The Maryland Health Care Quality Reports
Consumer Website

Theresa Lee
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

- Theressa 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

Commissioners

MHCC Executive Director

- Center for Health Facilities Planning and Development
- Center for Analysis and Information Services
- Center for Health IT and Innovative Care Delivery
- Center for Quality Measurement and Reporting
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**

- Long Term Care Guide (1999)
- Outpatient Guide (coming soon)

*MHCC/HSCRC Joint Policy on Data Expansion for CMS Alignment (2014)*

*Significant expansion of MHCC data collection responsibilities*
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/