

Medicare Beneficiary Quality Improvement Project (MBQIP) Quarterly Data Reports *A Flex Coordinator's guide for reviewing the MBQIP reports for your state and CAHs*

"Measuring quality of care is a key component in improving care"
~Agency for Healthcare Research and Quality (AHRQ) National Healthcare Quality Report 2011

Data release and upcoming MBQIP learning sessions

- MBQIP data reports are being distributed to Flex Coordinators via email and will be password protected. It will be the responsibility of the Flex Coordinator to re-distribute MBQIP reports to individual CAHs using a protected, secure mechanism (password protected files, encrypted messaging, etc). *This process is subject to change in the future as we are exploring additional options for securely distributing the reports.*
- A Q&A Webinar on the data reports is tentatively scheduled for Monday January 14, 2013, at 2pm ET. This webinar will be geared towards Flex Coordinators, with the expectation that questions have been gathered from participating CAHs. Questions should be submitted to ORHP prior to the webinar so that answers can be prepared in advance. *More information on this webinar is included in a separate document.*
- A CMS Abstraction and Reporting Tool (CART) Webinar is tentatively being planned for late January 2013. This webinar will be geared towards CAHs that are still in need of assistance using CART and submitting their data to Hospital Compare.

There are multiple ways to show improvement regarding your MBQIP activities

We understand that you may not be able to implement QI interventions immediately and that you may need a few more quarters of data to start seeing trends and identifying the CAHs most in need of specific QI interventions. Also, because some hospitals have never before reported quality data, there is still a lot of room for improvement in the data submission process itself. As such, ORHP recognizes that an improvement in your quality data outcomes is not the only way to show improvement in your state. A flowchart has been created to assist Flex Coordinators in determining which steps in the MBQIP process are in need of improvement in your state (*the flowchart is included as a separate document*). Improvement can be shown in the following ways:

- Increase in the number of CAHs participating in MBQIP your state
- Improvement in the data submission process by your CAHs (which includes increasing the number of CAHs who actually submit data each quarter)
- Improvement in the quality outcomes through the use of MBQIP data and implementation of QI interventions

About the reports

- CAHs that submit quality data for MBQIP have the option to report publicly to Hospital Compare, and ORHP strongly encourages all CAHs to publicly report to Hospital Compare. The MBQIP reports include data for MBQIP CAHs whether or not the data is not publicly reported to Hospital Compare. The reports also include data even if the CAH experienced a low volume of cases.
- The data included in the MBQIP reports consist of Medicare fee-for-service (Part A) patients only, which is also the same patient population as what appears on Hospital Compare. Medicare Advantage patients are *not* currently included in Hospital Compare or the MBQIP reports. **For the Phase 1 inpatient reports, the data included is for your eligible Medicare fee-for-service inpatients.**

- Quarters 4Q/2011 and 1Q/2012 include data for all CAHs that had submitted an MOU as of September 18, 2012 (1,071 CAHs).
- Quarter 2Q/2012 includes data for all CAHs that had submitted an MOU as of November 7, 2012 (1,089 CAHs).
- For each subsequent quarterly report, an updated MBQIP participant list will be provided to Telligen (CMS QualityNet inpatient data warehouse contractor and the ORHP contractor for production of the MBQIP reports).
- A quarterly report will be generated for every CAH that has signed an MOU designating participation in MBQIP, even if data is not submitted by that CAH in that quarter. In the event that no data is submitted, the report will show “N/A” for each measure. *Again, these CAH-specific reports will be distributed to each individual CAH by the Flex Coordinator.*
- The current reports include all measures, including those that were retired as of January 1, 2012. The retired measures will be removed from the report after the first four quarters roll off the report.
- Please note that the official MBQIP reports produced by Telligen and provided by ORHP contain the Telligen logo and are titled “Medicare Beneficiary Quality Improvement Project (MBQIP): Improving Care through Information.” States and hospitals may be receiving quality data from other sources, but these are not the official ORHP-funded MBQIP reports.

Considerations when looking over MBQIP data outcomes and determining quality improvement needs

- Which, if any, of your measures are lagging behind national CAH performance?
- Which, if any, of your CAHs are lagging behind the state CAH average performance?
- Which, if any, of your CAHs are high-performers on specific (or all) measures? Could they serve as best practice models for other CAHs in the state? Discuss any potential national models with your ORHP project officer.
- What interventions may be appropriate to implement to assist with improving quality outcomes?
Resources: TASC, FMT, state quality partners such as QIO, other Flex Coordinators, high-performing CAHs
- Are changes to your Flex work plan required in order to implement QI activities to address the needs identified by the data in your MBQIP reports? Discuss with your ORHP project officer.

What the data means and how to use it

- Use the first few quarters as benchmarks to show future improvement. The first few quarters of data should also be used to determine which of your CAHs may require additional assistance regarding data submission.
- Use the data to determine the QI needs of your CAHs and target your Flex QI activities.
- Remember that data may not be statistically significant at the individual CAH level, but it is still important for improving patient care. Measuring quality of care, no matter the volume of patients, and then using the data to implement quality improvement initiatives is also an important step in developing and/or enhancing a “culture of quality,” even among the smallest rural hospitals.
- Discuss outcomes and share ideas/best practices/success stories with other Flex Coordinators. Encourage CAHs to discuss and share their outcomes and learn from one another as well.
 - Post your best practices and success stories on the [Flex Program Forum](#). You can also pose questions to other Flex Coordinators on the Forum.
- Please use the data appropriately:
 - As there may be considerable fluctuation with the data from one quarter to another, it is important to pay attention to trends in quality outcomes over time rather than focusing solely on any one outlier report (good or bad) in a single quarter.

- MBQIP allows for the aggregation of quality data at the state and national level, however, individual CAHs will likely still have a small volume of cases for any one particular measure. As such, that data is not intended to be used for marketing purposes.

Available resources

- **Flex Monitoring Team (FMT):** www.flexmonitoring.org
 - Search the numerous quality improvement publications on the FMT website
 - Evidence-based strategies for **Heart Failure** Quality Improvement: <http://flexmonitoring.org/documents/PolicyBrief26-Heart-Failure-QI-CAHs.pdf>
 - Evidence-based strategies for **Pneumonia** Quality Improvement: http://flexmonitoring.org/documents/PolicyBrief22_QI-Pneumonia.pdf
- **Technical Assistance and Services Center (TASC):** www.ruralcenter.org/tasc
 - Search for a variety of resources on the TASC website, or go to the search function and type “MBQIP” or “Quality Improvement”
 - General MBQIP resources are located at: www.ruralcenter.org/tasc/resources/medicare-beneficiary-quality-improvement-project-mbqip
 - There are a variety of other resources such as:
 - www.ruralcenter.org/tasc/pharm-review
 - www.ruralcenter.org/tasc/resources/quality-reporting-matrix
- **QualityNet:** www.qualitynet.org
 - Established by CMS, QualityNet provides healthcare quality improvement news, resources and data reporting tools and applications used by healthcare providers and others.
 - Hospital Inpatient Q&A: <https://cms-ip.custhelp.com/>
 - Hospital Outpatient Q&A: <https://cms-ocsq.custhelp.com/>

The importance of building a relationship with the quality partners in your state

We cannot stress enough the importance of building and maintaining a strong working relationship with the quality partners in your state. Of particular importance is the Quality Improvement Organization (QIO) in your state, but other partners, such as your State Hospital Association, can be significant partners as well. It is your role as the Flex Coordinator to know who the essential quality partners are in your state and to build a working relationship with them and see where you can collaborate around similar goals. Additionally, ORHP recognizes that each Flex Coordinator may not have the quality improvement background or expertise necessary to provide the appropriate assistance to CAHs regarding quality data and quality improvement needs, so partnerships with other organizations or subcontracts with quality improvement experts will be necessary for implementing the QI component of MBQIP. Through these partnerships, you will be able to ensure your CAHs receive the quality improvement technical assistance they need in order to continuously improve quality outcomes.

- If you have already established a relationship with your QIO, please continue to maintain that relationship, and please share best practices on the Flex Program Forum. If you do not currently partner with your state’s QIO, a directory is below. We urge you to reach out to build that relationship.
 - QIO Directory: www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier2&cid=1144767874793
- Continue to identify other important quality partners in your state, and build and maintain a relationship with them as well.