



The Maryland Health Care Quality Reports Consumer Website

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The Center for Quality Measurement and Reporting
Maryland Health Care Commission

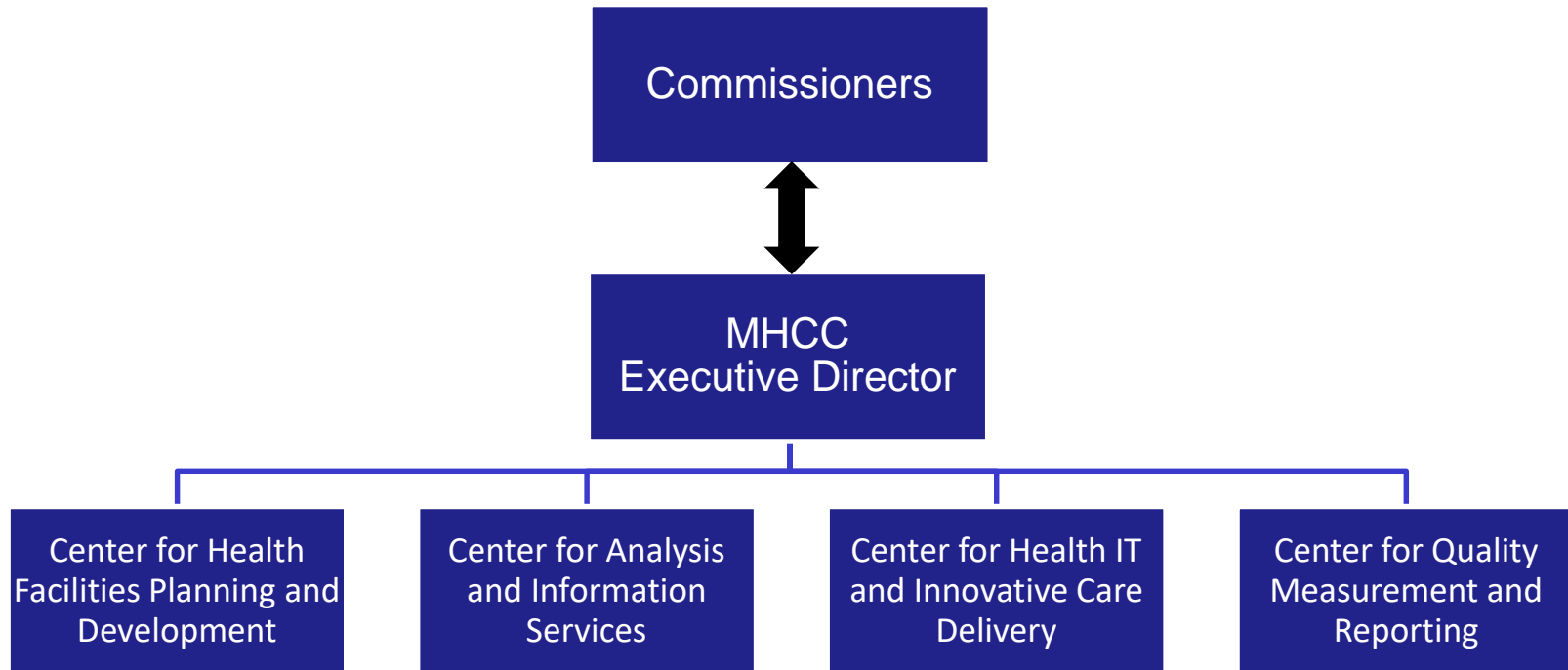
The HSCRC Performance Measurement Workgroup Meeting

June 18, 2019

The Center for Quality Measurement and Reporting Team

- ▶ Theresa Lee, Director
- ▶ Courtney Carta, Chief, Hospital Quality
 - Sametria McCammon Program Manager, HAI
- ▶ Stacy Howes, Chief, Long Term Care and Health Plans Quality
 - Julie Deppe, Program Manager, Long Term Care
- ▶ Mariama Gondo, Chief, Outpatient Quality
 - Vacant, Program Manager

MHCC Organizational Structure



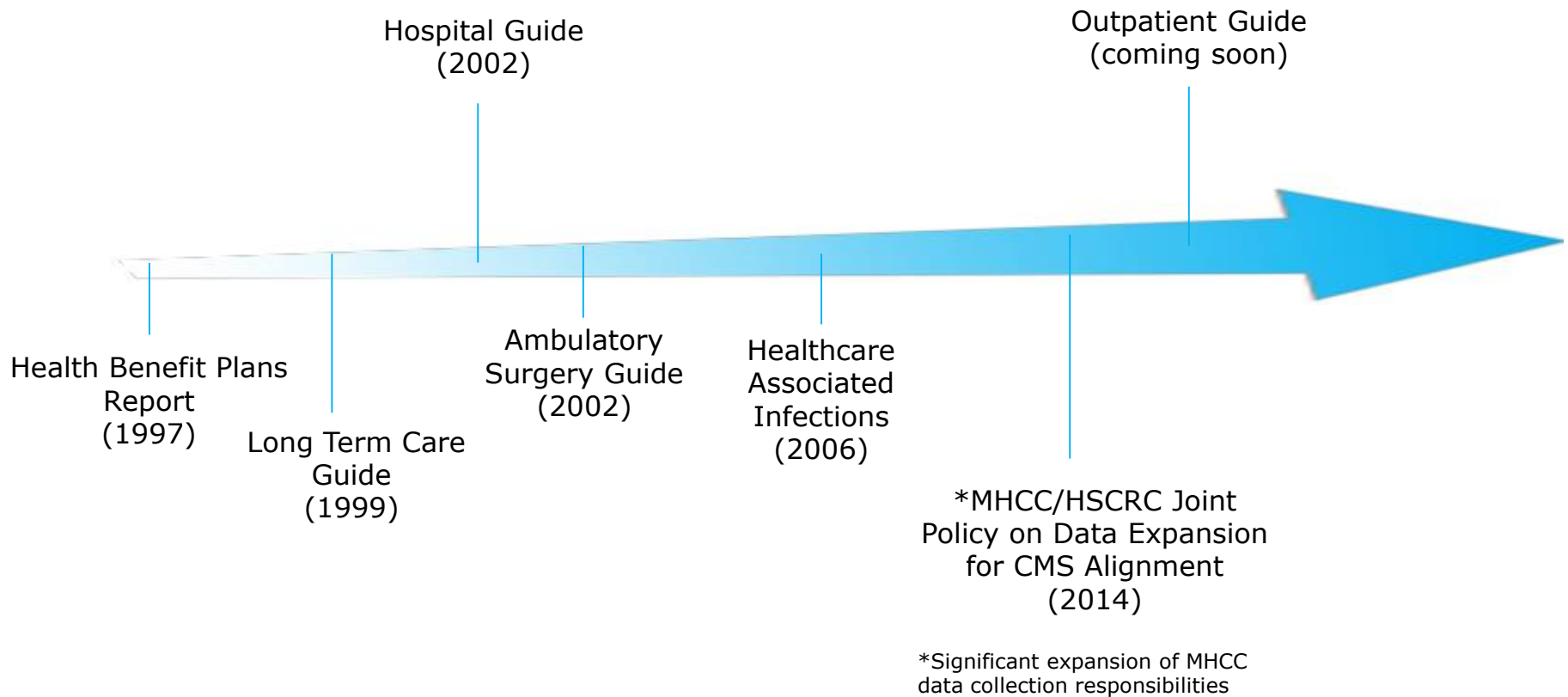
Presentation Outline

- ▶ Background
- ▶ Quality Reporting & Data sources
- ▶ MHCC priorities moving forward
- ▶ Review of the Quality Reports website

Mission of the Center for Quality Measurement and Reporting

To establish a comprehensive, integrated online resource that enables consumers to access meaningful, timely, and accurate healthcare information reported by healthcare providers and payers in Maryland

Background: The Evolution of Quality and Performance Reporting



Data Sources - Hospitals

- ▶ CMS Hospital Compare
 - Quality measures
 - Patient satisfaction ratings (HCAHPS)
 - Overall star ratings

- ▶ CDC National Healthcare Safety Network (NHSN)
 - Healthcare Associated Infections (HAIs)
 - Includes surgical site infections for hip, knee, & CABG procedures

- ▶ HSCRC Inpatient Discharge Dataset
 - AHRQ Patient Safety Indicators (PSI)
 - AHRQ Inpatient Quality Indicators (IQI)
 - Price transparency data (APR-DRG volume, LOS, average charges)

Data Sources – Long Term Care

- ▶ Nursing Homes (N=227)
 - MHCC LTC Survey (facility characteristics, private pay rates)
 - MHCC Nursing Home Employee Flu Vaccination Survey
 - MHCC Nursing Home Experience of Care Survey
 - CMS Nursing Home Compare
 - Quality measures
 - Health & fire safety/deficiencies
 - Staffing hours
 - Star Ratings
 - MDH Medicaid Wage Survey (staff retention)
 - OHCQ Minimum Data Set (resident characteristics)

- ▶ Adult Day Care Centers (N=115)
 - MHCC LTC Survey (facility characteristics)

Data Sources – Long Term Care

- ▶ Assisted Living Facilities with 10 or more beds (N=408)
 - MHCC Long Term Care Survey (facility characteristics, services, and rates)
 - OHCQ facility inspection results
 - MHCC Employee Flu Vaccination Survey

- ▶ Home Health Agencies (N=54)
 - MHCC Home Health Agency Survey (facility characteristics, services)
 - CMS Home Health Compare
 - Quality measures
 - Quality Star Ratings
 - Patient satisfaction ratings (HH CAHPS)

- ▶ Hospice Providers (N=26)
 - MHCC Hospice Survey (facility characteristics, services)

Data Sources – Outpatient Care

- ▶ Includes 47 hospital outpatient departments and 325 freestanding ambulatory surgical facilities
- ▶ MHCC Annual Survey of Ambulatory Surgery Facilities
- ▶ HSCRC Outpatient Hospital Data (patient level data)
- ▶ CMS Hospital Outpatient Quality Reporting Measures
 - ER Wait Time before being sent home
 - ER Wait Time from arrival to evaluation by medical professional
 - Patients who left the ER without being seen
 - Time from ER arrival to pain management for pts w/broken bones

Priorities Moving Forward

- ▶ Website Redesign
 - 1st Outpatient Services (CMS ASC QMs/HOPD price per procedure)
 - 2nd Long Term Care (add Hospice CAHPS/Quality Measures)

- ▶ Enhance consumer engagement/outreach & website promotion
 - Continue use of consumer focus groups
 - Exhibit at local conferences and public events
 - Increase marketing to targeted audiences

- ▶ Expand Collaborations and Partnerships
 - Consumers & advocates
 - Academic Medical Centers
 - Trade associations (E.G., MHA, ALFA, MASA)
 - CMS QIO/QIN/OHCQ
 - The Leapfrog Group
 - Maryland Cardiac Surgery Quality Initiative (MCSQI)

- ▶ Enhance use of existing data sources

Maryland Health Care Quality Reports Website

<http://healthcarequality.mhcc.maryland.gov/>