

CAHPS Insider

April 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE





To our extraordinary partners,

As COVID-19 continues to spread, it has revealed the degree of trust that Americans have invested in their providers. People are turning to healthcare organizations for leadership, information, and stability as we weather this unprecedented crisis in public health.

That trust is well-deserved, and it's been hard-won. America's caregivers earned it through an unwavering commitment to patient well-being.

To all of you—from executive leadership to physicians, frontline nursing staff, and support workers—your diligent devotion to the public good remains an inspiration. There's no one better suited to meet this moment.

As you treat the patients and residents affected by this virus, or as you redouble your preparation for COVID cases that have yet to emerge, we at NRC Health want you to know that you have our gratitude, our support, and our trust. And we want to help you focus on the crisis at hand, in any way we can.

In the coming weeks, we will be reaching out with brief messages of support, along with helpful, uplifting stories of care and best practices to better support the vital work you're doing. And if there's any way that NRC Health associates can help you in your efforts, do not hesitate to ask.

In solidarity, and in gratitude for everything you do,
Your partners at NRC Health

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Hospital Compare April 2020 Data Refresh

CMS updates [Hospital Compare](#) quarterly, though not all data are updated each quarter. April 2020 updates include:

- Patient experience of care
 - HCAHPS Survey
 - OAS CAHPS Survey
- Timely and effective care
- Healthcare-associated infections (HAIs)
 - Including measures for DoD hospitals:
 - Central line-associated bloodstream infections
 - Catheter-associated urinary tract infections
- Prospective Payment System (PPS)-Exempt Cancer Hospital Quality Reporting (PCHQR) Program
- The American College of Surgeons National Surgical Quality Improvement Program

Beginning in April, CMS will no longer report the following measure on [Hospital Compare](#):

- Timely and Effective Care
 - OP-5: Average minutes before outpatients with chest pain or possible heart attack got an ECG

For general questions regarding Hospital Public Reporting, please use the [QualityNet Question and Answer Tool](#).



Fiscal Year 2021 Proposed Medicare Payment and Policy Changes

CMS has published the following FY 2021 proposed rules:

- Hospice Payment Rate Update Proposed Rule (CMS-1733-P)
 - This rule provides model examples of the hospice election statement and addendum that reflect the changes finalized in the FY 2020 hospice final rule for elections on or after October 1, 2020.
 - For the CMS Fact Sheet click [here](#).
 - For the complete proposed rule click [here](#).
- Inpatient Psychiatric Facilities (IPF) Prospective Payment System (PPS) Proposed Rule (CMS-1731-P)
 - This rule updates the Medicare payment rates for IPFs.
 - For the CMS Fact Sheet click [here](#).
 - For the complete proposed rule click [here](#).
- Skilled Nursing Facility Proposed Medicare Payment and Policy Changes (CMS-1737-P) -- Pending OFR Confirmation
 - This rule updates the Medicare payment rates and the quality programs for SNFs.
 - For the CMS Fact Sheet click [here](#).
 - For the complete proposed rule click [here](#).

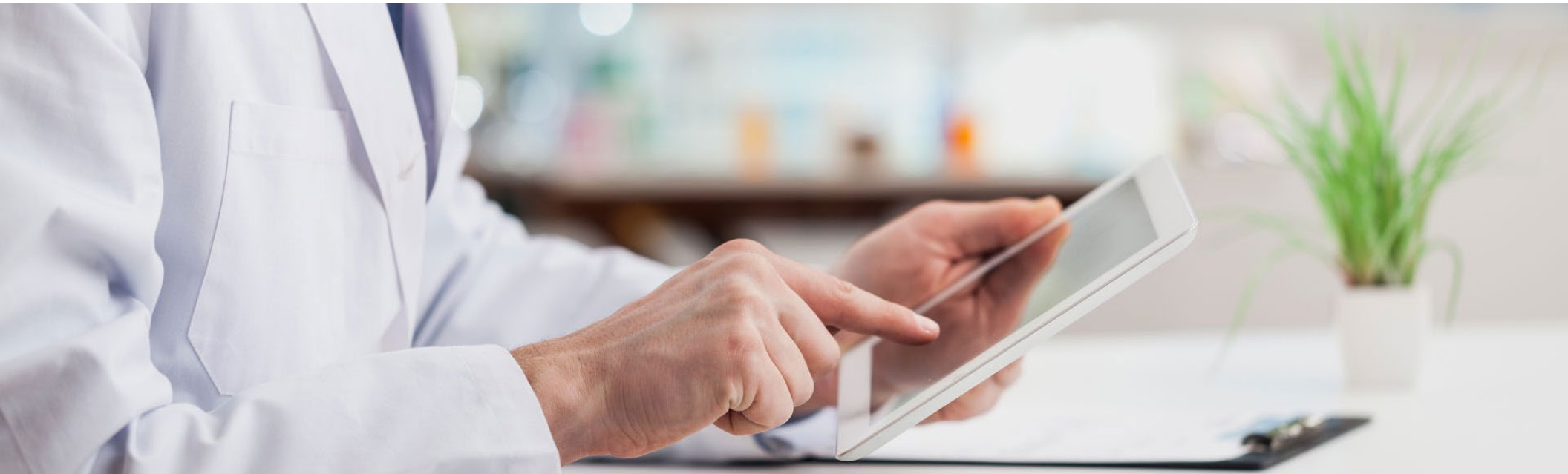
“One Login” Functionality for QualityNet

Now through June 15, 2020 you can transition your [QualityNet](#) account to HARP, the Health Care Quality Information Systems (HCQIS) Access Roles, and Profile system. HARP’s streamlined ID management security will allow you access to many HQR reporting systems using “One Login” functionality.

To transition your account:

1. Log in to the [QualityNet Secure Portal](#)
2. Select Hospital Quality Reporting and click Let’s Go
3. Enter your QualityNet login credentials and click Submit
4. Once you log in, a pop-up window will appear alerting you to create a new HARP Login
5. Click Enable HARP Account, and follow the prompts

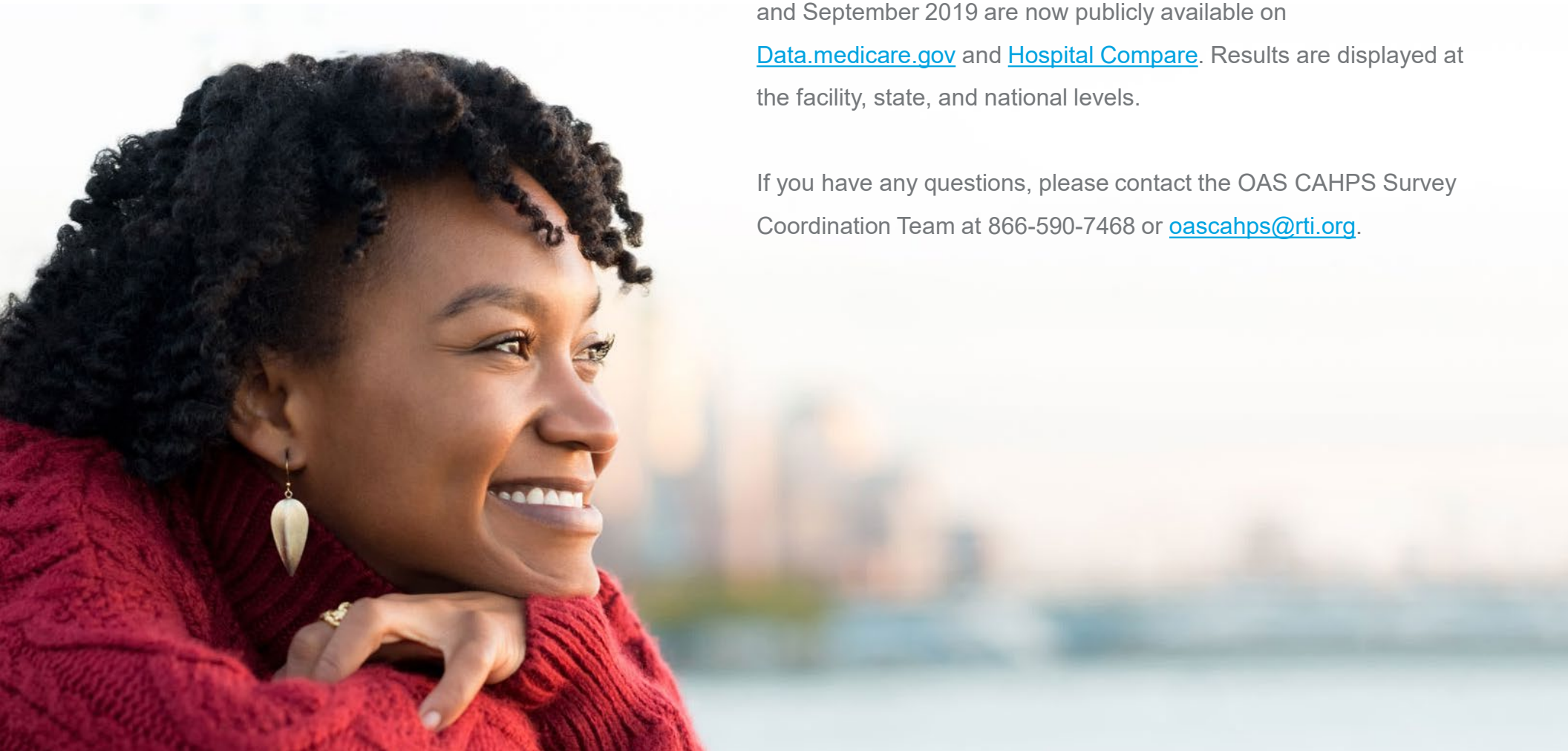
If you have any questions, please contact the QualityNet Help Desk at 866-288-8912 (TTY: 877-715-6222) or qnetsupport@hcqis.org.



Public Reporting Results Refresh

OAS CAHPS Survey results based on responses from patients who received an outpatient surgery or procedure between October 2018 and September 2019 are now publicly available on [Data.medicare.gov](https://data.medicare.gov) and [Hospital Compare](https://www.hospitalcompare.gov). Results are displayed at the facility, state, and national levels.

If you have any questions, please contact the OAS CAHPS Survey Coordination Team at 866-590-7468 or oascahps@rti.org.



ICH CAHPS

Dialysis Facility Compare April 2020 Refresh

ICH CAHPS Survey results based on data from the Fall 2018 and Spring 2019 are currently displayed on [Dialysis Facility Compare](#) on [Medicare.gov](#). The April 2020 refresh includes updates to:

- Patient-Mix Coefficients and Star Ratings
 - ICH CAHPS results are adjusted for data collection mode and patient-mix. Additional information on adjustments can be found [here](#).
- Average State and National Scores
 - State and national averages for the three ICH CAHPS composite measures and the three global ratings based on combined Fall 2018 and Spring 2019 Survey data are available [here](#).

If you have any questions, please contact the ICH CAHPS Survey Coordination Team at 866-245-8083 or ichcahps@rti.org.



ICH CAHPS

Revised Spring 2020 Fielding Schedule

Activity	Original Schedule	Updated Schedule
<i>Sampling window (no change)</i>	10/1 - 12/31/2019	10/1 - 12/31/2019
<i>Sample files uploaded on ICH CAHPS website</i>	3/27/2020	4/14/2020
<i>Vendors attest to receipt of sample file</i>	3/31/2020	4/16/2020
Mail prenotification letter	4/17/2020	5/4/2020
Begin telephone data collection (phone only mode)	5/1/2020	5/11/2020
Mail 1 st questionnaire (mail only and mixed mode)	5/1/2020	5/18/2020
Begin phone follow-up (mixed mode)	5/29/2020	6/1/2020
Mail 2 nd questionnaire (mail only)	5/29/2020	6/8/2020
Data collection ends (no change)	7/10/2020	7/10/2020
Vendors clean/process final data and construct XML file (no change)	7/10 - 28/2020	7/10 - 28/2020
Deadline for submitting XML data file to ICH Data Center (no change)	7/29/2020	7/29/2020

**Activity COMPLETE*



Changes Announced in Response to COVID-19

Leapfrog has announced one-time-only changes to processes for 2020 [Leapfrog Hospital](#) and [ASC Surveys](#):

Leapfrog

- Hospitals may maintain their 2019 Survey Results in lieu of reporting to the 2020 Leapfrog Hospital Survey
- Reductions to the submission requirements
- Late Submission Deadline extended to December 31
- Suspension of On-Site Data Verification
- One-on-one technical assistance calls with the Help Desk:
 - To request a technical assistance call, visit <https://leapfroghelpdesk.zendesk.com> and select “Technical Assistance Call” from the Leapfrog Hospital Survey-related issues drop-down menu
 - Calls will be scheduled within 24 hours

For additional information on changes to 2020 Leapfrog survey requirements, click [here](#) to read the full announcement.

External Submission Deadlines

	Q2 2019 Discharges	Q3 2019 Discharges	Q4 2019 Discharges	Q1 2020 Discharges
HCAHPS	10/2/2019	1/2/2020	4/1/2020	7/1/2020
Premier	10/18/2019	1/17/2020	4/17/2020	7/17/2020
Vizient	10/18/2019	1/17/2020	4/17/2020	7/17/2020
HHCAHPS	10/17/2019	1/16/2020	4/16/2020	7/16/2020
CAHPS Hospice	11/13/2019	2/12/2020	5/13/2020	8/12/2020
OAS CAHPS	10/9/2019	1/8/2020	4/8/2020	7/8/2020
ICH CAHPS	1/29/2020 (Fall 2019)		7/29/2020 (Spring 2020)	
CAHPS for ACOs	1/23/2020		1/2021 (Day TBD)	
CAHPS for MIPS	1/23/2020		1/2021 (Day TBD)	
<i>*Activity COMPLETE</i>				



If you have any questions regarding the information included in this edition of the CAHPS Insider, please contact NRC Health Corporate Compliance at compliance@nrchealth.com.

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