambulatory Surgical Center Quality Reporting". On the right side of the page, there is an "Announcements" section with three entries: "November 21, 2018 CY 2019 OPPI/ASC Final Rule with Comment Period Published", "November 5, 2018 CY 2019 OPPI/ASC Final Rule with Comment Period Now on Display", and "August 1, 2018 CY 2019 OPPI/ASC Proposed Rule published, open for comment". A link "See more announcements" is located at the bottom of the announcements section.

Change Text Size: A A

Search this site... Search

HOME EVENTS CALENDAR INPATIENT > OUTPATIENT > ASC > QIN-QIO >

### Inpatient Quick Links

- [Overview](#)
- [Tools and Resources](#)

### Outpatient Quick Links

- [Tools and Resources](#)
- [Lookup Tools](#)

### ASC Quick Links

- [Tools and Resources](#)
- [Lookup Tools](#)

Welcome to the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Centers. Through these sites, you can access:

- Reference and training materials
- Educational presentations
- Timelines and calendars
- Data collection tools
- Contact information
- Helpful links to resources
- Question and answer tools

The national Support Contractor for the Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Centers, is dedicated to improving quality care delivery and health...

- [Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Center](#)
- [Outpatient Quality Reporting Outreach and Education Support Center](#)
- [Ambulatory Surgical Center Quality Reporting](#)

### Announcements

November 21, 2018  
[CY 2019 OPPI/ASC Final Rule with Comment Period Published](#)

November 5, 2018  
[CY 2019 OPPI/ASC Final Rule with Comment Period Now on Display](#)

August 1, 2018  
[CY 2019 OPPI/ASC Proposed Rule published, open for comment](#)

[See more announcements](#)

PROGRAM INFORMATION  
HOQR 101  
PROGRAM RULE HISTORY  
UPCOMING EVENTS  
ARCHIVED EVENTS  
OQR TIMES  
DATA DASHBOARD  
[Lookup Tool](#)  
TOOLS AND RESOURCES  
DATA COLLECTION AND CART  
DATA SUBMISSION  
DATA VALIDATION



# Hospital Compare

# Hospital Compare Website

[www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)

Español | A A A | Print About Us | Glossary | CMS.gov | Medicare.gov | MyMedicare.gov Login

## Medicare.gov | Hospital Compare

The Official U.S. Government Site for Medicare

[Hospital Compare Home](#) [About Hospital Compare](#) [About the data](#) [Resources](#) [Help](#)

Home [+ Share](#)

The January refresh of *Hospital Compare* will move to February. Please check back for updates.

### Find a hospital

A field with an asterisk (\*) is required.

\* **Location**  
Example: 45802 or Lima, OH or Ohio

**Hospital name (optional)**  
Full or Partial Hospital Name

[Search](#)



### Spotlight

- ◆ Compare hospitals based on their overall star rating, which summarizes a variety of quality measures shown on Hospital Compare. [Learn more.](#)
- ◆ Get data on:

### Tools and Tips

- ◆ Get information on [choosing a hospital](#), [filing a complaint](#), or [Medicare coverage for hospital services.](#)
- ◆ Get tips for [printing hospital](#)

### Additional Information

- ◆ Hospital Compare data last updated: October 31, 2018. [Explore and download Hospital Compare data](#) and [view a list of data updates.](#)
- ◆ [Get data from Medicare programs that](#)



# Data

Español | [A](#) [A](#) | [Print](#) [About Us](#) | [Glossary](#) | [CMS.gov](#) | [Medicare.gov](#) | [MyMedicare.gov Login](#)

## Medicare.gov | Hospital Compare

The Official U.S. Government Site for Medicare

[Hospital Compare Home](#) | [About Hospital Compare](#) | [About the data](#) | [Resources](#) | [Help](#)

[Home](#) → [Hospital Results](#) → [Hospital Profile](#) [+ Share](#)

[Select to print all information](#)


### Hospital profile

[Back to Results](#)

<a href="#">General information</a>	<a href="#">Survey of patients' experiences</a>	<a href="#">Timely &amp; effective care</a>	<a href="#">Complications &amp; deaths</a>	<a href="#">Unplanned hospital visits</a>	<a href="#">Use of medical imaging</a>	<a href="#">Payment &amp; value of care</a>
-------------------------------------	---	---	--	---	--	---

#### ABC Hospital

1234 Main Street  
Anytown, USA



**Overall rating** [f](#): ★★☆☆☆  
[Learn more about the overall ratings](#)  
[View rating details](#)

**Distance** [f](#): 6.0 miles  
[Add to My Favorites](#)  
[Map and directions](#)

#### General information

- Hospital type [f](#): Acute Care Hospitals
- Provides emergency services [f](#): Yes
- Able to receive lab results electronically [f](#): Yes
- Able to track patients' lab results, tests, and referrals electronically between visits [f](#): Yes
- Uses outpatient [safe surgery checklist](#) [f](#): Yes
- Uses inpatient [safe surgery checklist](#) [f](#): Yes
- Uses hospital survey on patient safety culture [f](#): Yes

**What are the  
Proposed Rule  
and Final Rule for  
the Hospital OQR  
Program?**



# CMS Rule Making

## Proposed Rule

- Contains changes proposed for the Hospital OQR Program
- Released in July
- Public comment period opens

## Final Rule

- Released in November
- Finalizes changes to the program

# Federal Register

## To access the Final Rule

- [www.federalregister.gov](http://www.federalregister.gov)
  - The Hospital OQR Program section begins on page 59080 of the Federal Register
- <https://www.gpo.gov/fdsys/pkg/FR-2018-11-21/pdf/2018-24243.pdf>

# Removed Measure Reporting Dates

Measure	Last Time You Report
OP-5: Median Time to ECG	August 1, 2019 for Q1 2019 data
OP-9: Mammography Follow-up Rates	Claims through June 30, 2018
OP-11: Thorax CT – Use of Contrast Material	Claims through June 30, 2018
OP-14: Simultaneous Use of Brain CT and Sinus CT	Claims through June 30, 2018

# Removed Measure Reporting Dates (cont.)

Measure	Last Time You Report
OP-12: The Ability for Providers with HIT to Receive Laboratory Data Electronically Directly into Their ONC-Certified EHR System as Discrete Searchable Data	May 15, 2019
OP-17: Tracking Clinical Results between Visits	May 15, 2019
OP-27: Influenza Vaccination Coverage among Healthcare Personnel	May 15, 2018
OP-30: Colonoscopy Interval for Patients with a History of Adenomatous Polyps—Avoidance of Inappropriate Use	May 15, 2019



**SUMMARY**

# Checklist

- Identify and maintain a QualityNet SA
- Collect chart-abstracted clinical data for each quarter and submit these data by the deadline (CART or third party vendor)
- Collect data for measures to be submitted via a web-based tool (QualityNet) and submit these data by the deadline



# Upcoming Deadlines

Measures to be reported with the next submission deadlines

- Clinical Data, reported quarterly
  - May 1, 2019: Q4 2018 (October 1—December 31, 2018)
- Data includes: ED Throughput, Stroke, CP, and AMI

# More Deadlines

- Web-Based measures, reported annually via the QualityNet Secure Portal
  - Due May 15, 2019 using the reporting period of January 1—December 31, 2018
- Data includes the measures: OP-12, OP-17, OP-22, OP-29, OP-30, OP-31 (voluntary), and OP-33

# Resources

- QualityNet website: [www.qualitynet.org](http://www.qualitynet.org)
  - Email Notifications
- Support Contractor website: [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)
- Have a question? Use the Questions & Answers tool: <https://cms-ocsq.custhelp.com/>
- Support Contractor Helpline: 866.800.8756

# 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](mailto: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 course title "Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015" is displayed. 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. A "Register" button is located below the "Email:" field. The page is framed by a blue border.

**HSAG** HEALTH SERVICES ADVISORY GROUP

this is a secure site  
please provide credentials to continue

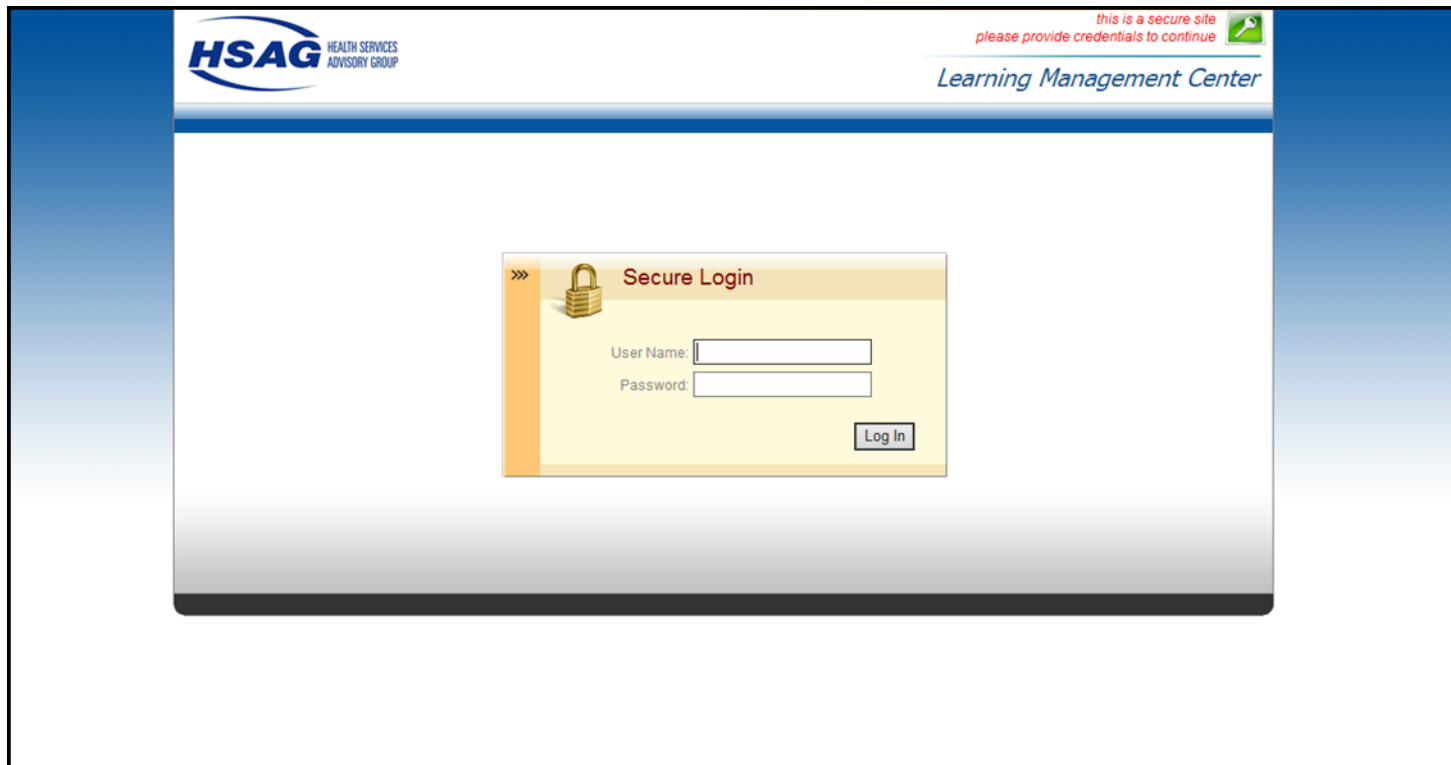
Learning Management Center

**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 green icon. Below this is the text "Learning Management Center". The central focus is a "Secure Login" box with a yellow background and a gold padlock icon. It contains two input fields: "User Name:" and "Password:", followed by a "Log In" button.

# 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](http://www.qualitynet.org)

*Or*

- Call the Support Contractor at 866.800.8756.

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