Tools for Success: Resources for the Hospital OQR Program

Presentation

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**September 16, 2015
10 AM**

Tamara Heron: Hello, and welcome to the Hospital OQR Program webinar. Thank you for joining us today. My name is Tamara Heron; I am 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 www.qualityreportingcenter.com.   Go to the **Events** banner on the right side of the page, click on today's event, and there will be a link that will allow you to access and print the handouts for today's webinar. As you can see, we are live streaming in lieu of using only phone lines. However, phone lines are available if needed. Parts of this presentation are pre-recorded.

Before we begin today's program, I would like to highlight some important dates and announcements. November 1 is the first deadline for Quarter One Population and Sampling and Clinical Data Submission. This would include encounter dates of April 1 through June 30, 2015. The submission period for the web-based measures via QualityNet began on July 1 and extends through November 1, 2015, so you have both of these submissions due by November 1.

We cannot stress enough how important it is not to wait until the last minute for your data submission. The QualityNet website gets very busy, as it slows down considerably during submission time. We do not want to see anyone

not being able to have a timely submission due to technical difficulties. Again, do not wait until the last minute. CMS provides a lengthy submission period. Please take advantage of that.

On October 15 there will be a presentation on benchmarking and quality improvement. On November 18 there will be a webinar introducing the calendar year 2016 Final Rule. This will be presented by Elizabeth Bainger, the CMS program lead for the OQR Program. There was a presentation on the Proposed Rule that was presented on July 15. Additional webinars and educational opportunities will be forthcoming.

Notification will be sent via ListServe by the Support Contractor. ListServe notification is our primary mode of communication with regard to this program. We will discuss this topic during the presentation. The learning objectives for this program are listed here on this slide. This program is being recorded. A transcript of today's presentation, including the questions and answers received in the chat box, and the audio portion of today's program will be posted at www.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. By having a live chat box, we hope to accommodate your questions timely and have real-time feedback. Some of the questions that are entered during the presentation will be shared at the end of the presentation.

Now let me introduce our speaker. I am pleased to introduce today's speaker, Karen VanBourgondien. Karen has diverse clinical nursing experience as well as experience in quality and education. She joined (HSAG) in 2012 as the education coordinator. Now I will return the presentation over to Karen.

Karen
VanBourgondien: Thank you, Tamara. Hello everyone, and thank you for joining us today. The presentation today is a brief tutorial on some of the resources and tools available to you that may help you with the OQR Program. Some other things we will be discussing you may very well know about, others you may not.

Either way, we just want to inform you a little bit about what's available to better assist you in being successful with the reporting of the program.

Although there are a lot of resources for this program on both the QualityNet and qualityreportingcenter websites, in the interest of simplicity we really have to narrow things down, so we won't be discussing everything available. We do encourage you to spend some time examining what's out there for you.

We are going to start with the QualityNet website. This is where you go to enter your data, and most of you should be pretty familiar with this website. The information you can find on this website is quite vast, so we are going to simplify the focus on the topics you see here on the slide: ListServe registration, data collection, and training.

Let's start on the homepage of QualityNet. Just looking at this slide you can see how much information is there. The first thing we are going to talk about is the ListServe. You will see on the left-hand side the third blue box down, outlined here in red, is where you go to sign up for notifications. For those of you who are not familiar with this, it is an email notification service. It is also referred to as ListServe. Emails regarding this program will be sent directly to the email you assign. Essentially, this keeps you in the loop, so to speak, with the OQR Program.

Information, updates, webinars, deadlines – all of that information is sent directly to the email you sign up with. It's a very easy way to stay in-the-know, and it takes less than five minutes to sign up. All you do to sign up for the service is click on that tab circled to get started. Once you click on that tab, you will see this page, still on the top, with your contact information.

Using a Gmail or Yahoo type email seems to work better for some facilities, as those are typically not blocked by hospital firewalls, and that really depends individually on the facilities. If you do use your facility email, make sure you check your spam box, and if that continues to be a problem, you may want to list the email or Gmail type email if you need to.

Now once you've filled out the top section under **Program Notification**, you will choose what program you wish to be notified about. Here the red arrow is pointing to this program, the OQR Program. However, you can choose whatever you'd like in addition and as many as you like. After you choose your program, you're going to go to the bottom of the page and click **Submit**. That's it. Simple, right?

Now we are going to discuss registration. So once again, returning to the QualityNet homepage, if you hover your cursor over the **Hospital Outpatient** tab, the drop-down box seen here will display. Notice all the categories available to you. We encourage you to peruse through these, as they provide numerous areas of information.

For right now we are going to start with the box circled in red. When you click on the registration tab, as noted on the previous slide, you will come to this page. Here you will notice two links: the **QualityNet Registration** tab will take you to the QualityNet registration page and will provide information on becoming a Security Administrator or a Basic User. It will also have a link to the registration packet that will need to be completed to become an SA or Basic User.

The **Hospital OQR Participation** link will take you to the **Notice of Participation** page. Once you click on this tab, you will also notice on the far left there will be information on participation, withdrawing, APU, Extraordinary Circumstance forms, and deadlines. So please take the time and look at this information.

Returning once again to the QualityNet homepage, you're going to hover your cursor over the **Hospital Outpatient** tab, and that same drop-down box will display. But this time we're going to look at some of the resources available under the **Data Collection** and **CART** tab. If you're a CART user, this will be very helpful to you. There are other resources under this tab as well, so let's pretend we just clicked on that tab.

Once you click on the tab, this is what will display. Notice the tabs here in red. The first tab will allow you to download CART onto your computer. If you already have CART, clicking on this tab will also allow you to download a more current version. On some rare occasion you may have to enlist help from your IT department. This has to do with internal security settings. If you need further assistance beyond that, please call the QualityNet Help Desk.

Let's look at this tab a little closer. We are going to click on that **CART Downloads and Info** tab. You can see the CART installation both for upgrading and an initial installation. At the bottom of this page, you will find a user guide for CART, and you can see that here with the red arrow. It's in PDF format and can be downloaded if needed. Also you will notice in the red box to the left there is CART training. One is CART basics, and another training is CART patient set-up, abstraction, and import and export. If you are new to CART, these are great resources.

Let's move on to our next topic. Returning to the QualityNet homepage again, hover the cursor over the **Hospital Outpatient** tab and that same drop-down box will display, but this time we're going to look at some of the resources available under the **Training** tab. This tab provides training for various topics. Once you click on that **Training** tab, that is what will display. We will not be discussing all of these individually. However, we want you to be aware of what is available to you on the QualityNet website to assist you with this program.

To go through the entire QualityNet website is beyond the scope of this webinar. As we've stated before, take the time to see what's available to you. The information we've covered so far is just a very brief overview. You will notice here though, there are training sessions on a variety of topics. We talked about just a few resources available on QualityNet. This website has a lot of information that we did not discuss.

So now let's look at another resource website. This other website we're going to look at -- we're not going to have time again to go through the entire site. We will narrow our focus to a few areas for this presentation. Now we are going to talk about qualityreportingcenter.com, and the link is here on this

slide. Between the QualityNet website and this website you will notice that some of the information is the same. The websites are laid out completely differently and are visually very diverse.

Some of the links on the qualityreportingcenter.com website will redirect you to QualityNet. The reason for that is those areas of interests are handled by QualityNet, for example, the registration for QualityNet access. When developing this particular website, the goal was to make it very easy for the user; therefore, all of the information is made available, and live links will direct you where you need to go, particularly if it is on another website location. Now then, the topics we will be discussing and focusing on with regard to this website are here on this slide. So let's assume you've just entered this website into your computer.

This is the homepage of the qualityreportingcenter.com website. This website is for the Inpatient, Outpatient, and the ASC Quality Reporting Programs. By placing your cursor over the **Outpatient** tab at the top of the page, a menu will open to the right, as displayed here. We will not be discussing all of these tabs, so please click on these later to see what's available.

This website also has a lot of information, so please take the time to go back and look at everything that's available. You will notice here that some of these areas of topics were also available on QualityNet. Before we discuss a few of these in a little more detail, please note that there is a tab here for OP-32. As you will recall, this is a new claims-based measure. Should you want more information and contact information regarding this measure, you would just click here on that tab.

But for right now, we're going to talk about education. Above the outlined box in red you will see **Upcoming Events**. You will also notice on this slide that there is an orange banner on the right of the screen that says **Upcoming Events**. This area allows you to view the upcoming educational events for all of the programs. You also see a link at the bottom of this area that allows you to see a full calendar.

If you click on that, it will display the same information in a different format. It will display a calendar view of the education for the month. This is frequently updated, so check back to make sure you know what's upcoming. If you did miss something, you can always go back and view any webinar under the **Archived Events**. Now on that note, let's look at the **Archived Events** tab outlined here in red.

Once you click on that **Archived Events** tab, you will see all the previously presented educational events. This slide only depicts the one given in July. If you were to continue to scroll down this page, you would see all the events given prior.

In addition to the presentation flyer, slides, and the recorded webinar which does include closed captioning, there also be a word-for-word transcription. The transcripts will be the presentation itself and also the questions and answers that were entered into the chat box for every webinar session. You can see all of that displayed here on this slide. Let's move to the next section of this website so we can discuss some other resources.

Once again, if you go back to the **Outpatient** tab we discussed a moment ago, the drop-down menu will appear again. This time we are going to click on the **Videos, Resources, and Tools** tab. You will find the next few topics we are going to discuss will be under this tab.

When you click on that tab, the top of the page that will display looks like what is displayed here. You can also see the "Becoming a Security Administrator" video. This is a short tutorial for the appropriate way to fill out this paperwork. Above that video is "Accessing and Understanding the Medicare Claims Detail Report." This informational video explains the report. We produced this video to assist facilities that have questions regarding this report. This particular report is sent out three times per quarter. We do get numerous questions regarding this report.

We're going to take a look at this video in a few minutes. Be sure to check back at this site, as we are actively producing other videos and this library will

continue to grow. We will have English and Spanish versions as well as closed captioning.

Before viewing the video, I'm going to turn things over to our host for some brief instructions.

Matt McDonough: And thank you very much, Karen. So we are going to go ahead and prepare to view this video.

You can access the video directly using the link that's been posted in the chat window on the left side of your screen. And that link is www.qualityreportingcenter.com/hospitaloqr/tools.

But that's going to do it for my section here so, I do appreciate all of the feedback and I'm going to turn things back over to Karen.

Karen

VanBourgondien: Thank you. Thanks to everyone for your input. We appreciate your feedback. Let's get back to the other resources available on this website.

If you were to continue down that same page we were just on after the video section, you will see this, the **Program Resources** section. As you can see on this slide, there are various resources available, and we don't have time to view all of these individually, but it is well worth it to go back at a later time and check these resources out.

I do, however, want to draw your attention to a few things here in this section. The first thing is the Hospital Outpatient Questions and Answers. This links to QualityNet. This can also be accessed directly on the qualitynet.org website homepage. If you're not familiar with this, it is a great tool.

What this tool does is it allows you to enter any question you have about the program, and it will be answered by a subject matter expert in that area. The first time you access this, you will be prompted to create an account, which is your name and email, and you will also have a password associated with that.

When you ask your question, you will select a category, and what that does it specifies where that question will be directed. Then your question will

receive a response from the subject matter expert of that area. The questions are sent to various contractors, so the response time may vary. Let's look at the next link we are going to talk about under the same section.

The next link we are going to discuss is outlined here in red, "Hospital OQR Program Guide for New Facilities." If you are new to this program, this is a great resource. It's a 17-page document discussing and overviewing the OQR Program. We will not be looking at this entire document right now, but this is a good resource for you whether you are new or not. It's a quick resource.

To summarize what's in the packet, let's take a look at the table of contents. As you can see, there's a lot of information here. A point of interest here is the "Hospital OQR Program Reference Checklist." You see here that it's on page 5. The checklist is basically a summary of the program. There is a separate link for this checklist, should you want this. It's a standalone document. If you want to go back to the **Program Resources** section, you would find the link for this checklist under the one we are looking at.

Throughout this packet there are references, links, and resources. As you recall, we discussed earlier in the presentation about having access to QualityNet and the Notice of Participation. All of that is easily available to you within this packet.

If you were to scroll down that same page after the **Program Resources** section, you would see this section. This particular section, **Measure Resources,** provides guidance for measure-specific abstraction. Essentially, these are tips to assist you in the abstraction of these measures. If you have questions that are not satisfied with the use of these references, we do encourage you to enter your question into the question and answer tool that we talked about a few minutes ago.

The measure writers are the subject matter experts for measure-specific questions. As I've stated before, selecting a category will direct the questions directly to the subject matter experts that will respond to your questions. But for right now though, let's choose the option in red and see what this looks like.

This is an example of this tool. This resource addresses some of the most frequently missed abstracted data elements Scrolling down on the **Videos, Resources, and Tools** page – we're still on that same page but we're scrolling down – you will see these tools under the **Cataract and Endoscopy Measure Tools** section. These are resources for the colonoscopy and cataract measures.

As a reminder, the cataract measure is voluntary. You can choose to report this or not. If you do not report this measure, it will not impact your APU in any way. If you do report this measure, the data will be publicly reported.

Let's turn our attention back to the tools on this slide, particularly for the endoscopy measures. These are developed to help you with abstraction. The tools are in different formats, as not everyone views the information in the same way. So with regard to that, there are flowcharts or algorithms, questions and answers, and fact sheet formats. Realizing that you are currently reporting the colonoscopy measure, if you're having difficulty, it may be worth it to check these out.

So let's take a look at the tool outlined here in red. If you were to click on this tool, you will see the following slides.

This is what this tool looks like. As I mentioned, there are different formats for these tools, so if you are a person that does not like flowcharts, then choose one of the other tools. They may be more appealing to you.

Although we've covered a good bit of information through this webinar – and that is summarized here in this slide – it isn't by no means inclusive of everything. As I have stated, it is really, really worth looking through these websites and seeing what's available to you.

I think that's going to conclude things for this presentation. We hope that it's a benefit to you and will assist you in your success in reporting for the OQR Program. Tamara? Back to you.

Tamara Heron: Thank you, Karen, for all the information. I think what we would like to do at this time is to share some of the questions that have come in during the presentation, and we will share them with the audience.

Karen VanBourgondien: That's a great idea, Tamara, and I was noticing this question, and it doesn't really have anything particularly to do with the webinar, but we do get this frequently, so I think it's worth mentioning. The question is: "I know this was not mentioned in the webinar, but what version of the Specifications Manual do we use for abstracting OP-26?"

Tamara Heron: For OP-26, hospitals should refer to the 8.0a version of the Specifications Manual. Even though the encounter dates for this version of the manual are for 2015, the table of categories and HCPCS codes are based on the 2014 data specifically for purposes of this measure. Great.

Question two: "Sometimes we get our Claims Detail Report, and the patient's name is missing. What does this mean, and what are we supposed to do to fix it?"

Karen VanBourgondien: That's a really good question, Tamara, and we get questions about the Medicare Claims Detail Report quite often. And we did discuss that during the webinar. With regard to a patient's name missing, there really isn't anything you should do. The Medicare Claims Detail Report is a reflection of the claims submitted by your hospital for payment.

We can't make any corrections to the report. This report is a tool to help the hospital identify cases for purposes of abstraction. The Hospital OQR Program does not look at specific patients. It only looks to ensure that the number of abstracted cases meet or exceed the number of Medicare claims submitted to each measure set.

Tamara Heron: Question three: "Can you please explain what the web-based measure OP-12 is?"

Karen
VanBourgondien: Yes. Well, that's a different question. This measure OP-12 establishes basically whether your facility had the ability for providers with health information technology, which is also referred to as HIT, to receive lab data electronically directly into your electronic medical record system. And it's actually, I think, referred to as ONC-Certified. And ONC refers to the Office of the National Coordinator for Health Information Technology.

Basically, this measure applies to all outpatient departments that are associated with your facility that bill under the OPPS. When you're entering this, you're just going to answer "Yes" or "No." Does your facility have that capability?

Here, Tamara, I see another question. It's about something mentioned. "You referenced the OQR Reference Checklist. Is that found on the qualityreportingcenter website?" Do you want to take that?

Tamara Heron: Sure. No, you can also find this document on the QualityNet website under **Outpatient** – under the **Outpatient Program** tab.

Karen
VanBourgondien: OK, so it's found on both then. It's on QualityNet and on qualityreportingcenter.com websites; on both websites you can find that document.

Tamara Heron: All right, Karen, I have another question for you. "I am new to the program. What is the difference between claims-based measures and the clinical measures?"

Karen
VanBourgondien: OK. We get this question a lot actually, and it's a good question. Simply put, claims-based measures for this program are measures that are extracted from billing submitted to Medicare. There is no active involvement in chart abstraction for these measures. On the other hand, the clinical measures require abstraction or input of information of varying degrees based on those measures.

So, "Is there somewhere to get a quick reference of all the deadlines for this program in the quarters?"

Tamara Heron: Yes, absolutely. There are a few places you can get this information. If you access the QualityNet website, under the **Hospital Outpatient** tab there is a link that says **Deadlines**. This link will take you to that page, and there are – and there will be a PDF document that states important dates. It has all the dates for submission for core measures and web-based measures. It will also include validation dates in all of the quarters as they relate to the payment years.

On the qualityreportingcenter.com website, once again under the **Outpatient** tab, if you just click on the **Program Information** and scroll down, that page will provide all the measures and all of the submission deadlines. This would be the same information that is seen on the QualityNet website as well. OK?

Karen
VanBourgondien: And just to add on to that, Tamara, I'd say that – during the webinar – a lot of the information on QualityNet is also on qualityreportingcenter.com. It's just really arranged differently.

So with regard to quick reference, I guess the easiest way would be if you went on to qualityreportingcenter and you just went under **Program Information,** as Tamara said, you just scroll down, and all of the measures are there and I – and there is a chart there with deadlines. So I guess that would be the quickest reference.

I think that's about all we have for time for questions today. Tamara, did you want to go over the continuing education?

Tamara Heron: Yes, absolutely. We will discuss the CE process. Please stay until the end. The survey will display at the conclusion, and it will direct you to receive your CE.

Today's webinar has been approved for one Continuing Education credit by the boards listed on this slide. Please stay online until the conclusion of this presentation so you can complete the CE process.

Also, we would like to mention that if your question did not get answered in the chat box, it will be answered and posted along with the presentation transcript on our website, www.qualityreportingcenter.com.

We are now a nationally accredited nursing provider, and as such all nurses must report their own credits to their boards using our national provider number which is 16578.

We now have an online CE certificate process. You can receive the CE certificate two ways. One – if you registered for this webinar through ReadyTalk, its survey will automatically pop up when the webinar closes. The survey will allow you to get your certificate.

The second way is we will also be sending out a survey link in an email to all participants within the next 48 hours. If there are others listening to this event that are not registered in ReadyTalk, please pass the survey to them. They will then be able to follow the same process to receive their certificates. If you complete the survey today, you can disregard the second email survey.

This slide displays what the survey will look like. It will pop up again at the end of the event and will be sent to all attendees within 48 hours. Once the survey is completed, click **Done** at the bottom of the page when you are finished.

This is what pops up after you click **Done** on the survey. If you have already attended our webinar and received CEs, click **Existing User**. If this is your first webinar for credits, click **New User**. This is what the new user screen looks like. Please register a personal email like Yahoo or Gmail because those accounts are typically not blocked by the hospital firewalls. Remember your password since you will use it for all of our events.

This is what the existing user screen looks like. Use your complete email address as your user ID and the password you registered.

You will then be directed to a link that will allow you to print your CE certificate. If you experience any difficulty with this process, please refer to our website at www.qualityreportingcenter.com under the **Continuing**

Education link. There are also links for first-time and existing users. There is also a link for further instructions for this process should you need them.

I think this concludes everything for today. Thank you for your time and enjoy the rest of your day.

Matt McDonough: And for all of you who've attended today we do appreciate your feedback on our questions, and we hope to see you on a future event. Have a wonderful morning.