

West Virginia Critical Access Hospital Performance Improvement Network



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Federal Office of Rural Health Policy - MBQIP



MBQIP was created:

In 2010 as a key quality improvement activity within the Medicare Rural Hospital Flexibility grant program. The project officially kicked off in September 2011.

There are:

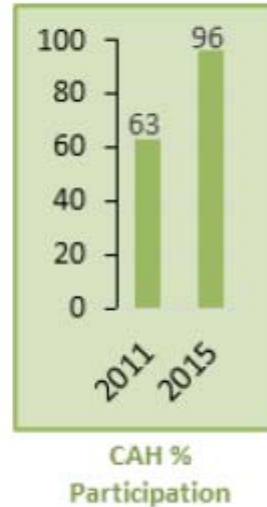
1334

CAHs in the U.S.

57

Million

People living in rural communities across the U.S.



The GOAL of MBQIP:

To improve the quality of care provided in small, rural Critical Access Hospitals (CAHs). Even though many CAHs have low patient volume, *every patient matters!*

MBQIP Quality Domains:

- Patient Safety
- Patient Engagement (HCAHPS)
- Care Transitions (Emergency Department Transfer Communication)
- Outpatient



MBQIP@hrsa.gov
www.ruralcenter.org/tasc/mbqip



Federal Office of Rural Health Policy - MBQIP



Quality Measurement

- **96%** of CAHs participate in **MBQIP**
- **56%** actively submit **OUTPATIENT** data
- **76%** administer the **HCAHPS** survey
- **65%** actively submit **EDTC** data

Collaboration towards Quality Improvement

- States are collaborating with a variety of partners like Hospital Engagement Networks (HEN), Hospital Associations, Rural Health Networks and Quality Improvement Organizations (QIO)
- Federal and national partners, such as CMS and the National Quality Forum help pinpoint areas of need and share resources related to MBQIP and quality improvement
- The Federal Office of Rural Health Policy (FORHP) works closely with Technical Assistance Support Center (TASC), Rural Quality Improvement Technical Assistance (RQITA) and state Flex coordinators to develop and share MBQIP resources



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MBOIP Measures



ID	Measure Name	Data Reported To
OP-1	Median Time to Fibrinolysis	QNet via OP CART/Vendor
OP-2	Fibrinolytic Therapy Received Within 30 minutes of ED Arrival	QNet via OP CART/Vendor
OP-3	Median Time to Transfer to Another Facility for Acute Coronary Intervention	QNet via OP CART/Vendor
OP-4	Aspirin at Arrival	QNet via OP CART/Vendor
OP-5	Median Time to ECG	QNet via OP CART/Vendor
OP-18	Median Time from ED Arrival to ED Departure for Discharged ED Patients	QNet via OP CART/Vendor
OP-20	Door to diagnostic evaluation by a qualified medical professional	QNet via OP CART/Vendor
OP-21	Median time to pain management for long bone fracture	QNet via OP CART/Vendor
OP-22	Patient left without being seen	QNet via Online Tool
OP-27	Influenza vaccination coverage among healthcare personnel	National Healthcare Safety Network Website
IMM-2	IP Influenza immunization	QNet via CART/Vendor
HCAHPS	IP Satisfaction	QNet via Survey Vendor
EDTC	Emergency Department Transfer Communication	Stroudwater or Other

Sampling - MBQIP Measures



ID	Measure Name	Sampling
OP-1	Median Time to Fibrinolysis	O-80 (Submit All)
OP-2	Fibrinolytic Therapy Received Within 30 minutes of ED Arrival	O-80 (Submit All)
OP-3	Median Time to Transfer to Another Facility for Acute Coronary Intervention	O-80 (Submit All)
OP-4	Aspirin to Arrival	O-80 (Submit All)
OP-5	Median Time to ECG	O-80 (Submit All)
OP-18	Median Time from ED Arrival to ED Departure for Discharged ED Patients	0-900/ qtr. (21/mth. or 63/qtr.) > 900/ qtr. (32/mth. or 96/qtr.)
OP-20	Door to diagnostic evaluation by a qualified medical professional	0-900/ qtr. (21/mth. or 63/qtr.) > 900/ qtr. (32/mth. or 96/qtr.)
OP-21	Median time to pain management for long bone fracture	O-80 (Submit All)
OP-22	Patient left without being seen	No sampling – report all cases
OP-27	Influenza vaccination coverage among healthcare personnel	No sampling – report all cases
IMM-2	IP Influenza immunization	See next slide
HCAHPS	IP Satisfaction	Sampling determined by certified vendor
EDTC	Emergency Department Transfer Communication	See next slide

Sampling - MBQIP Measures

ID	Measure Name	Sampling
IMM-2	IP Influenza immunization	<p>Quarterly 0-5 - Reporting encouraged 6-152 - 100% of initial pt. pop 153-764 – 153 765-1529 - 20% of initial pt. pop >1529 – 306</p> <p>Monthly < 51 - 100% of initial population 51-254 – 51 255-509 - 20% of initial pt. pop >509 - 102</p>
EDTC	Emergency Department Transfer Communication	<p>Quarterly 0-44 - submit all cases 45 - submit 45 cases</p> <p>Monthly 0-15 - submit all cases > 15 - submit 15 cases</p>



OP Core Measures

New details from MBQIP Report

N/A = the provider did not submit any data to the QualityNet warehouse

0 = the provider had no cases to submit for the measure population

D/E = data was submitted but excluded because it didn't meet the measure criteria

WV OP-1 Median Time to Fibrinolysis

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	32/4	D/E/
Braxton County Memorial Hospital	D/E/	29/4	D/E/	41/4
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	131/1	34/2	N/A/	D/E/
Grant Memorial Hospital	75/1	42/2	65/2	D/E/
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	15/1
Jackson General Hospital	44/2	D/E/	D/E/	50/1
Jefferson Memorial Hospital	D/E/	D/E/	D/E/	D/E/
Minnie Hamilton HealthCare Center	D/E/	75/1	41/3	51/1
Montgomery General Hospital	D/E/	0/0	0/0	40/1
Plateau Medical Center	D/E/	D/E/	22/2	D/E/
Pocahontas Memorial Hospital	D/E/	D/E/	206/2	52/1
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	41/2
Roane General Hospital	31/2	30/2	40/3	30/2
Sistersville General Hospital	D/E/	N/A/	D/E/	N/A/
St. Joseph Hospital	24/1	14/5	13/3	18/1
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	N/A/	38/2
Webster County Memorial Hospital	D/E/	D/E/	D/E/	67/1
WV MBQIP 90th Percentile				18/
WV MBQIP Avg.	61/7	37/16	60/19	40/17
Nat. MBQIP 90th Percentile				18
Nat. MBQIP Avg.	39	32	N/A	42

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-2 Fibrinolytic Therapy Received Within 30 Minutes of ED Arrival

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	50%/4	D/E/
Braxton County Memorial Hospital	D/E/	75%/4	D/E/	25%/4
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	0%/1	50%/2	N/A/	D/E/
Grant Memorial Hospital	0%/1	50%/2	0%/2	D/E/
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	100%/1
Jackson General Hospital	50%/2	D/E/	D/E/	0%/1
Jefferson Memorial Hospital	D/E/	D/E/	D/E/	D/E/
Minnie Hamilton HealthCare Center	D/E/	0%/1	33%/3	0%/1
Montgomery General Hospital	D/E/	0%/0	0%/0	0%/1
Plateau Medical Center	D/E/	D/E/	100%/2	D/E/
Pocahontas Memorial Hospital	D/E/	D/E/	0%/2	0%/1
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	0%/2
Roane General Hospital	50%/2	50%/2	0%/3	50%/2
Sistersville General Hospital	D/E/	N/A/	D/E/	N/A/
St. Joseph Hospital	100%/1	100%/5	100%/3	100%/1
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	N/A/	0%/2
Webster County Memorial Hospital	D/E/	D/E/	D/E/	0%/1
WV MBQIP 90th Percentile				100%/
WV MBQIP Avg.	43%/7	69%/16	42%/19	24%/17
Nat. MBQIP 90th Percentile				100%
Nat. MBQIP Avg.	40%	51%	N/A	49%

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Source: Telligen
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WV OP-3b Median Time to Transfer to Another Facility for ACI

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	D/E/	D/E/
Braxton County Memorial Hospital	D/E/	D/E/	D/E/	D/E/
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	237/2	150/1	N/A/	188/2
Grant Memorial Hospital	D/E/	109/1	D/E/	D/E/
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	64/1
Jackson General Hospital	D/E/	165/2	D/E/	D/E/
Jefferson Memorial Hospital	72/4	65/3	147/2	72/6
Minnie Hamilton HealthCare Center	D/E/	D/E/	D/E/	D/E/
Montgomery General Hospital	D/E/	0/0	0/0	D/E/
Plateau Medical Center	D/E/	D/E/	D/E/	D/E/
Pocahontas Memorial Hospital	D/E/	D/E/	D/E/	D/E/
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	D/E/
Roane General Hospital	D/E/	D/E/	D/E/	D/E/
Sistersville General Hospital	D/E/	N/A/	D/E/	N/A/
St. Joseph Hospital	D/E/	D/E/	D/E/	D/E/
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	N/A/	D/E/
Webster County Memorial Hospital	D/E/	D/E/	D/E/	190/1
WV MBQIP 90th Percentile				64/
WV MBQIP Avg.	155/6	122/7	147/2	129/10
Nat. MBQIP 90th Percentile				34
Nat. MBQIP Avg.	65	67	N/A	238

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-4 Aspirin at Arrival

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	100%/14	100%/11
Braxton County Memorial Hospital	100%/17	97%/33	93%/15	100%/20
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	100%/5	100%/8	100%/1	100%/7
Grant Memorial Hospital	100%/20	92%/12	93%/15	95.00%/19
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	86%/7
Jackson General Hospital	100%/28	100%/36	95%/42	96%/55
Jefferson Memorial Hospital	100%/19	96%/26	97%/36	100%/31
Minnie Hamilton HealthCare Center	100%/9	100%/10	100%/16	100%/5
Montgomery General Hospital	100%/3	100%/2	50%/4	100%/1
Plateau Medical Center	100%/25	100%/24	100%/40	100%/43
Pocahontas Memorial Hospital	88%/8	100%/7	100%/8	100%/4
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	100%/20
Roane General Hospital	100%/29	100%/11	100%/22	100%/23
Sistersville General Hospital	100%/2	100%/3	94%/17	80%/5
St. Joseph Hospital	100%/18	100%/27	100%/25	100%/38
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	100%/1	100%/18
Webster County Memorial Hospital	100%/2	100%/2	100%/2	82%/11
WV MBQIP 90th Percentile				100%/
WV MBQIP Avg.	99%/185	99%/201	97%/258	98%/318
Nat. MBQIP 90th Percentile				100%
Nat. MBQIP Avg.	96%	96%	N/A	95%

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-5 Median Time to ECG

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	7/15	12/11
Braxton County Memorial Hospital	20/19	11/34	16/16	7/25
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	6/5	1/9	6/1	10/8
Grant Memorial Hospital	11/24	10/13	12/14	6/21
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	4/8
Jackson General Hospital	11/29	7/37	12/44	4/55
Jefferson Memorial Hospital	5/21	8/26	7/38	6/34
Minnie Hamilton HealthCare Center	9/10	5/10	5/16	16/6
Montgomery General Hospital	29/3	32/2	18/3	16/1
Plateau Medical Center	7/25	4/28	8/42	14/44
Pocahontas Memorial Hospital	0/9	0/7	7/8	2/4
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	9/20
Roane General Hospital	4/30	2/12	8/22	10/24
Sistersville General Hospital	9/2	8/4	11/19	8/5
St. Joseph Hospital	12/21	10/30	8/28	8/39
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	19/1	20/19
Webster County Memorial Hospital	6/2	2/2	22/2	7/11
WV MBQIP 90th Percentile				4/
WV MBQIP Avg.	10/200	8/214	11/269	9/335
Nat. MBQIP 90th Percentile				4
Nat. MBQIP Avg.	8	8	N/A	91

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-18b Median Time from ED Arrival to ED Departure

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	130/95	165/104
Braxton County Memorial Hospital	N/A/	N/A/	118/89	126/84
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	N/A/	N/A/	47/53	74/38
Grant Memorial Hospital	N/A/	N/A/	124/91	115/92
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	100/142
Jackson General Hospital	170/103	134/104	152/105	153/101
Jefferson Memorial Hospital	160/87	126/86	111/91	132/90
Minnie Hamilton HealthCare Center	90/96	110/93	94/83	75/87
Montgomery General Hospital	102/94	126/93	98/82	108/97
Plateau Medical Center	120/94	122/88	130/97	146/100
Pocahontas Memorial Hospital	606/2	1185/1	D/E/	D/E/
Potomac Valley Hospital of WV	132/108	150/109	145/107	121/3
Preston Memorial Hospital	N/A/	N/A/	N/A/	113/51
Roane General Hospital	N/A/	N/A/	N/A/	126/101
Sistersville General Hospital	N/A/	N/A/	87/127	89/221
St. Joseph Hospital	106/73	102/91	76/54	98/57
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	D/E/	150/1	D/E/	D/E/
Webster County Memorial Hospital	N/A/	N/A/	123/77	72/94
WV MBQIP 90th Percentile				74/
WV MBQIP Avg.	186/657	245/666	110/1151	113/1462
Nat. MBQIP 90th Percentile				76
Nat. MBQIP Avg.	N/A	N/A	N/A	108

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-20 Median Time from ED Arrival to Provider Contact

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	25/119	28/123
Braxton County Memorial Hospital	N/A/	N/A/	22/95	20/96
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	N/A/	N/A/	5/62	6/42
Grant Memorial Hospital	N/A/	N/A/	38/102	20/99
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	22/148
Jackson General Hospital	43/111	35/121	43/120	30/118
Jefferson Memorial Hospital	16/94	13/93	10/96	14/96
Minnie Hamilton HealthCare Center	18/99	22/101	19/102	18/98
Montgomery General Hospital	26/102	26/101	20/98	26/102
Plateau Medical Center	20/108	19/108	18/106	39/107
Pocahontas Memorial Hospital	14/50	12/48	8/58	6/77
Potomac Valley Hospital of WV	42/110	40/119	45/114	65/3
Preston Memorial Hospital	N/A/	N/A/	N/A/	19/98
Roane General Hospital	N/A/	N/A/	N/A/	20/124
Sistersville General Hospital	N/A/	N/A/	26/137	32/245
St. Joseph Hospital	14/79	8/94	20/54	16/56
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	10/42	16/44	10/45	14/136
Webster County Memorial Hospital	N/A/	N/A/	42/83	35/95
WV MBQIP 90th Percentile				6/
WV MBQIP Avg.	23/795	21/829	23/1391	24/1863
Nat. MBQIP 90th Percentile				8
Nat. MBQIP Avg.	N/A	N/A	N/A	19

STROUDWATER

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-22 Patient Left without being seen

Hospital	Quarter of Hospital Reporting Period				STROUDWATER
	2015 Q2	2015 Q3	2015 Q4	2016 Q1	
Boone Memorial Hospital	/	/	4%/13080	/	Reporting not required for this quarter
Braxton County Memorial Hospital	/	/	N/A/	/	
Broaddus Hospital	/	/	N/A/	/	
Grafton City Hospital	/	/	0%/5894	/	
Grant Memorial Hospital	/	/	N/A/	/	
Hampshire Memorial Hospital	/	/	1%/9659	/	
Jackson General Hospital	/	/	6%/9438	/	
Jefferson Memorial Hospital	/	/	1%/27831	/	
Minnie Hamilton HealthCare Center	/	/	1%/4609	/	
Montgomery General Hospital	/	/	N/A/	/	
Plateau Medical Center	/	/	2%/14416	/	
Pocahontas Memorial Hospital	/	/	N/A/	/	
Potomac Valley Hospital of WV	/	/	2%/13086	/	
Preston Memorial Hospital	/	/	N/A/	/	
Roane General Hospital	/	/	1%/7520	/	
Sistersville General Hospital	/	/	1%/6991	/	
St. Joseph Hospital	/	/	2%/14780	/	
Summers County Appalachian Regional Hospital	/	/	N/A/	/	
War Memorial Hospital	/	/	0%/7531	/	
Webster County Memorial Hospital	/	/	N/A/	/	
WV MBQIP 90th Percentile				N/A/	
WV MBQIP Avg.	/	/	2%/134835	/	
Nat. MBQIP 90th Percentile				N/A	
Nat. MBQIP Avg.	N/A	N/A	N/A	N/A	

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 D/E = data was submitted but excluded because it didn't meet the measure criteria

WV OP-21 Median Time to Pain Management for Long Bone Fracture

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	40/8	61/12
Braxton County Memorial Hospital	N/A/	N/A/	N/A/	77/4
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	30/7	35/4	45/7	100/3
Grant Memorial Hospital	N/A/	N/A/	47/23	81/8
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	N/A/
Jackson General Hospital	82/10	85/15	82/22	65/16
Jefferson Memorial Hospital	60/6	37/17	59/45	58/37
Minnie Hamilton HealthCare Center	40/3	54/4	60/4	135/6
Montgomery General Hospital	52/10	61/11	94/8	64/5
Plateau Medical Center	64/28	54/23	60/32	78/24
Pocahontas Memorial Hospital	N/A/	N/A/	46/8	28/61
Potomac Valley Hospital of WV	N/A/	N/A/	N/A/	N/A/
Preston Memorial Hospital	N/A/	N/A/	N/A/	63/12
Roane General Hospital	42/15	50/10	84/15	48/10
Sistersville General Hospital	N/A/	D/E/	27/6	N/A/
St. Joseph Hospital	36/12	29/20	40/2	41/7
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	N/A/	N/A/
Webster County Memorial Hospital	N/A/	N/A/	56/3	33/6
WV MBQIP 90th Percentile				33/
WV MBQIP Avg.	51/91	51/104	57/183	67/208
Nat. MBQIP 90th Percentile				25
Nat. MBQIP Avg.	N/A	N/A	N/A	290

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Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV IMM-2 Influenza Immunization

STROUDWATER

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	N/A/	N/A/	97%/79	99%/87
Braxton County Memorial Hospital	N/A/	N/A/	N/A/	33%/6
Broaddus Hospital	N/A/	N/A/	N/A/	N/A/
Grafton City Hospital	N/A/	N/A/	65%/65	82%/49
Grant Memorial Hospital	N/A/	N/A/	90%/115	94%/119
Hampshire Memorial Hospital	N/A/	N/A/	N/A/	100%/25
Jackson General Hospital	N/A/	N/A/	97%/126	98%/128
Jefferson Memorial Hospital	N/A/	N/A/	N/A/	N/A/
Minnie Hamilton HealthCare Center	N/A/	N/A/	80%/25	91%/33
Montgomery General Hospital	N/A/	N/A/	93%/27	92%/48
Plateau Medical Center	N/A/	N/A/	97%/152	94%/142
Pocahontas Memorial Hospital	N/A/	N/A/	74%/19	100%/27
Potomac Valley Hospital of WV	N/A/	N/A/	80%/107	100%/2
Preston Memorial Hospital	N/A/	N/A/	89%/72	98%/83
Roane General Hospital	N/A/	N/A/	82%/33	100%/57
Sistersville General Hospital	N/A/	N/A/	18%/28	38%/29
St. Joseph Hospital	N/A/	N/A/	88%/106	88%/42
Summers County Appalachian Regional Hospital	N/A/	N/A/	N/A/	N/A/
War Memorial Hospital	N/A/	N/A/	N/A/	N/A/
Webster County Memorial Hospital	N/A/	N/A/	N/A/	N/A/
WV MBQIP 90th Percentile				100%/
WV MBQIP Avg.	N/A/	N/A/	87%/954	93%/877
Nat. MBQIP 90th Percentile				100%
Nat. MBQIP Avg.	N/A	N/A	N/A	89%

N/A = the provider did not submit any data to the QualityNet warehouse
 0 = the provider had no cases to submit for the measure population
 D/E = data was submitted but excluded because it didn't meet the measure criteria

Score/# of Patients

Source: Telligen
 Report Run Date: 09/28/2016

WV OP-27 Influenza Vaccination

Hospital	Quarter of Hospital Reporting Period			
	2015 Q2	2015 Q3	2015 Q4	2016 Q1
Boone Memorial Hospital	/	/	/	99%/
Braxton County Memorial Hospital	/	/	/	96%/
Broaddus Hospital	/	/	/	99%/
Grafton City Hospital	/	/	/	59%/
Grant Memorial Hospital	/	/	/	97%/
Hampshire Memorial Hospital	/	/	/	95%/
Jackson General Hospital	/	/	/	45%/
Jefferson Memorial Hospital	/	/	/	82%/
Minnie Hamilton HealthCare Center	/	/	/	62%/
Montgomery General Hospital	/	/	/	87%/
Plateau Medical Center	/	/	/	75%/
Pocahontas Memorial Hospital	/	/	/	93%/
Potomac Valley Hospital of WV	/	/	/	91%/
Preston Memorial Hospital	/	/	/	99%/
Roane General Hospital	/	/	/	84%/
Sistersville General Hospital	/	/	/	48%/
St. Joseph Hospital	/	/	/	N/A/
Summers County Appalachian Regional Hospital	/	/	/	N/A/
War Memorial Hospital	/	/	/	N/A/
Webster County Memorial Hospital	/	/	/	N/A/
WV MBQIP 90th Percentile				86%/
WV MBQIP Avg.	/	/	/	86%/
Nat. MBQIP 90th Percentile				
Nat. MBQIP Avg.	N/A	N/A	N/A	86%



N/A = the provider did not submit any data to the QualityNet warehouse
 0 = the provider had no cases to submit for the measure population
 D/E = data was submitted but excluded because it didn't meet the measure criteria



ED Transfer Communication (EDTC)

The EDTC measure evaluates the process of transfer communication through documentation of key information and the timeliness in which that information is communicated to the next setting of care.

EDTC-All or None Composite Calculation



Measure EDTC- Alternate All or None Composite Calculation

Measure Information Form

Measure Set: ED Transfer Communication (EDTC)

Set Measure ID#: EDTC-All or None

Performance Measure Name: All or None Measure

Description: Patients who are transferred from an ED to another healthcare facility have all necessary communication with the receiving facility

Rationale: Timely, accurate, and direct communication facilitates the handoff to the receiving facility provides continuity of care and avoids medical errors and redundant tests.

Type of Measure: Process

Improvement Noted As: An increase in the rate

Numerator Statement: Number of patients transferred to another healthcare facility whose medical record documentation indicated that all of the relevant elements for each of the 7 sub-measures were communicated to the receiving hospital within 60 minutes of discharge.

EDTC-SUB 1	Administrative communication
EDTC-SUB 2	Patient information
EDTC-SUB 3	Vital signs
EDTC-SUB 4	Medication information
EDTC-SUB 5	Physician or practitioner generated information
EDTC-SUB 6	Nurse generated information
EDTC-SUB 7	Procedures and tests

Denominator Statement: Transfers from an ED to another healthcare facility

Included Population: All transfers from an ED to another healthcare facility

Excluded Populations: None

Calculation:

$$\frac{\text{\# of patients who have a yes or NA for all measures}}{\text{All transfers from ED to another healthcare facility}}$$

EDTC 2016 Q2 Snapshot



WV EDTC (2016 Q2) Color based on Peers (Best/Worst) then National %

Hospital	EDTC-1	EDTC-2	EDTC-3	EDTC-4	EDTC-5	EDTC-6	EDTC-7	All EDTC
	Administrative Comm	Patient Information	Vital Signs	Medication Information	Practitioner Information	Nurse Information	Procedures and Tests	All Measures
Boone Memorial Hospital	84%	100%	100%	100%	100%	100%	100%	84%
Braxton County Memorial Hospital	100%	100%	100%	100%	100%	100%	100%	100%
Broadus Hospital	98%	100%	100%	98%	100%	76%	100%	73%
Grafton City Hospital	100%	95%	100%	100%	100%	93%	100%	89%
Grant Memorial Hospital	100%	100%	98%	93%	100%	89%	98%	80%
Hampshire Memorial Hospital	100%	89%	100%	89%	100%	89%	100%	89%
Jackson General Hospital	76%	96%	93%	98%	96%	93%	98%	69%
Jefferson Memorial Hospital	91%	80%	53%	84%	82%	29%	82%	24%
Minnie Hamilton HealthCare Center	100%	100%	100%	93%	100%	84%	100%	78%
Montgomery General Hospital	87%	100%	100%	100%	100%	84%	100%	71%
Plateau Medical Center	100%	100%	100%	100%	100%	98%	100%	98%
Pocahontas Memorial Hospital	100%	100%	100%	100%	100%	100%	100%	100%
Potomac Valley Hospital of WV	100%	100%	100%	100%	100%	96%	100%	96%
Preston Memorial Hospital	100%	100%	100%	100%	100%	93%	100%	93%
Roane General Hospital	64%	98%	98%	98%	98%	91%	98%	58%
Sistersville General Hospital	100%	100%	100%	100%	100%	96%	100%	96%
St. Joseph Hospital	100%	100%	100%	100%	100%	98%	100%	98%
Summers County Appalachian Regio..	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
War Memorial Hospital	100%	100%	100%	100%	100%	100%	100%	100%
Webster County Memorial Hospital	98%	87%	98%	89%	100%	82%	100%	58%
WV MBQIP Avg.	95%	97%	97%	97%	99%	89%	99%	82%
Nat. MBQIP Avg.	93%	94%	93%	91%	91%	87%	95%	72%

Source: Telligen
10/14/16

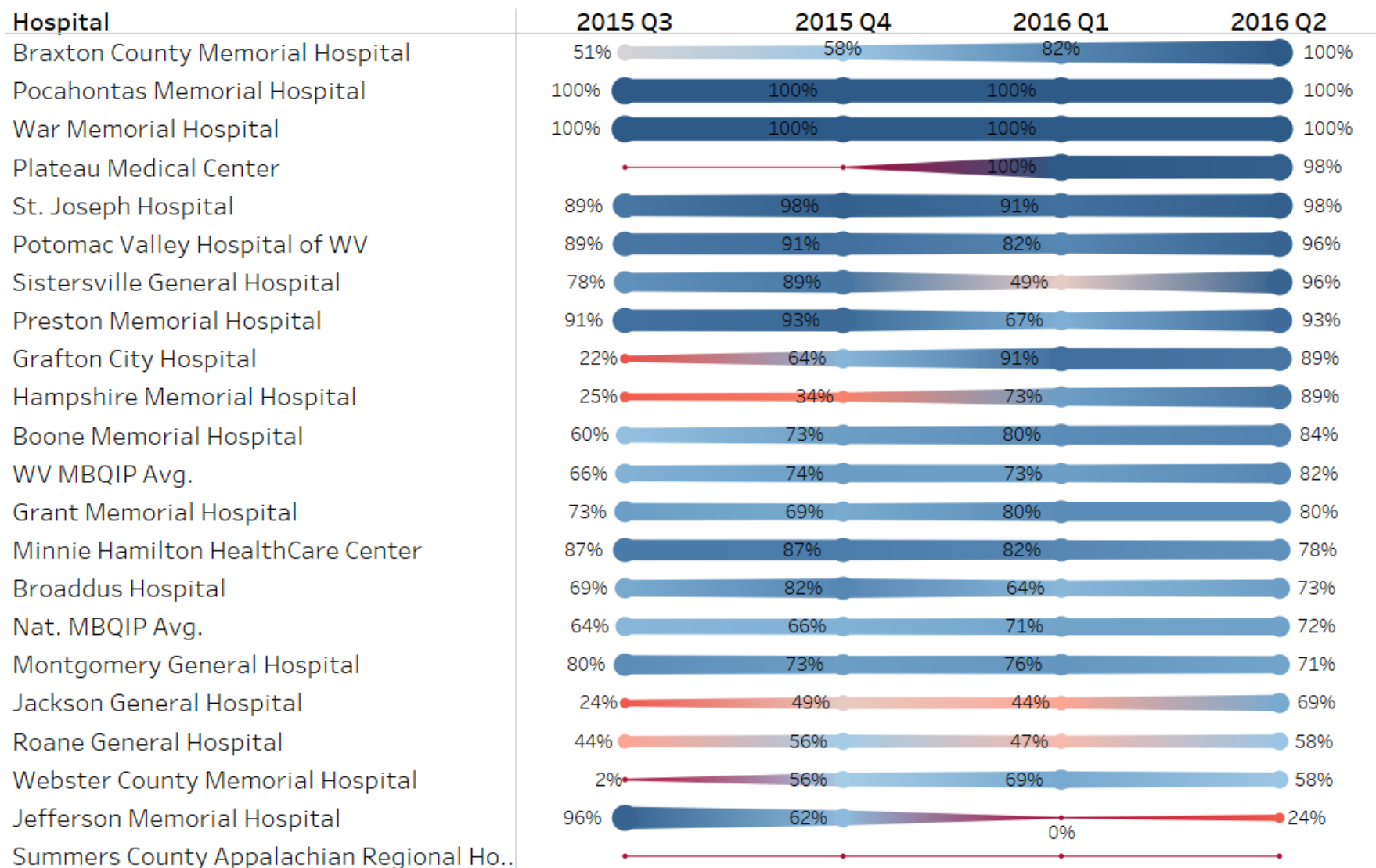
Color
■ Best
■ >= National
■ < National
■ Worst
■ N/A

Source: Telligen

EDTC-"All EDTC Measure" Trends



US & WV All EDTC All Measures

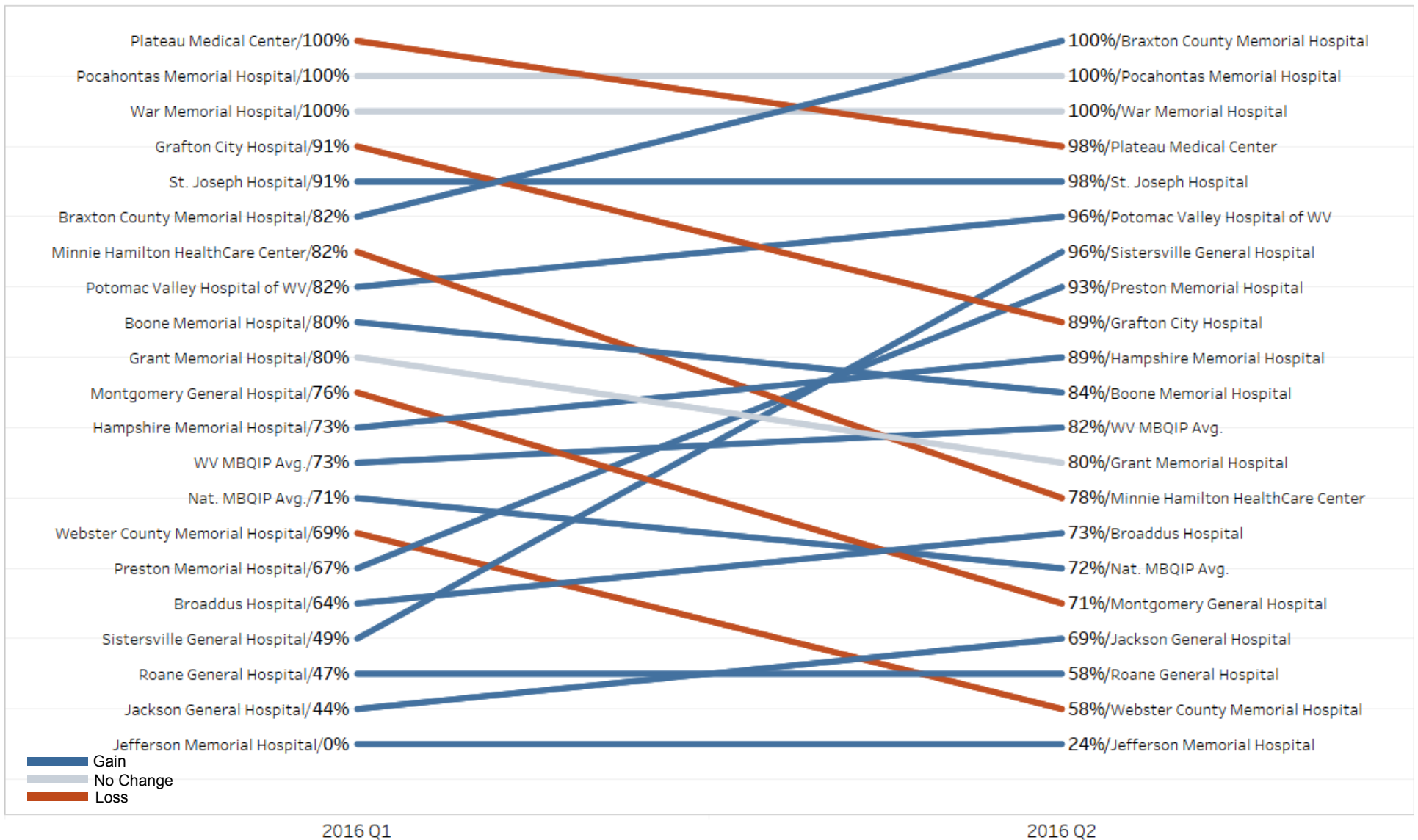


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters



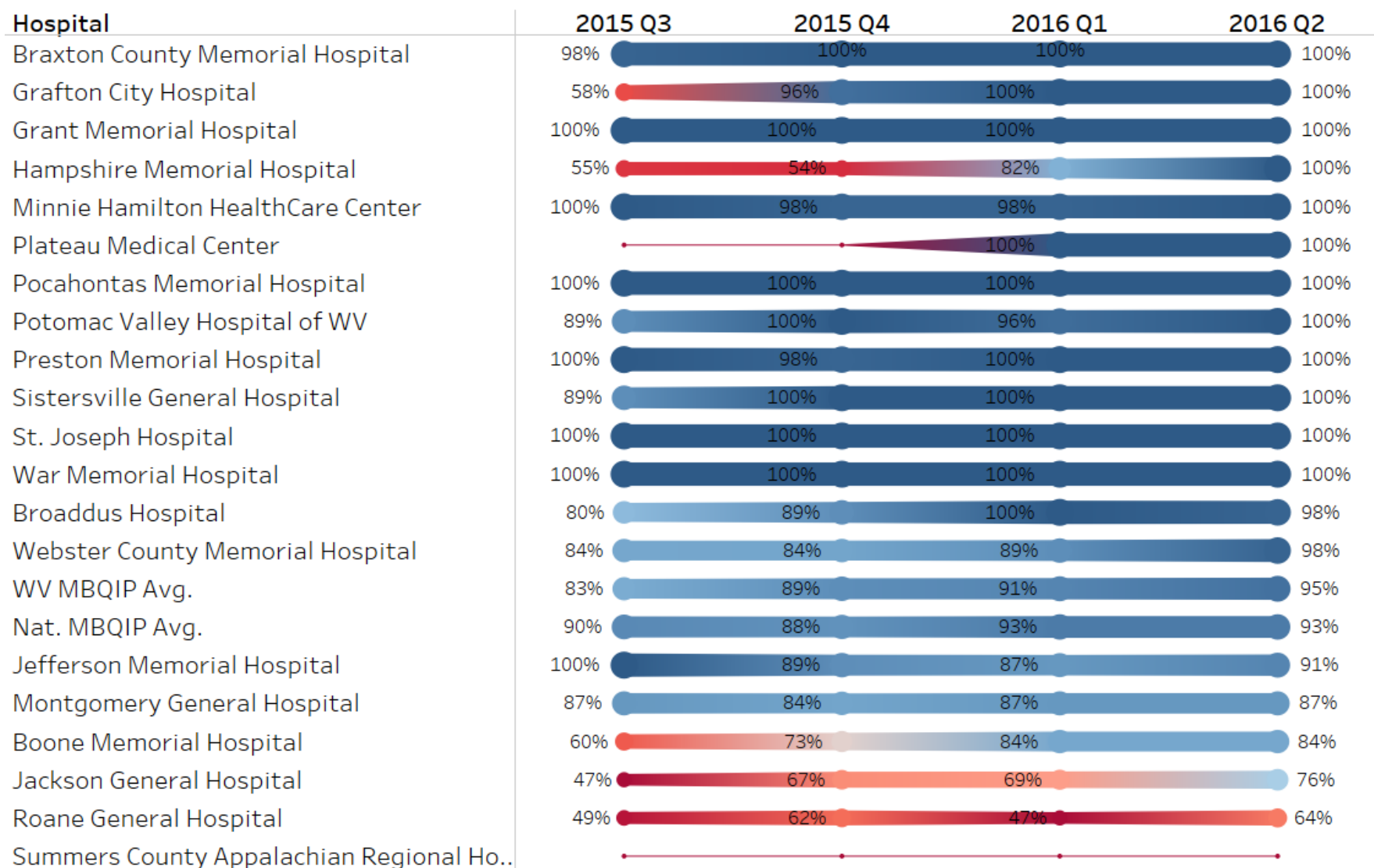
US & WV All EDTC (All Measures)



EDTC-1 Trends



US & WV EDTC-1 Administrative Comm

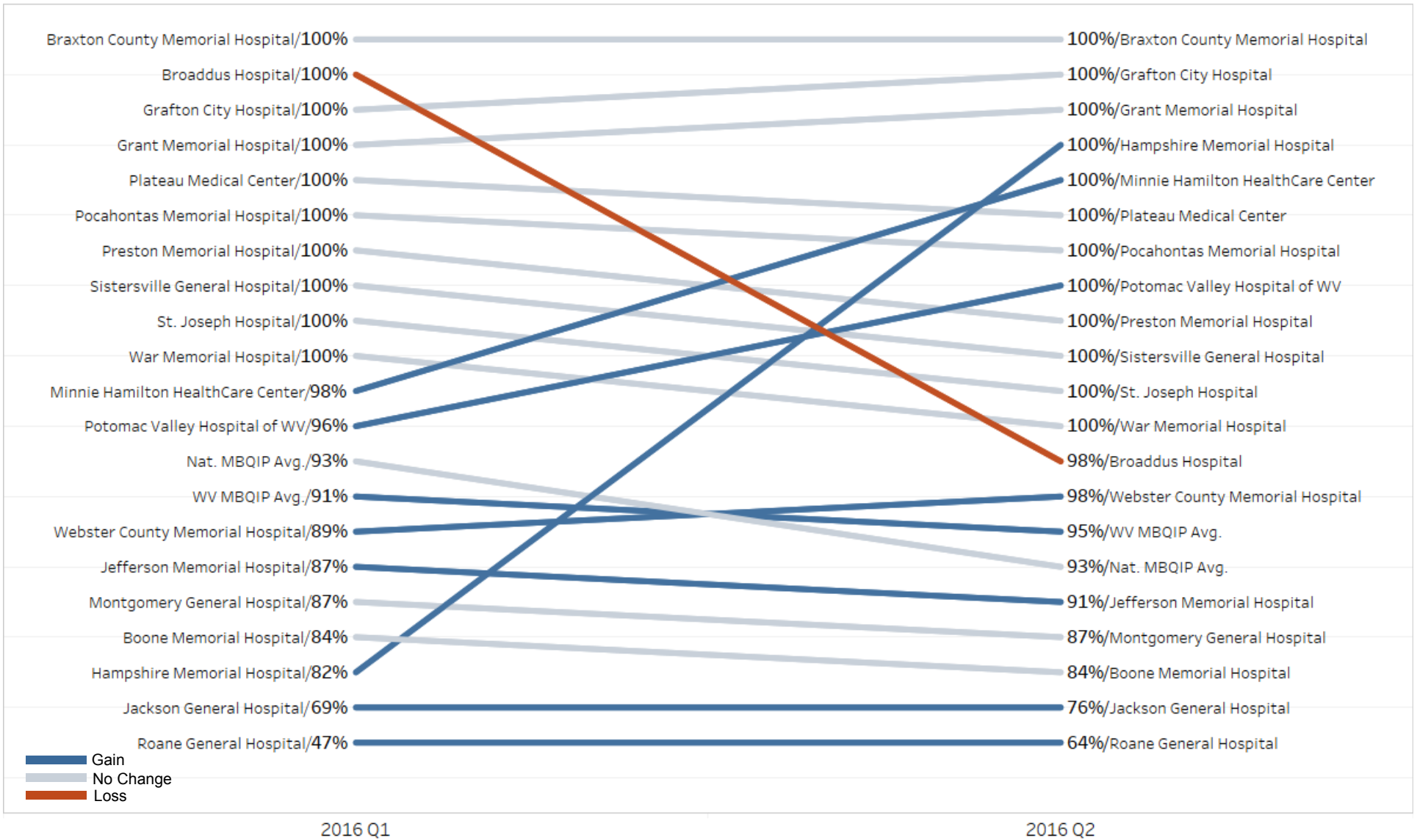


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters

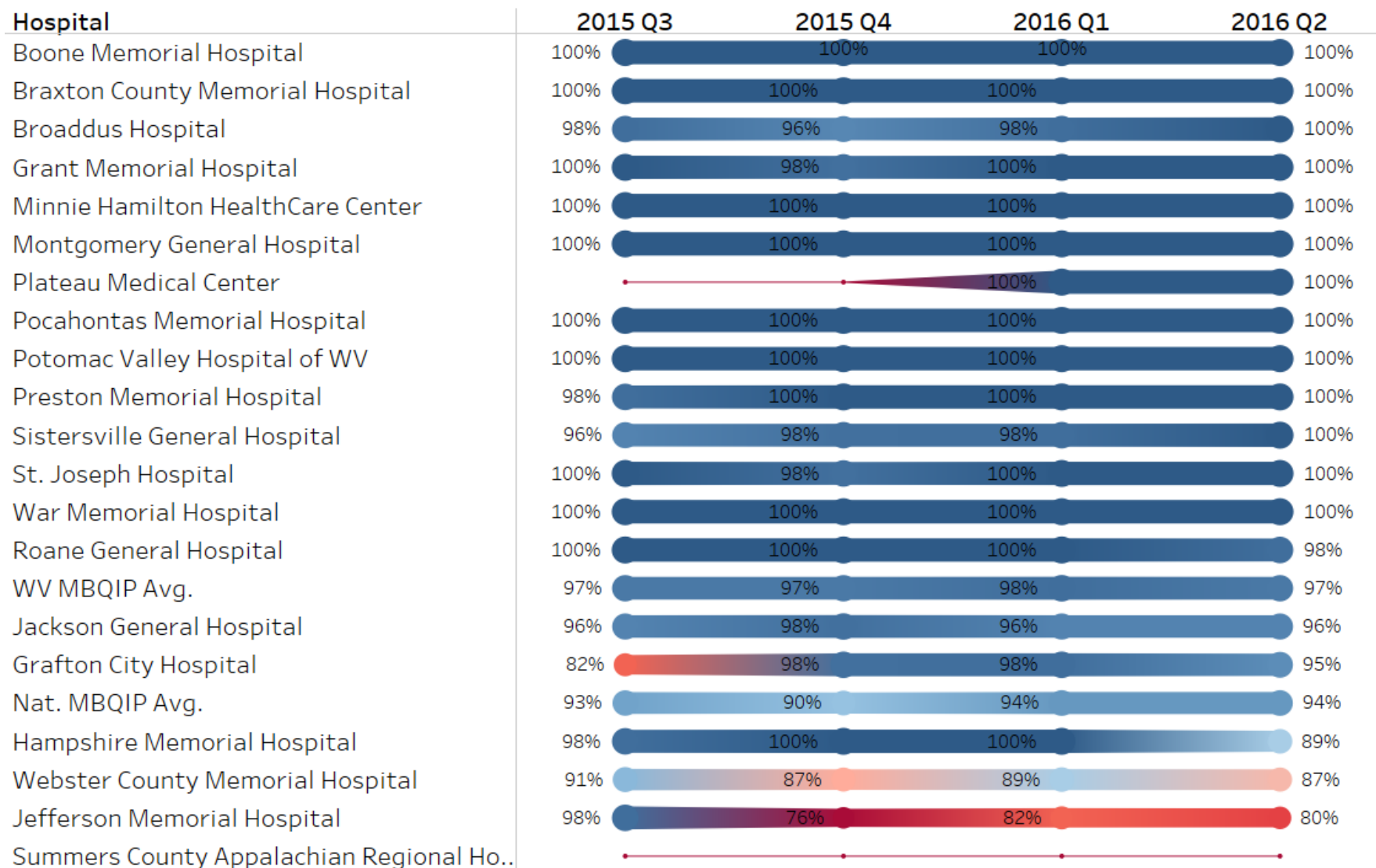


US & WV EDTC-1 (Administrative Comm)



EDTC-2 Trends

US & WV EDTC-2 Patient Information

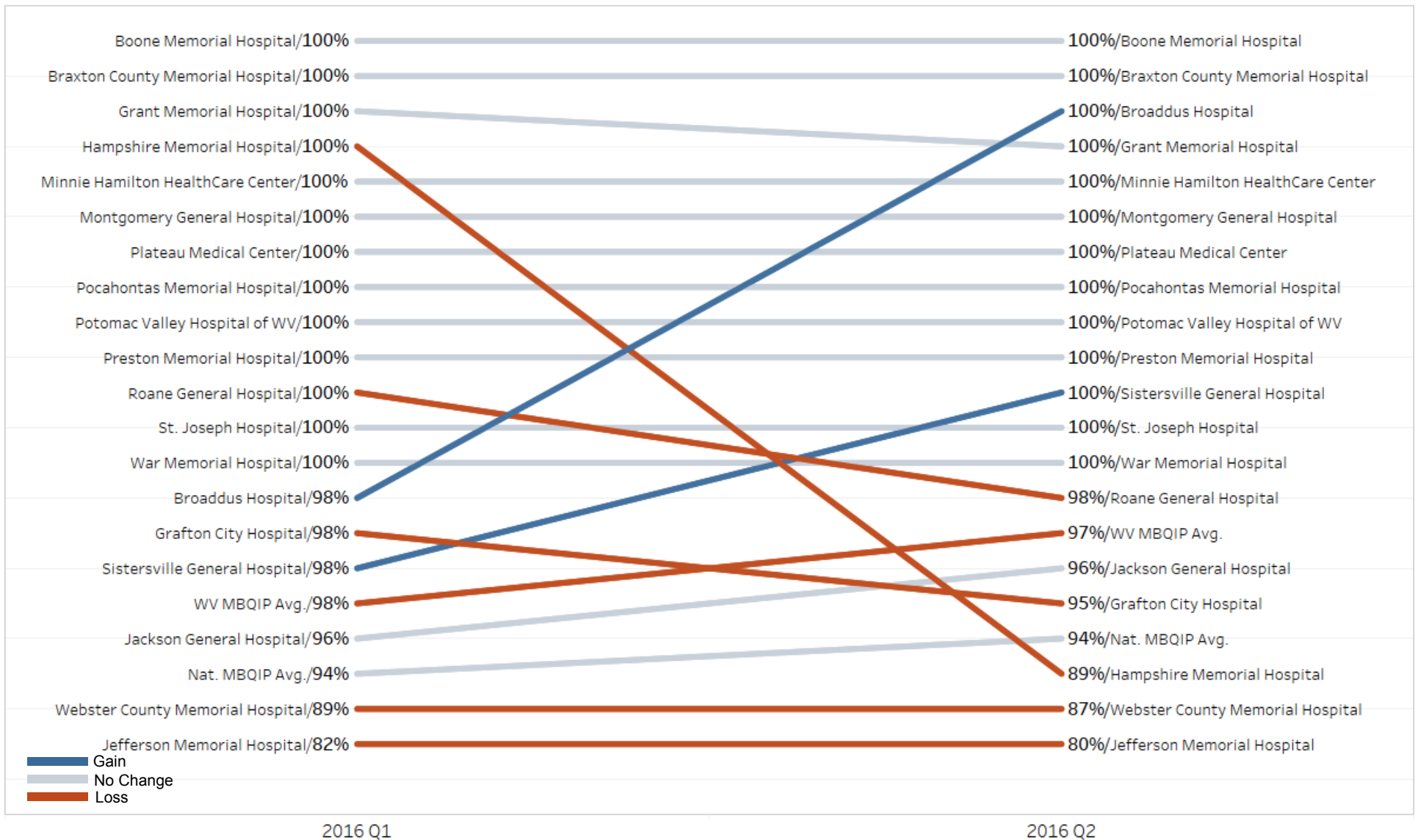


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters

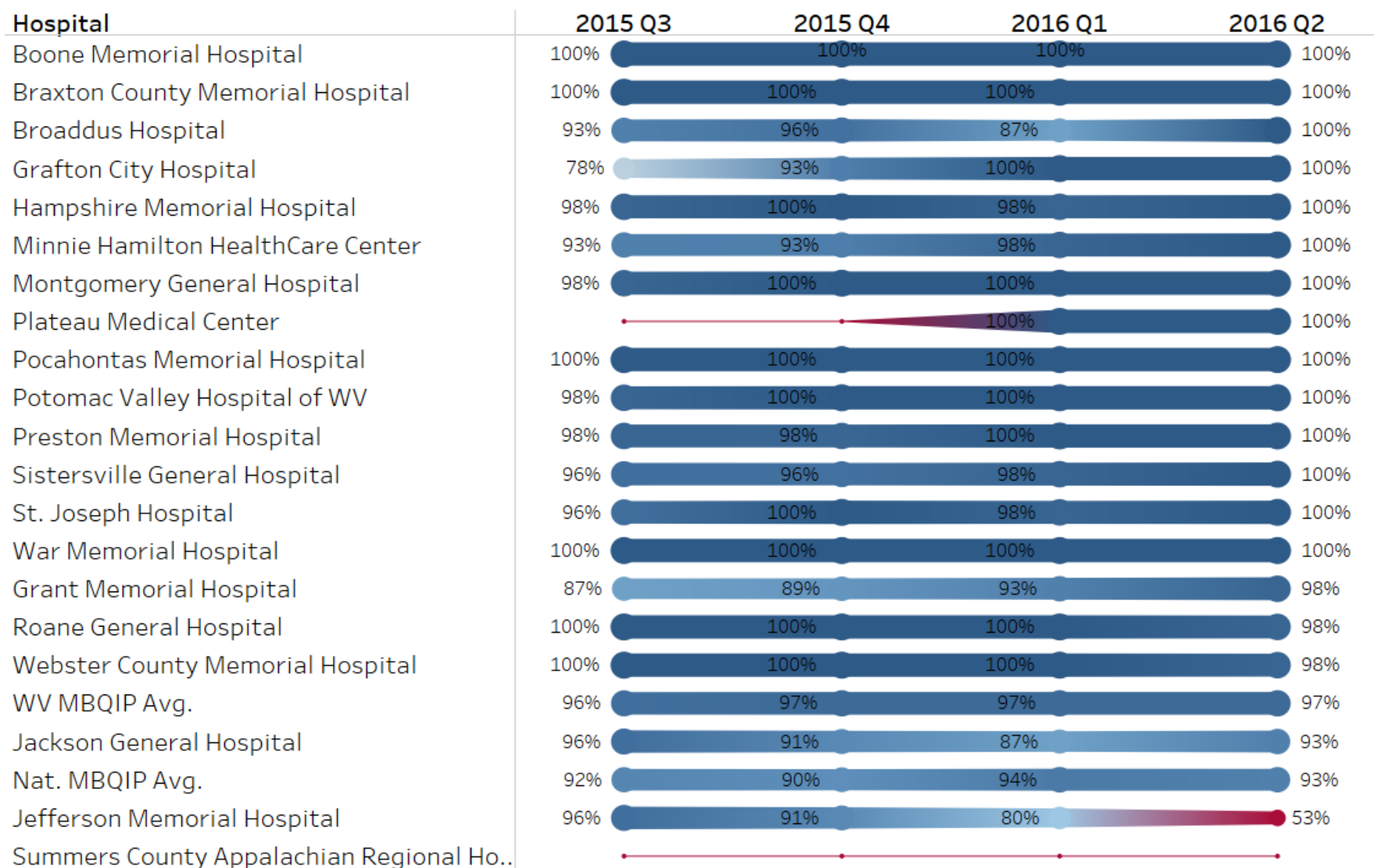


US & WV EDTC-2 (Patient Information)



EDTC-3 Trends

US & WV EDTC-3 Vital Signs

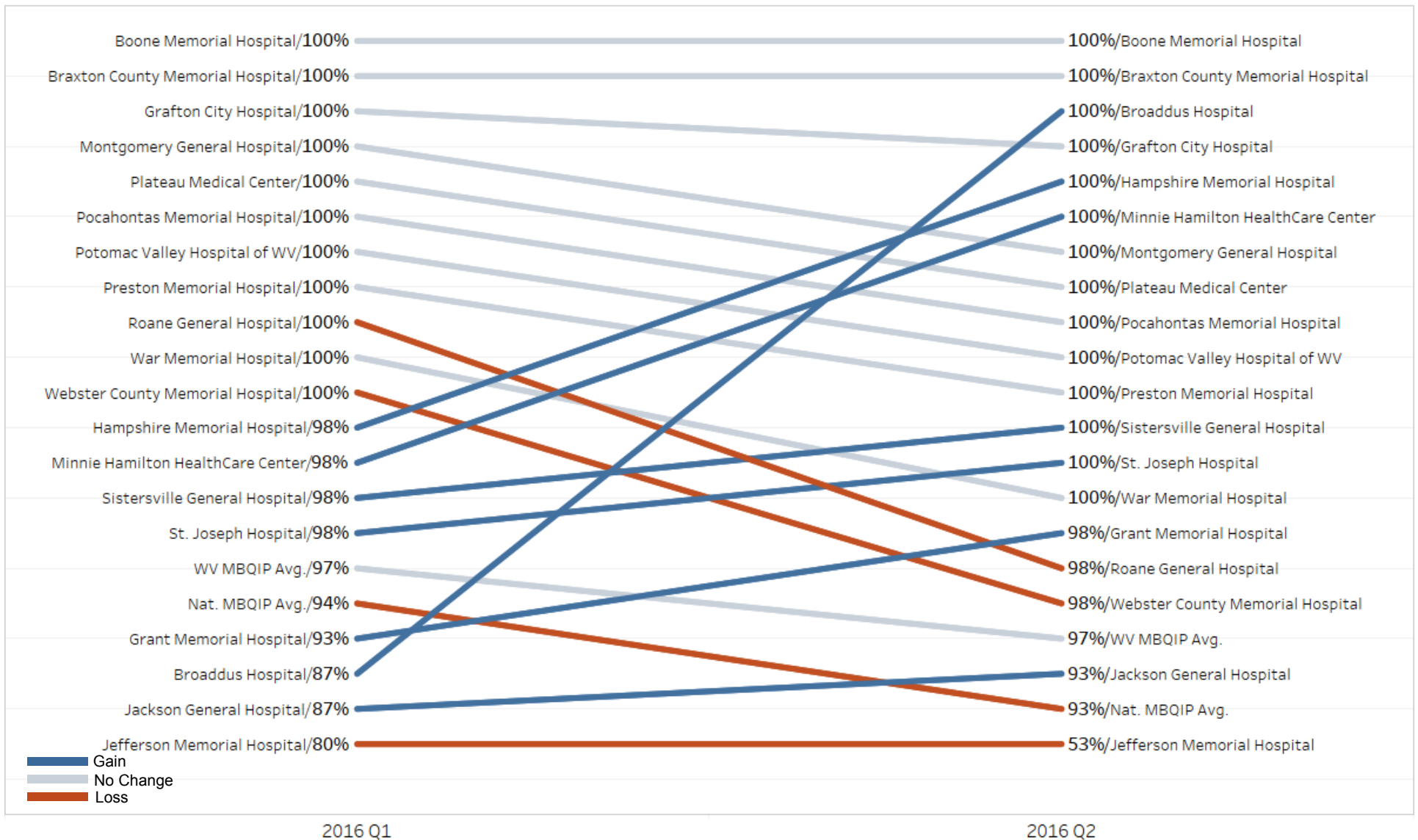


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters

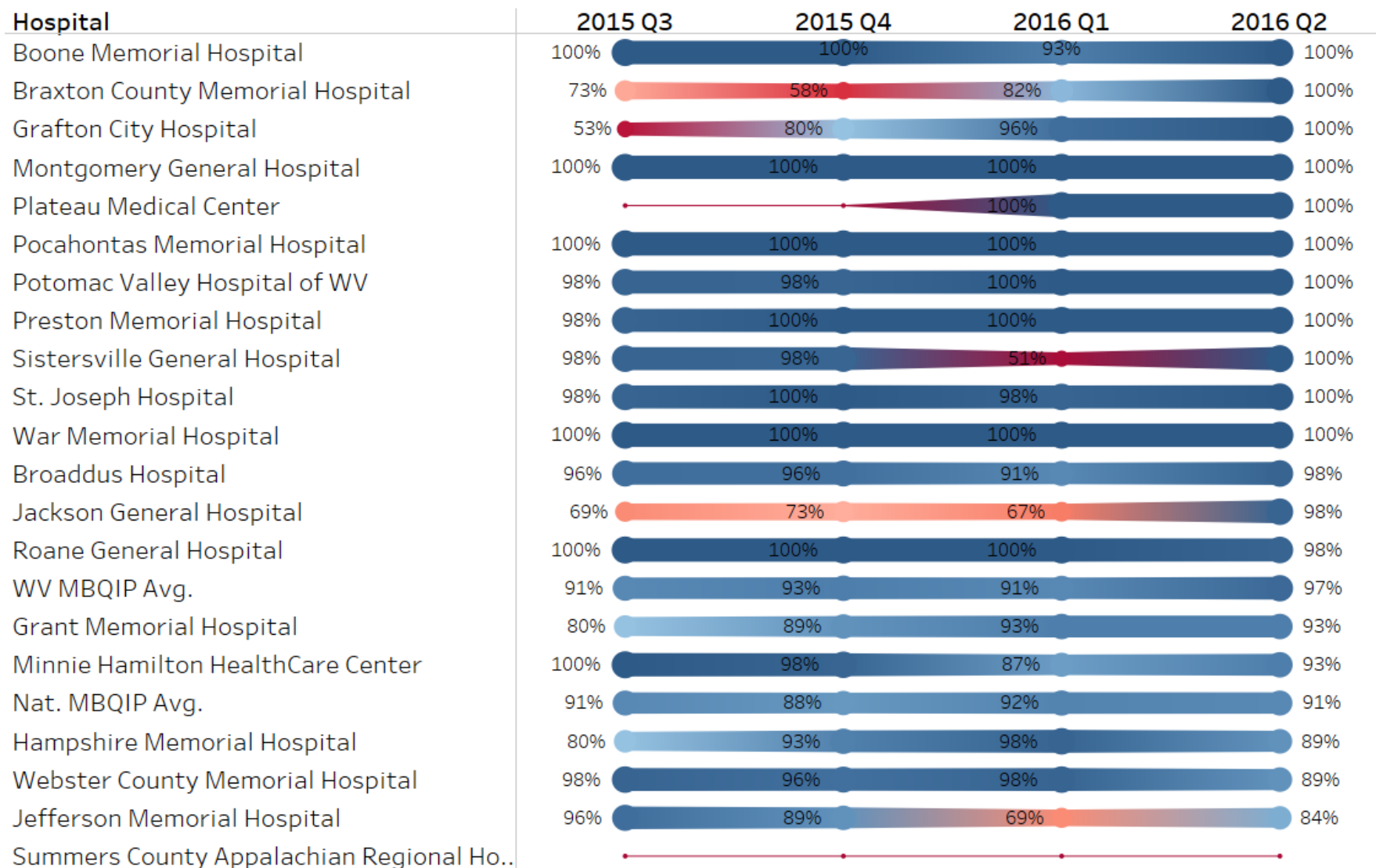


US & WV EDTC-3 (Vital Signs)



EDTC-4 Trends

US & WV EDTC-4 Medication Information

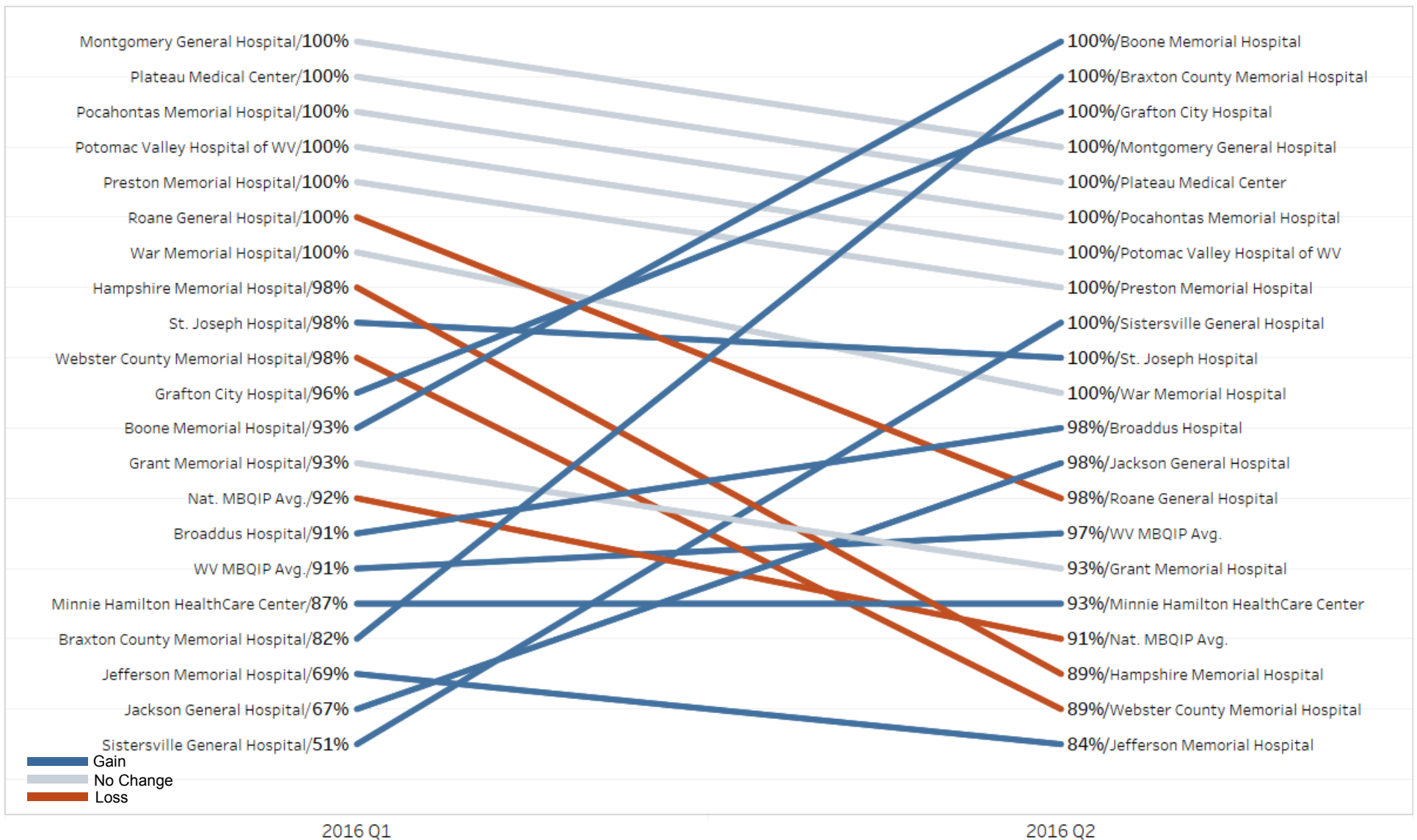


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters



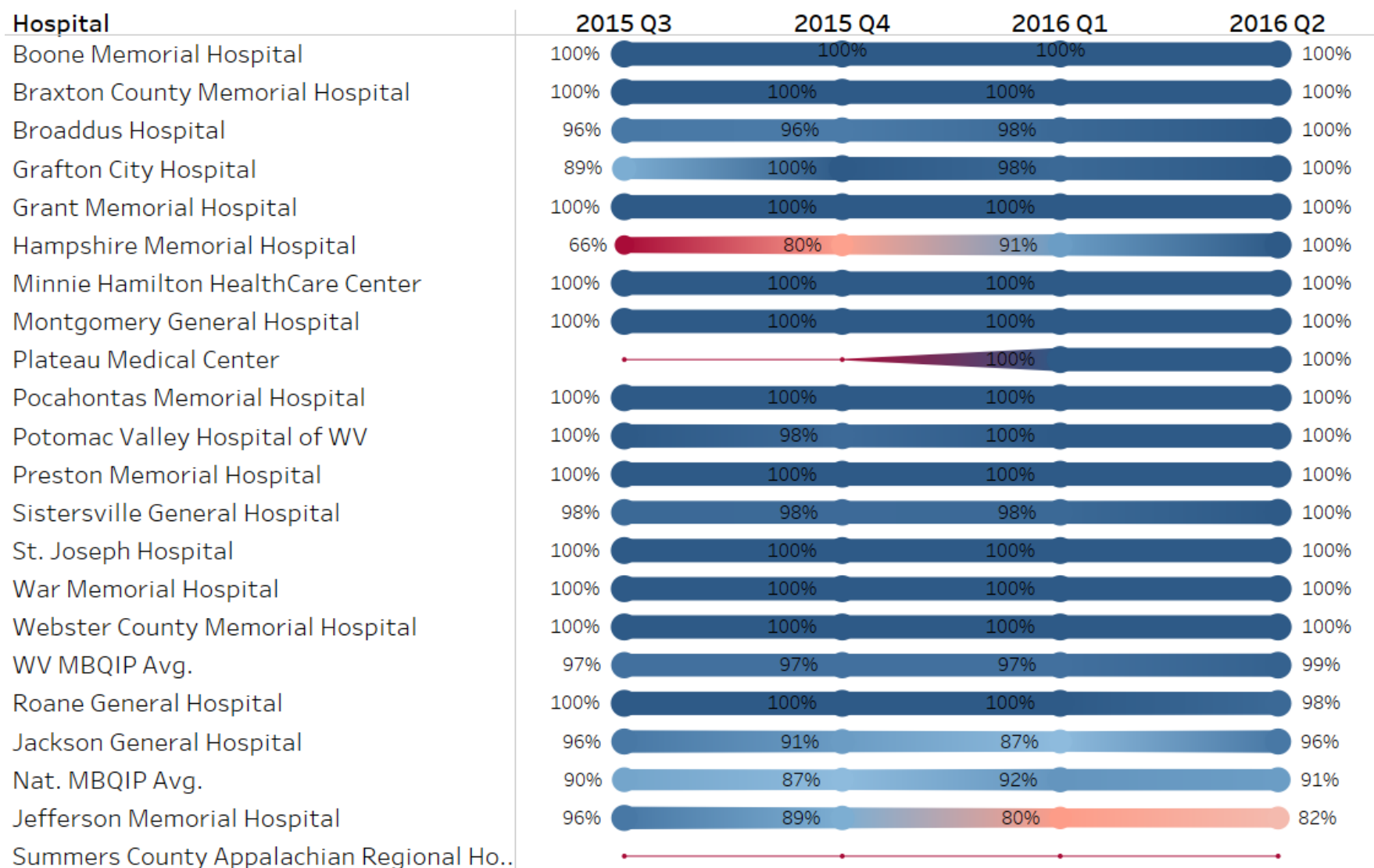
US & WV EDTC-4 (Medication Information)



EDTC-5 Trends



US & WV EDTC-5 Practitioner Information

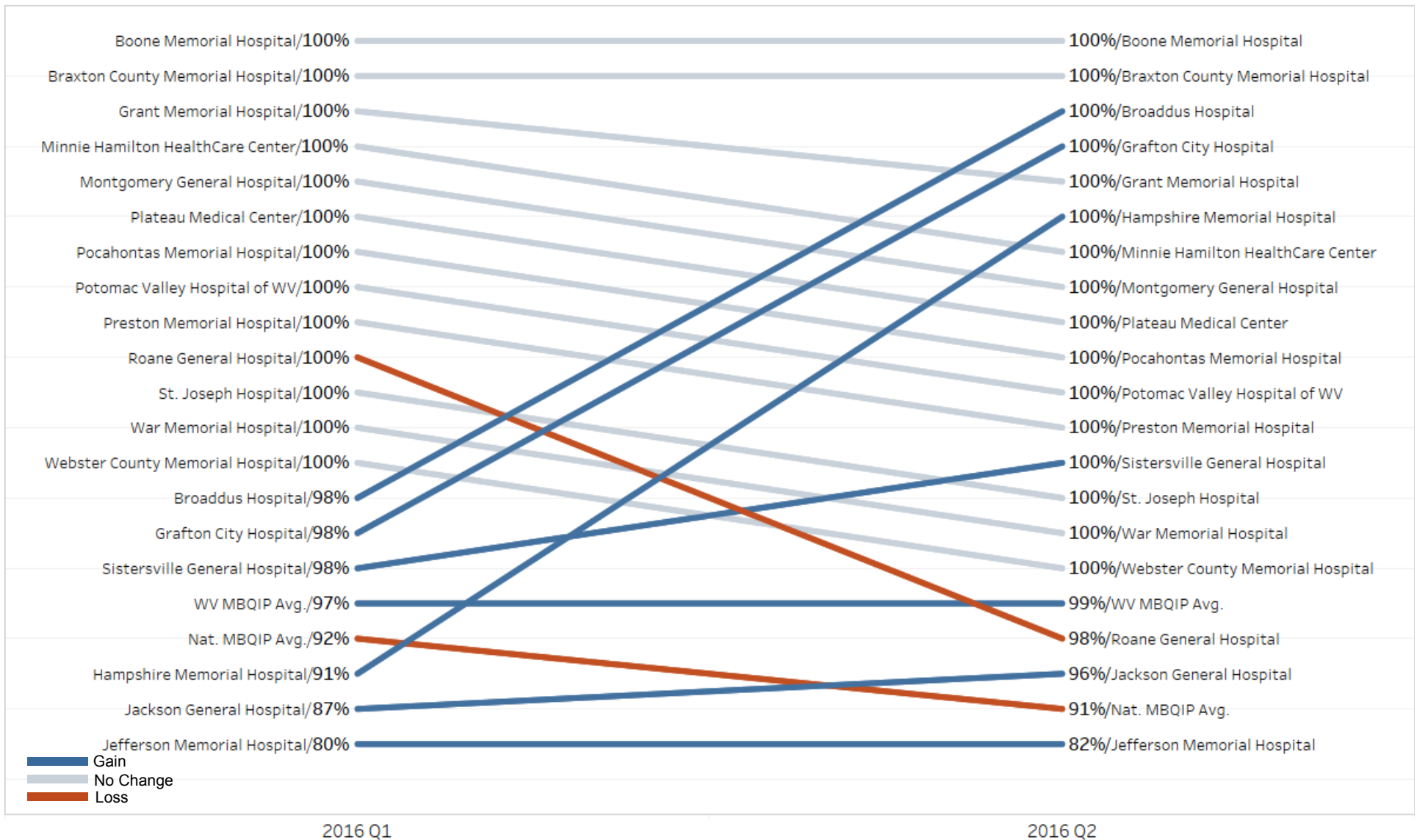


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters



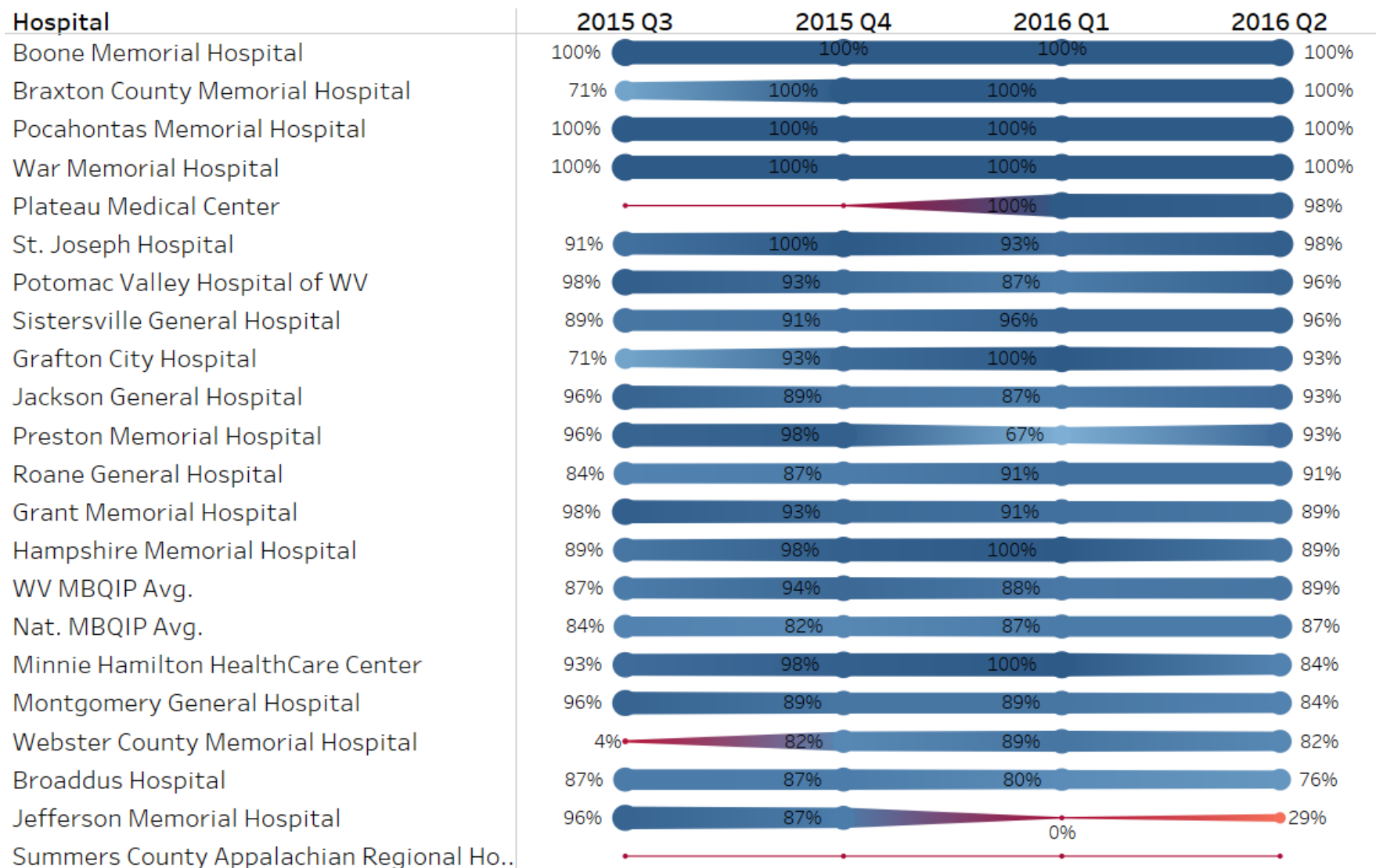
US & WV EDTC-5 (Practitioner Information)



EDTC-6 Trends



US & WV EDTC-6 Nurse Information

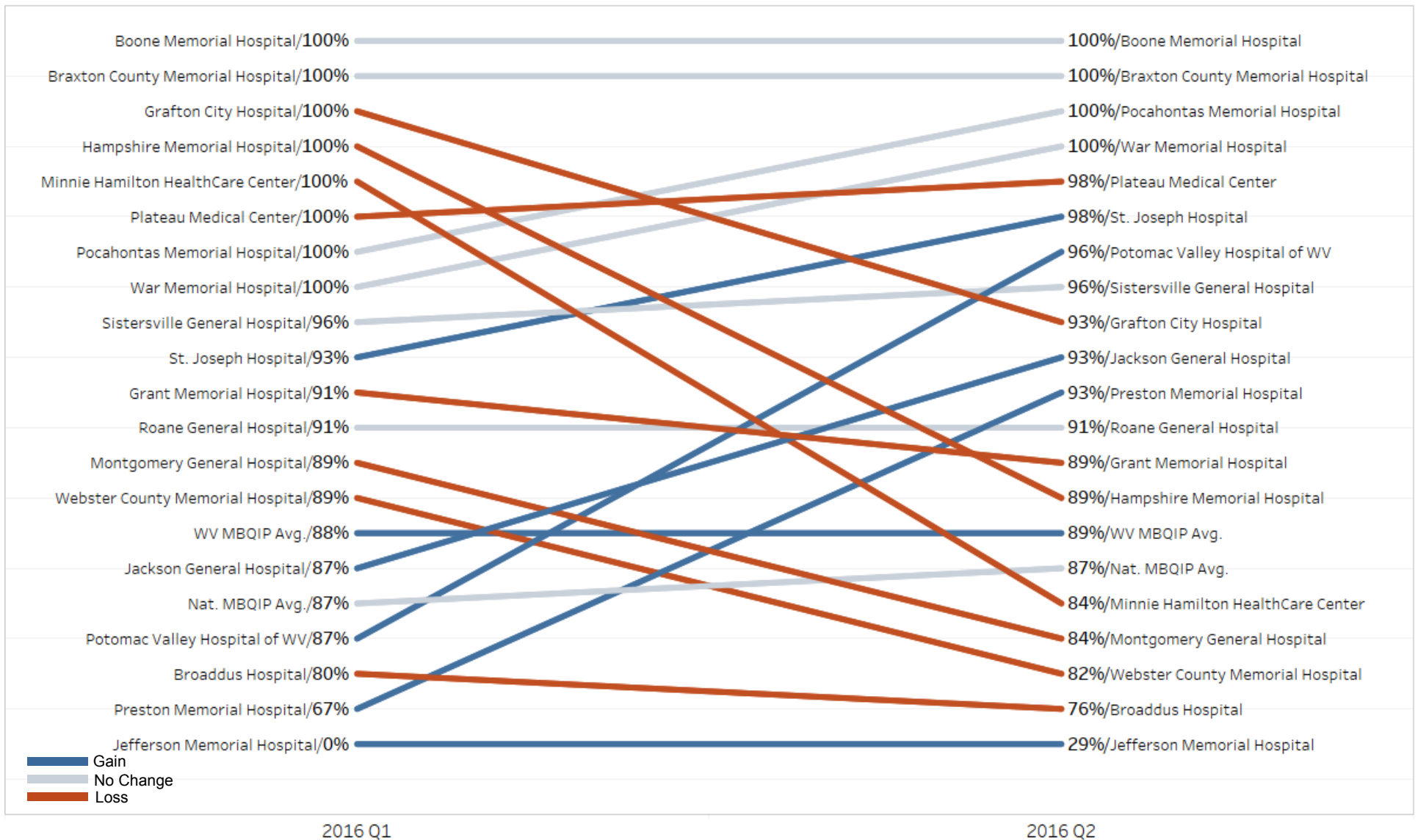


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters

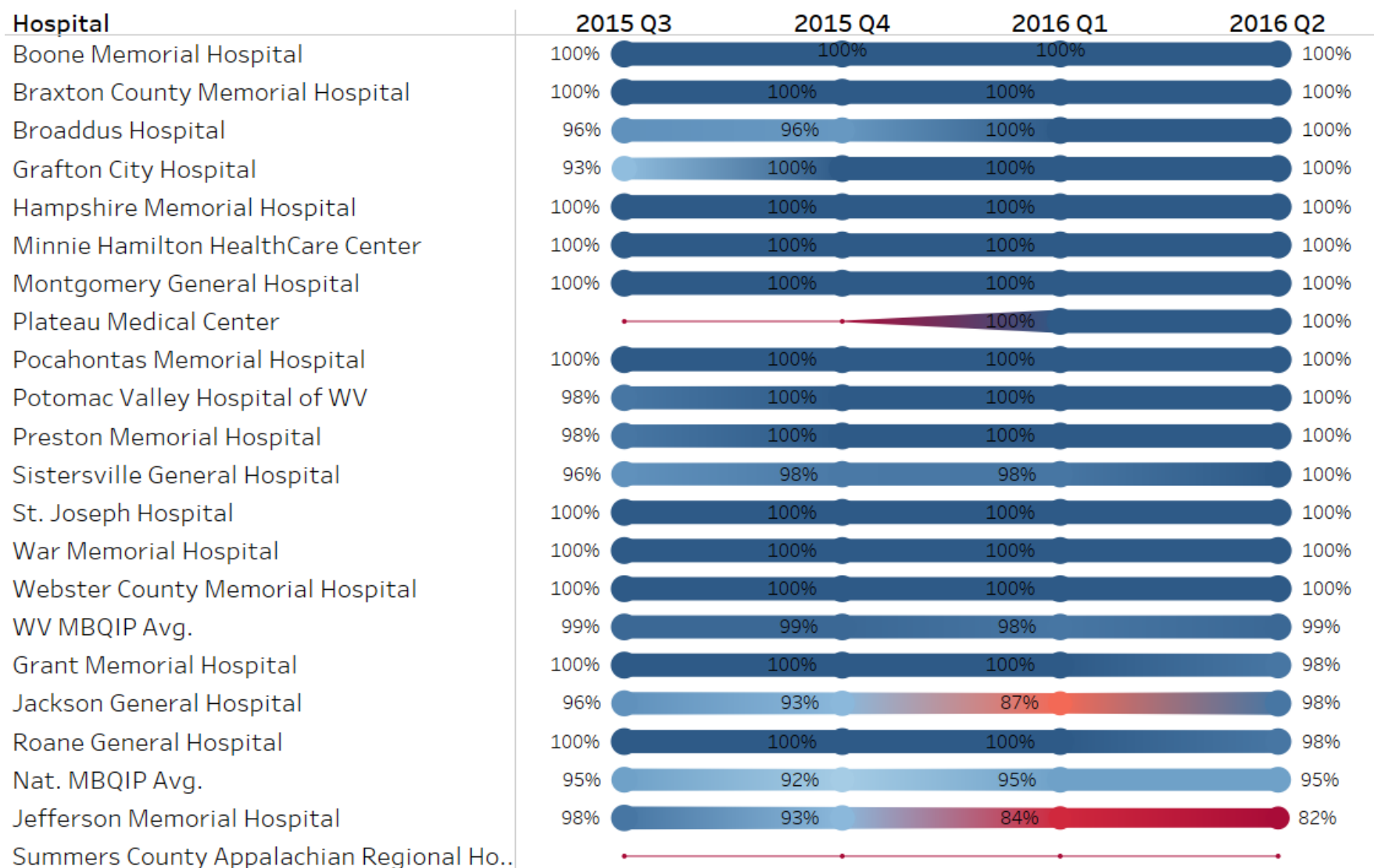


US & WV EDTC-6 (Nurse Information)



EDTC-7 Trends

US & WV EDTC-7 Procedures and Tests

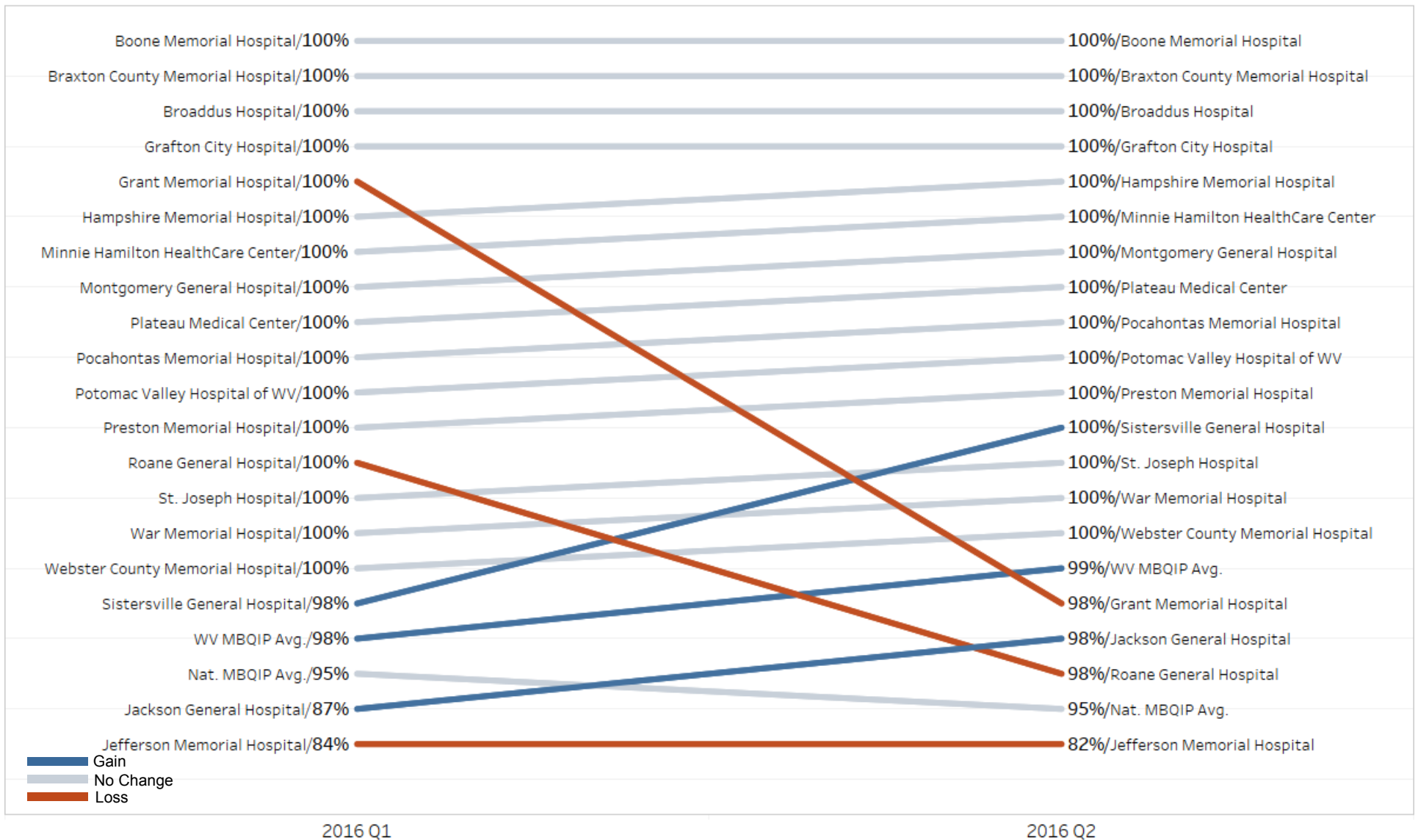


Source:
Telligen
10/14/16

EDTC Change Latest Two Quarters



US & WV EDTC-7 (Procedures and Tests)





HCAHPS

HCAHPS Star Rating Q1/2016



WV HCAHPS Star Rating Q1-2016

	Preston Memorial Hospital	Grant Memorial Hospital	Plateau Medical Center	Jefferson Memorial Hospital	Jackson General Hospital	St Joseph Hospital
HCAHPS Summary Star Rating	3	4	4	3	3	4
Composite 1	4	5	4	5	3	4
Composite 2	2	5	3	3	4	3
Composite 3	4	5	4	4	3	4
Composite 4	2	4	4	3	3	4
Composite 5	3	4	3	3	4	4
Q 8	5	4	3	5	3	3
Q 9	3	2	4	3	2	4
Composite 6	1	5	4	2	4	4
Composite 7	3	4	3	3	2	2
Q 21	3	3	4	4	4	4
Q 22	3	3	4	3	3	3

Star Ratings Legend

- 5 Stars: Excellent
- 4 Stars: Above Average
- 3 Stars: Average
- 2 Stars: Below Average
- 1 Star: Poor

HCAHPS Response Rate Q1/2016



Hospital	Eligible Surveys	Completed Surveys	Response Rate	
Pocahontas Memorial Hospital	61	27	44%	
Broadus Hospital	140	60	43%	
War Memorial Hospital	192	71	37%	
Minnie Hamilton HealthCare Center	170	56	33%	
Braxton County Memorial Hospital	231	74	32%	
Plateau Medical Center	763	244	32%	
Sistersville General Hospital	259	83	32%	
Jackson General Hospital	481	149	31%	
Montgomery General Hospital	139	43	31%	
Grant Memorial Hospital	1,003	291	29%	
Summers County Appalachian Regional	143	40	28%	
WV Average		2,101	28%	
Potomac Valley Hospital of WV	367	99	27%	
Hampshire Memorial Hospital	342	89	26%	
Boone Memorial Hospital	324	81	25%	
St. Joseph Hospital	1,304	313	24%	
Grafton City Hospital	168	37	22%	
Jefferson Memorial Hospital	736	162	22%	
Preston Memorial Hospital	611	116	19%	
Roane General Hospital	413	66	16%	
Webster County Memorial Hospital	N/A			

WV return Rate Average by hospital:

Hospital eligible surveys number is derived from the Telligen report which includes the # of returned surveys and the return rate.

A goal is to have a return rate at least 30% or more

9 WV CAHs have a return rate above 30%.

HCAHPS Response Rate
Q2/2015-Q1/2016

Q1/2016 HCAHPS Compared to National Avg.



WV HCAHPS (2016 Q1) Color based on Peers (Best/Worst) then National %

Hospital	Comp 1 Comm with Nurses "Always"	Comp 2 Comm with Doctors "Always"	Comp 3 Responsiveness of Staff "Always"	Comp 4 Pain Management "Always"	Comp 5 Comm about Medicines "Always"	Comp 6 Discharge Information "Yes"	Comp 7 Care Transition	Q 8 Cleanliness of Hosp Envir "Always"	Q 9 Quietness of Hosp Envir "Always"	Q 21 Overall Rating of Hospital "9 or 10"	Q 22 Recommend this Hosp "Definitely Yes"
Boone Memorial Hospital	84%	90%	72%	81%	80%	89%	58%	81%	65%	69%	66%
Braxton County Memorial Hospital	78%	85%	79%	68%	72%	89%	45%	75%	60%	74%	64%
Broadus Hospital	88%	78%	78%	85%	58%	90%	60%	80%	59%	80%	79%
Grafton City Hospital	90%	90%	73%	69%	69%	83%	57%	65%	60%	59%	56%
Grant Memorial Hospital	86%	89%	81%	76%	68%	93%	55%	80%	51%	66%	63%
Hampshire Memorial Hospital	80%	76%	66%	64%	65%	84%	56%	87%	62%	79%	70%
Jackson General Hospital	78%	85%	65%	69%	66%	91%	44%	72%	54%	73%	72%
Jefferson Memorial Hospital	83%	81%	74%	71%	64%	83%	53%	84%	61%	73%	73%
Minnie Hamilton HealthCare Center	79%	74%	77%	63%	76%	89%	47%	75%	54%	61%	59%
Montgomery General Hospital	74%	83%	59%	65%	59%	76%	49%	75%	61%	67%	53%
Plateau Medical Center	84%	84%	78%	77%	67%	89%	52%	73%	75%	79%	75%
Pocahontas Memorial Hospital	88%	86%	88%	76%	79%	83%	40%	82%	72%	82%	68%
Potomac Valley Hospital of WV	81%	83%	70%	72%	67%	84%	47%	85%	54%	66%	67%
Preston Memorial Hospital	81%	75%	68%	63%	62%	80%	49%	82%	60%	73%	69%
Roane General Hospital	87%	88%	73%	74%	74%	87%	54%	80%	68%	67%	66%
Sistersville General Hospital	89%	92%	88%	78%	78%	82%	60%	87%	78%	77%	77%
St. Joseph Hospital	80%	81%	76%	75%	70%	91%	45%	72%	69%	70%	65%
Summers County Appalachian Regio..	72%	86%	76%	59%	76%	86%	31%	86%	52%	70%	52%
War Memorial Hospital	90%	93%	80%	81%	82%	88%	53%	91%	79%	83%	80%
Webster County Memorial Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WV All Hosp Avg.	80%	82%	69%	69%	65%	86%	49%	75%	60%	70%	67%
Nat. All Hosp Avg.	80%	82%	69%	71%	65%	87%	52%	74%	62%	72%	72%

Source: Telligent 8/3/2016

Color
■ Best
■ >= National
■ < National
■ Worst
■ N/A

Q4/2015 HCAHPS Compared to National Avg.



WV HCAHPS (2015 Q4) Color based on Peers (Best/Worst) then National %

Hospital	Comp 1 Comm with Nurses "Always"	Comp 2 Comm with Doctors "Always"	Comp 3 Responsiveness of Staff "Always"	Comp 4 Pain Management "Always"	Comp 5 Comm about Medicines "Always"	Comp 6 Discharge Information "Yes"	Comp 7 Care Transition	Q 8 Cleanliness of Hosp Envir "Always"	Q 9 Quietness of Hosp Envir "Always"	Q 21 Overall Rating of Hospital "9 or 10"	Q 22 Recommend this Hosp "Definitely Yes"
Boone Memorial Hospital	83%	89%	72%	78%	73%	88%	59%	85%	64%	66%	67%
Braxton County Memorial Hospital	83%	87%	83%	76%	73%	88%	50%	74%	61%	77%	66%
Broadus Hospital	88%	77%	78%	84%	57%	94%	61%	85%	57%	85%	82%
Grafton City Hospital	89%	87%	67%	68%	74%	92%	43%	61%	60%	52%	42%
Grant Memorial Hospital	84%	86%	77%	75%	68%	91%	54%	79%	50%	64%	63%
Hampshire Memorial Hospital	81%	76%	69%	65%	65%	87%	55%	90%	61%	78%	70%
Jackson General Hospital	78%	88%	66%	75%	72%	91%	45%	76%	56%	72%	74%
Jefferson Memorial Hospital	84%	82%	72%	74%	61%	85%	53%	85%	57%	70%	72%
Minnie Hamilton HealthCare Center	82%	74%	80%	70%	75%	91%	54%	79%	56%	64%	65%
Montgomery General Hospital	79%	81%	68%	70%	65%	87%	49%	74%	59%	69%	66%
Plateau Medical Center	84%	86%	77%	75%	70%	87%	54%	69%	76%	79%	72%
Pocahontas Memorial Hospital	91%	90%	94%	73%	79%	90%	42%	92%	79%	92%	83%
Potomac Valley Hospital of WV	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Preston Memorial Hospital	80%	79%	59%	62%	65%	82%	52%	83%	62%	69%	65%
Roane General Hospital	86%	85%	74%	75%	74%	85%	46%	75%	67%	62%	60%
Sistersville General Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
St. Joseph Hospital	77%	81%	72%	72%	71%	90%	43%	71%	67%	71%	65%
Summers County Appalachian Reg..	61%	72%	69%	55%	57%	77%	29%	75%	44%	63%	43%
War Memorial Hospital	87%	92%	81%	81%	88%	81%	52%	90%	86%	77%	77%
Webster County Memorial Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WV All Hosp Avg.	79%	81%	68%	70%	65%	87%	49%	74%	59%	69%	66%
Nat. All Hosp Avg.	80%	82%	68%	71%	65%	87%	52%	74%	62%	72%	72%

Source: Telligon 8/3/2016

Color
■ Best
■ >= National
■ < National
■ Worst
■ N/A

Source: Telligon

Q3/2015 HCAHPS Compared to National Avg.



WV HCAHPS (2015 Q3) Color based on Peers (Best/Worst) then National %

Hospital	Comp 1 Comm with Nurses "Always"	Comp 2 Comm with Doctors "Always"	Comp 3 Responsiveness of Staff "Always"	Comp 4 Pain Management "Always"	Comp 5 Comm about Medicines "Always"	Comp 6 Discharge Information "Yes"	Comp 7 Care Transition	Q 8 Cleanliness of Hosp Envir "Always"	Q 9 Quietness of Hosp Envir "Always"	Q 21 Overall Rating of Hospital "9 or 10"	Q 22 Recommend this Hosp "Definitely Yes"
Boone Memorial Hospital	84%	88%	72%	76%	69%	89%	59%	86%	61%	60%	64%
Braxton County Memorial Hospital	81%	85%	77%	73%	68%	87%	47%	71%	65%	76%	69%
Broadus Hospital	90%	81%	81%	78%	53%	93%	60%	87%	59%	82%	76%
Grafton City Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Grant Memorial Hospital	85%	85%	79%	76%	70%	92%	55%	81%	51%	65%	63%
Hampshire Memorial Hospital	80%	81%	75%	77%	64%	90%	60%	88%	73%	73%	66%
Jackson General Hospital	79%	85%	68%	77%	71%	93%	47%	76%	58%	75%	75%
Jefferson Memorial Hospital	82%	82%	70%	73%	62%	86%	51%	83%	58%	69%	66%
Minnie Hamilton HealthCare Center	79%	76%	77%	73%	72%	92%	53%	78%	59%	61%	64%
Montgomery General Hospital	74%	76%	62%	78%	76%	85%	45%	67%	65%	66%	53%
Plateau Medical Center	84%	87%	78%	75%	75%	87%	54%	70%	75%	78%	71%
Pocahontas Memorial Hospital	95%	89%	96%	72%	87%	93%	51%	97%	76%	93%	82%
Potomac Valley Hospital of WV	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Preston Memorial Hospital	77%	79%	57%	57%	61%	82%	48%	83%	59%	63%	59%
Roane General Hospital	86%	87%	77%	75%	74%	83%	46%	74%	65%	63%	60%
Sistersville General Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
St. Joseph Hospital	77%	81%	71%	70%	67%	89%	44%	71%	65%	71%	65%
Summers County Appalachian Reg..	67%	77%	75%	66%	64%	79%	31%	75%	55%	67%	53%
War Memorial Hospital	86%	88%	75%	80%	86%	79%	48%	83%	77%	72%	73%
Webster County Memorial Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WV All Hosp Avg.	79%	82%	68%	70%	65%	87%	50%	74%	59%	69%	67%
Nat. All Hosp Avg.	80%	82%	68%	71%	65%	87%	52%	74%	62%	72%	71%

Source: Telligen 8/3/2016

Color
■ Best
■ >= National
■ < National
■ Worst
■ N/A

Source: Telligen

Q2/2015 HCAHPS Compared to National Avg.



WV HCAHPS (2015 Q2) Color based on Peers (Best/Worst) then National %

Hospital	Comp 1 Comm with Nurses "Always"	Comp 2 Comm with Doctors "Always"	Comp 3 Responsiveness of Staff "Always"	Comp 4 Pain Management "Always"	Comp 5 Comm about Medicines "Always"	Comp 6 Discharge Information "Yes"	Comp 7 Care Transition	Q 8 Cleanliness of Hosp Envir "Always"	Q 9 Quietness of Hosp Envir "Always"	Q 21 Overall Rating of Hospital "9 or 10"	Q 22 Recommend this Hosp "Definitely Yes"
Boone Memorial Hospital	82%	86%	71%	73%	64%	89%	58%	83%	58%	61%	63%
Braxton County Memorial Hospital	82%	82%	76%	71%	73%	89%	48%	68%	62%	72%	65%
Broadus Hospital	92%	83%	84%	75%	61%	94%	62%	81%	59%	85%	78%
Grafton City Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Grant Memorial Hospital	85%	84%	79%	74%	70%	90%	54%	81%	50%	65%	62%
Hampshire Memorial Hospital	78%	78%	64%	73%	63%	94%	61%	86%	66%	69%	58%
Jackson General Hospital	79%	86%	67%	76%	71%	94%	48%	77%	56%	75%	74%
Jefferson Memorial Hospital	82%	82%	70%	72%	64%	89%	56%	84%	61%	70%	68%
Minnie Hamilton HealthCare Center	75%	76%	70%	68%	70%	88%	52%	75%	59%	60%	56%
Montgomery General Hospital	74%	81%	65%	80%	78%	87%	46%	64%	67%	58%	47%
Plateau Medical Center	84%	87%	77%	76%	74%	87%	56%	71%	75%	77%	70%
Pocahontas Memorial Hospital	91%	88%	90%	68%	81%	91%	61%	88%	66%	88%	80%
Potomac Valley Hospital of WV	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Preston Memorial Hospital	73%	78%	51%	58%	62%	81%	47%	75%	54%	57%	55%
Roane General Hospital	83%	84%	82%	69%	77%	84%	42%	73%	64%	58%	62%
Sistersville General Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
St. Joseph Hospital	77%	82%	71%	68%	68%	88%	44%	69%	66%	71%	67%
Summers County Appalachian Reg..	68%	74%	73%	66%	54%	81%	33%	77%	57%	58%	54%
War Memorial Hospital	84%	86%	75%	84%	79%	82%	50%	88%	66%	73%	76%
Webster County Memorial Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WV All Hosp Avg.	79%	82%	68%	70%	65%	87%	50%	74%	58%	67%	66%
Nat. All Hosp Avg.	80%	82%	68%	71%	65%	86%	52%	74%	62%	71%	71%

Source: Telligen 8/3/2016

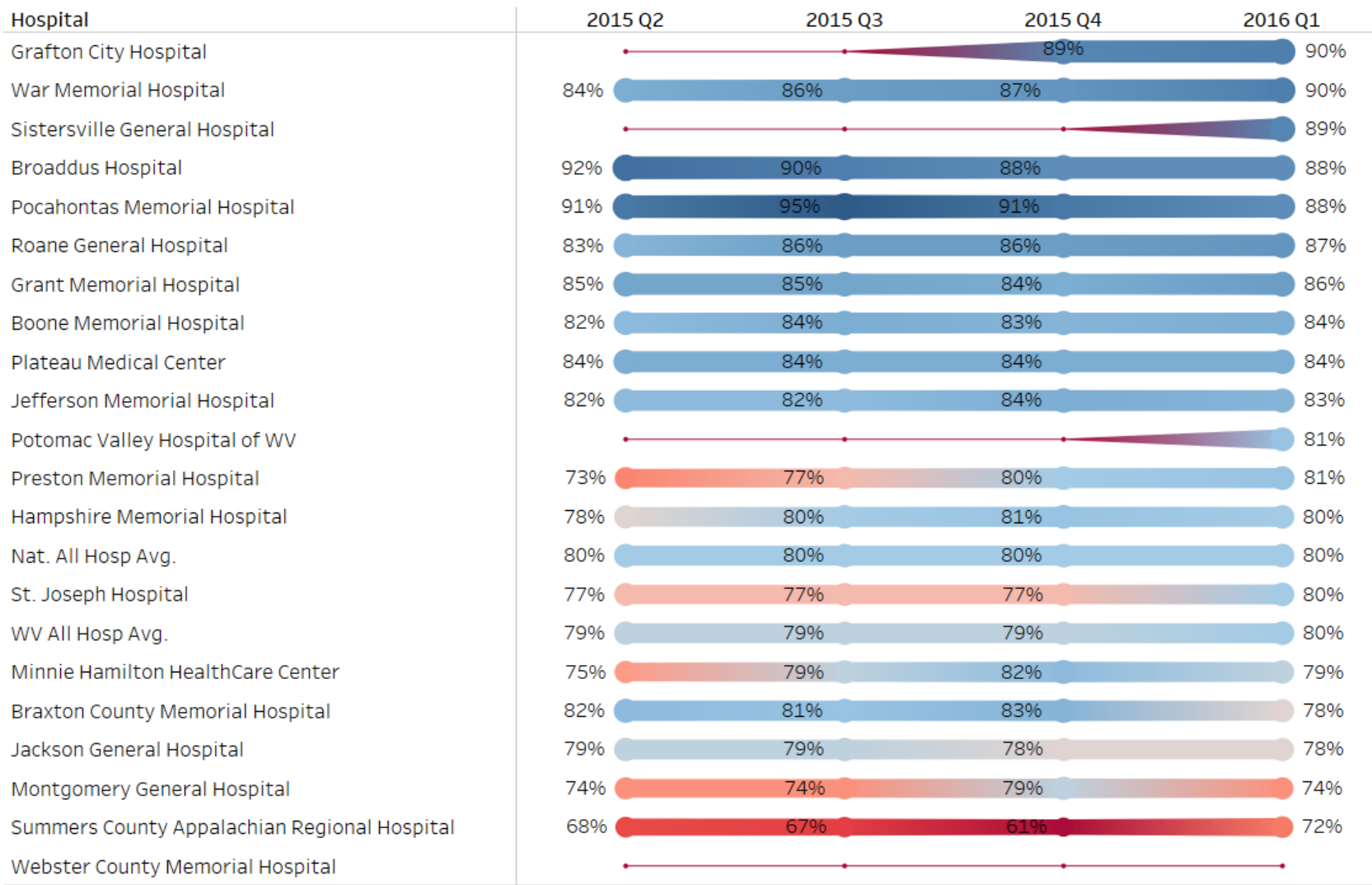
Color
■ Best
■ >= National
■ < National
■ Worst
■ N/A

Source: Telligen

HCAHPS Trends



US & WV Comp 1 Comm with Nurses "Always"



Source: Telligen

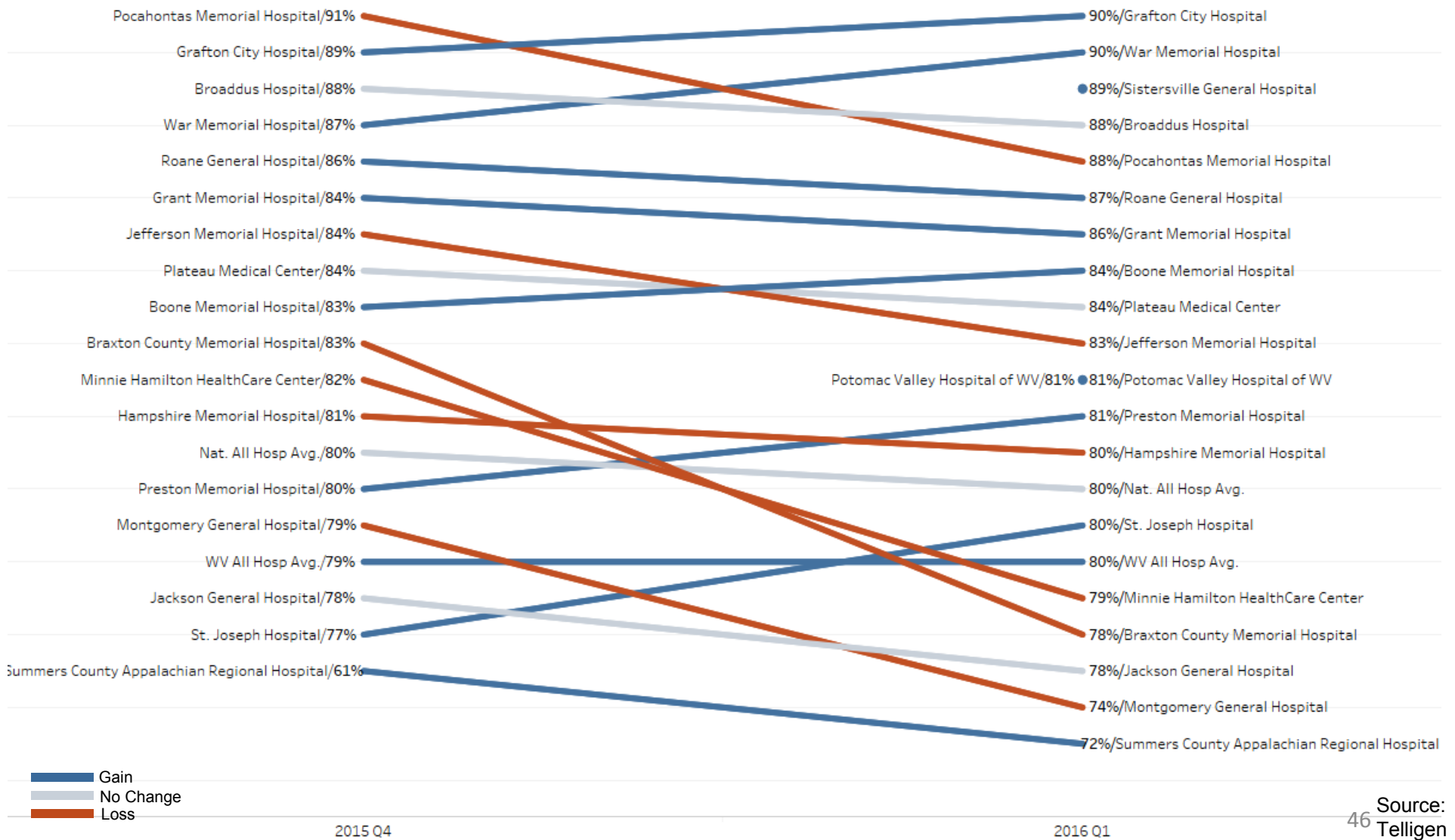


Source: Telligen
8/3/2016

HCAHPS Change Latest Two Quarters



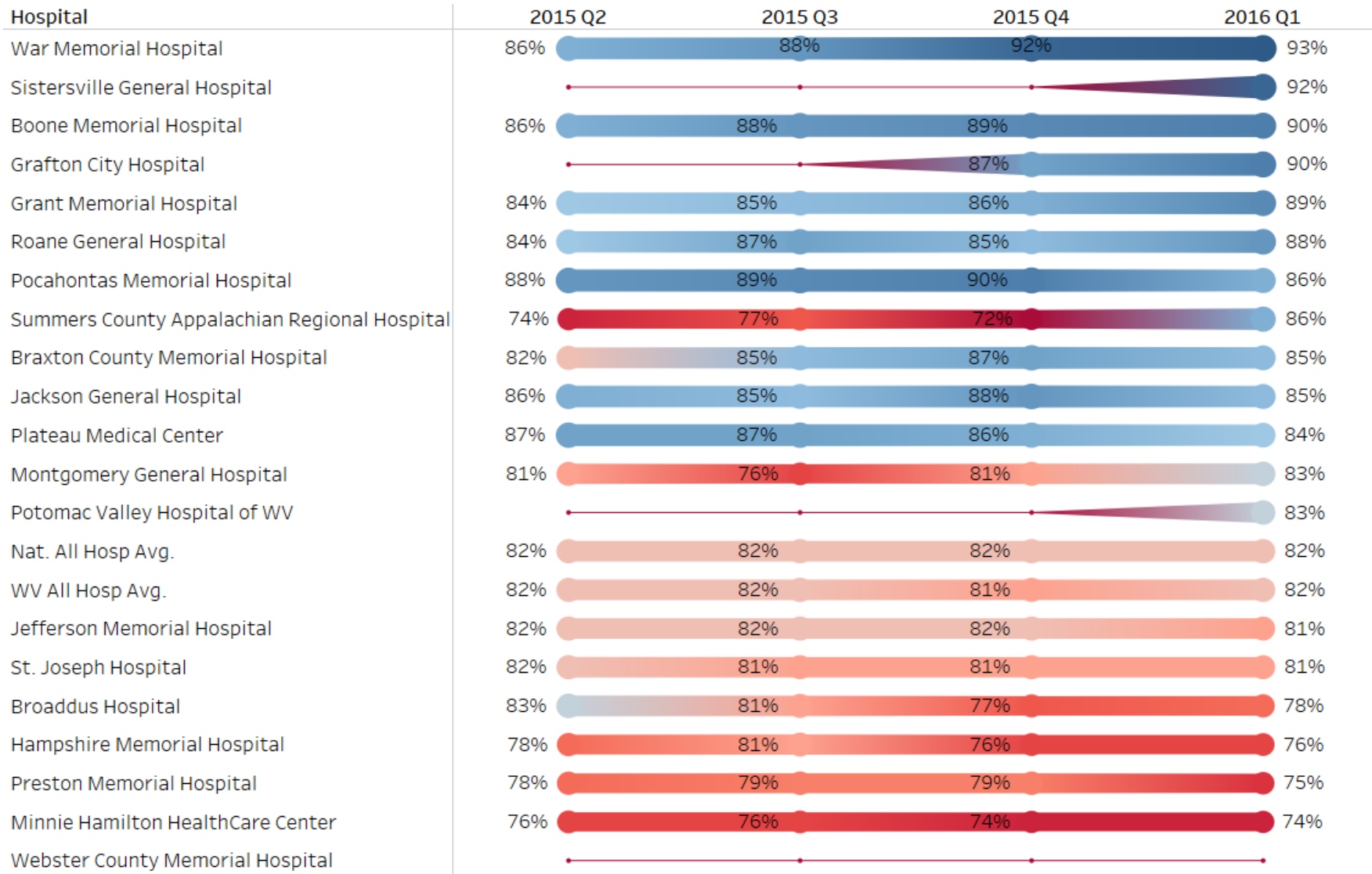
US & WV Comp 1 (Comm with Nurses "Always")



HCAHPS Trends



US & WV Comp 2 Comm with Doctors "Always"



Source: Telligen

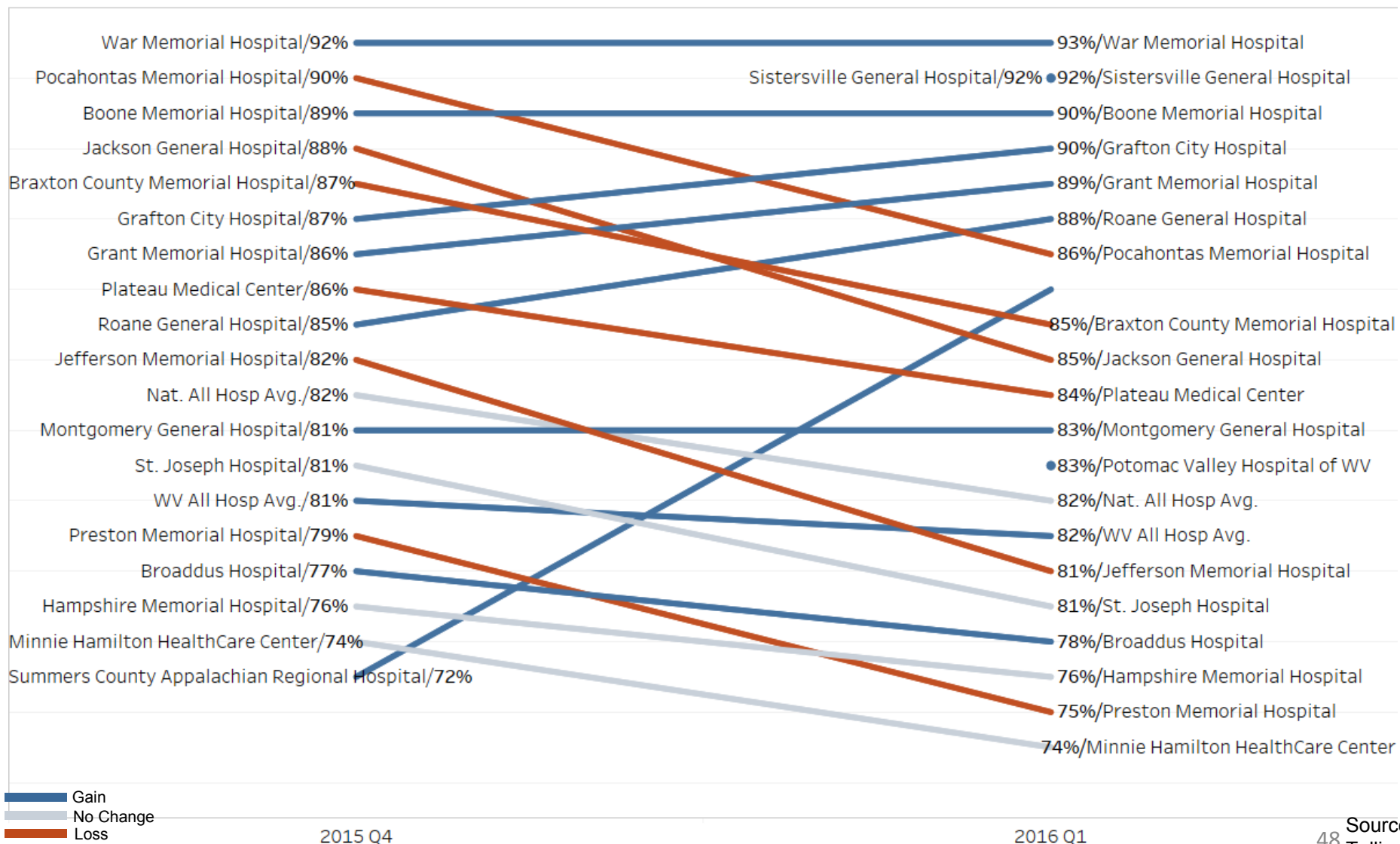
Score 72% 93%

7 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



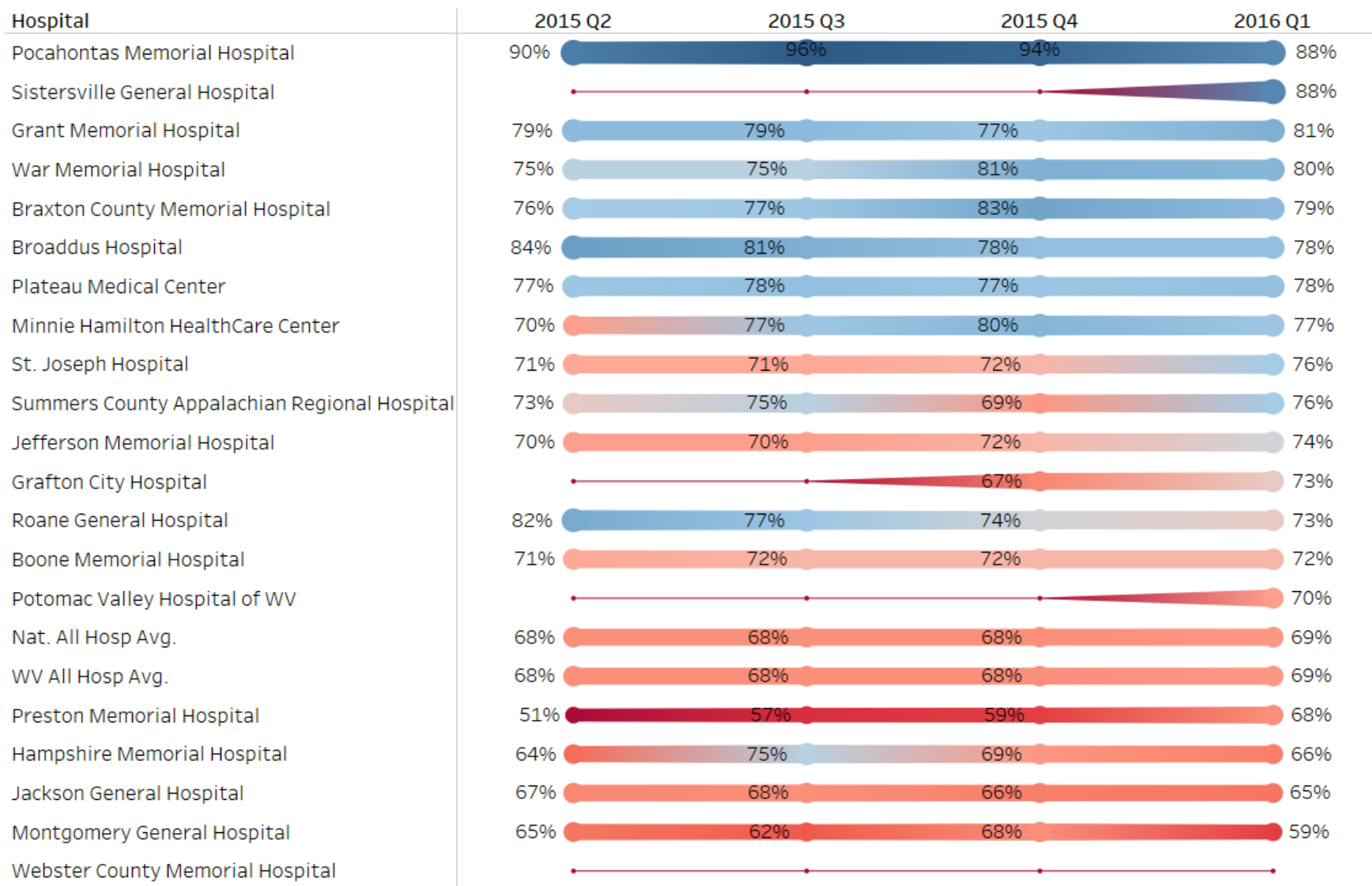
US & WV Comp 2 (Comm with Doctors "Always")



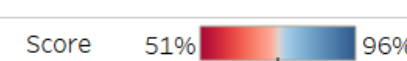
HCAHPS Trends



US & WV Comp 3 Responsiveness of Staff "Always"



Source: Telligen

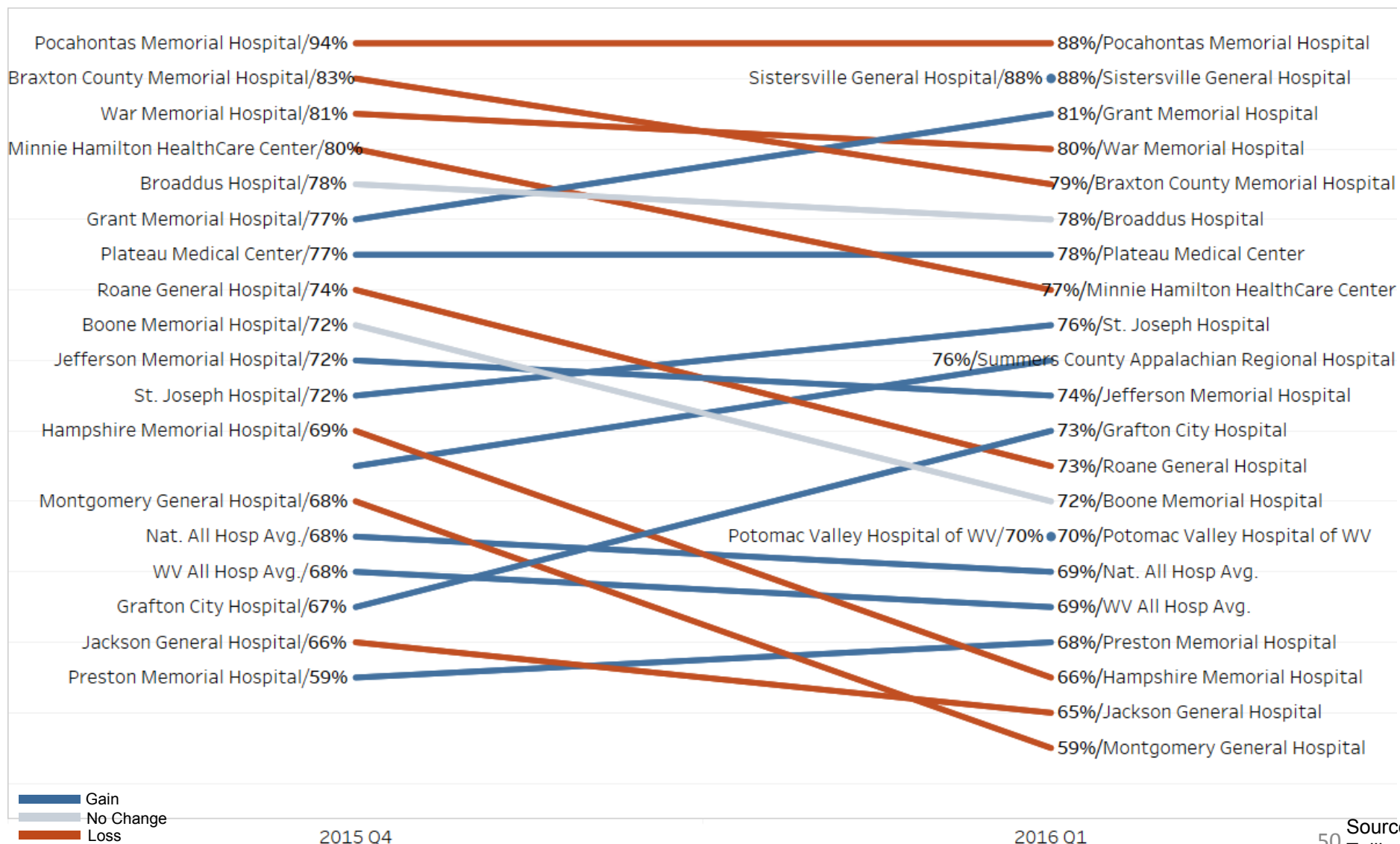


Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



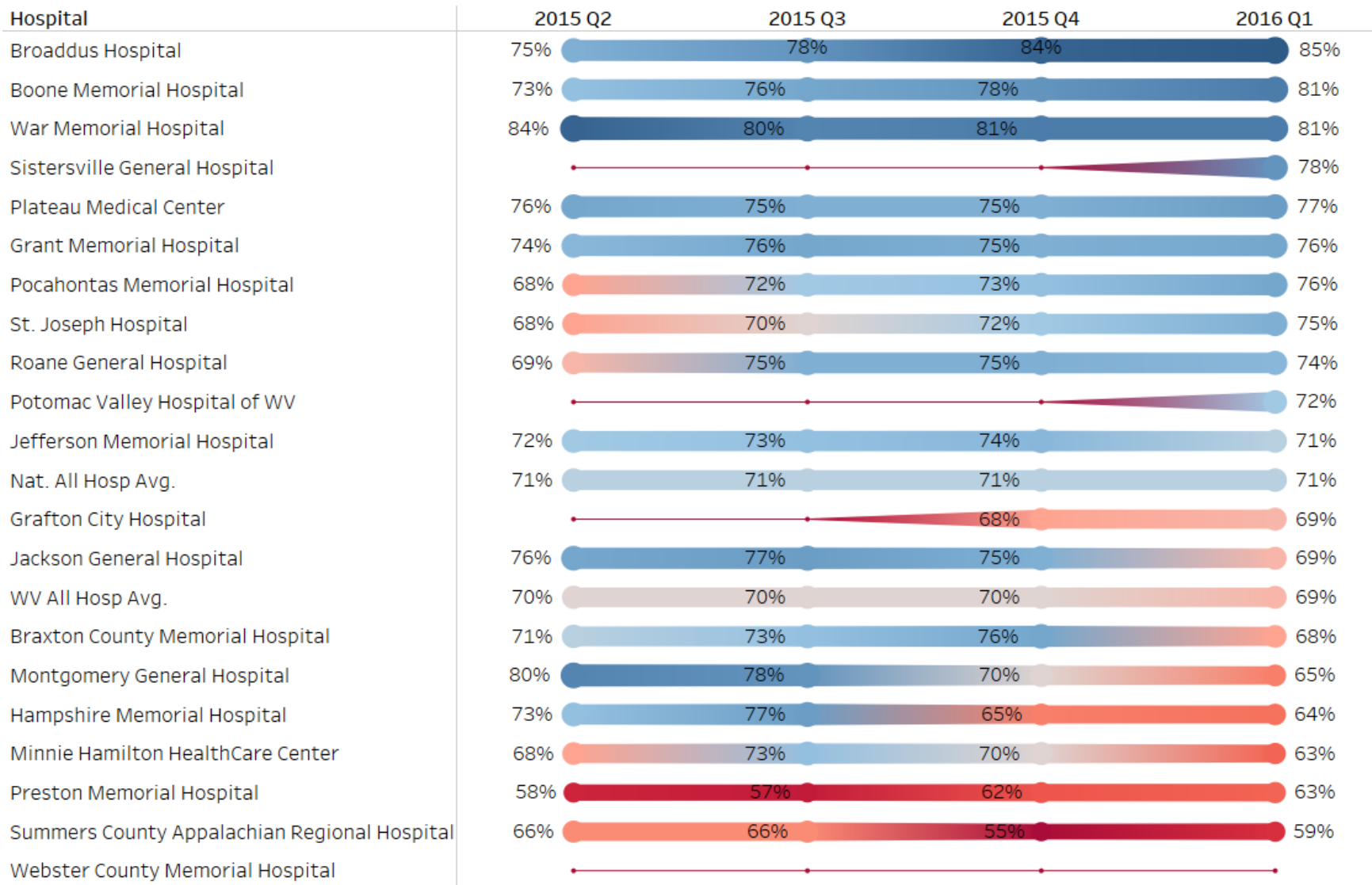
US & WV Comp 3 (Responsiveness of Staff "Always")



HCAHPS Trends



US & WV Comp 4 Pain Management "Always"



Source: Telligen

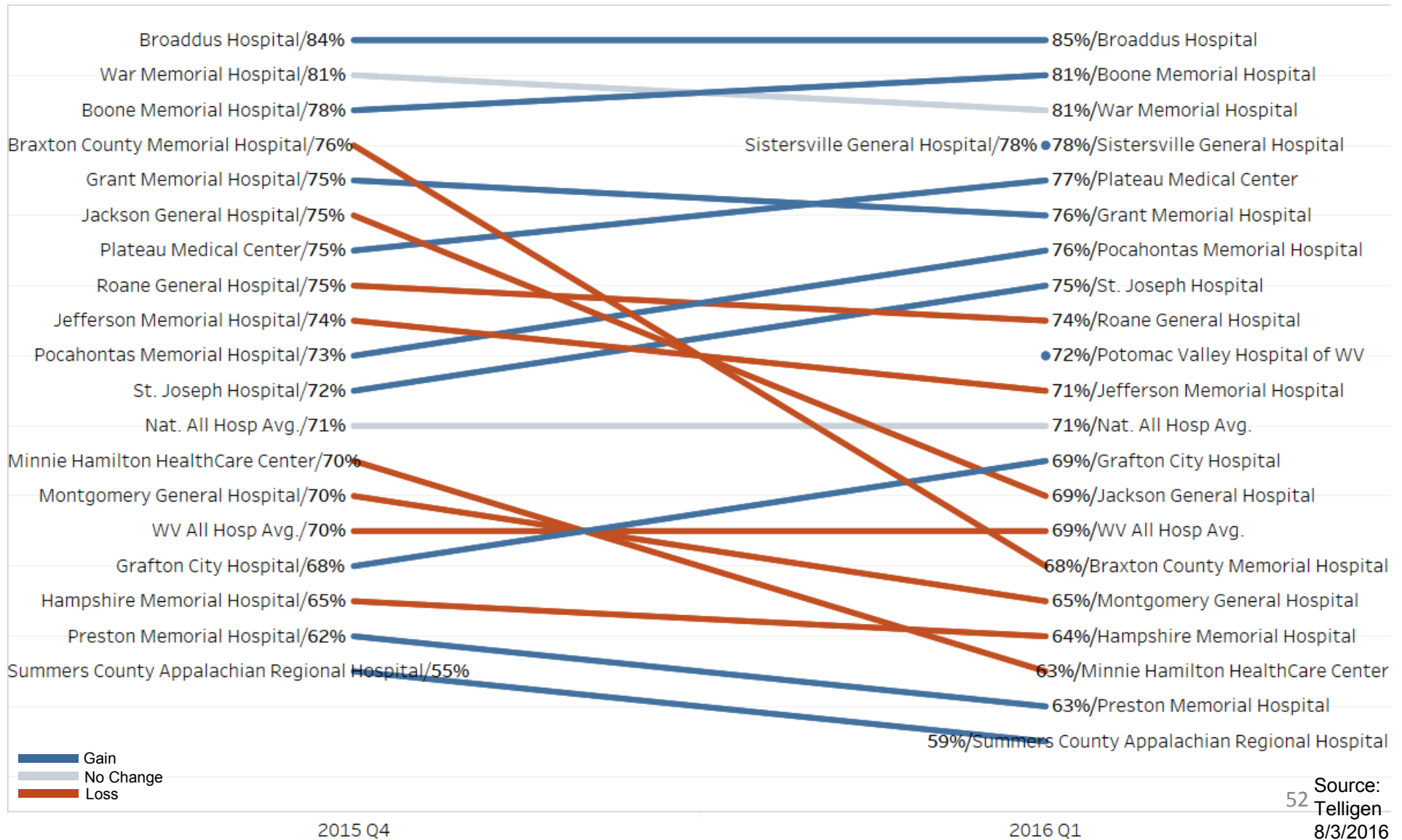
Score 55% 85%

51 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



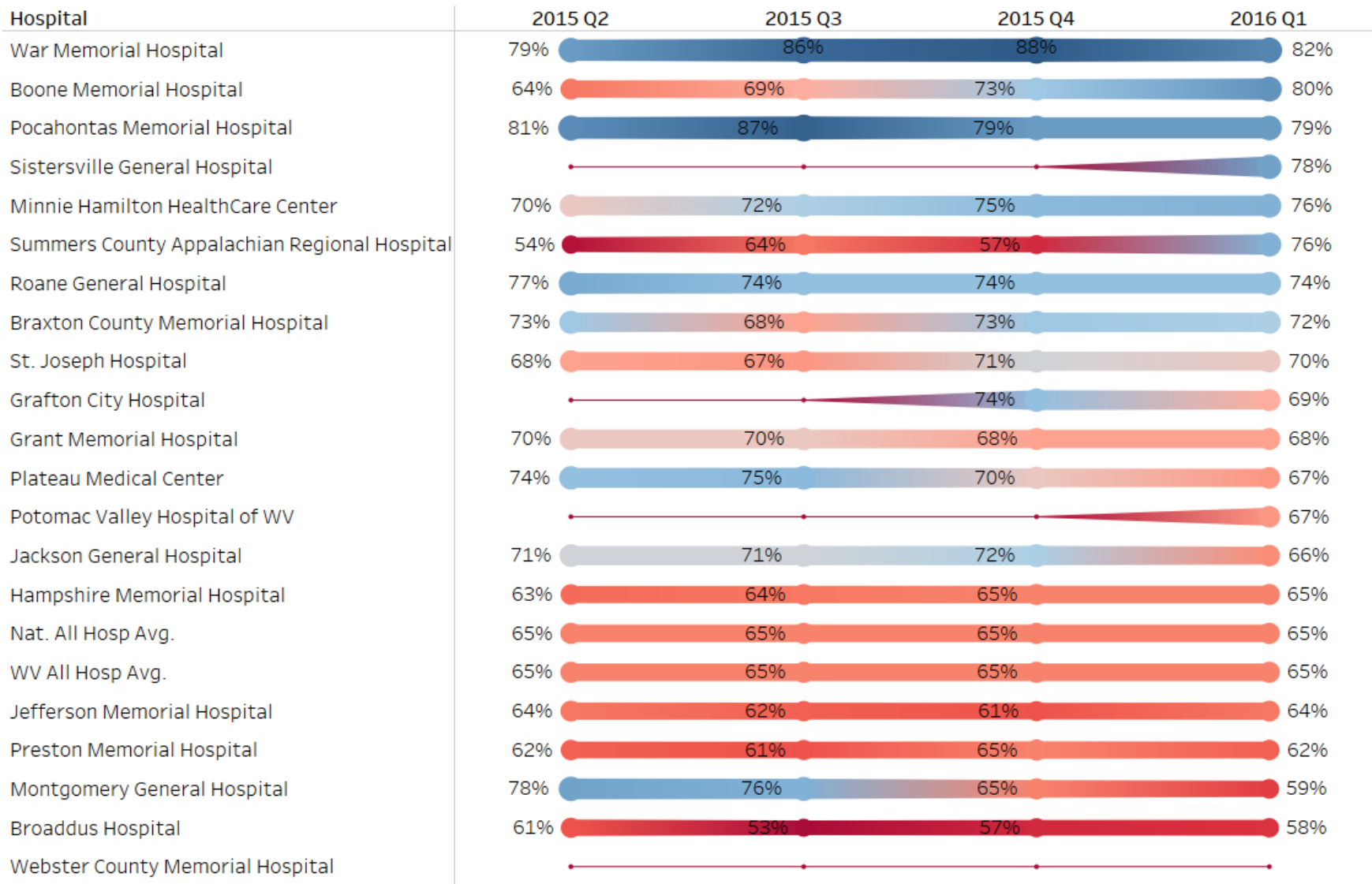
US & WV Comp 4 (Pain Management "Always")



HCAHPS Trends



US & WV Comp 5 Comm about Medicines "Always"



Source: Telligen

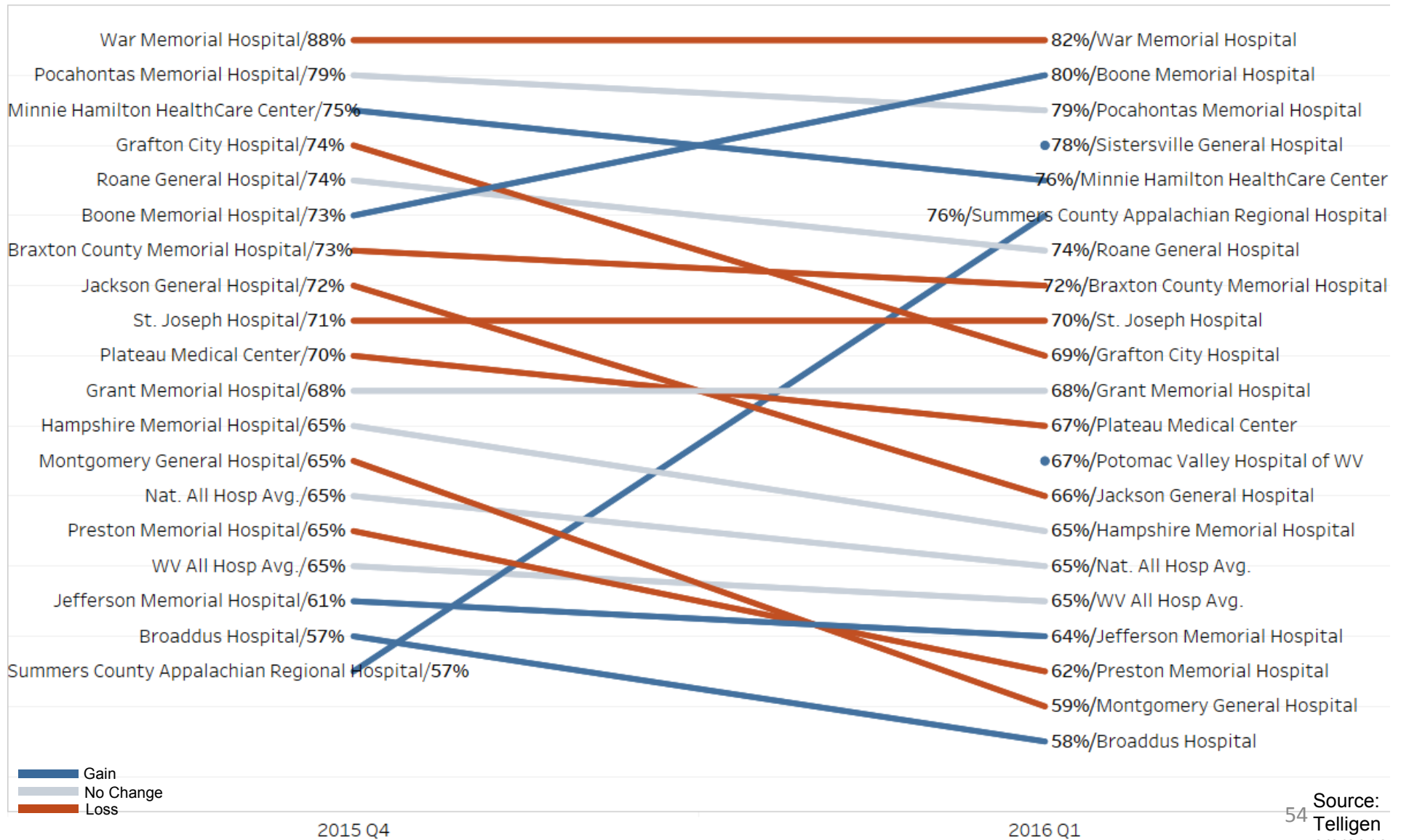
Score 53% 88%

53 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



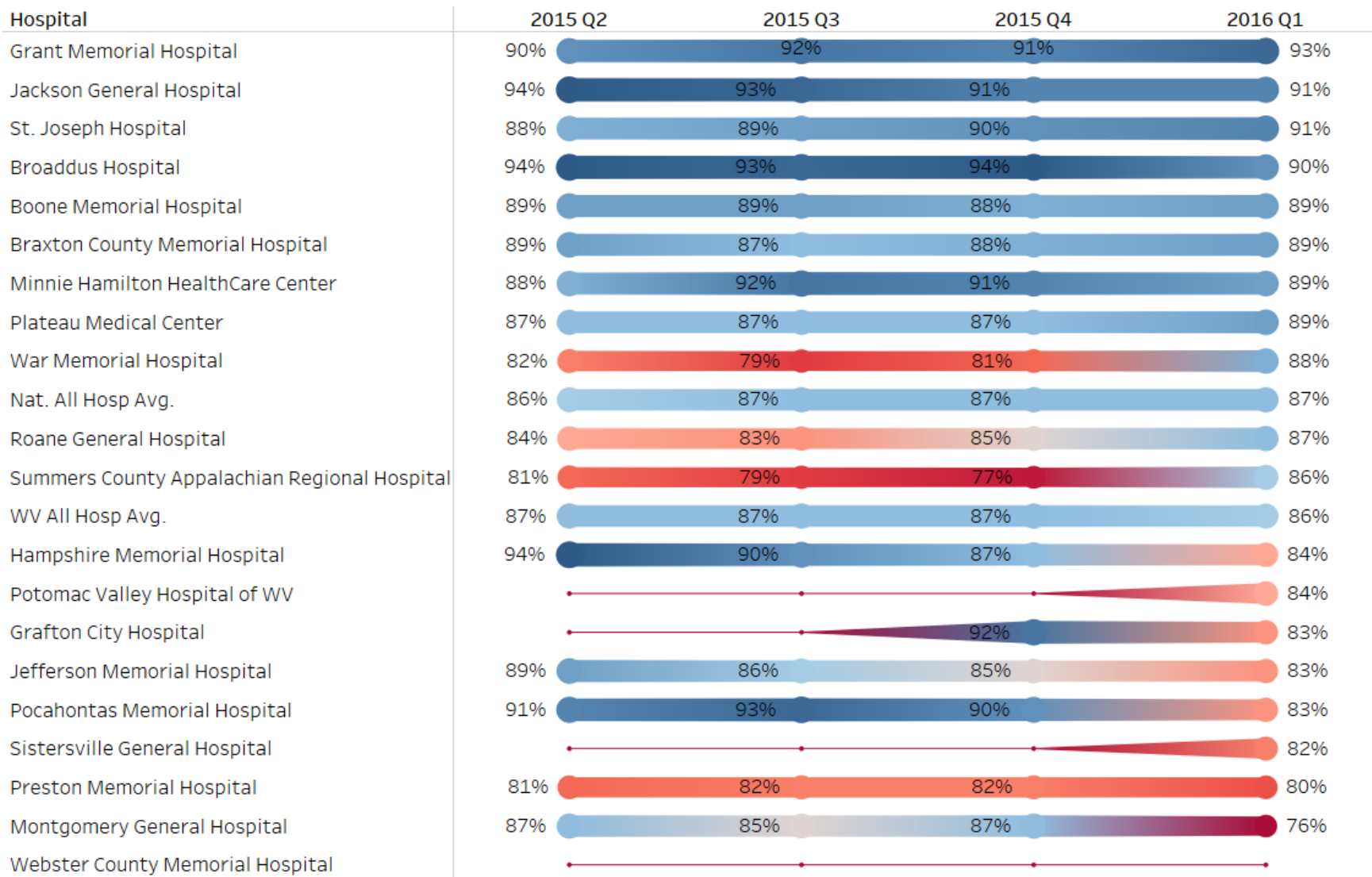
US & WV Comp 5 (Comm about Medicines "Always")



HCAHPS Trends



US & WV Comp 6 Discharge Information "Yes"



Source: Telligen

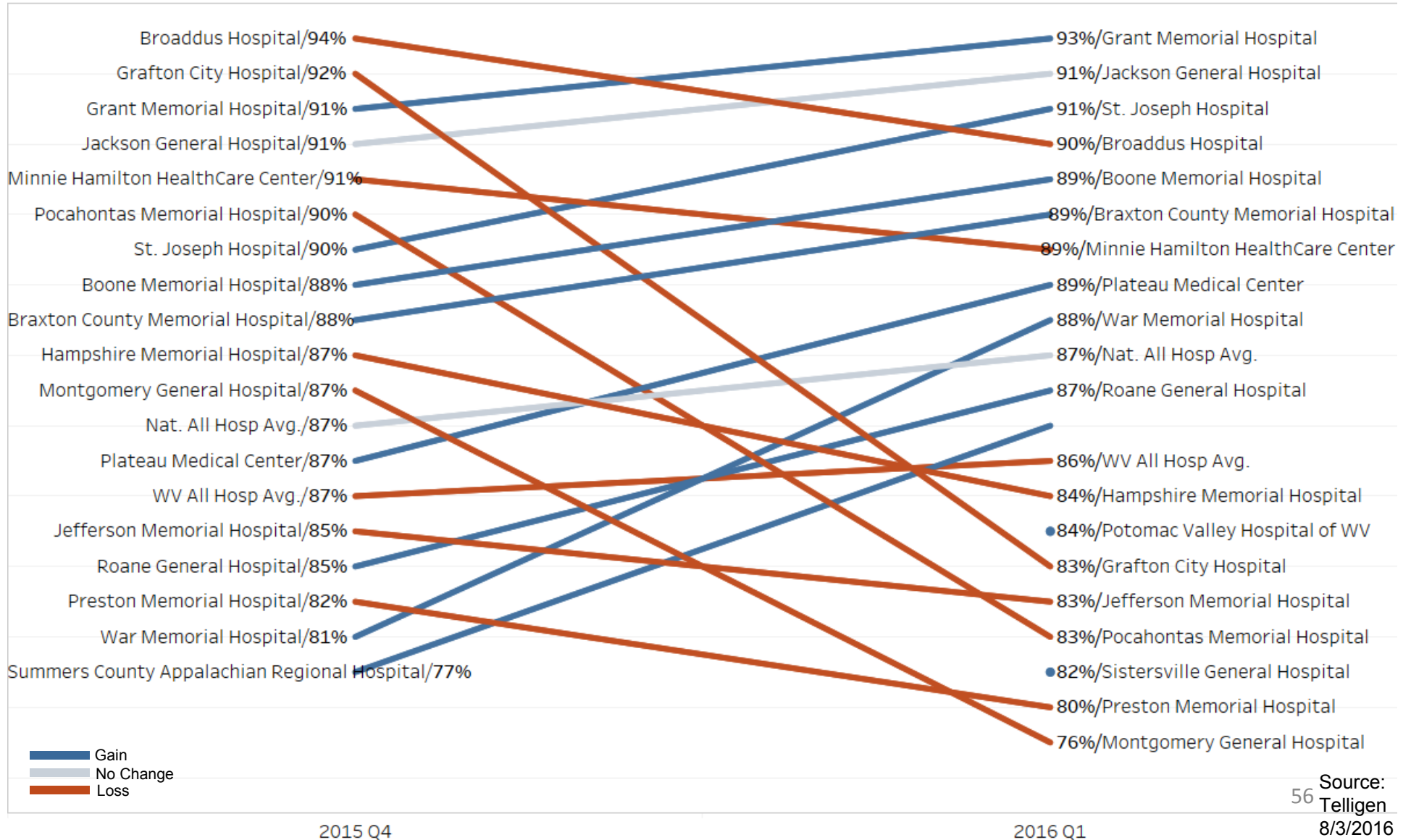
Score 76% 94%

55 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



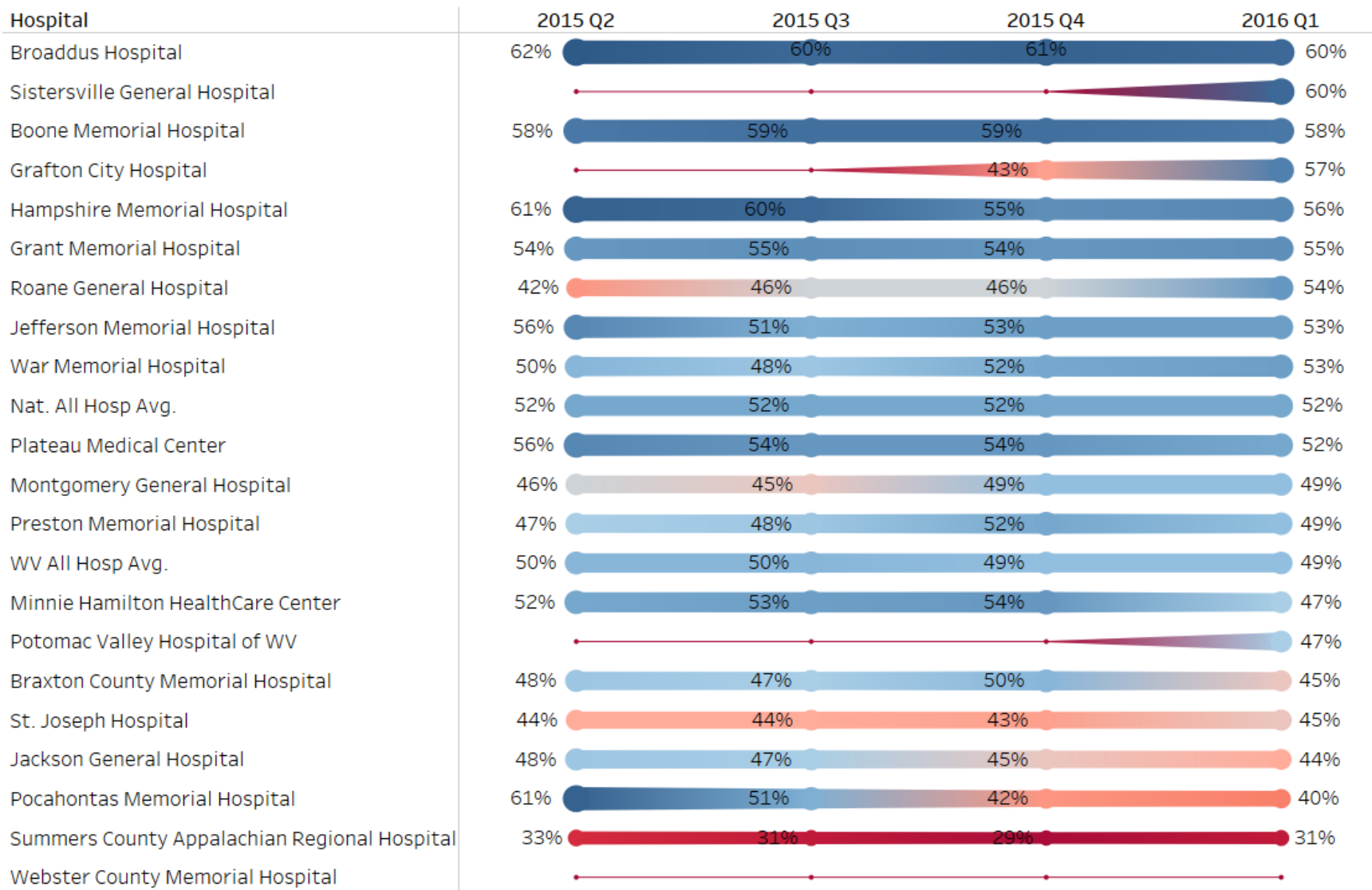
US & WV Comp 6 (Discharge Information "Yes")



HCAHPS Trends



US & WV Comp 7 Care Transition



Source: Telligen

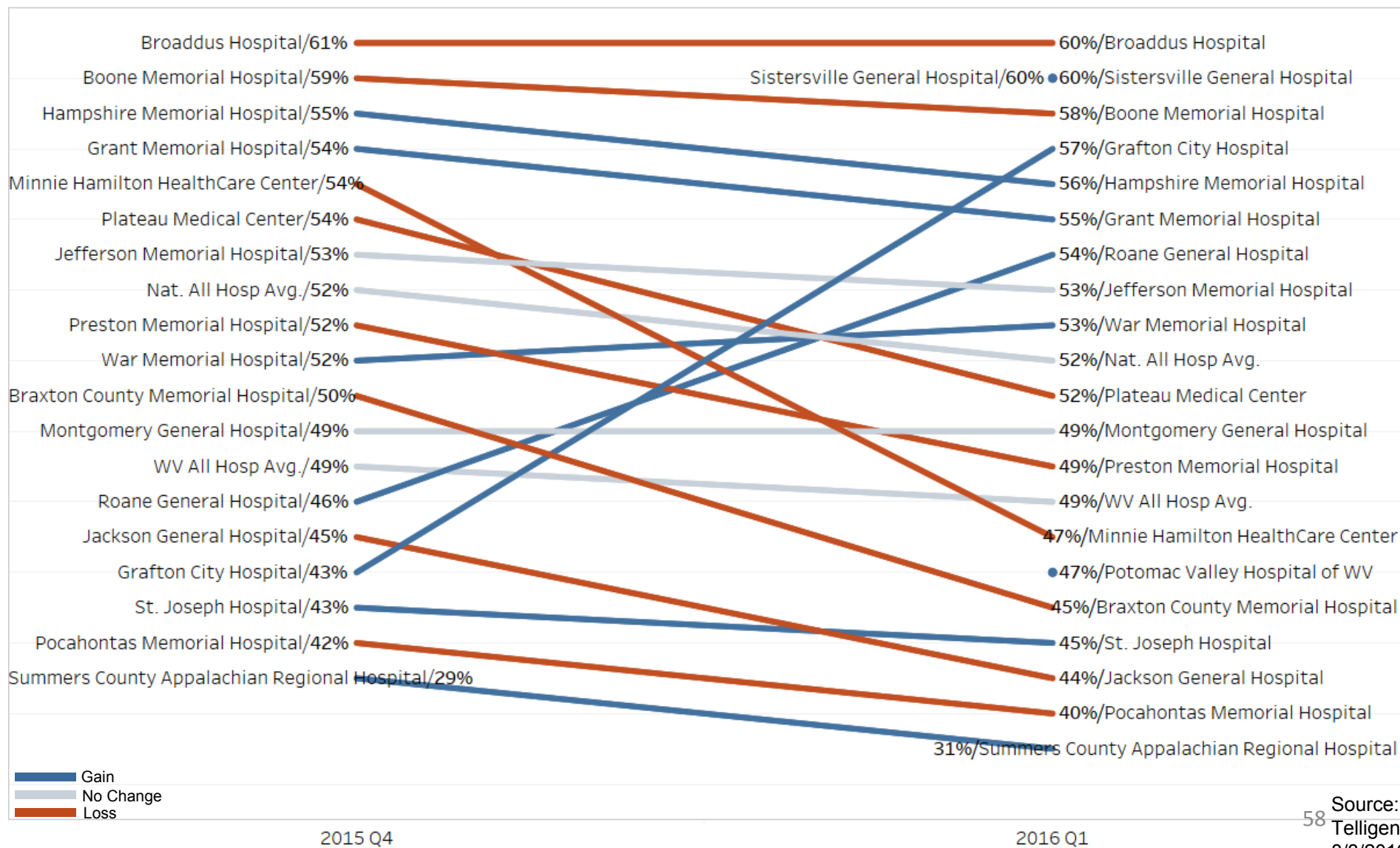
Score 29% 62%

57 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



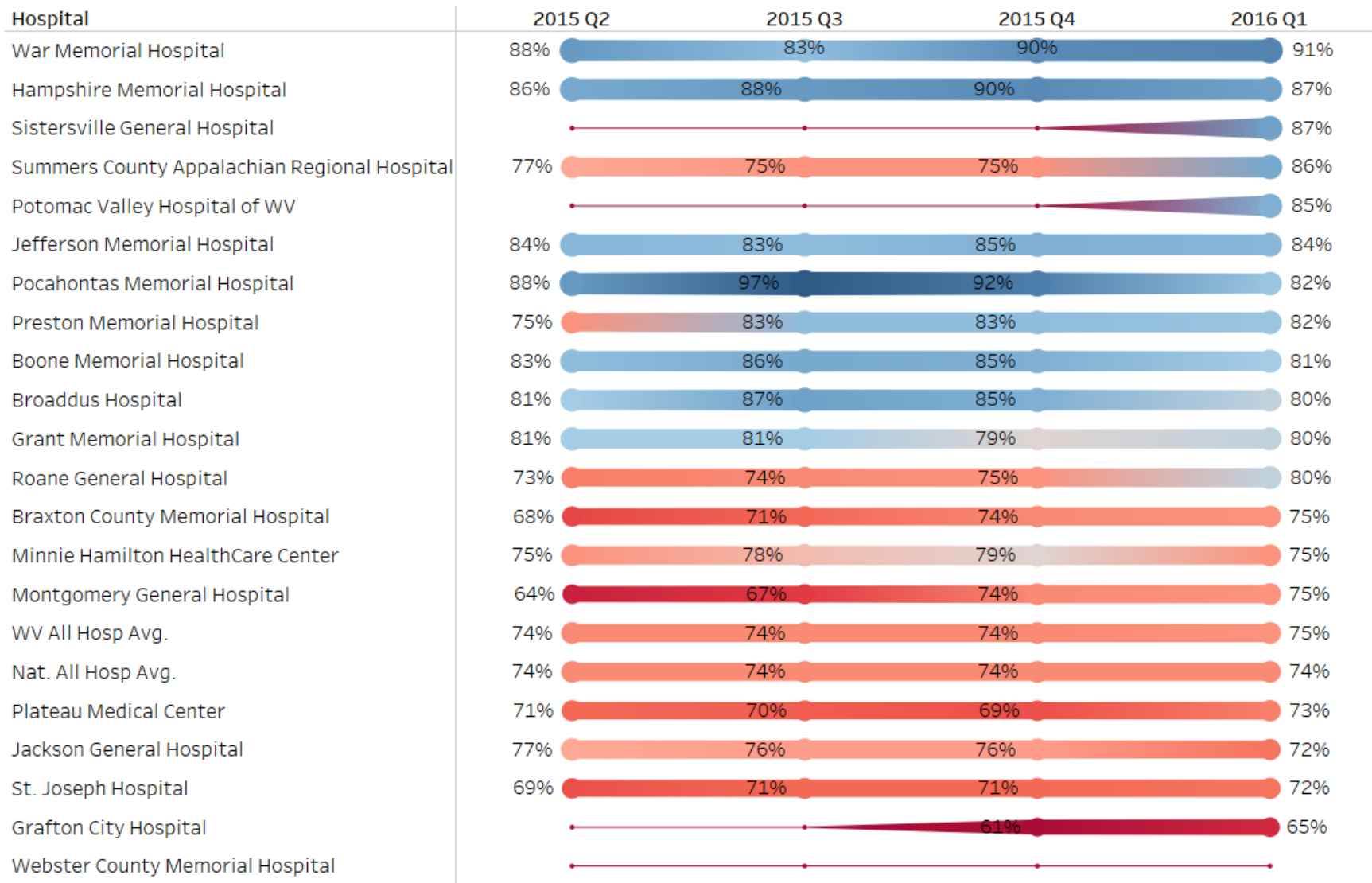
US & WV Comp 7 (Care Transition)



HCAHPS Trends



US & WV Q 8 Cleanliness of Hosp Envir "Always"



Source: Telligen

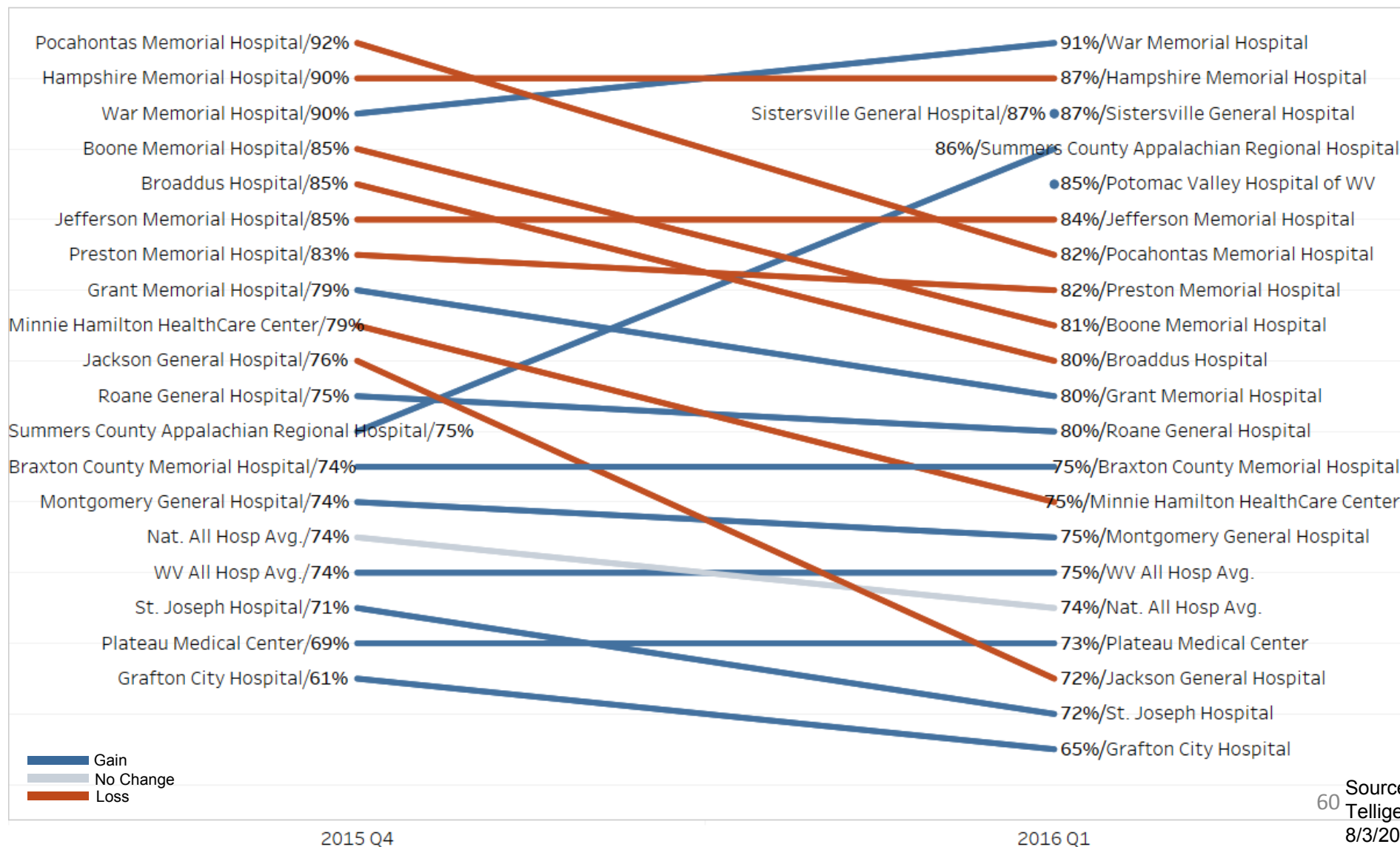
Score 61% 97%

59 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



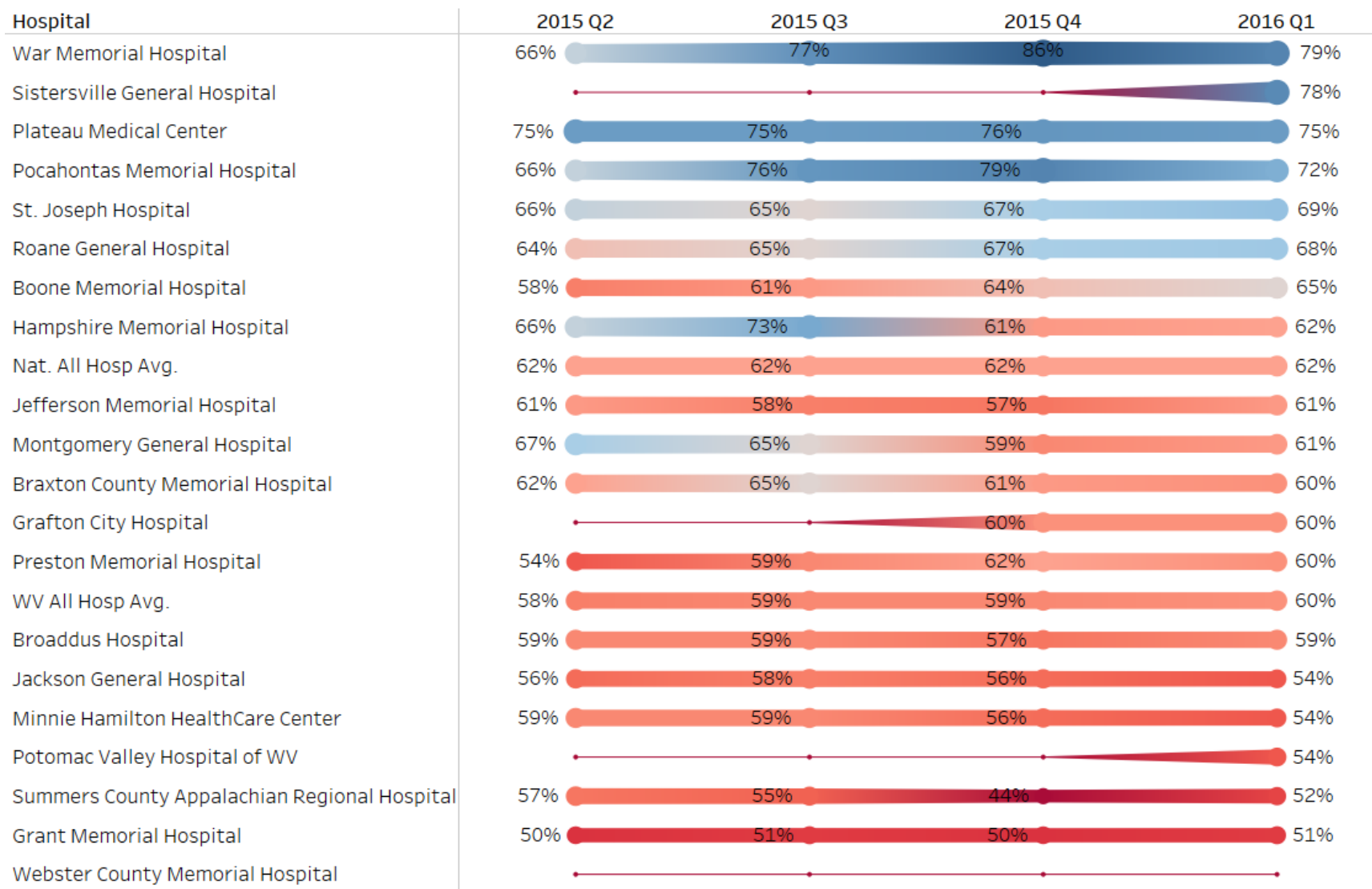
US & WV Q 8 (Cleanliness of Hosp Envir "Always")



HCAHPS Trends



US & WV Q 9 Quietness of Hosp Envir "Always"



Source: Telligen

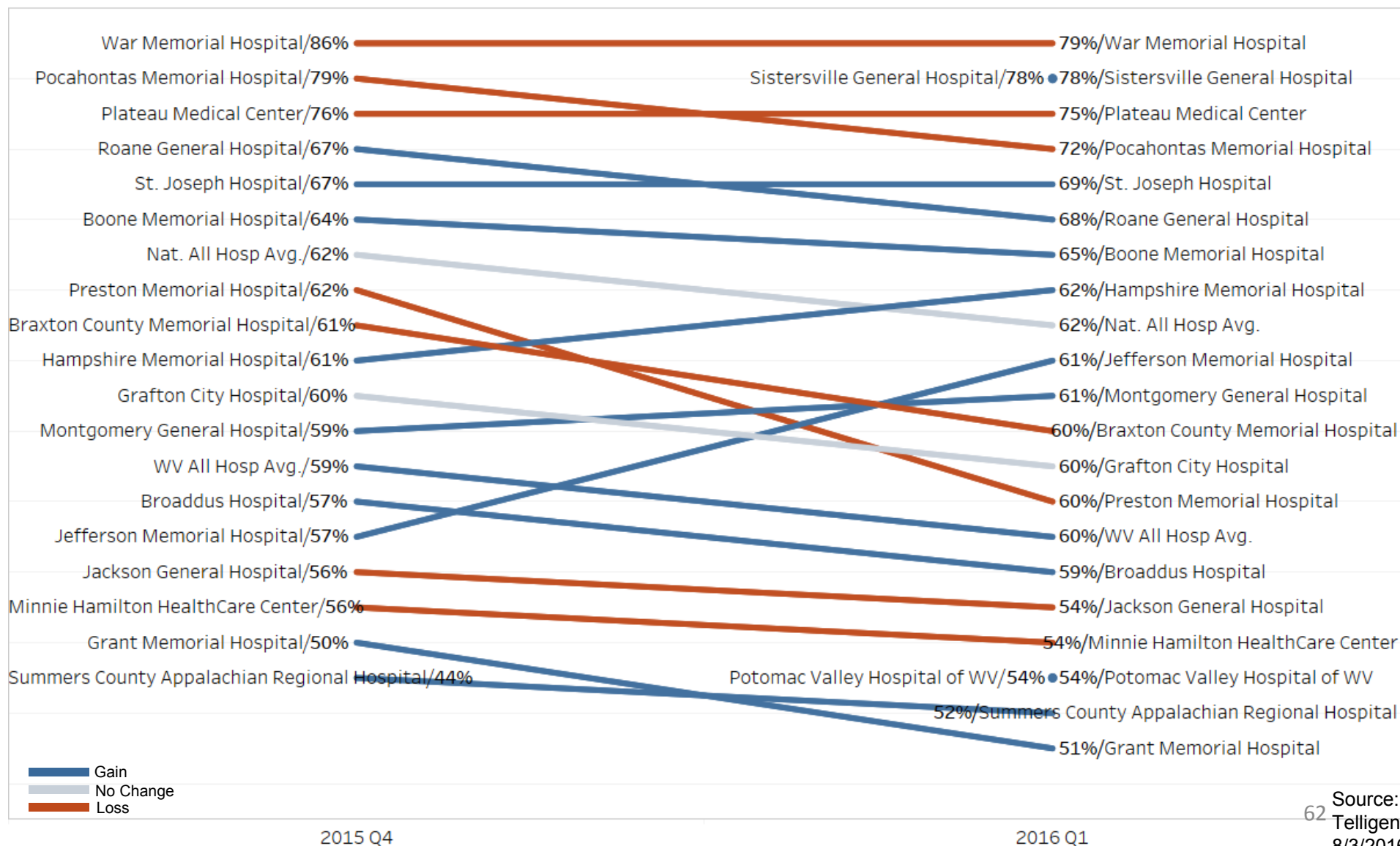
Score 44% 86%

61 Source:
Telligen
8/3/2016

HCAHPS Change Latest Two Quarters



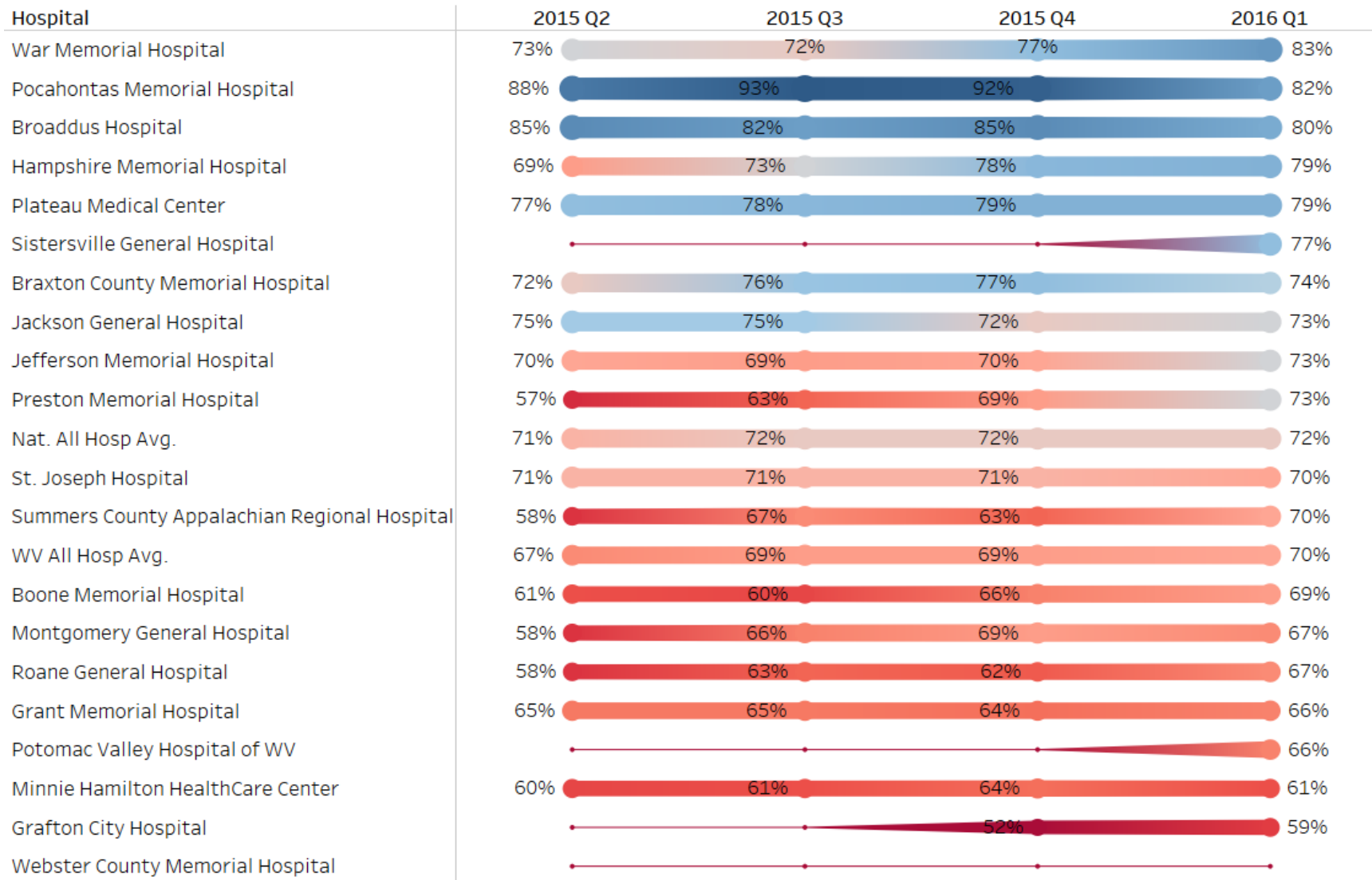
US & WV Q 9 (Quietness of Hosp Envir "Always")



HCAHPS Trends



US & WV Q 21 Overall Rating of Hospital "9 or 10"



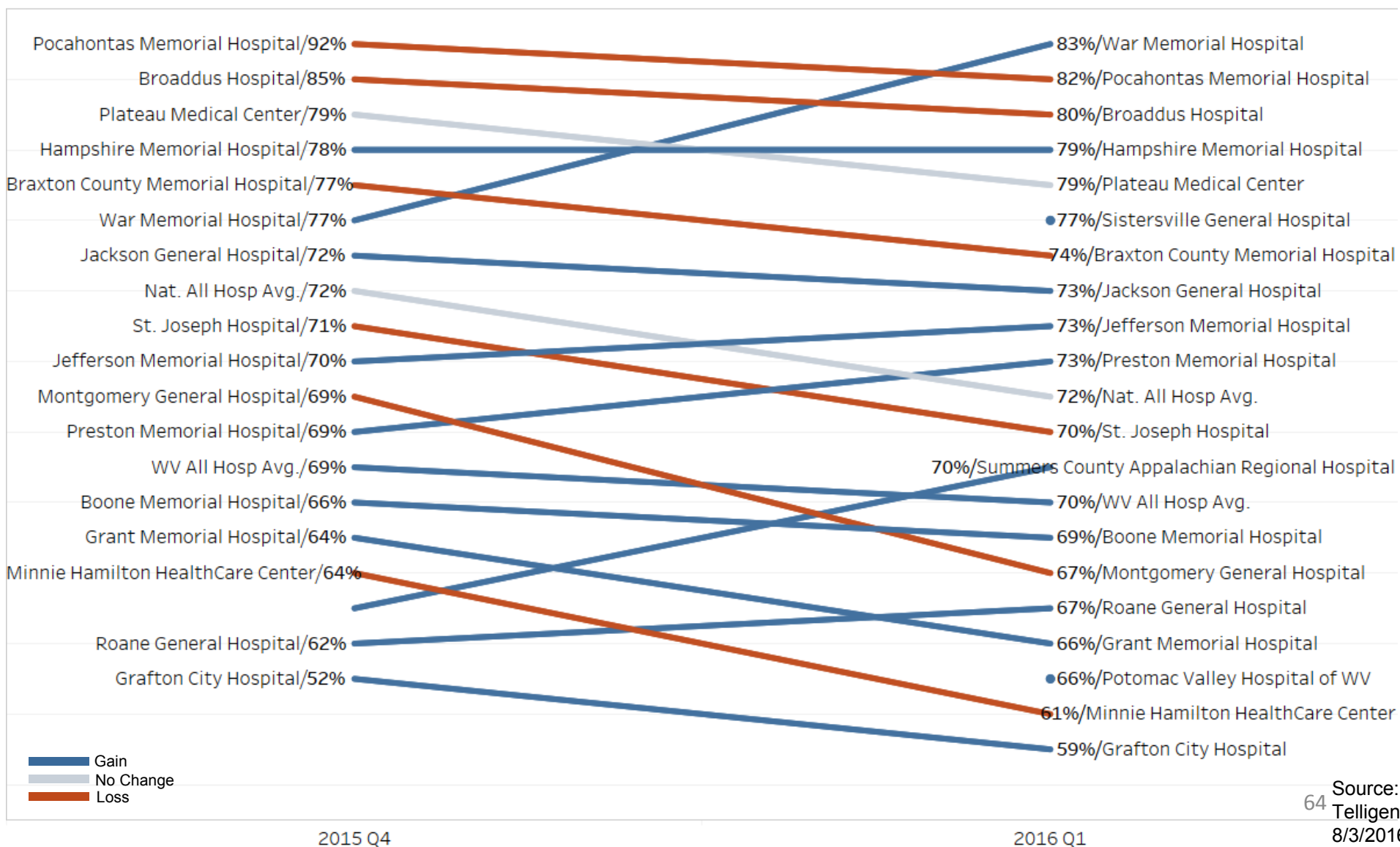
Source: Telligen

Score 52% 93%

HCAHPS Change Latest Two Quarters



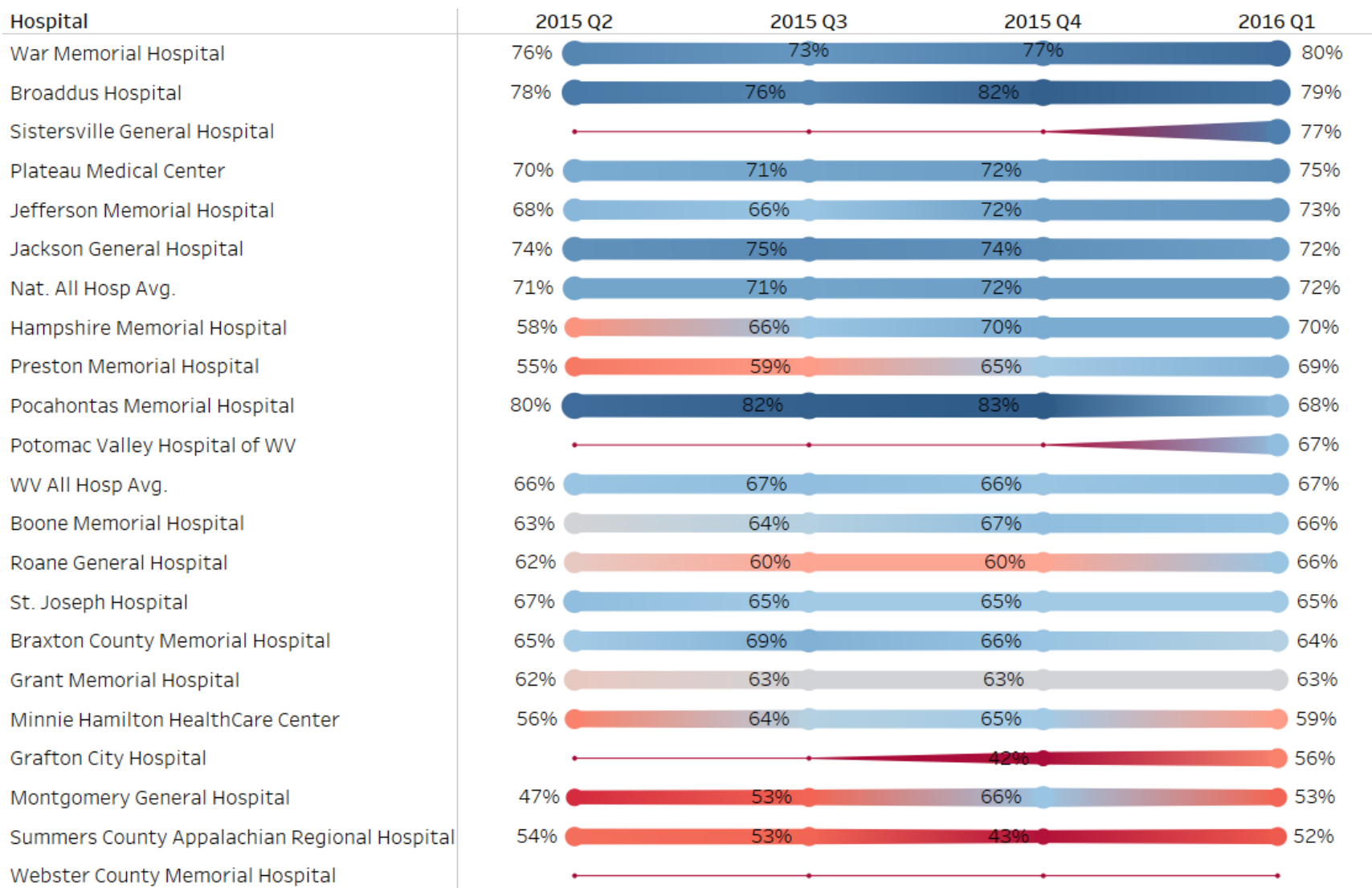
US & WV Q 21 (Overall Rating of Hospital "9 or 10")



HCAHPS Trends



US & WV Q 22 Recommend this Hosp "Definitely Yes"



Source: Telligen

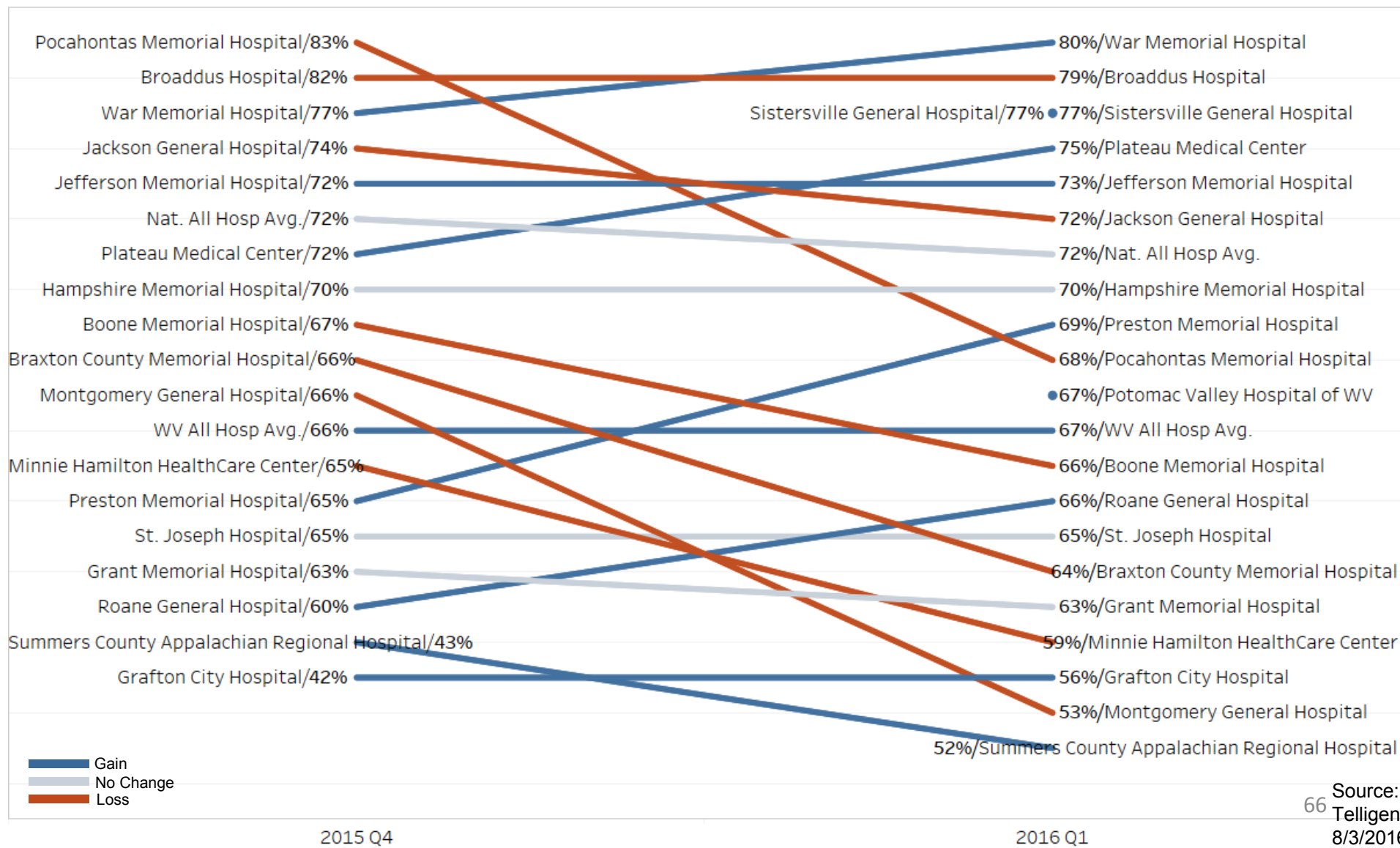
Score 42% 83%

65 Source: Telligen 8/3/2016

HCAHPS Change Latest Two Quarters



US & WV Q 22 (Recommend this Hosp "Definitely Yes")



Resource Review

- MBQIP Monthly e-Newsletter
 - <https://www.ruralcenter.org/tasc/mbqip/mbqip-monthly>

MBQIP Monthly is produced in support of the Federal Office of Rural Health Policy by Rural Quality Improvement Technical Assistance, a program by Stratis Health. Previous recent versions of MBQIP Monthly are available for download at the website above. Past editions of MBQIP Monthly may be obtained by emailing: tasc@ruralcenter.org
- MBQIP Reporting Guide
 - <https://www.ruralcenter.org/tasc/resources/mbqip-reporting-guide>
- ED Throughput - See website below for Abington Jefferson Health with 7 hospitals
 - <http://www.abingtonhealth.org/quality/measurement/emergency-department/#.Vvg02o72bVI>

Resource Review

- Quality Improvement Implementation Guide and Toolkit for Critical Access Hospitals

<https://www.ruralcenter.org/tasc/resources/quality-improvement-implementation-guide-and-toolkit-critical-access-hospitals>

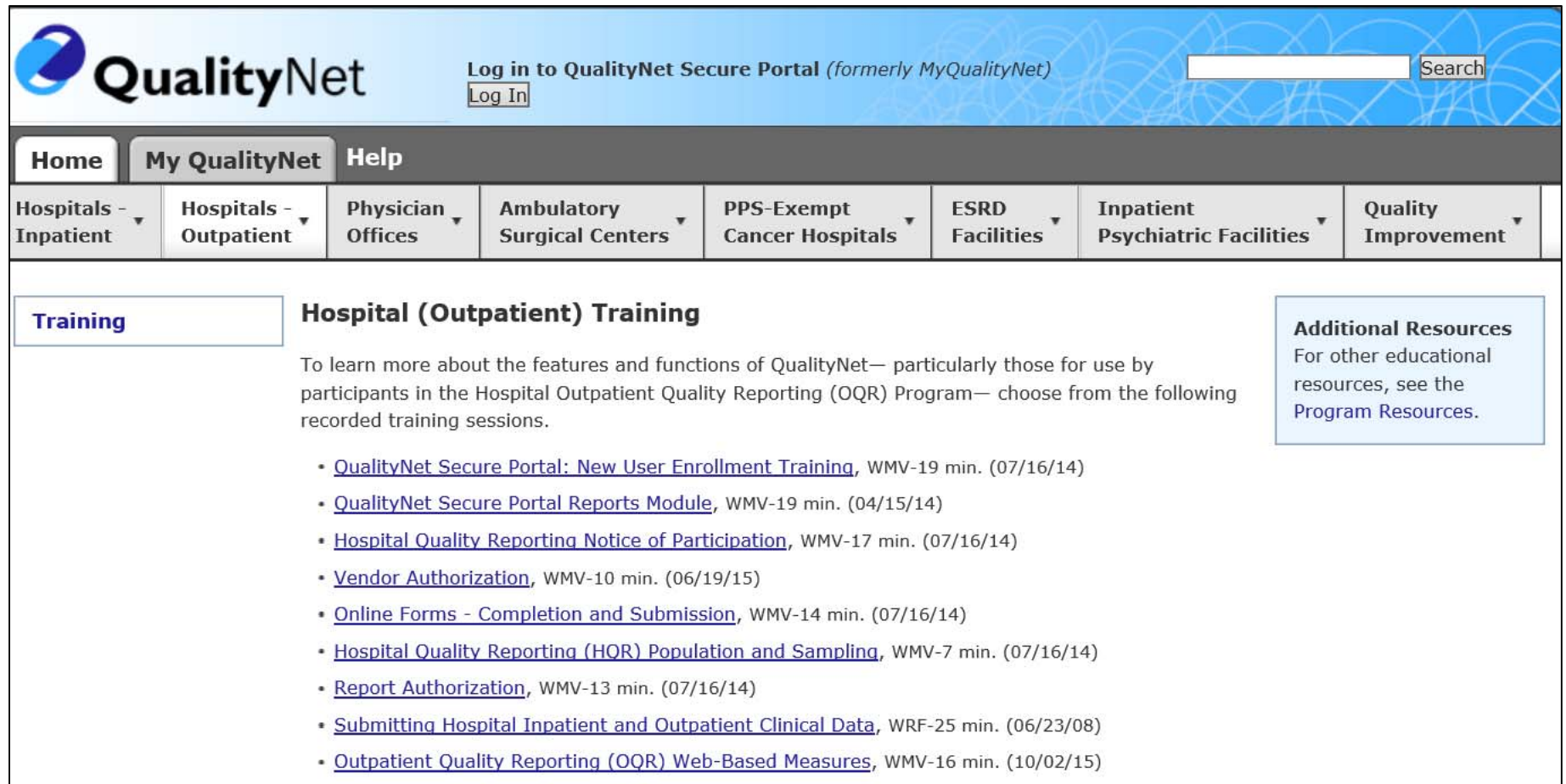
This guide and toolkit offers strategies and resources to help critical access hospital (CAH) staff organize and support efforts to implement best practices for quality improvement. It includes:

- A quality improvement implementation model for small, rural hospital settings
- A 10-step guide to leading quality improvement efforts
- Summaries of key national quality initiatives that align with the priorities of the Medicare Beneficiary Quality Improvement Project (MBQIP)
- Best practices for improvement for current MBQIP measures
- A simple, Excel-based tool to assist CAHs with tracking and displaying real time data for MBQIP and other quality and patient safety measures to support internal improvement efforts

Resource Review OP-27

- 5-Step Enrollment for Acute Care Hospitals/Facilities - <http://www.cdc.gov/nhsn/acute-care-hospital/enroll.html>
- Training Resources for NHSN Users Already Enrolled - <http://www.cdc.gov/nhsn/acute-care-hospital/hcp-vaccination/index.html>
- Healthcare Professional Flu Measure (OP-27) Webinar (Dec 9, 2015) <https://www.ruralcenter.org/tasc/resources/healthcare-professional-flu-measure-op-27-webinar>

Resource Review



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 with a "Search" button. Below this 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". The "Hospitals - Outpatient" menu is selected, leading to the "Hospital (Outpatient) Training" page. The page has a "Training" tab on the left. The main content area contains a heading "Hospital (Outpatient) Training" and a paragraph: "To learn more about the features and functions of QualityNet— particularly those for use by participants in the Hospital Outpatient Quality Reporting (OQR) Program— choose from the following recorded training sessions." Below this is a list of training sessions with their titles, durations, and dates. On the right side, there is a box titled "Additional Resources" with the text: "For other educational resources, see the Program Resources."

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

Training **Hospital (Outpatient) Training** **Additional Resources**
For other educational resources, see the Program Resources.

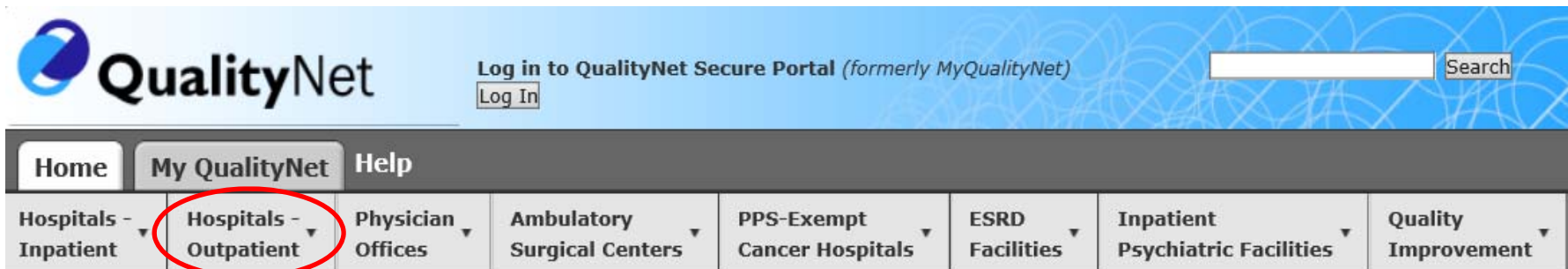
To learn more about the features and functions of QualityNet— particularly those for use by participants in the Hospital Outpatient Quality Reporting (OQR) Program— choose from the following recorded training sessions.

- [QualityNet Secure Portal: New User Enrollment Training](#), WMV-19 min. (07/16/14)
- [QualityNet Secure Portal Reports Module](#), WMV-19 min. (04/15/14)
- [Hospital Quality Reporting Notice of Participation](#), WMV-17 min. (07/16/14)
- [Vendor Authorization](#), WMV-10 min. (06/19/15)
- [Online Forms - Completion and Submission](#), WMV-14 min. (07/16/14)
- [Hospital Quality Reporting \(HOR\) Population and Sampling](#), WMV-7 min. (07/16/14)
- [Report Authorization](#), WMV-13 min. (07/16/14)
- [Submitting Hospital Inpatient and Outpatient Clinical Data](#), WRF-25 min. (06/23/08)
- [Outpatient Quality Reporting \(OQR\) Web-Based Measures](#), WMV-16 min. (10/02/15)

<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier2&cid=1196690015199>

Resource-Specification Manual for MBQIP Measures

- This slide includes information from the Q-Net Hospital Outpatient Quality Reporting Specifications Manuals (based on collection period) accessible as follows:
- <http://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic/Page/SpecsManualLicense>



Then click on Hospital Outpatient

Scroll down to bottom of the page and "accept"

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HCAHPS resources



See CMS Website for General and Updated Info re: HCAHPS

<http://www.hcahpsonline.org/home.aspx>

See CMS Website for Copies of Telephone Surveys and Mailed Surveys

<http://www.hcahpsonline.org/surveyinstrument.aspx>

STAR RATING

http://www.hcahpsonline.org/Files/July_2016_Star%20Ratings_Tech%20Notes.pdf

HCAHPS Quality Assurance Guidelines

http://www.hcahpsonline.org/Files/QAG_V11.0_2016.pdf

MBQIP Data Submission Deadlines



Medicare Beneficiary Quality Improvement Project (MBQIP) Data Submission Deadlines*

Measure ID	Description	Reported To	Submission Deadline by Encounter Period				
			Q2 / 2016 Apr 1 - Jun 30	Q3 / 2016 Jul 1 - Sep 30	Q4 / 2016 Oct 1 - Dec 31	Q1 / 2017 Jan 1 - Mar 30	Q2 / 2017 Apr 1 - Jun 30
Population & Sampling	Population & Sampling Submission (inpatient and outpatient)	QualityNet via Secure Log In	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-1	Median time to fibrinolysis	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-2	Fibrinolytic therapy received within 30 minutes	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-3	Median time to transfer to another facility for acute coronary intervention	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-4	Aspirin at Arrival	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-5	Median time to ECG	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-18	Median Time from ED Arrival to ED Departure for Discharged ED Patients	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-20	Door to diagnostic evaluation by a qualified medical professional	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-21	Median time to pain management for long bone fracture	QualityNet via Outpatient CART/Vendor	November 1, 2016	February 1, 2017	May 1, 2017	August 1, 2017	November 1, 2017
OP-22	Patient left without being seen	QualityNet via Secure Log In	May 15, 2017 (Aggregate based on full calendar year 2016)			May 15, 2018 (Aggregate based on full calendar year 2017)	
OP-27**	Influenza vaccination coverage among health care personnel	National Healthcare Safety Network	N/A	N/A	May 15, 2017 (Aggregate based on Q4 2016/Q1 2017)		N/A
IMM-2	Immunization for influenza	QualityNet via Inpatient CART/Vendor	November 15, 2016	February 15, 2017	May 15, 2017	August 15, 2017	November 15, 2017
EDTC***	Emergency Department Transfer Communication	As directed by state Flex Program	July 31, 2016	October 31, 2016	January 31, 2017	April 30, 2017	July 31, 2017
HCAHPS	Hospital Consumer Assessments of Healthcare Providers and Systems	QualityNet via Vendor	October 5, 2016	January 4, 2017	April 5, 2017	TBD	TBD

*Based on data available as of September 2016. Subject to change by CMS.

**The encounter period for OP-27 is limited to Q4 and Q1.

***State Flex Programs must submit data to FORHP by the 10th of the month following the hospital deadline (e.g. Q4 2016 data due February 10, 2017).

For additional information about measure submission see the [MBQIP Quality Reporting Guide](#).